

BCCA - Centre for the North (Non-IV ONLY)
Experience of Outpatient Cancer Care Survey 2012
(November 1st, 2012 to April 30th, 2013)

Number of Respondents: 40 || Response Rate: 36.0%



STRENGTHS

Identity confirmed before care provided (eg. medications)	96.6%
Told how to take medications in an understandable way	96.3%
Treated w/dignity/respect by providers	94.1%
Have confidence/trust in nurses	93.8%
Knew who to talk to when had questions/concerns	92.6%

100.0%

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Overall Quality of Care in past 6 months ⁽¹⁾
(Good + Very Good + Excellent)

5.9%	Given enough info re: possible changes in relationships
18.2%	Put in touch w/ providers for anxieties/fears in past 6 months
20.0%	Always given help re: figuring out how to pay for extra costs
20.0%	Referred to provider for anxieties/fears at point of diagnosis
21.4%	Provider explained wait for first consultation appointment

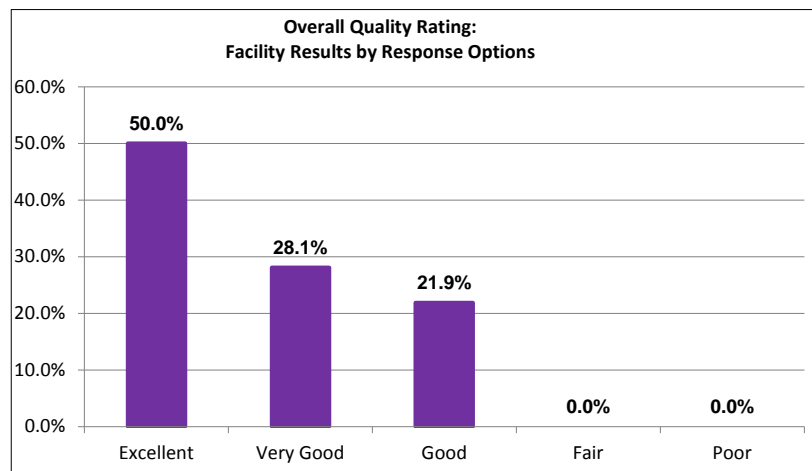


NEEDS IMPROVEMENT

The staff (doctors, radiation staff, etc) always were respectful, friendly, etc. I can only say good things about the staff and the facility.

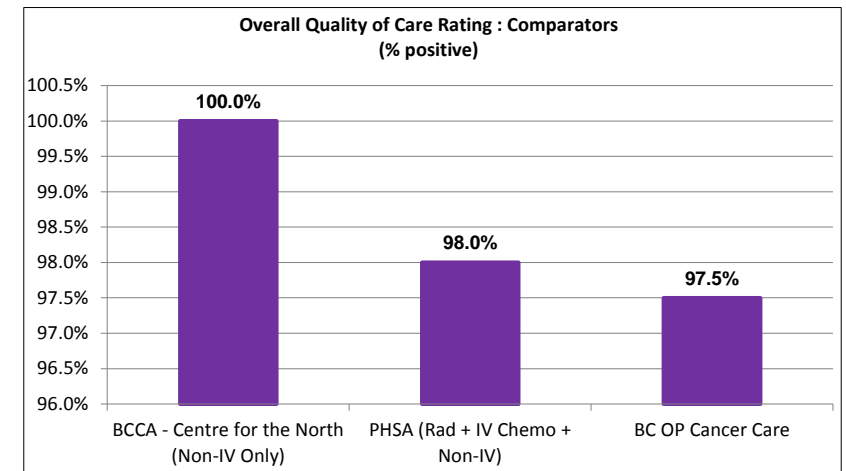
Too many times I sat on the phone trying to get to the right providers.

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.

Access to Care	70.9%
Physical Comfort	66.7%
Coordination & Continuity of Care	62.0%
Information, Communication & Education	57.8%
Emotional Support	40.9%
Respect for Patient Preferences	72.5%



(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.