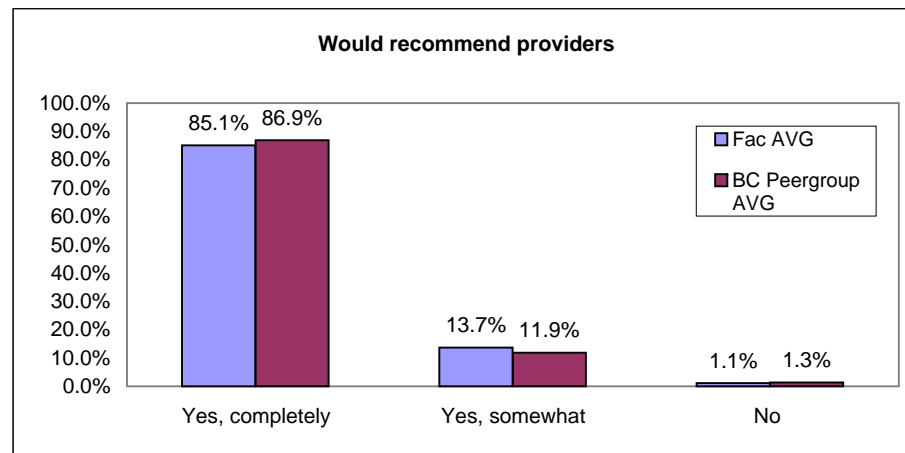
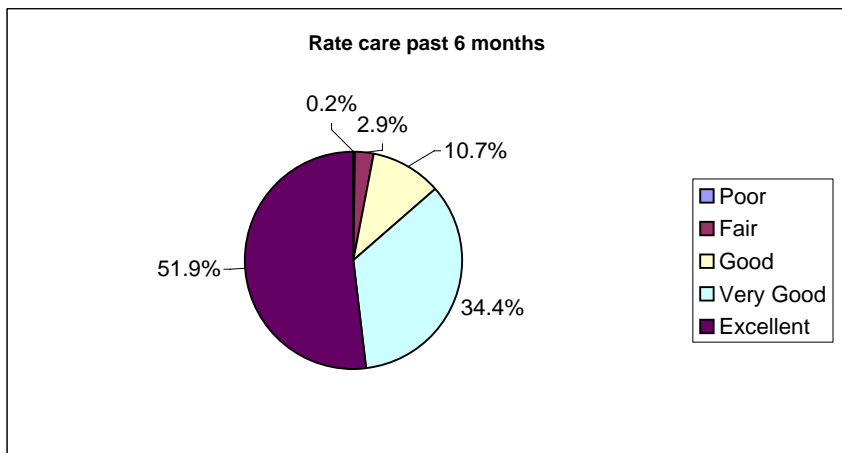




**British Columbia Cancer Agency - Centre for the Southern Interior
Facility Experience of Outpatient Cancer Care Survey Results**

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=599, Response Rate= 59.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate care past 6 months ⁽¹⁾	96.9% Facility 97.1% BC Peergroup	Waited less than 30 minutes from scheduled appt to radiation	94.3%	Enough info re: relationship changes	29.4%
Physical Comfort	79.5%	Family/friends involved in care/treatment	93.8%	Put in touch to help w/anxiety/fear	30.8%
Coordination and Continuity of Care	63.6%	Treated w/dignity/respect by providers	93.2%	Enough info on emotional changes	38.6%
Information, Communication & Education	63.2%	Waited less than 60 minutes from scheduled appt to chemotherapy	90.0%	Put in touch to help w/diagnosis anxiety/fear	39.1%
Respect for Patient Preferences	75.9%	Did everything to make wait comfortable (Rad)	88.1%	Enough info on sexual activity changes	43.9%
Emotional Support	55.4%	Could trust providers w/confidential info	87.6%	Providers aware of med history	45.0%
Surgery Specific	73.4%	Did everything to help w/radiation effects	86.5%	Enough info on changes in work/activities	46.6%
Access to Care	76.3%	Did everything to make chemo wait comfortable	82.8%	Explained wait for first treatment appt	50.0%
		Told how to manage radiation effects	81.9%	Considered travel concerns in treatment plan	53.3%
Would recommend providers ⁽²⁾	85.1%	Knew who was in charge for each therapy	81.1%	Enough info on energy changes	53.8%



(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".