

BCCA - Vancouver Island Centre (Rad + IV Chemo)

Experience of Outpatient Cancer Care Survey 2012

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

Number of Respondents: 717 || Response Rate: 51.6%



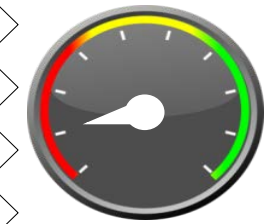
STRENGTHS

Identity confirmed before care provided (eg. medications)	98.0%
Knew who to talk to when had questions/concerns	95.5%
Family/friends had opportunity to be involved in care/treatment	94.5%
Treated w/dignity/respect by providers	92.3%
Told how to take medications in an understandable way	91.8%

97.5%

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Overall Quality of Care ⁽¹⁾
(Good + Very Good + Excellent)

27.0%	Provider explained wait for first consultation appointment
29.5%	Given enough info re: possible changes in relationships
34.7%	Given enough info re: possible emotional changes
34.7%	Put in touch w/ providers for anxieties/fears in past 6 months
35.2%	Referred to provider for anxieties fears at point of diagnosis

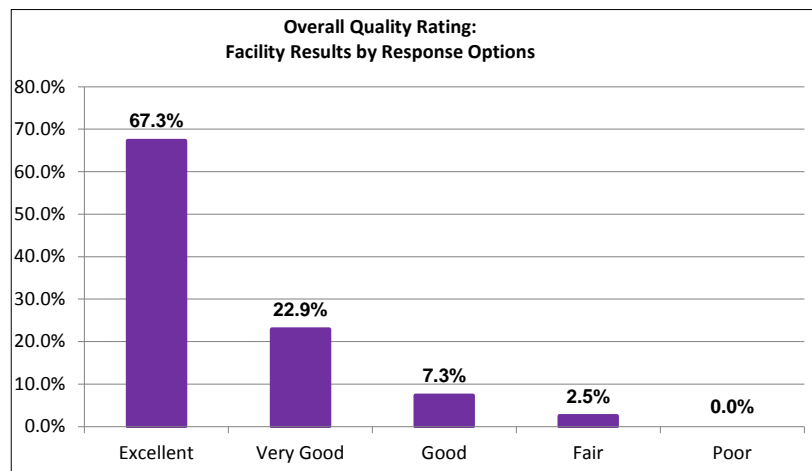


NEEDS IMPROVEMENT

"All staff at this facility were exceptionally courteous, compassionate, friendly. I never had any questions that went unanswered, and was very impressed with all. It was as if they were handpicked for their job! I always felt like they were family, spoke to me on a 1st name basis, and frankly, in a strange way, I miss going there!!"

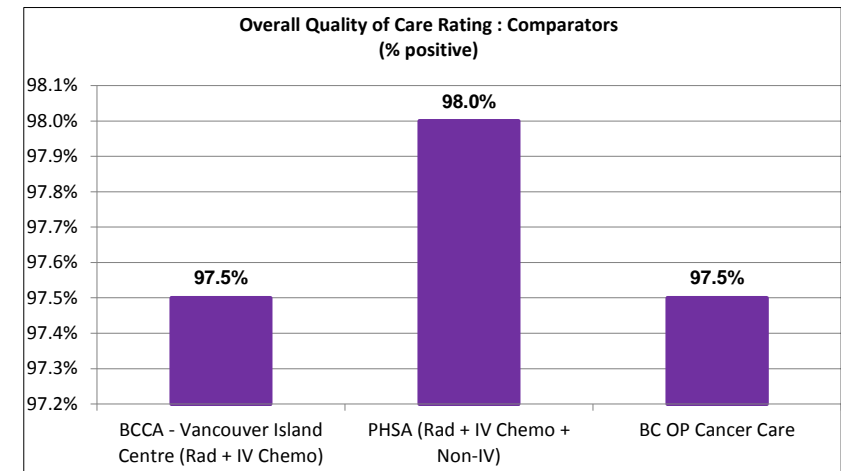
"I found it difficult to get the help and answers to support my cancer diagnosis (gall bladder and metastasis)..I look to the internet but there is no support there. My cancer oncologists are so busy, do not have sufficient time at consultation appointments to cover issues disappointment and anxiety concerns."

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.

Physical Comfort	74.8%
Information, Communication & Education	61.7%
Respect for Patient Preferences	77.8%
Coordination & Continuity of Care	64.6%
Emotional Support	48.3%
Access to Care	73.1%



(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.