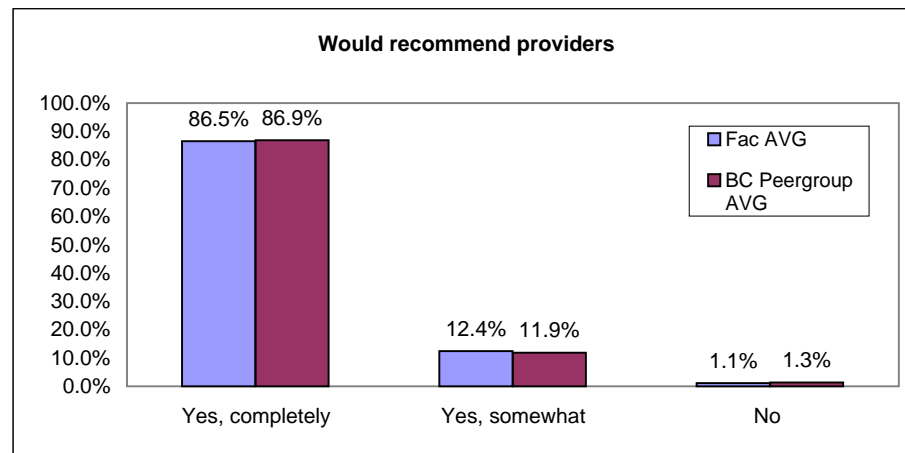
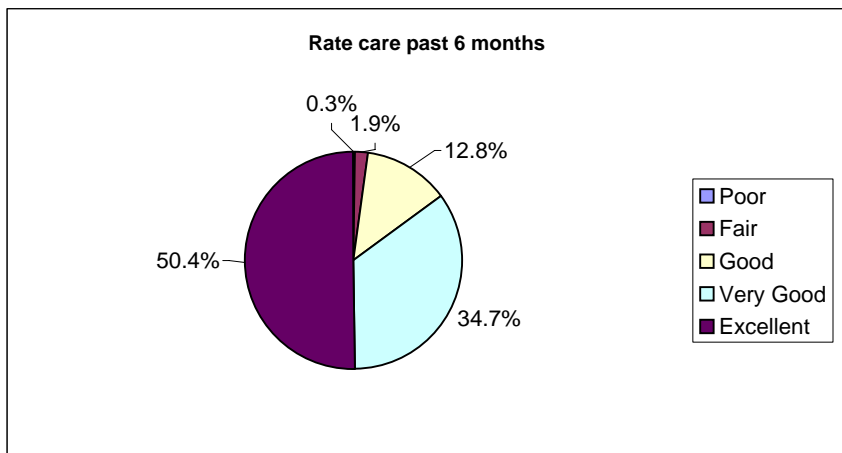




**British Columbia Cancer Agency - Vancouver Centre**  
**Facility Experience of Outpatient Cancer Care Survey Results**

**Report Date:** December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=1570, Response Rate= 55.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Rate care past 6 months <sup>(1)</sup>	97.8% Facility 97.1% BC Peergroup	Waited less than 30 minutes from scheduled appt to radiation	93.4%	Put in touch to help w/anxiety/fear	21.8%
<b>Coordination and Continuity of Care</b>	<b>62.6%</b>	Family/friends involved in care/treatment	91.9%	Enough info re: relationship changes	25.7%
<b>Information, Communication &amp; Education</b>	<b>60.4%</b>	Treated w/dignity/respect by providers	91.2%	Enough info on emotional changes	31.9%
<b>Physical Comfort</b>	<b>75.6%</b>	Could trust providers w/confidential info	86.9%	Put in touch to help w/diagnosis anxiety/fear	33.5%
Respect for Patient Preferences	72.7%	Waited less than 60 minutes from scheduled appt to chemotherapy	86.7%	Enough info on sexual activity changes	39.1%
Emotional Support	50.0%	Knew who was in charge for each therapy	84.8%	Enough info on changes in work/activities	43.7%
Access to Care	73.7%	Providers knew enough re: therapy	80.3%	Providers aware of med history	45.2%
Surgery Specific	76.4%	Got services needed in past 6 months	79.7%	Wait longer than expected for radiation	47.4%
		Did everything to help w/radiation effects	79.3%	Enough info on nutritional needs	49.7%
Would recommend providers <sup>(2)</sup>	86.5%	Provider explained why tests needed	78.9%	Comfortable talking re: alternate therapy	50.5%



(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".