

# BCCA - Fraser Valley Centre (Non-IV Only)

## Experience of Outpatient Cancer Care Survey 2012

(June 15<sup>th</sup>, 2012 to December 15<sup>th</sup>, 2012)

Number of Respondents: 49 || Response Rate: 45.4%



### STRENGTHS

Knew who to talk to when had questions/concerns	96.4%
Family/self was not injured due to medical error	94.9%
Identity confirmed before care provided (eg. medications)	94.6%
Family/friends had opportunity to be involved in care/treatment	94.3%
Told how to take medications in an understandable way	93.8%

# 95.0%

**BCCA - Fraser Valley Centre (Non-IV Only) Overall Quality of Care** <sup>(1)</sup>  
(Good + Very Good + Excellent)

13.3%	Put in touch w/ providers for anxieties/fears in past 6 months
22.2%	Given enough info re: possible changes in relationships
33.3%	Given enough info re: nutritional needs
33.3%	Given enough info re: possible changes in work/ usual activities
33.3%	Given enough info re: possible emotional changes

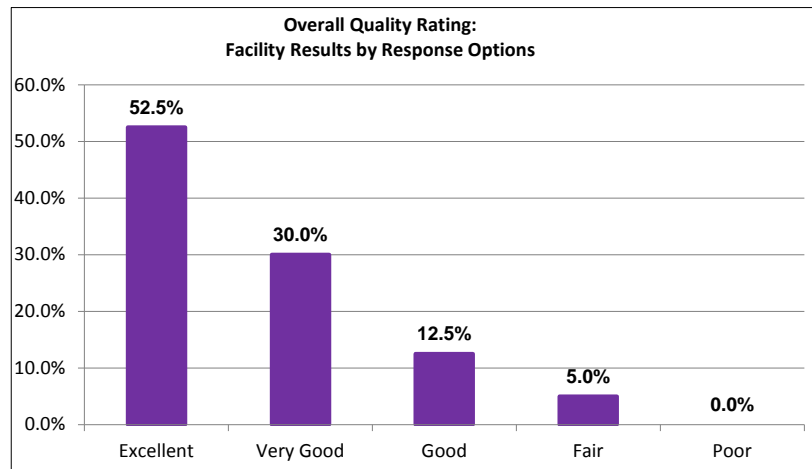


### NEEDS IMPROVEMENT

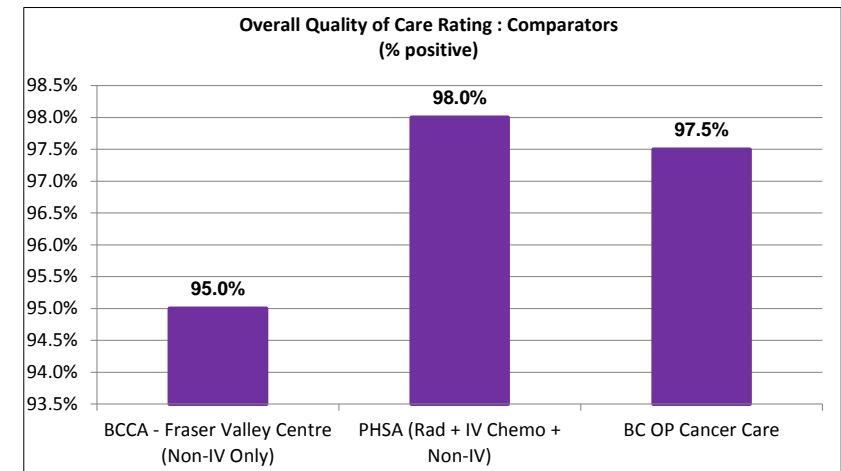
*"I would just like to comment that from the very first I received excellent treatment and support from all the doctors and nurses at the cancer clinic and was discharged feeling very positive about the future."*

*"Offer more support to families for them to understand what the patient is going through."*

### 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.	
Information, Communication & Education	58.5%
Physical Comfort	52.2%
Coordination & Continuity of Care	67.7%
Respect for Patient Preferences	73.2%
Emotional Support	42.7%
Access to Care	71.4%



(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.