



NH Full Service Community Chemotherapy Centres (Level III)

Experience of Outpatient Cancer Care Survey 2012

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

Number of Respondents: 261 || Response Rate: 46.6%

STRENGTHS (top 10 performing survey questions)	
Survey Question	% Positive
Knew who to talk to when had questions/concerns	95.5%
Providers did everything to make wait for IV chemo comfortable	93.9%
Treated w/dignity/respect by providers	93.5%
Identity confirmed before care provided (eg. medications)	92.7%
Told how to take medications in an understandable way	91.3%
Family/friends had opportunity to be involved in care/treatment	90.7%
Felt could trust providers w/confidential info	88.6%
Family/self was not injured due to medical error	88.2%
Told how to manage IV chemo side effects	87.5%
Providers did everything to help w/IV chemo side effects	87.3%

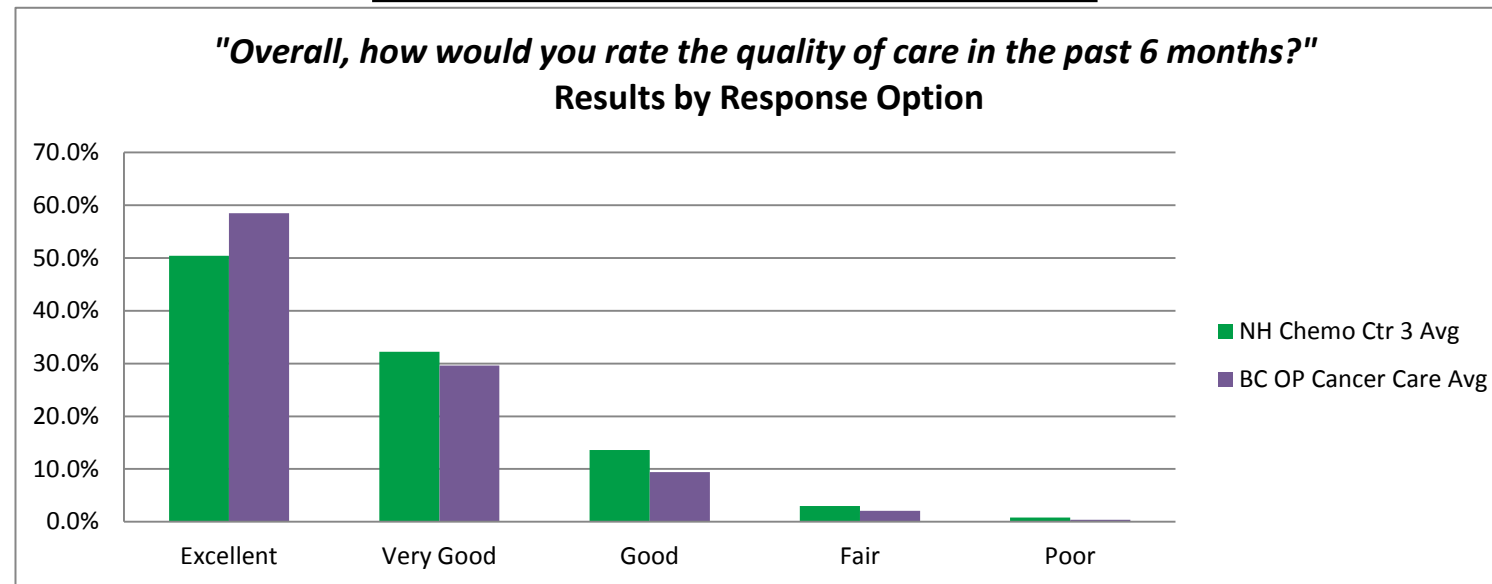
PATIENT-CENTRED DIMENSIONS: (2) (3)	
Coordination & Continuity of Care	67.8%
Physical Comfort	82.2%
Information, Communication & Education	59.6%
Access to Care	70.1%
Respect for Patient Preferences	75.4%
Emotional Support	48.6%

96.1%*

NH (Level 3) Overall Quality of Care (1)
(Good + Very Good + Excellent)

* 97.5% BC Outpatient Cancer Care Average

AREAS FOR IMPROVEMENT (bottom 10 performing survey questions)	
Survey Question	% Positive
Provider explained wait for first consultation appointment	24.7%
Given enough info re: possible changes in relationships	30.8%
Referred to provider for anxieties/fears at point of diagnosis	37.4%
Given enough info re: possible changes in sexual activity	38.2%
Put in touch w/ providers for anxieties/fears in past 6 months	38.8%
Given enough info re: possible emotional changes	40.0%
Given enough info re: possible changes in work/usual activities	42.1%
Always given help re: figuring out how to pay for extra costs	44.3%
Spiritual needs met	45.5%
Providers considered travel concerns in planning treatment	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) BC results are shown in comparison to the Canadian (CDN) benchmark comprised of feedback from patients in seven provinces between the dates of January 2011 and December 2012.

(5) Facilities included in this report: Fort St John Hospital, GR Baker Memorial Hospital, Bulkley Valley District Hospital, Queen Charlotte Islands General Hospital - Haida Gwaii Cancer Care, St. John's Hospital, Prince Rupert Regional Hospital, Kitimat General Hospital