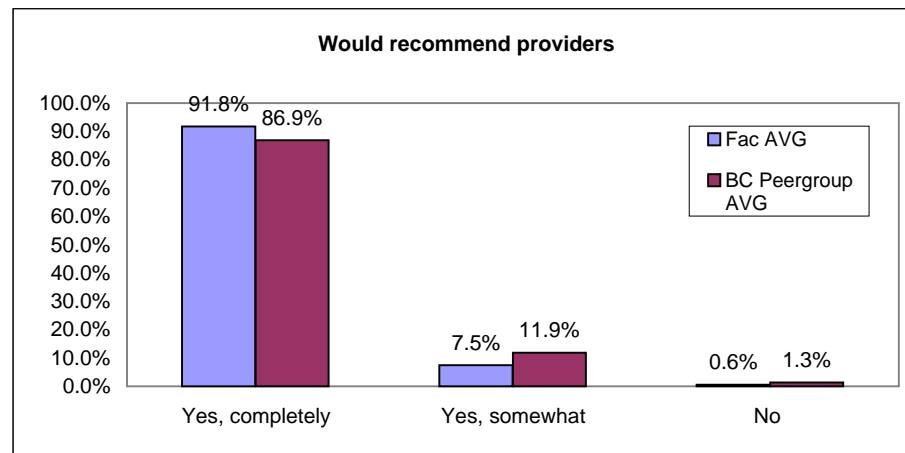
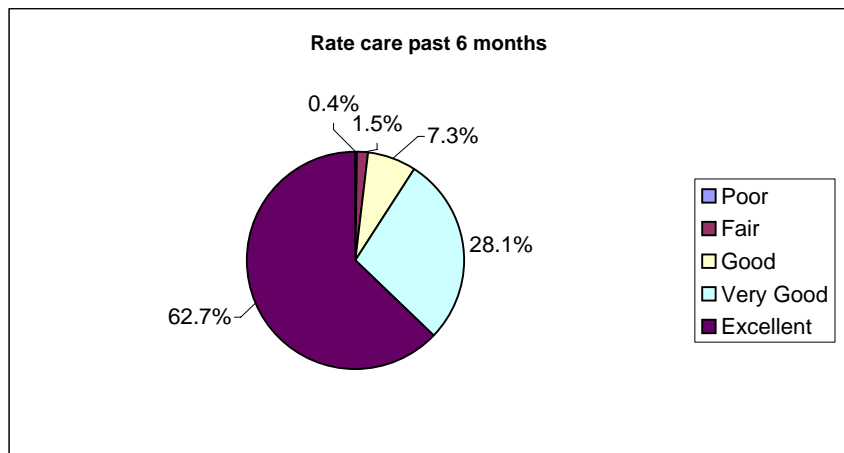




British Columbia Cancer Agency - Vancouver Island Centre
Facility Experience of Outpatient Cancer Care Survey Results

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=880, Response Rate= 65.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate care past 6 months ⁽¹⁾	98.1% Facility 97.1% BC Peergroup	Waited less than 30 minutes from scheduled appt to radiation	97.2%	Put in touch to help w/anxiety/fear	33.4%
Coordination and Continuity of Care	67.2%	Waited less than 60 minutes from scheduled appt to chemotherapy	94.9%	Enough info re: relationship changes	35.9%
Information, Communication & Education	65.8%	Treated w/dignity/respect by providers	94.8%	Enough info on emotional changes	39.1%
Physical Comfort	79.1%	Family/friends involved in care/treatment	93.4%	Enough info on sexual activity changes	45.7%
Respect for Patient Preferences	78.1%	Could trust providers w/confidential info	89.8%	Put in touch to help w/diagnosis anxiety/fear	46.4%
Emotional Support	58.9%	Did everything to make wait comfortable (Rad)	87.9%	Enough info on changes in work/activities	48.9%
Surgery Specific	79.8%	Wait longer than expected for radiation	87.5%	Providers aware of med history	50.7%
Access to Care	82.3%	Got services needed in past 6 months	84.6%	Explained wait for first treatment appt	52.3%
		Did everything to make chemo wait comfortable	84.4%	Wait longer than expected for chemo	55.2%
Would recommend providers ⁽²⁾	91.8%	Did everything to help w/chemo side effects	84.2%	Comfortable talking re: alternate therapy	56.3%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
Response scale= Poor, Fair, Good, Very Good, Excellent **Percent Positive Score =** Good+Very Good+ Excellent
 (2) Question: Would you recommend your health care providers to your family and friends?
Response scale= Yes, completely, Yes, somewhat, No **Percent Positive Score =** Yes, completely
 ** Items highlighted in **RED** have the highest correlation with "Rate care past 6 months".