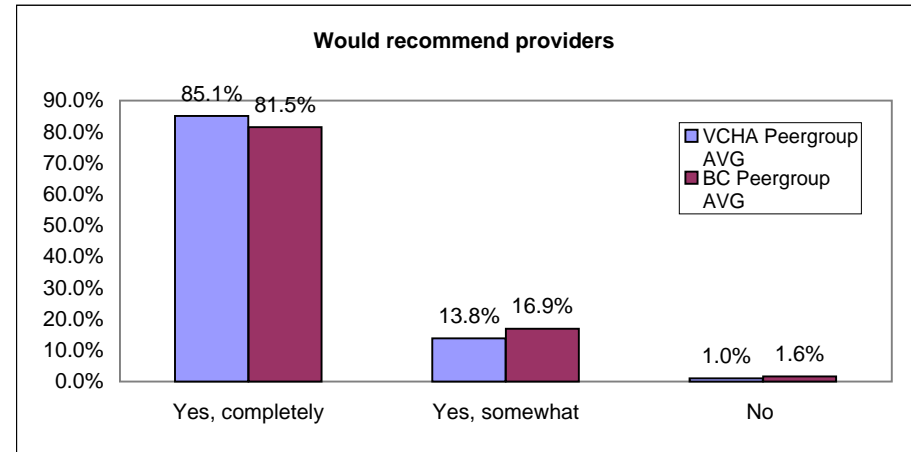
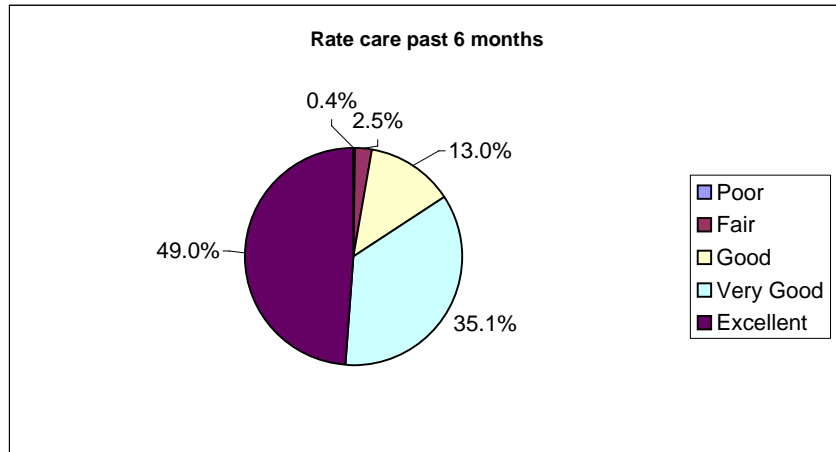




VCH - Community Cancer Centres, Community Cancer Services and Community Hospitals
Health Authority Experience of Outpatient Cancer Care Patient Survey Results

Report Date: December 7th, 2006 Patient Visit Dates : November 15th, 2005 – May 15th, 2006. n=640, Response Rate= 55.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate care past 6 months ⁽¹⁾	97.1%	Family/friends involved in care/treatment	92.3%	Enough info re: relationship changes	21.0%
Coordination and Continuity of Care	65.2%	Treated w/dignity/respect by providers	92.1%	Put in touch to help w/anxiety/fear	22.6%
Respect for Patient Preferences	72.6%	Waited less than 30 minutes from scheduled appt to radiation	91.2%	Enough info on emotional changes	27.1%
Information, Communication & Education	57.2%	Waited less than 60 minutes from scheduled appt to chemotherapy	90.6%	Put in touch to help w/diagnosis anxiety/fear	27.3%
Access to Care	76.6%	Knew who was in charge for each therapy	87.0%	Enough info on sexual activity changes	29.6%
Physical Comfort	77.7%	Could trust providers w/confidential info	86.8%	Enough info on changes in work/activities	38.6%
Emotional Support	49.7%	Got services needed in past 6 months	83.1%	Discussed cancer treatments w/you	44.2%
Surgery Specific	76.4%	Did everything to help w/chemo side effects	81.9%	Enough info on energy changes	46.9%
		Did everything to make chemo wait comfortable	81.7%	Knew next step in care	47.2%
Would recommend providers ⁽²⁾	85.1%	Waited too long for first treatment appt	80.5%	Providers aware of med history	47.8%



(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".