

**'IH' Outpatient Cancer Treatment Groups (IV Chemotherapy + Non-IV Treatments ONLY)**  
**Experience of Outpatient Cancer Care Survey 2012/13**



Number of Respondents: 883 || Response Rate: 51.9%

STRENGTHS (top 10 performing survey questions)	
Survey Question	% Positive
Identity confirmed before care provided (eg. medications)	94.4%
Family/friends had opportunity to be involved in care/treatment	94.1%
Knew who to talk to when had questions/concerns	93.0%
Treated w/dignity/respect by providers	92.6%
Providers were respectful of culture	90.4%
Providers did everything to make wait for IV chemo comfortable	89.6%
Providers were respectful of traditions	89.2%
Family/self was not injured due to medical error	88.6%
Told how to take medications in an understandable way	88.2%
Felt could trust providers w/confidential info	87.6%

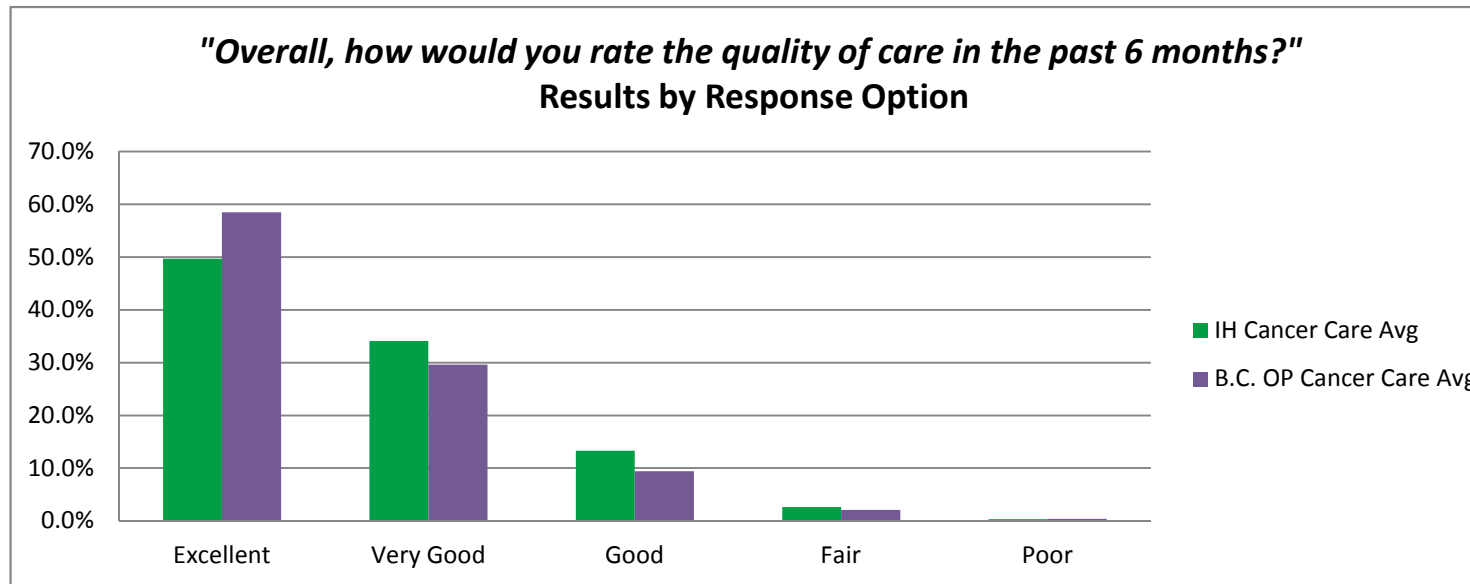
PATIENT-CENTRED DIMENSIONS (2) (3)	
Coordination & Continuity of Care	68.7%
Physical Comfort	72.9%
Information, Communication & Education	60.7%
Emotional Support	47.0%
Respect for Patient Preferences	77.2%
Access to Care	71.9%

**97.1%\***

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

\* 97.5% B.C. Outpatient Cancer Care Average

AREAS FOR IMPROVEMENT (bottom 10 performing survey questions)	
Survey Question	% Positive
Put in touch w/ providers for anxieties/fears in past 6 months	17.1%
Given enough info re: possible changes in relationships	27.7%
Provider explained wait for first consultation appointment	29.6%
Referred to provider for anxieties/fears at point of diagnosis	33.0%
Given enough info re: possible emotional changes	35.1%
Given enough info re: possible changes in work/usual activities	36.9%
Given enough info re: possible changes in sexual activity	40.5%
Given enough info re: possible changes in energy level	43.0%
Given enough info re: nutritional needs	44.4%
Always given help re: figuring out how to pay for extra costs	47.0%



- (1) The Percent Positive Score is the percentage of the positive answers to survey questions.
- (2) Dimension scores are calculated by summing positive responses for each question within the dimension then dividing the total number of responses to all questions in that dimension.
- (3) The dimensions and questions highlighted in blue are highly correlated to the overall quality of care score. These dimensions/items are drivers of patient perceptions of the overall quality of care and services.
- (4) B.C. results are shown in comparison to the Canadian benchmark comprised of feedback from patients in seven provinces between the dates of January 2011 and December 2012.
- (5) Survey in field Oct. 1, 2012 through June 3, 2013 representing patient visits between June 15, 2012 and Dec. 15, 2012.