



NH Outpatient Cancer Treatment Groups (Intravenous Chemotherapy + Non-IV Treatments ONLY)
Experience of Outpatient Cancer Care Survey 2012/13

Number of Respondents: 390 || Response Rate: 49.0%

STRENGTHS	
(top 10 performing survey questions)	
Survey Question	% Positive
Knew who to talk to when had questions/concerns	94.2%
Identity confirmed before care provided (eg. medications)	93.7%
Told how to take medications in an understandable way	91.8%
Treated w/dignity/respect by providers	91.1%
Family/self was not injured due to medical error	89.8%
Providers were respectful of culture	89.5%
Family/friends had opportunity to be involved in care/treatment	89.4%
Felt could trust providers w/confidential info	87.4%
Providers were respectful of traditions	86.8%
Providers did everything to treat cancer/blood disorder	86.4%

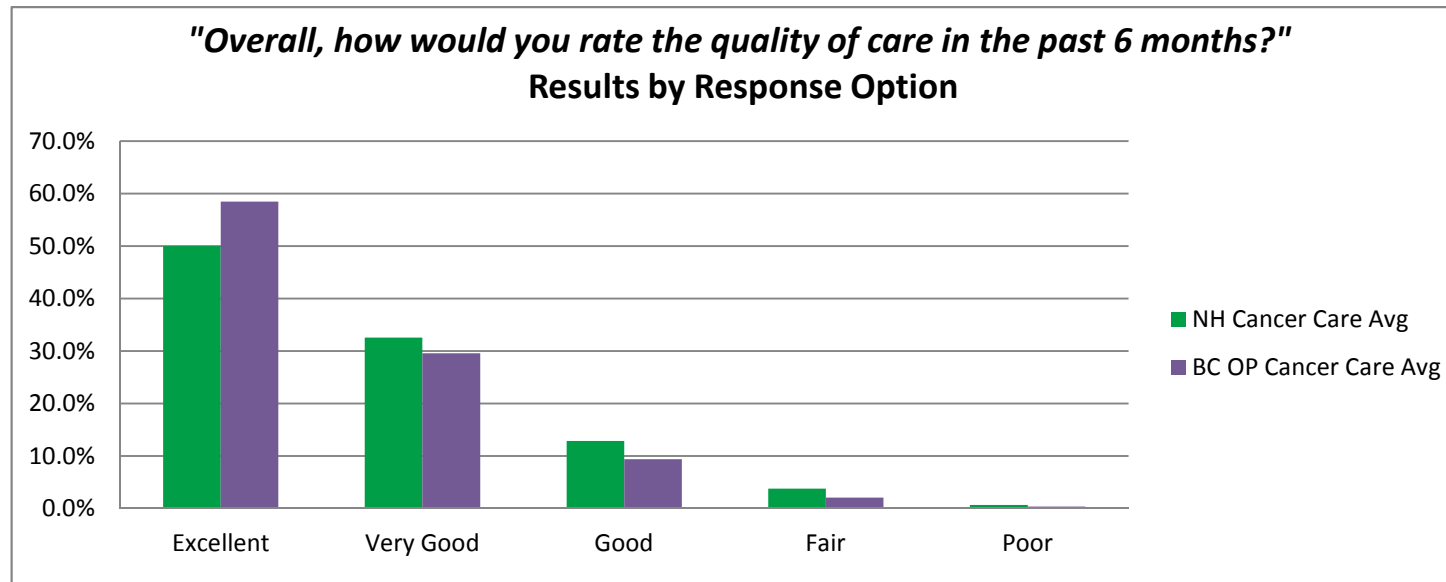
PATIENT-CENTRED DIMENSIONS (2) (3)	
Coordination & Continuity of Care	65.4%
Physical Comfort	76.9%
Information, Communication & Education	57.6%
Access to Care	69.6%
Respect for Patient Preferences	73.8%
Emotional Support	46.4%

95.5%*

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

* 97.5% B.C. Outpatient Cancer Care Average

AREAS FOR IMPROVEMENT	
(bottom 10 performing survey questions)	
Survey Question	% Positive
Provider explained wait for first consultation appointment	27.4%
Put in touch w/ providers for anxieties/fears in past 6 months	29.2%
Given enough info re: possible changes in relationships	29.8%
Given enough info re: possible emotional changes	35.5%
Referred to provider for anxieties/fears at point of diagnosis	35.5%
Given enough info re: possible changes in sexual activity	36.1%
Given enough info re: possible changes in work/usual activities	36.9%
Always given help re: figuring out how to pay for extra costs	42.1%
Providers considered family/living situation in planning treatment	46.0%
Spiritual needs met	46.2%



- (1) The Percent Positive Score is the percentage of the positive answers to survey questions.
- (2) Dimension scores are calculated by summing positive responses for each question within the dimension then dividing the total number of responses to all questions in that dimension.
- (3) The dimensions and questions highlighted in blue are highly correlated to the overall quality of care score. These dimensions/items are drivers of patient perceptions of the overall quality of care and services.
- (4) B.C. results are shown in comparison to the Canadian benchmark comprised of feedback from patients in seven provinces between the dates of January 2011 and December 2012.