

**BCCA - Vancouver Centre (Non-IV Only)**  
Experience of Outpatient Cancer Care Survey 2012  
(June 15<sup>th</sup>, 2012 to December 15<sup>th</sup>, 2012)  
Number of Respondents: 45 || Response Rate: 40.2%



**STRENGTHS**

Knew who to talk to when had questions/concerns	96.6%
Identity confirmed before care provided (eg. medications)	91.2%
Treated w/dignity/respect by providers	88.9%
Family/self was not injured due to medical error	86.5%
Felt could trust providers w/confidential info	85.7%

**100.0%**  
**BCCA - Vancouver Centre (Non-IV Only)**  
**Overall Quality of Care <sup>(1)</sup>**  
(Good + Very Good + Excellent)

18.8%	Put in touch w/ providers for anxieties/fears in past 6 months
22.2%	Given enough info re: possible changes in relationships
22.2%	Provider explained wait for first consultation appointment
25.8%	Given enough info re: possible emotional changes
26.7%	Spiritual needs met

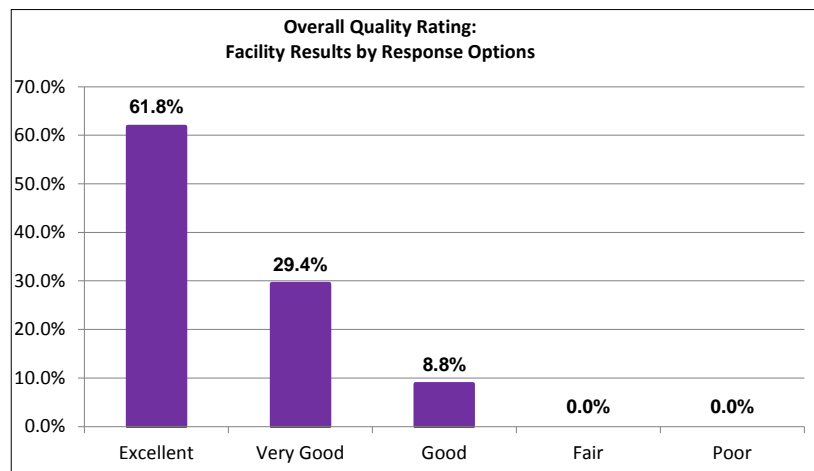


**NEEDS IMPROVEMENT**

*"I feel I received excellent care and can not imagine how it could be improved upon."*

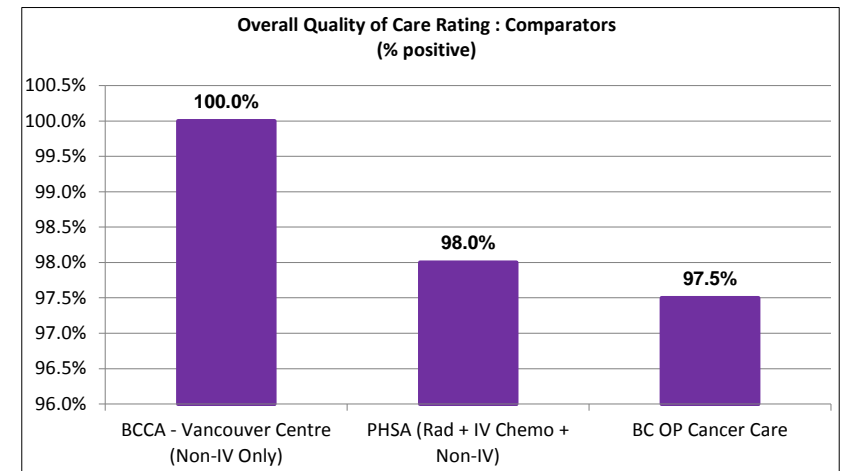
*"There absolutely needs to be more attention paid to the emotional/psychological/spiritual needs of a patient with a diagnosis of cancer...should people initially or be automatically given a referral to see...a volunteer peer support worker?"*

**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.

Respect for Patient Preferences	69.5%
Coordination & Continuity of Care	58.3%
Access to Care	65.9%
Information, Communication & Education	53.6%
Emotional Support	38.2%
Physical Comfort	36.8%



(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.