

BCCA - Abbotsford Centre (Non-IV Only)
Experience of Outpatient Cancer Care Survey 2012
(June 15th, 2012 to December 15th, 2012)
Number of Respondents: 62 || Response Rate: 55.4%



STRENGTHS

Family/friends had opportunity to be involved in care/treatment	97.2%
Told how to take medications in an understandable way	95.1%
Family/self was not injured due to medical error	93.3%
Providers were respectful of culture	91.7%
Have confidence/trust in doctors	91.5%

100.0%
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Overall Quality of Care ⁽¹⁾
(Good + Very Good + Excellent)

21.1%	Provider explained wait for first consultation appointment
28.9%	Given enough info re: possible emotional changes
35.5%	Referred to provider for anxieties/fears at point of diagnosis
36.7%	Providers considered travel concerns in planning treatment
37.5%	Given enough info re: possible changes in sexual activity

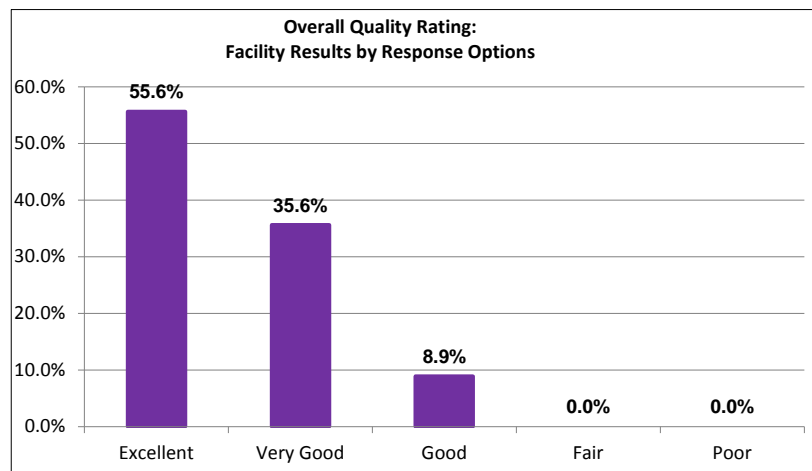


NEEDS IMPROVEMENT

"It was very clearly explained to me what the effects of the medication would be and what I should do to offset those effects. I also received information regarding diet. I consider the counseling that I received was excellent."

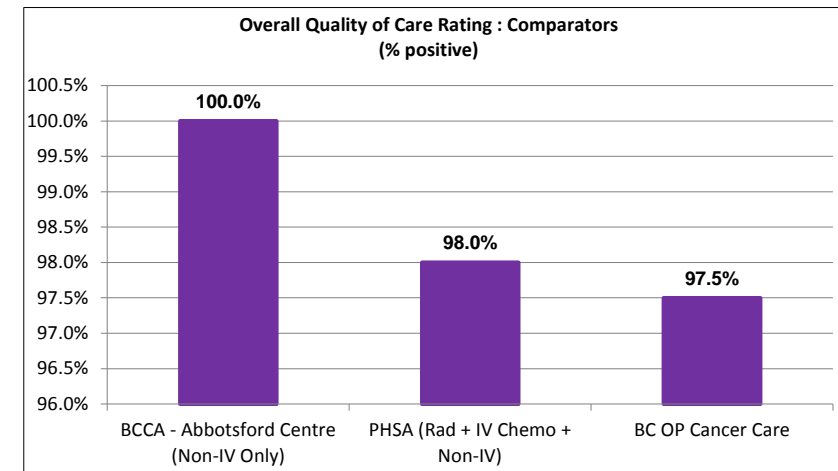
"The care during my cancer was extremely good - only complaint was the wait time re 3 months from diagnosis until surgery."

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	65.0%
Emotional Support	48.0%
Coordination & Continuity of Care	67.3%
Access to Care	68.9%
Information, Communication & Education	60.2%
Respect for Patient Preferences	78.6%



(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.