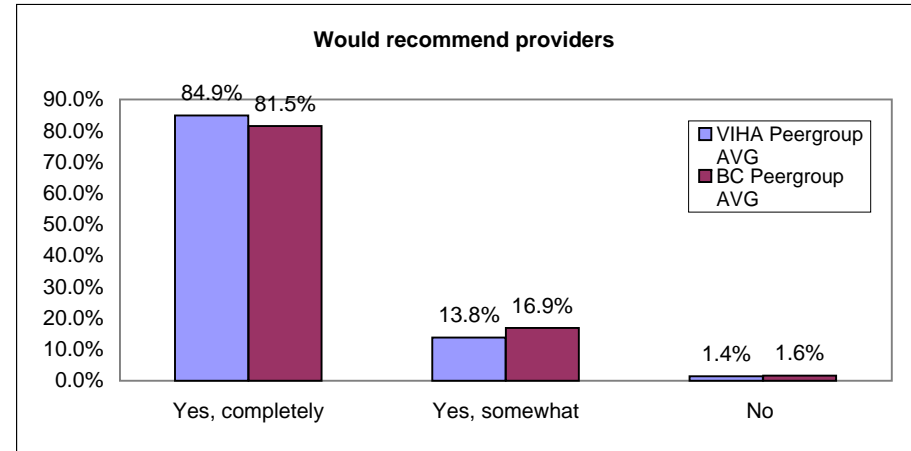
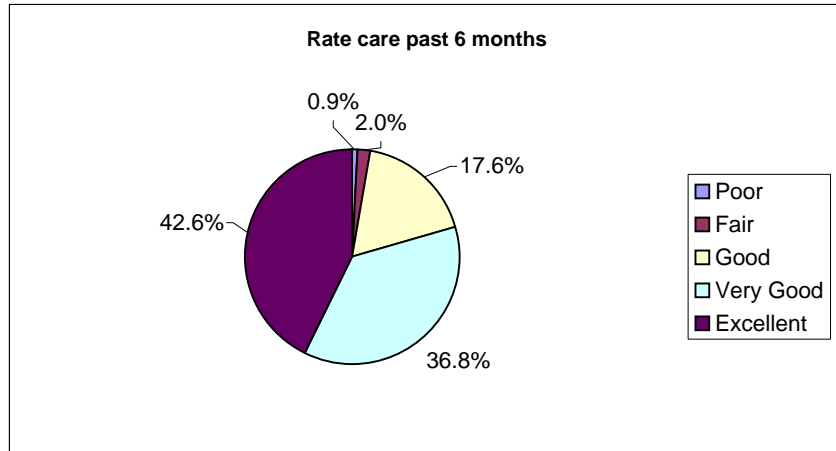




Vancouver Island Health Authority - Community Cancer Centres, Community Cancer Services and Community Hospitals
Health Authority Experience of Outpatient Cancer Care Survey Results

Report Date: December 7th, 2006 Patient Visit Dates : November 15th, 2005 – May 15th, 2006. n=658, Response Rate= 67.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate care past 6 months ⁽¹⁾	97.1%	Waited less than 60 minutes from scheduled appt to chemotherapy	94.4%	Put in touch to help w/anxiety/fear	22.2%
Physical Comfort	79.7%	Family/friends involved in care/treatment	93.0%	Enough info re: relationship changes	32.1%
Information, Communication & Education	61.9%	Treated w/dignity/respect by providers	92.6%	Put in touch to help w/diagnosis anxiety/fear	34.1%
Coordination and Continuity of Care	67.5%	Could trust providers w/confidential info	89.6%	Enough info on emotional changes	35.4%
Respect for Patient Preferences	75.8%	Did everything to make chemo wait comfortable	85.3%	Enough info on changes in work/activities	45.4%
Emotional Support	55.0%	Got services needed in past 6 months	85.3%	Enough info on sexual activity changes	45.8%
Surgery Specific	80.0%	Knew who was in charge for each therapy	83.9%	Explained wait for first treatment appt	48.4%
Access to Care	80.1%	Results of surgery explained understandably	82.8%	Enough info on energy changes	51.4%
				Providers aware of med history	52.4%
Would recommend providers ⁽²⁾	84.9%			Enough info on nutritional needs	52.5%



(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 OP care past 6 months".