

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



Number of Respondents: 373 || Response Rate: 41.6%

STRENGTHS (top 10 performing survey questions)	
Survey Question	% Positive
Identity confirmed before care provided (eg. medications)	95.4%
Family/friends had opportunity to be involved in care/treatment	91.0%
Knew who to talk to when had questions/concerns	89.7%
Told how to take medications in an understandable way	89.7%
Treated w/dignity/respect by providers	89.1%
Felt could trust providers w/confidential info	87.4%
Providers did everything to treat cancer/blood disorder	84.5%
Knew who was in charge for each therapy	83.6%
Family/self was not injured due to medical error	82.0%
Providers knew enough re: cancer/blood disorder therapies	81.6%

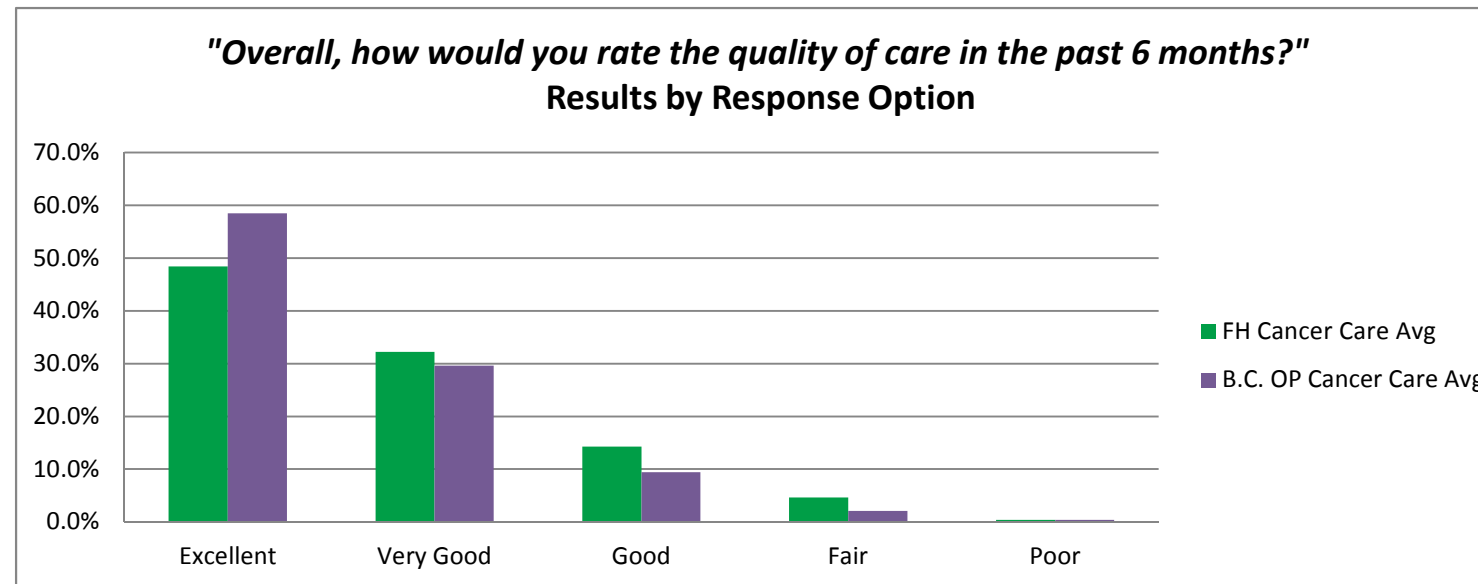
PATIENT-CENTRED DIMENSIONS (2) (3)	
Respect for Patient Preferences	73.6%
Coordination & Continuity of Care	65.5%
Information, Communication & Education	58.9%
Physical Comfort	70.0%
Emotional Support	44.3%
Access to Care	71.1%

94.9%*

FH 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	21.6%
Given enough info re: possible changes in relationships	24.2%
Referred to provider for anxieties/fears at point of diagnosis	32.9%
Given enough info re: possible emotional changes	33.1%
Given enough info re: possible changes in sexual activity	36.2%
Given enough info re: possible changes in work/usual activities	36.9%
Always given help re: figuring out how to pay for extra costs	37.7%
Provider explained wait for first consultation appointment	38.6%
Providers considered travel concerns in planning treatment	38.6%
Given enough info re: possible changes in energy level	42.3%



- (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 visit between June 15, 2012 and Dec. 15, 2012.