

## BCCA - Centre for the North (Rad + IV Chemo)

Experience of Outpatient Cancer Care Survey 2012

(November 1st, 2012 to April 30th, 2013)

Number of Respondents: 138 || Response Rate: 47.3%

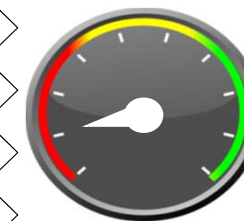


**STRENGTHS**

Identity confirmed before care provided (eg. medications)	96.0%
Family/friends had opportunity to be involved in care/treatment	94.0%
Treated w/dignity/respect by providers	93.0%
Knew who to talk to when had questions/concerns	90.2%
Told how to take medications in an understandable way	90.2%

# 95.3%

**BCCA - Centre for the North (Rad + IV Chemo)**  
**Overall Quality of Care in past 6 months** (1)  
(Good + Very Good + Excellent)



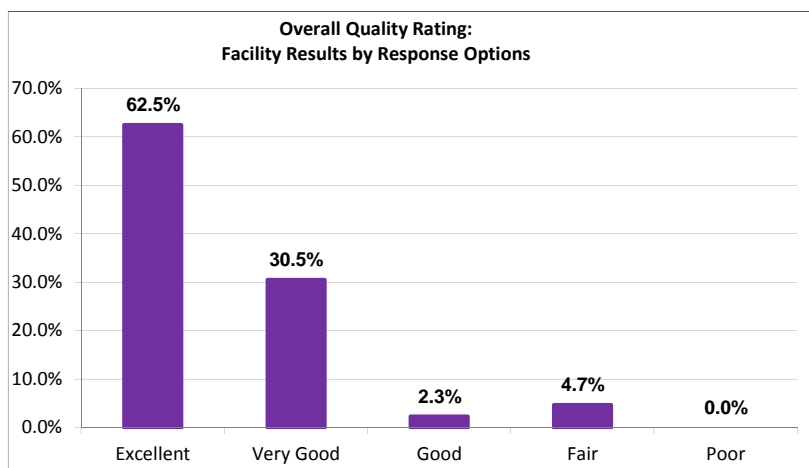
**NEEDS IMPROVEMENT**

30.2%	Always given help re: figuring out how to pay for extra costs
36.5%	Given enough info re: possible changes in relationships
37.5%	Given enough info re: possible emotional changes
38.0%	Provider explained wait for first consultation appointment
39.0%	Put in touch w/ providers for anxieties/fears in past 6 months

The xxxxx since opening has been amazing, the staff are wonderful.

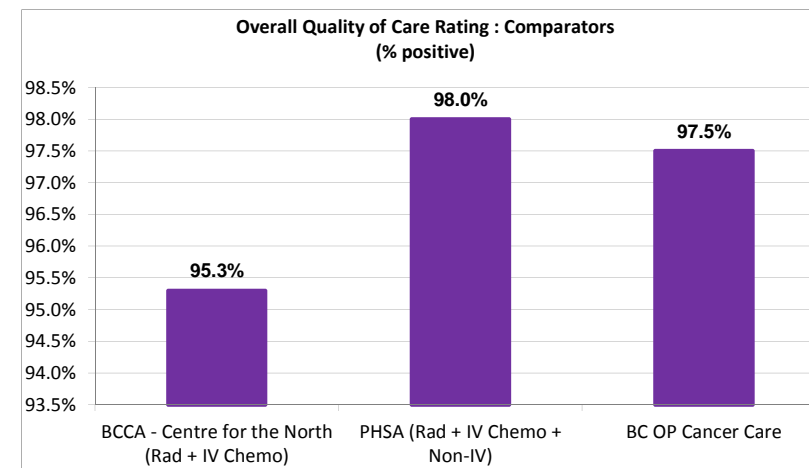
Need more information about radiation therapy and the side effects and how long they last.

### 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	67.9%
Physical Comfort	80.4%
Information, Communication & Education	65.8%
Access to Care	72.5%
Emotional Support	52.7%
Respect for Patient Preferences	77.9%



(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.