

BCCA - Fraser Valley Centre (Rad + IV Chemo)

Experience of Outpatient Cancer Care Survey 2012

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

Number of Respondents: 541 || Response Rate: 46.2%



STRENGTHS

Knew who to talk to when had questions/concerns	97.2%
Identity confirmed before care provided (eg. medications)	95.9%
Treated w/dignity/respect by providers	92.8%
Family/friends had opportunity to be involved in care/treatment	92.4%
Told how to take medications in an understandable way	89.8%

97.9%

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

27.7%	Provider explained wait for first consultation appointment
31.2%	Given enough info re: possible changes in relationships
37.9%	Put in touch w/ providers for anxieties/fears in past 6 months
40.3%	Referred to provider for anxieties/ fears at point of diagnosis
41.7%	Given enough info re: possible emotional changes

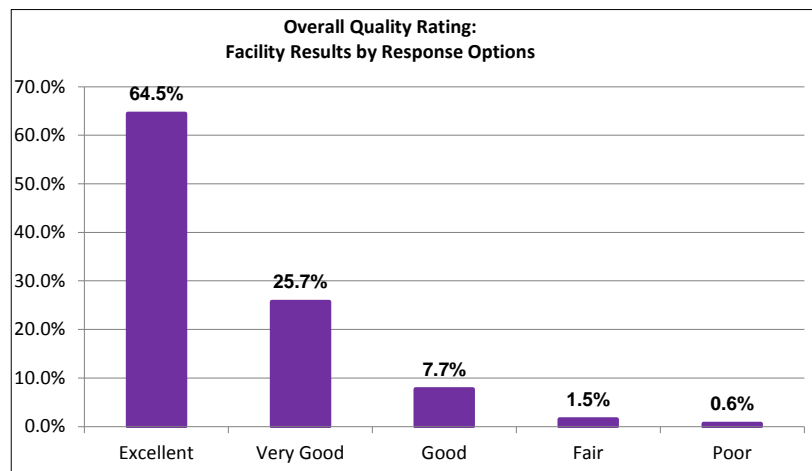


NEEDS IMPROVEMENT

"My experience from beginning to date has been refreshingly positive. Every person I dealt with treated me with respect + I have felt that my care + hopefully my recovery is their # 1 priority. I have felt like a person with an illness (not) instead of an illness or a # that is attached to a person."

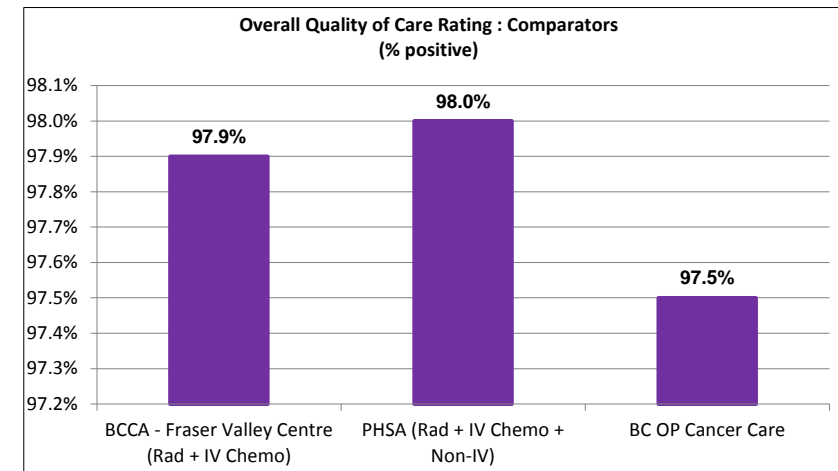
"In my opinion I feel some one should have told me I could get counseling and emotional support. I did not know this and could have used some. It is difficult knowing you have cancer and when you mention it to people in conversation people think you're already dead."

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	65.8%
Coordination & Continuity of Care	69.0%
Physical Comfort	80.5%
Respect for Patient Preferences	77.2%
Emotional Support	49.9%
Access to Care	73.6%



(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.