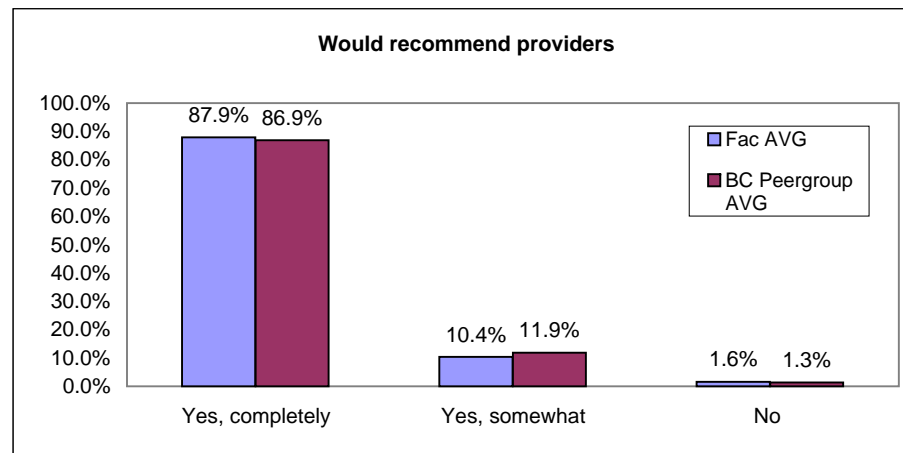
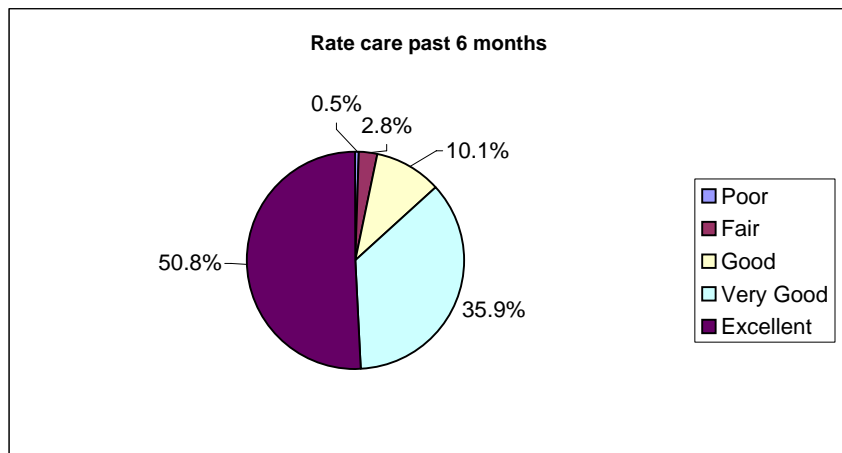




British Columbia Cancer Agency - Fraser Valley Centre
Facility Experience of Outpatient Cancer Care Survey Results

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=888, Response Rate= 60.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate care past 6 months ⁽¹⁾	96.8% Facility 97.1% BC Peergroup	Waited less than 30 minutes from scheduled appt to radiation	98.5%	Put in touch to help w/anxiety/fear	25.7%
Physical Comfort	77.6%	Family/friends involved in care/treatment	92.4%	Enough info re: relationship changes	28.7%
Respect for Patient Preferences	74.5%	Treated w/dignity/respect by providers	92.0%	Put in touch to help w/diagnosis anxiety/fear	36.2%
Information, Communication & Education	63.7%	Waited less than 60 minutes from scheduled appt to chemotherapy	90.5%	Enough info on emotional changes	36.4%
Coordination and Continuity of Care	64.6%	Could trust providers w/confidential info	87.2%	Enough info on sexual activity changes	41.5%
Emotional Support	53.4%	Knew who was in charge for each therapy	84.2%	Enough info on changes in work/activities	45.6%
Surgery Specific	77.1%	Told how to manage chemo side effects	83.0%	Providers aware of med history	47.1%
Access to Care	74.7%	Did everything to help w/chemo side effects	82.3%	Considered travel concerns in treatment plan	50.6%
		Got services needed in past 6 months	81.9%	Comfortable talking re: alternate therapy	50.8%
Would recommend providers ⁽²⁾	87.9%	Providers knew enough re: therapy	79.7%	Explained wait for first treatment appt	51.6%



(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".