

BCCA - Sindi Ahluwalia Hawkins, Centre for the Southern Interior (Non-IV Only)

Experience of Outpatient Cancer Care Survey 2012

(June 15th, 2012 to December 15th, 2012)

Number of Respondents: 71 || Response Rate: 64.0%



STRENGTHS

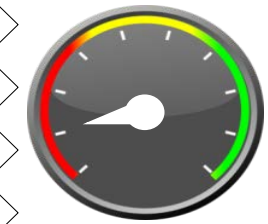
Identity confirmed before care provided (eg. medications)	100.0%
Knew who to talk to when had questions/concerns	97.7%
Treated w/dignity/respect by providers	96.6%
Family/friends had opportunity to be involved in care/ treatment	95.0%
Family/self was not injured due to medical error	93.5%

98.2%

BCCA - Sindi Ahluwalia Hawkins, Centre for the Southern Interior (Non-IV Only)

Overall Quality of Care ⁽¹⁾
(Good + Very Good + Excellent)

13.3%	Put in touch w/ providers for anxieties/fears in past 6 months
29.4%	Referred to provider for anxieties/fears at point of diagnosis
32.4%	Given enough info re: possible changes in relationships
34.3%	Given enough info re: possible changes in work/ usual activities
36.8%	Provider explained wait for first consultation appointment

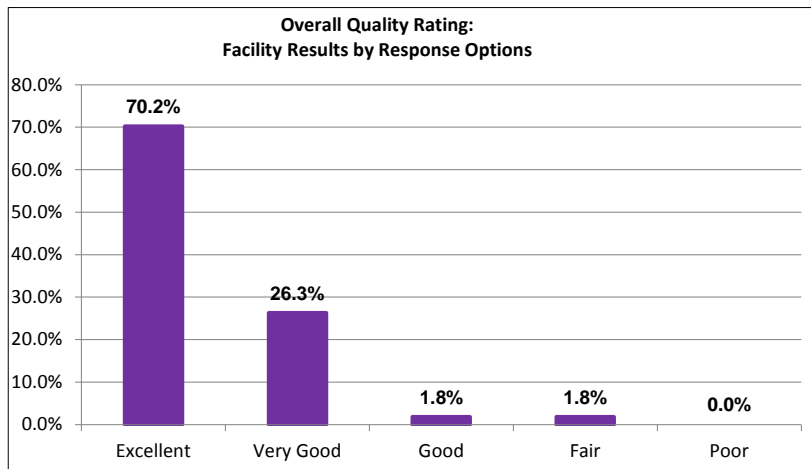


NEEDS IMPROVEMENT

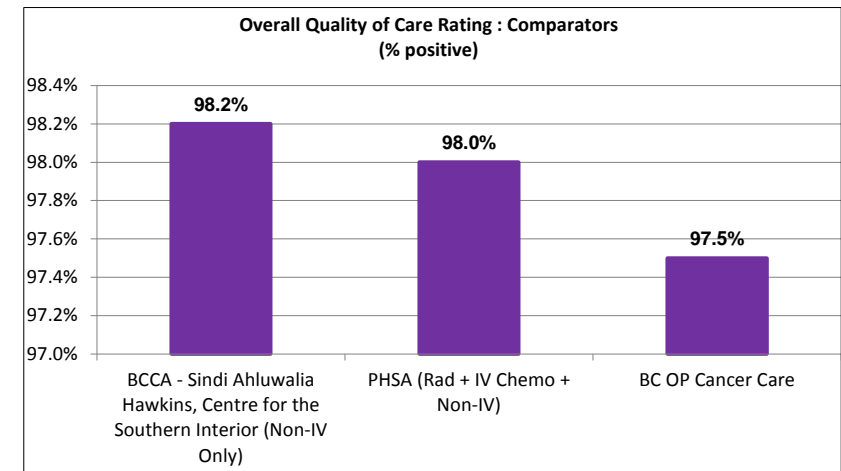
"I honestly can't think of any improvement to the outstanding level of care that I received there during the past two years in hormonal and radiation treatment. Everybody, from the doctors, nurses and all staff were exceptional in their dedicated professionalism and empathy."

"Time between mammogram + appt with surgeon. This is a very very trying time awaiting this appt. Then the time between surgeon appt + biopsy very/very/very trying."

Overall, how would you rate the quality of care and services you received in the past 6 months?



PATIENT-CENTRED DIMENSIONS OF CARE	
Dimension scores are calculated by summing positive responses for each Q within the dimension then dividing the total number of responses to all Qs in that dimension.	
Coordination & Continuity of Care	71.6%
Physical Comfort	67.9%
Respect for Patient Preferences	78.2%
Emotional Support	52.2%
Information, Communication & Education	64.5%
Access to Care	79.1%



(1) The Percent (%) Positive is the percentage of 'positive' answers to survey questions.

(2) Survey questions/Dimensions and their corresponding scores illustrated in blue represent survey questions with a high correlation to the Overall Quality of Care score. These items are 'drivers' of patient perception of the overall quality of care and services.