

BCCA - Vancouver Centre (Rad + IV Chemo)

Experience of Outpatient Cancer Care Survey 2012

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

Number of Respondents: 1084 || Response Rate: 46.0%



STRENGTHS

Identity confirmed before care provided (eg. medications)	95.5%
Knew who to talk to when had questions/concerns	95.4%
Family/friends had opportunity to be involved in care/treatment	92.8%
Treated w/dignity/respect by providers	91.2%
Providers did everything to treat cancer/blood disorder	87.5%

98.0%

BCCA - Vancouver Centre (Rad + IV Chemo) Overall Quality of Care ⁽¹⁾
(Good + Very Good + Excellent)

27.6%	Given enough info re: possible changes in relationships
29.3%	Provider explained wait for first consultation appointment
32.9%	Given enough info re: possible emotional changes
34.9%	Referred to provider for anxieties/ fears at point of diagnosis
35.3%	Put in touch w/ providers for anxieties/fears in past 6 months

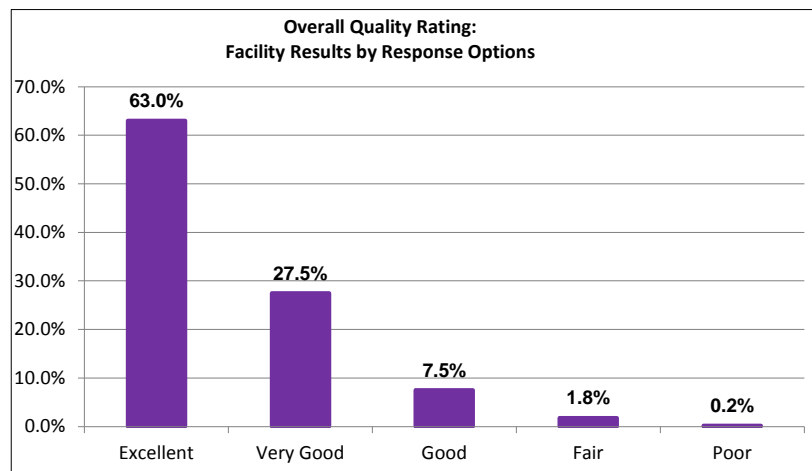


NEEDS IMPROVEMENT

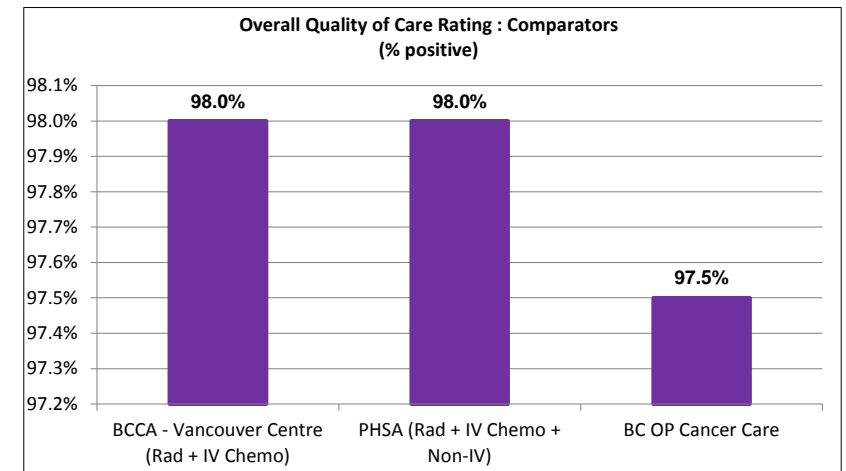
"I received top notch medical care in transportation, diagnostics, treatment surgery from everybody I dealt with...Respect + professional ethics was given from all care providers. Thank you."

"Would be helpful if given enough information about possible changes in sexual activities, what to expect and how to manage it. Would be helpful if given enough information about return to work issues."

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.	
Physical Comfort	75.2%
Coordination & Continuity of Care	63.3%
Information, Communication & Education	60.3%
Respect for Patient Preferences	75.2%
Access to Care	73.0%
Emotional Support	45.6%



(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.