

BCCA - Vancouver Island Centre (Non-IV Only)

Experience of Outpatient Cancer Care Survey 2012

(June 15th, 2012 to December 15th, 2012)

Number of Respondents: 66 || Response Rate: 58.4%



STRENGTHS

Felt could trust providers w/confidential info	96.4%
Treated w/dignity/respect by providers	96.4%
Identity confirmed before care provided (eg. medications)	96.2%
Family/friends had opportunity to be involved in care/ treatment	95.6%
Knew who to talk to when had questions/concerns	93.6%

96.3%

BCCA - Vancouver Island Centre (Non-IV Only)
Overall Quality of Care ⁽¹⁾
(Good + Very Good + Excellent)

34.4%	Given enough info re: possible changes in work/ usual activities
35.7%	Provider explained wait for first consultation appointment
36.7%	Given enough info re: possible changes in relationships
36.8%	Put in touch w/ providers for anxieties/fears in past 6 months
39.5%	Given enough info re: possible emotional changes



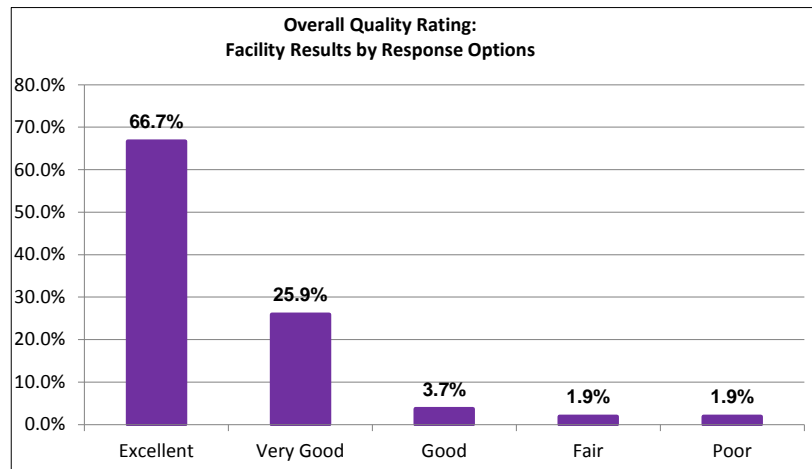
NEEDS IMPROVEMENT

"First surgery & radiation treatment...Excellent care + treatment on both occasions. No words are good enough to describe the support given at the cancer clinic - staff there are true angels."

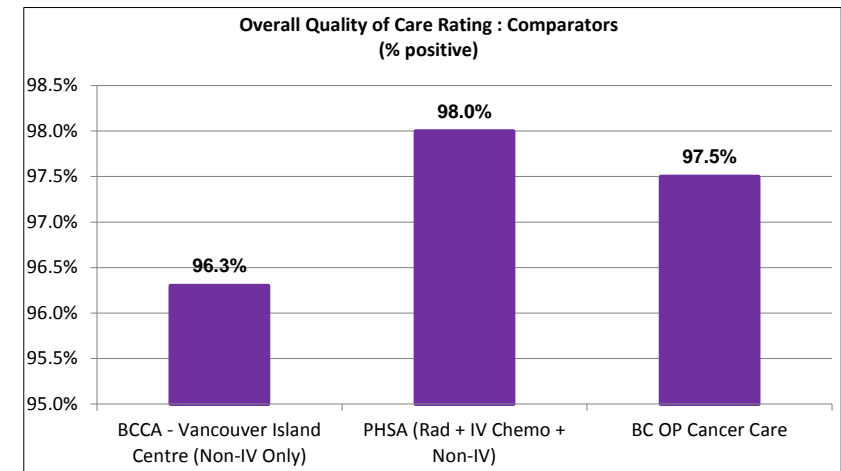
"Have shorter waits, for 1st appointment to cancer agency. It's hard for us patients to wait it out for any appointments."

"Offering support services earlier - shortly after diagnosis ...waiting for surgery 2 1/2 wks can be an eternity."

Overall, how would you rate the quality of care and services you received in the past 6 months?



PATIENT-CENTRED DIMENSIONS OF CARE	
Dimension scores are calculated by summing positive responses for each Q within the dimension then dividing the total number of responses to all Qs in that dimension.	
Coordination & Continuity of Care	68.1%
Access to Care	79.1%
Physical Comfort	55.6%
Emotional Support	56.1%
Information, Communication & Education	61.7%
Respect for Patient Preferences	81.5%



(1) The Percent (%) Positive is the percentage of 'positive' answers to survey questions.

(2) Survey questions/Dimensions and their corresponding scores illustrated in blue represent survey questions with a high correlation to the Overall Quality of Care score. These items are 'drivers' of patient perception of the overall quality of care and services.