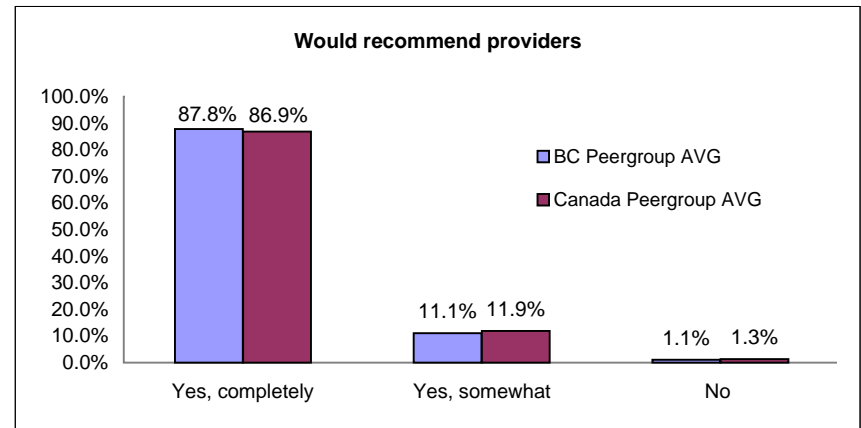
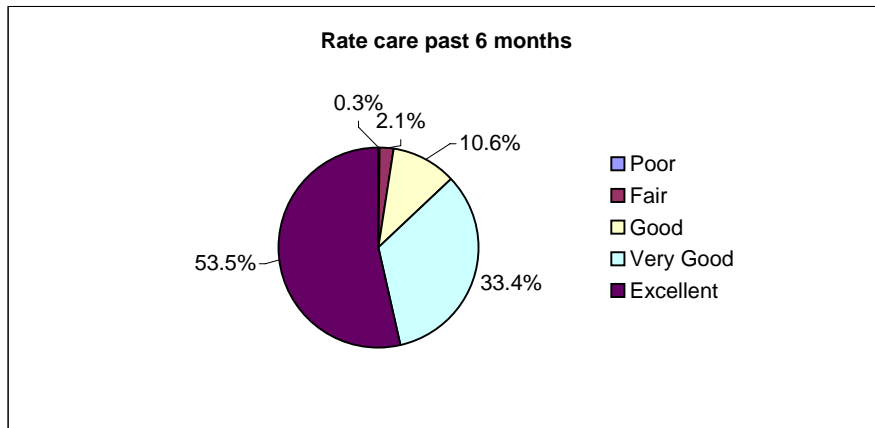


**British Columbia - Regional Cancer Centres
Provincial Experience of Outpatient Cancer Care Survey Results**

Report Date: December 7th, 2006 Patient Visit Dates : November 15th, 2005 – May 15th, 2006. n=3937, Response Rate= 59.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate care past 6 months ⁽¹⁾	97.1% BC Peergroup 97.0% Cda. Peergroup	Waited less than 30 minutes from scheduled appt to radiation	95.6%	Put in touch to help w/anxiety/fear	26.6%
Information, Communication & Education	62.8%	Family/friends involved in care/treatment	92.6%	Enough info re: relationship changes	29.1%
Coordination and Continuity of Care	64.2%	Treated w/dignity/respect by providers	92.5%	Enough info on emotional changes	35.5%
Physical Comfort	77.4%	Waited less than 60 minutes from scheduled appt to chemotherapy	89.7%	Put in touch to help w/diagnosis anxiety/fear	37.8%
Respect for Patient Preferences	74.8%	Could trust providers w/confidential info	87.7%	Enough info on sexual activity changes	41.8%
Emotional Support	53.6%	Knew who was in charge for each therapy	83.6%	Enough info on changes in work/activities	45.7%
Access to Care	76.2%	Got services needed in past 6 months	81.4%	Providers aware of med history	46.8%
Surgery Specific	76.9%	Did everything to help w/chemo side effects	80.7%	Explained wait for first treatment appt	51.6%
		Providers knew enough re: therapy	80.4%	Comfortable talking re: alternate therapy	52.8%
Would recommend providers ⁽²⁾	87.8%	Did everything to make wait comfortable (Rad)	80.2%	Knew next step in care	53.6%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?

Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent

(2) Question: Would you recommend your health care providers to your family and friends?

Response scale = Yes, completely, Yes, somewhat, No Percent Positive Score = Yes, completely

** Items highlighted in RED have the highest correlation with "Rate care past 6 months".