

BCCA - Abbotsford Centre (Rad + IV Chemo)

Experience of Outpatient Cancer Care Survey 2012

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

Number of Respondents: 359 || Response Rate: 51.1%



STRENGTHS

Knew who to talk to when had questions/concerns	98.1%
Identity confirmed before care provided (eg. medications)	97.5%
Treated w/dignity/respect by providers	94.7%
Providers were respectful of culture	94.4%
Family/friends had opportunity to be involved in care/treatment	92.6%

98.8%

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

35.0%	Provider explained wait for first consultation appointment
42.0%	Given enough info re: possible changes in relationships
46.3%	Given enough info re: possible emotional changes
46.7%	Referred to provider for anxieties/ fears at point of diagnosis
47.4%	Given enough info re: possible changes in sexual activity

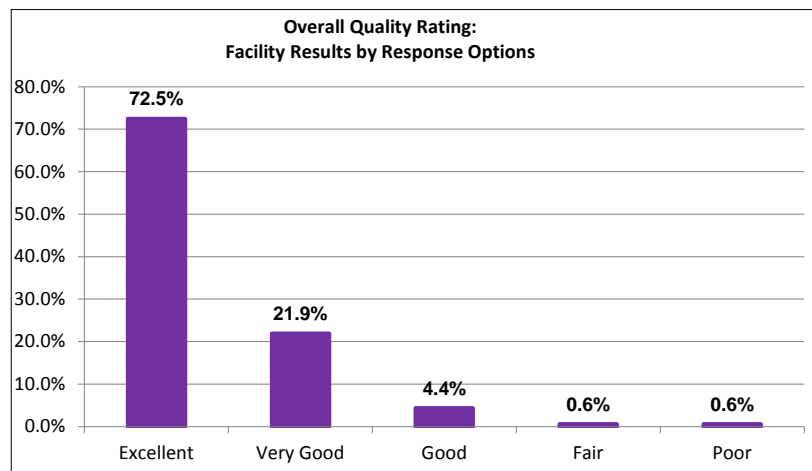


NEEDS IMPROVEMENT

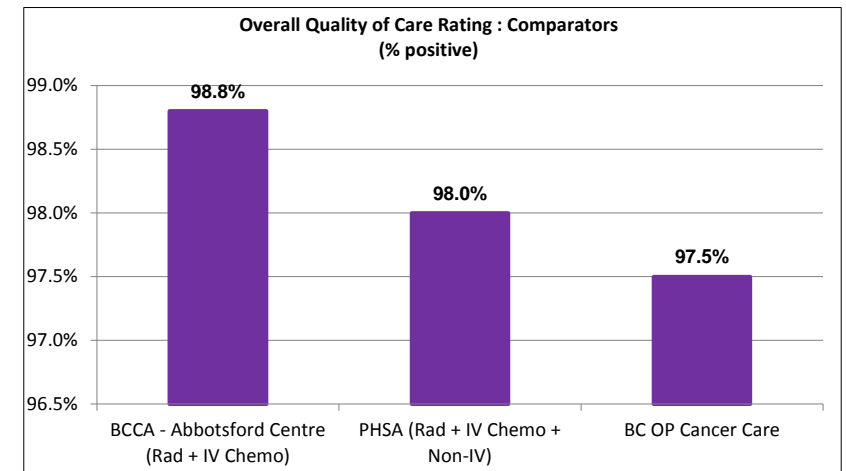
"Thank you for the wonderful care & understanding during my course of treatment. From start to finish I was treated with respect, kindness and utmost care was given to me by all medical staff and support workers."

"The wait for surgery was the hardest for me - waiting a month when I knew I had invasive breast cancer was extremely hard emotionally."

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	84.3%
Respect for Patient Preferences	81.2%
Information, Communication & Education	68.9%
Access to Care	75.2%
Coordination & Continuity of Care	70.1%
Emotional Support	57.1%



(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.