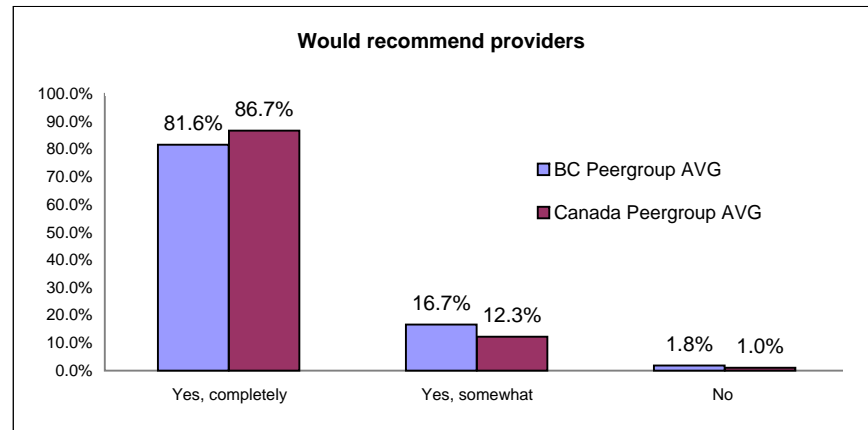
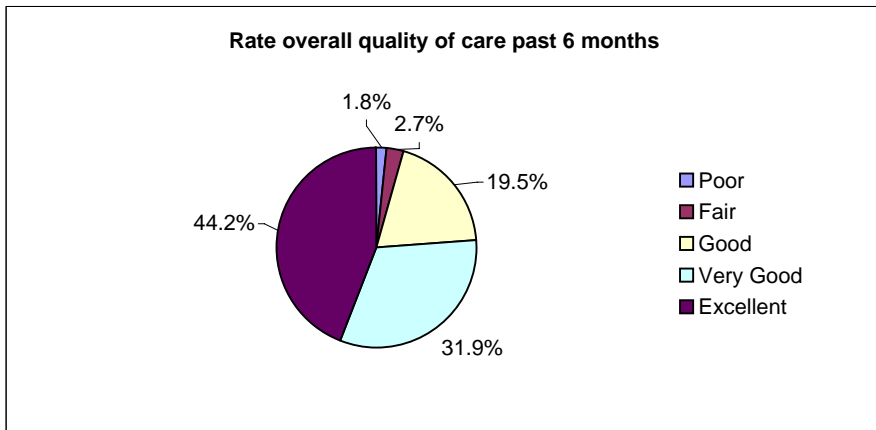




**British Columbia - Community Cancer Services
Provincial Experience of Outpatient Cancer Care Survey Results**

Report Date: December 7th, 2006 **Patient Visit Dates:** November 15th, 2005 – May 15th, 2006. n=161, Response Rate= 59.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate overall quality of care past 6 months ⁽¹⁾	95.6% BC Peergroup 96.9% Cda. Peergroup	Waited less than 30 minutes from scheduled appt to radiation	100.0%	Enough info re: possible relationship changes	28.9%
Coordination and Continuity of Care	63.8%	Waited less than 60 minutes from scheduled appt to chemotherapy	95.8%	Put in touch w/provider to help w/anxiety/fear	29.3%
Physical Comfort	83.0%	Told how to manage radiation effects	95.2%	Put in touch w/provider to help w/diagnosis anxiety/fear	37.2%
Information, Communication & Education	59.3%	Family/friends involved in care/treatment	93.3%	Enough info on possible sexual activity changes	38.6%
Emotional Support	54.7%	Staff did everything to make chemo wait comfortable	92.1%	Enough info on possible emotional changes	41.9%
Respect for Patient Preferences	71.3%	Staff did everything to help w/radiation effects	90.0%	Enough info on possible changes in work/activities	42.5%
Access to Care	77.4%	Treated w/dignity/respect by providers	88.7%	Considered travel concerns in treatment plan	42.9%
Surgery Specific	78.1%	Could trust providers w/confidential info	86.8%	Explained wait for first treatment appt	45.7%
		Staff did everything to help w/chemo side effects	85.5%	Considered living situation in treatment	48.3%
Would recommend providers ⁽²⁾	81.6%	Never waited longer than expected for chemo treatment	84.9%	Knew next step in care	49.1%



(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".