

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



Number of Respondents: 3548 || Response Rate: 49.2%



STRENGTHS (top 10 performing survey questions)	
Survey Question	% Positive
Knew who to talk to when had questions/concerns	95.1%
Identity confirmed before care provided (eg. medications)	94.3%
Treated w/dignity/respect by providers	92.3%
Family/friends had opportunity to be involved in care/treatment	92.1%
Told how to take medications in an understandable way	89.7%
Family/self was not injured due to medical error	89.0%
Felt could trust providers w/confidential info	88.9%
Have confidence/trust in doctors	86.0%
Providers were respectful of culture	84.3%
Providers did everything to treat cancer/blood disorder	84.0%

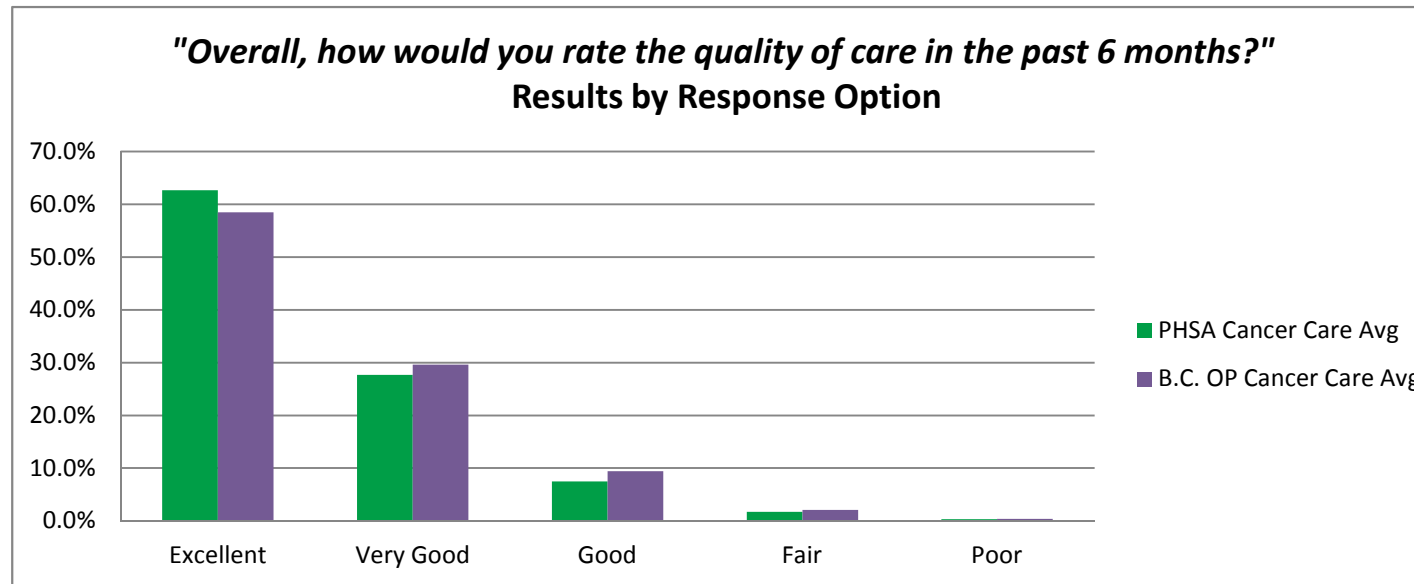
PATIENT-CENTRED DIMENSIONS (2) (3)	
Physical Comfort	71.4%
Coordination & Continuity of Care	65.4%
Information, Communication & Education	60.1%
Respect for Patient Preferences	75.7%
Access to Care	72.4%
Emotional Support	46.8%

**98.0%\***

**PHSA Overall Quality of Care (1)**  
(Good + Very Good + Excellent)

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

AREAS FOR IMPROVEMENT (bottom 10 performing survey questions)	
Survey Question	% Positive
Given enough info re: possible changes in relationships	29.1%
Put in touch w/ providers for anxieties/fears in past 6 months	29.6%
Provider explained wait for first consultation appointment	30.0%
Given enough info re: possible emotional changes	34.0%
Given enough info re: possible changes in work/usual activities	37.0%
Referred to provider for anxieties/fears at point of diagnosis	37.5%
Given enough info re: possible changes in sexual activity	43.9%
Spiritual needs met	44.2%
Given enough info re: possible changes in energy level	45.8%
Given enough info re: nutritional needs	47.2%



- (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 October 1, 2012 through June 3, 2013 representing patient visits between June 15, 2012 and December 15, 2012.