

# BCCA - Sindi Ahluwalia Hawkins, Centre for the Southern Interior(Rad + IV Chemo)

Experience of Outpatient Cancer Care Survey 2012

(June 15<sup>th</sup>, 2012 to December 15<sup>th</sup>, 2012)

Number of Respondents: 554 || Response Rate: 53.3%



**STRENGTHS**

Identity confirmed before care provided (eg. medications)	95.5%
Family/friends had opportunity to be involved in care/treatment	93.7%
Knew who to talk to when had questions/concerns	93.2%
Treated w/dignity/respect by providers	91.9%
Providers did everything to make wait for IV chemo comfortable	89.5%

## 98.1%

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**Overall Quality of Care <sup>(1)</sup>**  
(Good + Very Good + Excellent)

30.1%	Provider explained wait for first consultation appointment
34.0%	Given enough info re: possible changes in relationships
38.7%	Given enough info re: possible emotional changes
39.4%	Put in touch w/ providers for anxieties/fears in past 6 months
40.6%	Referred to provider for anxieties/ fears at point of diagnosis

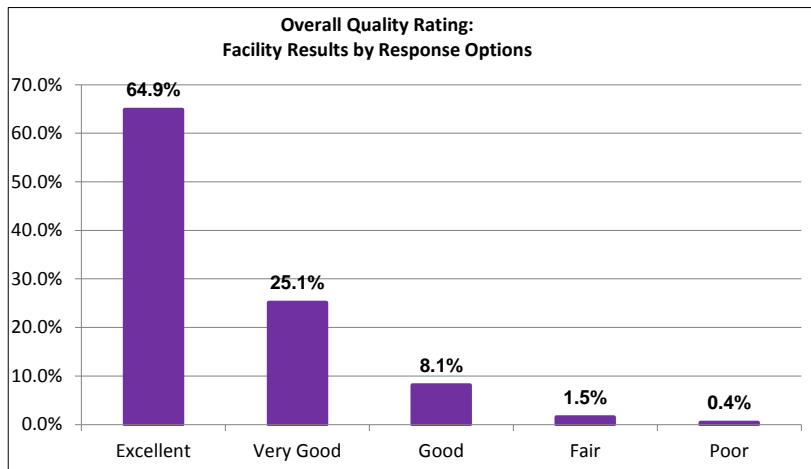


**NEEDS IMPROVEMENT**

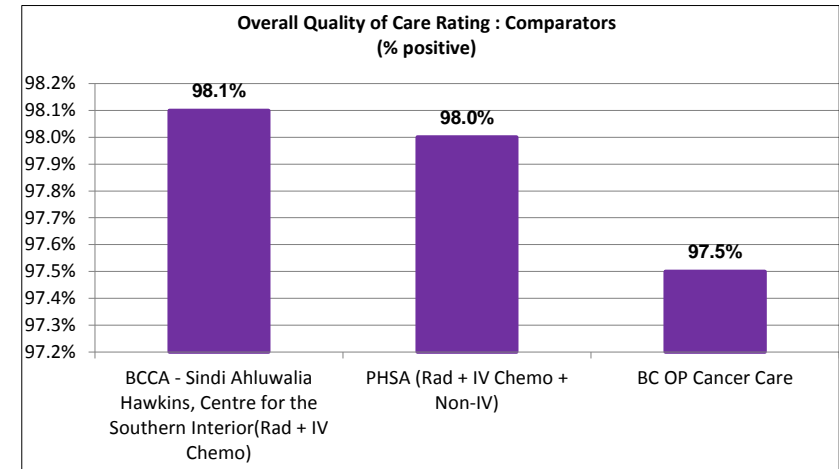
*"Everyone - from the front desk right up to my specialist - has treated me with respect. The atmosphere at the clinic is soothing and friendly, and designed, I think, to put the patients at ease. There is nothing that I can think of to improve the clinic. Thank you!"*

*"Would like easier access to the cancer specialist. Waiting 6 - 8 wks to see them & to get x-ray & CAT scan results is hard on the nerves of the patient & the care giver."*

### 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	75.8%
Information, Communication & Education	62.9%
Coordination & Continuity of Care	66.4%
Respect for Patient Preferences	76.8%
Emotional Support	51.5%
Access to Care	70.7%



(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.