



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

Number of Respondents: 608 || Response Rate: 52.3%

STRENGTHS (top 10 performing survey questions)	
Survey Question	% Positive
Knew who to talk to when had questions/concerns	96.2%
Identity confirmed before care provided (eg. medications)	95.9%
Family/friends had opportunity to be involved in care/treatment	93.0%
Treated w/dignity/respect by providers	92.7%
Told how to take medications in an understandable way	92.5%
Felt could trust providers w/confidential info	88.2%
Providers were respectful of culture	87.8%
Providers were respectful of traditions	87.7%
Family/self was not injured due to medical error	86.8%
Providers did everything to treat cancer/blood disorder	86.6%

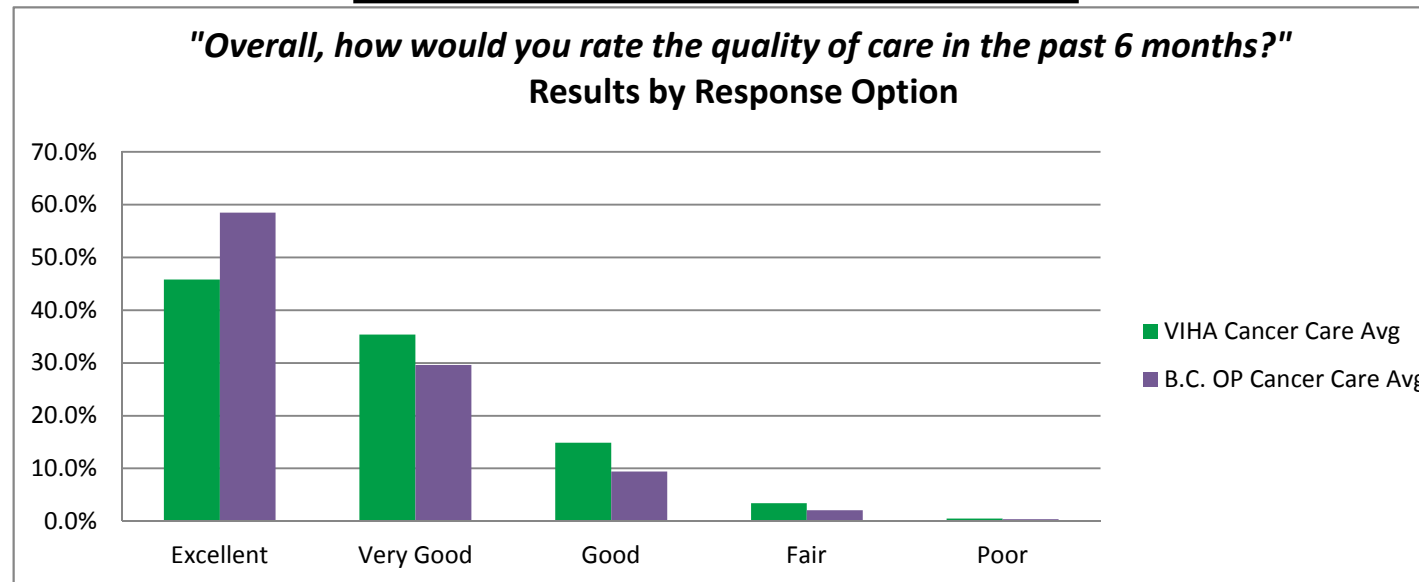
PATIENT-CENTRED DIMENSIONS (2) (3)	
Physical Comfort	71.8%
Coordination & Continuity of Care	66.6%
Information, Communication & Education	61.2%
Respect for Patient Preferences	74.7%
Emotional Support	44.6%
Access to Care	71.6%

96.2%*

VIHA 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
Put in touch w/ providers for anxieties/fears in past 6 months	14.2%
Provider explained wait for first consultation appointment	21.3%
Given enough info re: possible changes in relationships	23.4%
Referred to provider for anxieties/fears at point of diagnosis	24.5%
Given enough info re: possible emotional changes	30.7%
Given enough info re: possible changes in work/usual activities	36.4%
Given enough info re: possible changes in sexual activity	37.0%
Given enough info re: possible changes in energy level	40.3%
Providers considered family/living situation in planning treatment	45.8%
Given enough info re: nutritional needs	48.4%



- (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.
- (5) Survey in field Oct. 1, 2012 through June 3, 2013 representing patient visits between June 15, 2012 and Dec. 15, 2012.