

AMBULATORY ONCOLOGY SURVEY RESULTS

Site-by-site results of Northern Health's first survey of ambulatory cancer services, conducted in 2006

- ✧ Overall Northern Health scores
- ✧ Dawson Creek and District Hospital
- ✧ Fort St. John Hospital and Health Centre
- ✧ Kitimat Hospital and Health Centre
- ✧ Prince George Regional Hospital
- ✧ Prince Rupert Regional Hospital
- ✧ Quesnel: GR Baker Hospital
- ✧ Smithers: Bulkley Valley District Hospital
- ✧ Terrace: Mills Memorial Hospital

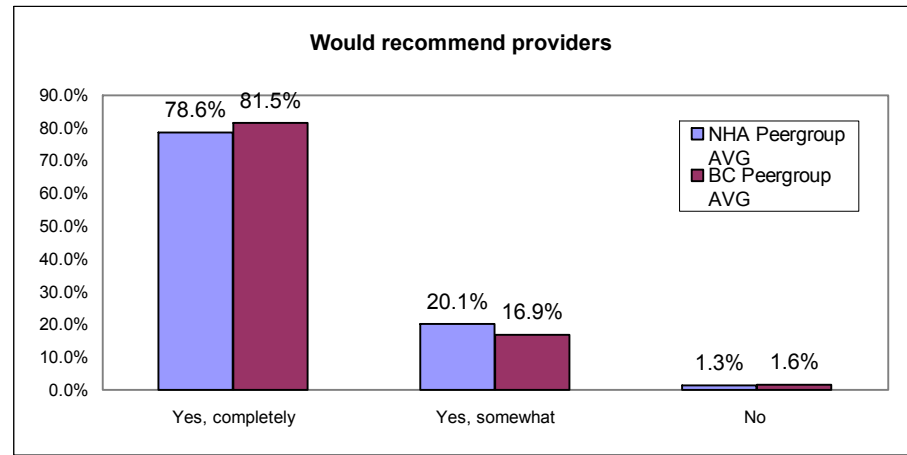
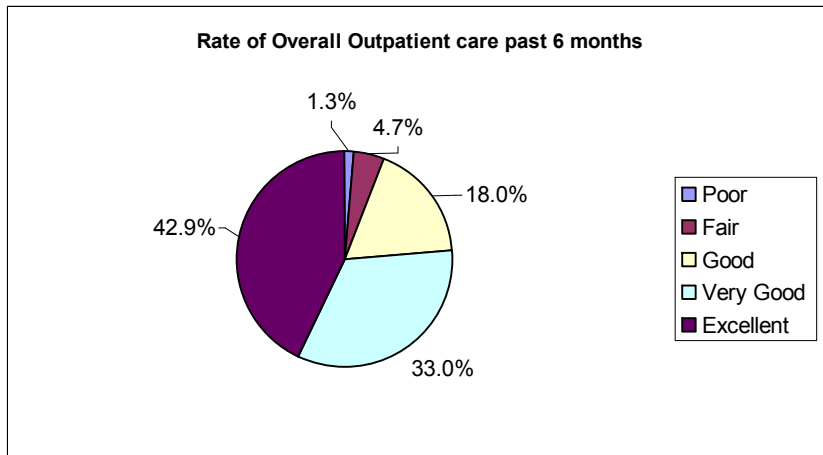




**Northern Health - Community Cancer Centres, Community Cancer Services and Community Hospitals
Health Authority Experience of Outpatient Cancer Care Patient Survey Results**

Report Date: December 7th, 2006 **Patient Visit Dates :** November 15th, 2005 – May 15th, 2006. n=303, Response Rate= 58.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Overall Outpatient (OP) care past 6 months ⁽¹⁾	94.0% NH 96.4% BC	Waited less than 60 minutes from scheduled appt to OP chemotherapy	92.7%	Put in touch w/Provider to help w/anxiety/fear	25.0%
Coordination and Continuity of Care	61.0%	Family/friends involved in OP care/treatment	92.3%	Enough info re: relationship changes	34.0%
Physical Comfort	80.1%	Providers did everything to make chemo wait comfortable	91.7%	Put in touch w/Provider to help w/diagnosis anxiety/fear	35.7%
Emotional Support	55.4%	Treated w/dignity/respect by providers	91.5%	Enough info on emotional changes	40.4%
Information, Communication & Education	57.5%	Could trust providers w/confidential info	87.1%	Enough info on sexual activity changes	40.5%
Respect for Patient Preferences	72.3%	Providers did everything to help w/chemo side effects	86.3%	Provider considered travel concerns in treatm. plan	43.2%
Access to Care	74.6%	Results of surgery explained understandably	83.6%	Enough info on changes in work/activities	44.4%
Surgery Specific	80.0%	Told how to manage chemotherapy side effects	80.3%	Discussed cancer treatments w/you	44.9%
		Providers knew enough re: OP therapy	76.4%	Knew next step in care	46.8%
Would recommend providers ⁽²⁾	78.6%	Told how long wait would be for surgery	76.0%	Provider explained wait for first treatment appt	47.5%



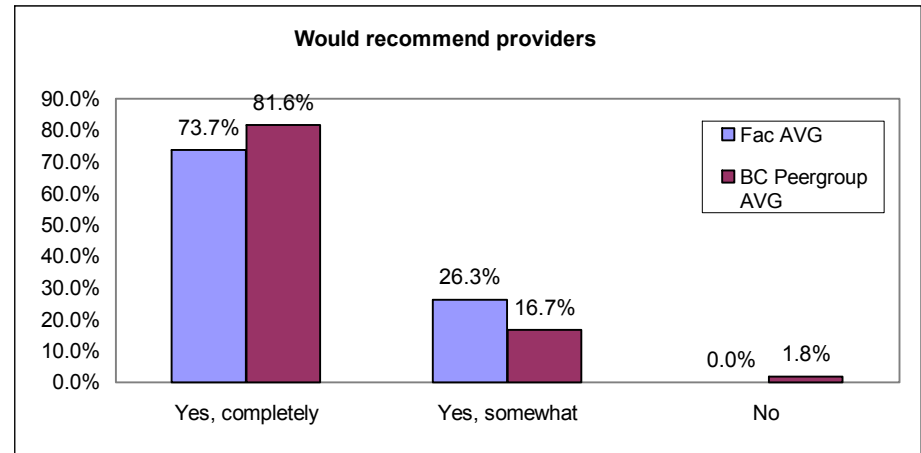
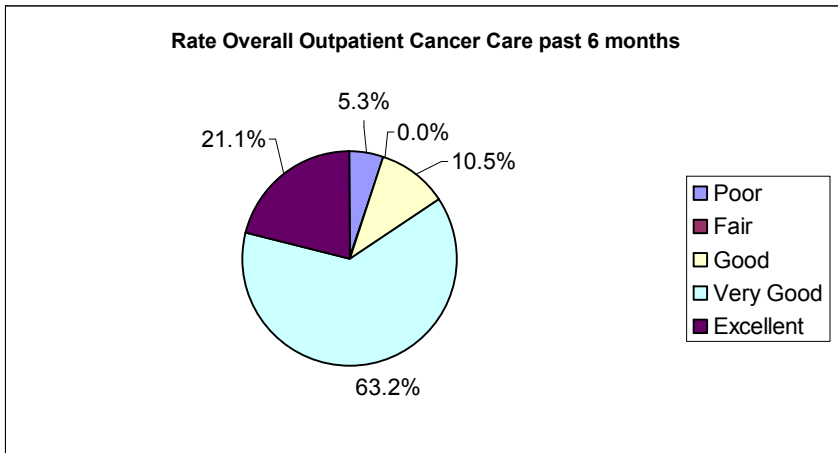
(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
Response scale = Poor, Fair, Good, Very Good, Excellent **Percent Positive Score =** Good+Very Good+ Excellent
 (2) Question: Would you recommend your health care providers to your family and friends?
Response scale = Yes, completely, Yes, somewhat, No **Percent Positive Score =** Yes, completely
 ** Items highlighted in **RED** have the highest correlation with "Rate OP care past 6 months".



Northern Health - Dawson Creek & District Hospital
Experience of Outpatient Cancer Care Results

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=26, Response Rate= 47.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
	94.7% 95.6% BC Peer Group				
Overall Outpatient(OP) Cancer care past 6 mo⁽¹⁾		Family/friends involved in OP care/treatment	100.0%	Put in touch w/provider to help w/anxiety/fear	0.0%
Coordination and Continuity of Care	56.8%	Providers did everything to make chemo wait comfortable	100.0%	Enough information re: relationship changes	14.3%
Access to Care	65.3%	Providers did everything to help w/chemo side effects	100.0%	Enough information on changes in work/activities	21.4%
Emotional Support	48.9%	Told how to manage chemo side effects	91.7%	Comfortable talking w/provider re: alternate therapy	25.0%
Respect for Patient Preferences	65.4%	Results of surgery explained understandably	90.9%	Providers explained wait for first treatment appt	26.7%
Information, Communication & Education	49.2%	Could trust providers w/confidential info	90.0%	Providers considered travel concerns in treatm. plan	27.8%
Physical Comfort	77.5%	Treated w/dignity/respect by providers	90.0%	Enough information on emotional changes	29.4%
Surgery Specific	77.3%	Providers knew enough re: OP therapy	80.0%	Enough information on energy changes	36.8%
		Waited less than 60 minutes from scheduled appt to OP chemotherapy	80.0%	Enough information on sexual activity changes	37.5%
Would recommend providers⁽²⁾	73.7%	Providers went out of way to help	80.0%	Given enough information on cancer therapies	40.0%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent

(2) Question: Would you recommend your health care providers to your family and friends?
Response scale = Yes, completely, Yes, somewhat, No Percent Positive Score = Yes, completely

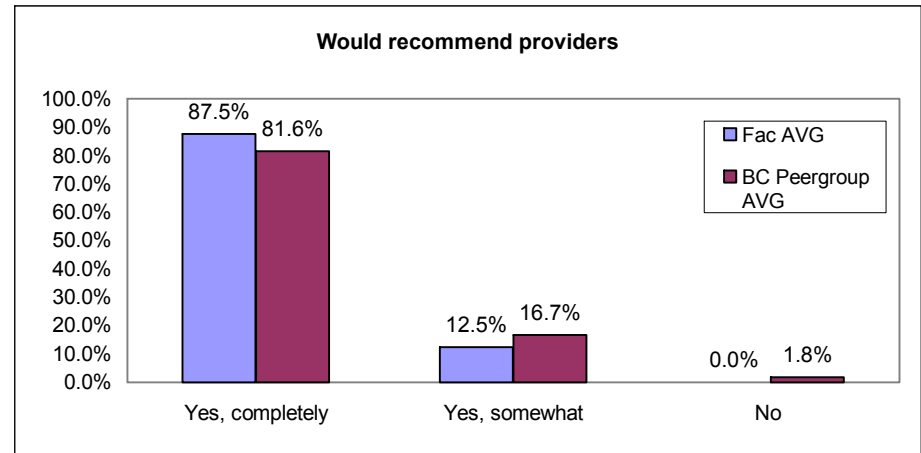
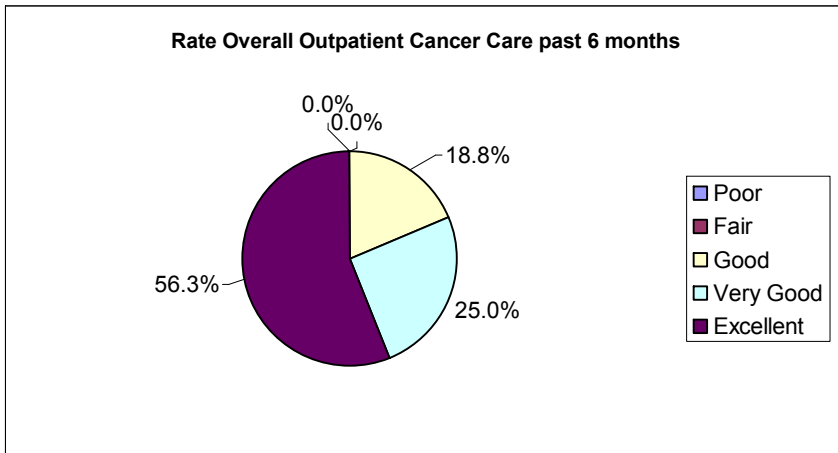
** Items highlighted in **RED** have the highest correlation with "Rate OP care past 6 months".



Northern Health - Fort St. John Hospital & Health Centre
Experience of Outpatient Cancer Care Results

Report Date: December 15th, 2006 Survey of Oncology Patient Experience: November 2005 – May 2006. n=20, Response Rate= 48.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
	100.0% 95.6% BC Peer Group				
Overall Outpatient(OP) care past 6 months ⁽¹⁾		Did not wait too long for first OP treatment appt	100.0%	Put in touch w/provider to help w/diagnosis anxiety/fear	26.7%
Surgery Specific	85.7%	Told how long wait would be for surgery	100.0%	Providers aware of medical history	26.7%
Information, Communication & Education	55.0%	Waited less than 60 minutes from scheduled appt to OP chemo	100.0%	Providers considered travel concerns in treatm.plan	28.6%
Respect for Patient Preferences	70.3%	Providers did everything to make chemo wait comfortable	100.0%	Enough information on emotional changes	35.7%
Emotional Support	64.1%	Could trust providers w/confidential information	100.0%	Enough information on energy changes	35.7%
Physical Comfort	85.4%	Not given confusing/conflicting information	93.8%	Providers discussed cancer treatments w/you	50.0%
Coordination and Continuity of Care	66.7%	Treated w/dignity/respect by providers	93.8%	Given enough information on cancer therapies	50.0%
Access to Care	82.7%	Providers knew enough re: OP therapy	93.8%	Providers considered living situation in treatment	50.0%
		Providers did everything to helpw/chemo side effects	92.3%	Providers explained wait for first treatment appt	50.0%
Would recommend providers ⁽²⁾	87.5%	Got services needed in past 6 months	87.5%	Enough information on physical changes	50.0%



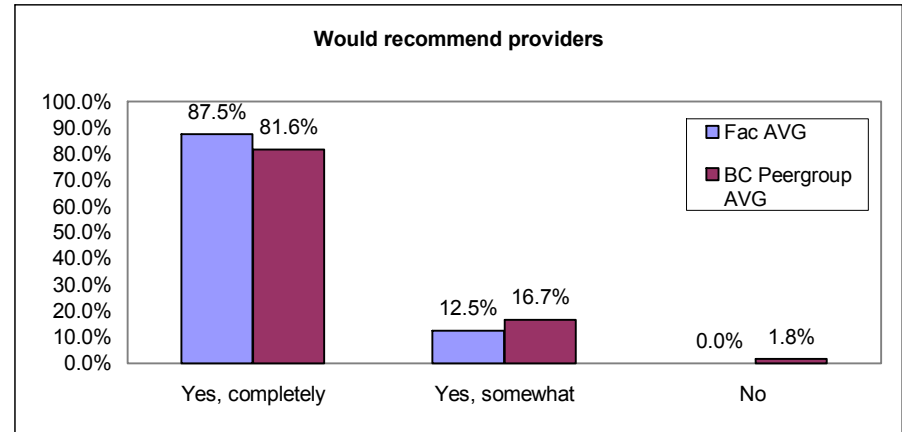
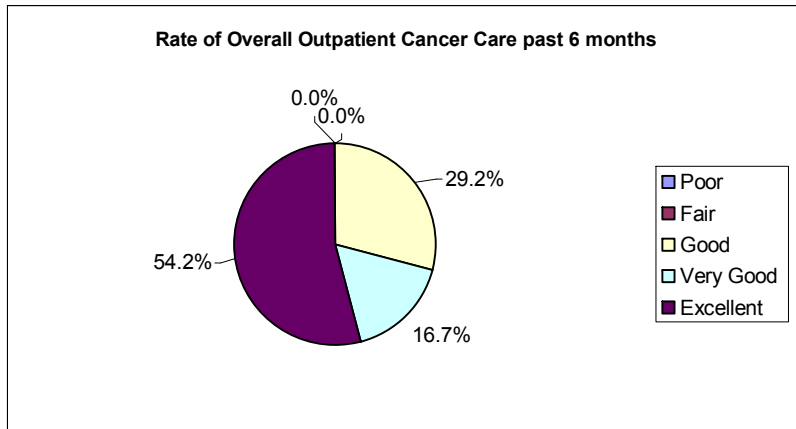
(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question: Would you recommend your health care providers to your family and friends?
 Response scale = Yes, completely, Yes, somewhat, No Percent Positive Score = Yes, completely
 ** Items highlighted in RED have the highest correlation with "Rate OP care past 6 months".



Northern Health - Kitimat Hospital Experience of Outpatient Cancer Care Results

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=11 Response Rate= ___%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
	85.7% 95.6% BC Peer Group				
Overall Outpatient Cancer (OP) care past 6 mo⁽¹⁾		Family/friends involved in OP care/treatment	100.0%	Enough information re: relationship changes	0.0%
Physical Comfort	56.5%	Did not wait too long for first OP treatment appt.	100.0%	Comfortable talking w/Provider re: alternate therapy	0.0%
Surgery Specific	62.5%	Waited less than 60 minutes from scheduled appt to OP chemotherapy	100.0%	Put in touch w/Provider to help w/anxiety/fear	0.0%
Coordination and Continuity of Care	60.0%	Did not wait longer than expected for OP chemo	100.0%	Family Dr knew enough re: OP cancer care	14.3%
Information, Communication & Education	52.3%	Got services needed in past 6 months	100.0%	Put in touch w/Provider to help w/diagnosis anxiety/fear	16.7%
Respect for Patient Preferences	75.9%	Told of diagnosis in sensitive manner	87.5%	Enough information on changes in work/activities	16.7%
Emotional Support	44.7%	Involved in OP care decisions	85.7%	Providers did everything to control pain/discomfort	20.0%
Access to Care	84.1%	Providers knew enough re: OP therapy	85.7%	Enough information on sexual activity changes	28.6%
		Knew who was in charge for each OP therapy	83.0%	Providers discussed cancer treatments w/you	28.6%
Would recommend providers (OP) ⁽²⁾	100.0%	Providers did everything to make chemo wait comfortable	80.0%	Enough information on nutritional needs	28.6%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent

(2) Question: Would you recommend your health care providers to your family and friends?
Response scale = Yes, completely, Yes, somewhat, No Percent Positive Score = Yes, completely

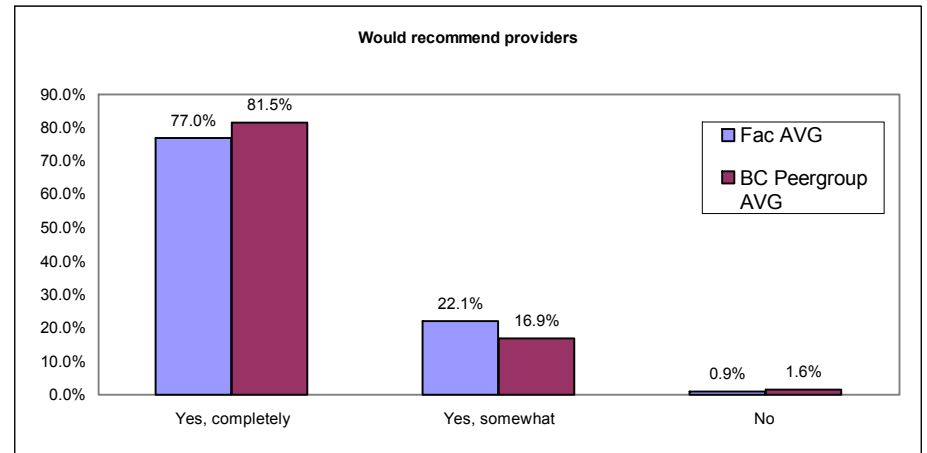
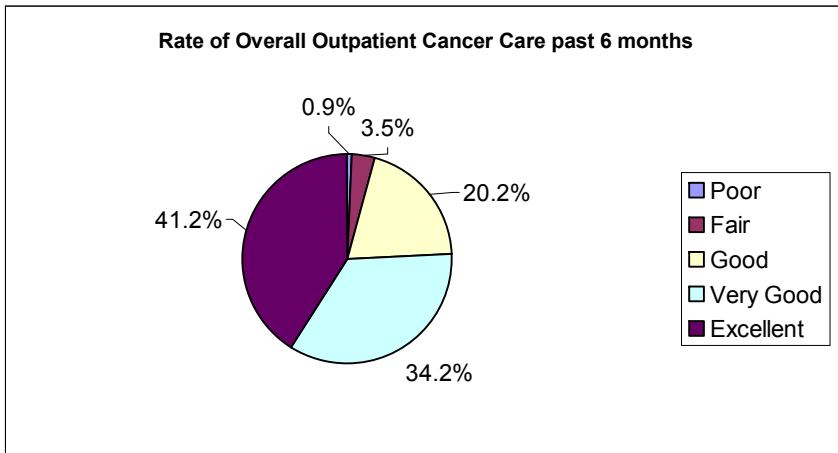
** Items highlighted in **RED** have the highest correlation with "Rate OP care past 6 months".



Northern Health - Prince George Regional Hospital
Experience of Outpatient Cancer Care Results

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=138, Response Rate= 59.2%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
	95.6% NH 96.8% BC Peer Group				
Overall Outpatient (OP) Cancer Care past 6 mo ⁽¹⁾		Treated w/dignity/respect by providers	94.7%	Put in touch w/Provider to help w/anxiety/fear	21.8%
Coordination and Continuity of Care	58.5%	Family/friends involved in OP care/treatment	92.8%	Put in touch w/Provider to help w/diagnosis anxiety/fear	32.7%
Information, Communication & Education	56.6%	Providers did everything to make chemo wait comfortable	89.6%	Enough information on emotional changes	38.2%
Physical Comfort	76.3%	Waited less than 60 minutes from scheduled appt to OP chemotherapy	89.5%	Providers discussed cancer treatments w/you	39.7%
Emotional Support	56.3%	Could trust OP providers w/confidential info	87.5%	Enough information re: relationship changes	40.3%
Respect for Patient Preferences	73.5%	Providers did everything to help w/chemo side effects	86.0%	Enough information on sexual activity changes	43.4%
Surgery Specific	81.7%	Results of surgery explained understandably	84.1%	Providers considered travel concerns in treatm.plan	44.0%
Access to Care	71.6%	Providers went out of way to help	79.3%	Knew next step in care	44.1%
		Told how long wait would be for surgery	79.0%	Providers aware of medical history	44.2%
Would recommend providers ⁽²⁾	77.0%	Did not wait too long for first OP treatment appointment	78.3%	Wait longer than expected for OP radiation	47.1%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
Response scale = Poor, Fair, Good, Very Good, Excellent **Percent Positive Score =** Good+Very Good+ Excellent

(2) Question: Would you recommend your health care providers to your family and friends?
Response scale = Yes, completely, Yes, somewhat, No **Percent Positive Score =** Yes, completely

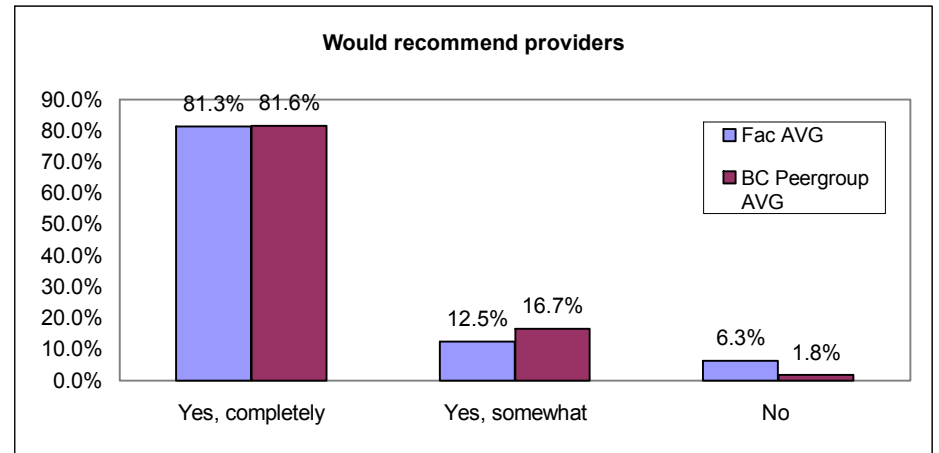
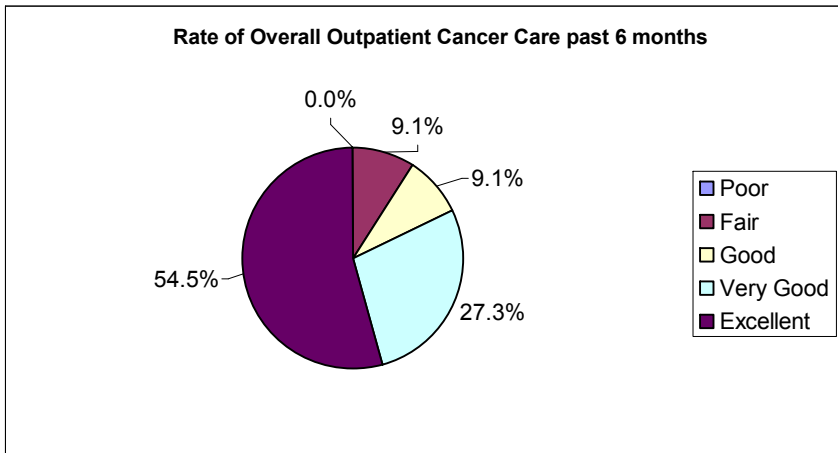
** Items highlighted in **RED** have the highest correlation with "Rate OP care past 6 months".



Northern Health - Prince Rupert Regional Hospital
Experience of Outpatient Cancer Care Results

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=26, Response Rate= 66.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
	93.3% 95.6% BC Peer Group				
Overall Outpatient(OP) Cancer Care past 6 mo ⁽¹⁾		Providers did everything to make chemo wait comfortable	100.0%	Put in touch w/Providers to help w/anxiety/fear	12.5%
Coordination and Continuity of Care	66.4%	Told how to manage chemo side effects	90.9%	Enough information re: relationship changes	21.4%
Respect for Patient Preferences	69.6%	Did not wait longer than expected for OP chemo	90.0%	Enough information on sexual activity changes	28.6%
Information, Communication & Education	53.8%	Providers did everything to help w/chemo side effects	90.0%	Put in touch w/Provider to help w/diagnosis anxiety/fea	33.3%
Emotional Support	47.7%	Waited less than 60 minutes from scheduled appt to OP chemotherapy	88.9%	Enough information on emotional changes	33.3%
Physical Comfort	88.9%	Knew who was in charge for each OP therapy	87.5%	Providers discussed cancer treatments w/you	40.0%
Access to Care	78.9%	Treated w/dignity/respect by providers	87.5%	Providers explained wait for first treatment appt	44.4%
Surgery Specific	78.6%	Did not wait too long for first OP treatment appt	82.4%	Given enough information on cancer therapies	46.7%
Would recommend providers ⁽²⁾	81.3%	Family/friends involved in OP care/treatment	80.0%	Providers considered living situation in treatment	46.7%
		Could trust providers w/confidential information	80.0%	Enough information on changes in work/activities	46.7%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent

(2) Question: Would you recommend your health care providers to your family and friends?
Response scale = Yes, completely, Yes, somewhat, No Percent Positive Score = Yes, completely

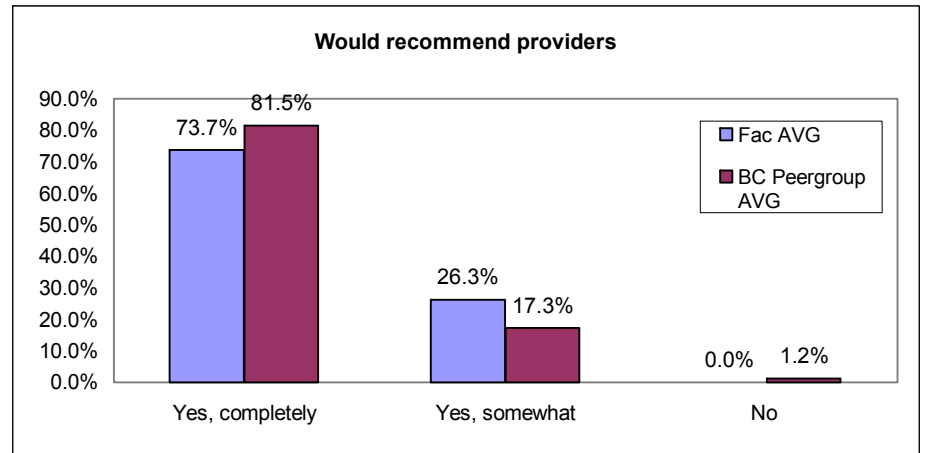
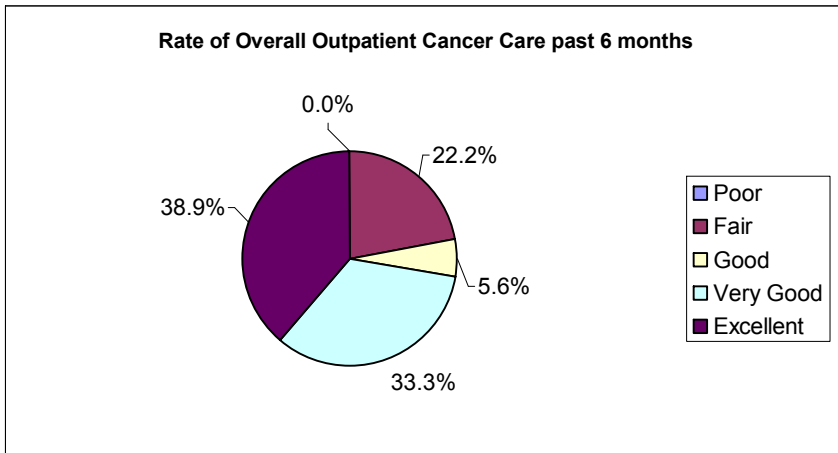
** Items highlighted in **RED** have the highest correlation with "Rate OP care past 6 months".



Northern Health - GR Baker Memorial Hospital
Experience of Outpatient Cancer Care Results

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=26, Response Rate= 56.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
Overall Outpatient (OP) care past 6 months ⁽¹⁾	77.8% 94.3% BC Peer Group	Waited less than 60 minutes from scheduled appt to OP chemotherapy	100.0%	Put in touch w/Provider help w/anxiety/fear	20.0%
Physical Comfort	88.2%	Did not wait longer than expected for OP chemo	100.0%	Enough information re: relationship changes	30.0%
Coordination and Continuity of Care	62.3%	Providers did everything to make chemo wait comfortable	100.0%	Got help wanted figuring out payment	30.0%
Access to Care	76.8%	Providers knew enough re: OP therapy	88.9%	Put in touch w/Provider to help w/diagnosis anxiety/fear	40.0%
Respect for Patient Preferences	71.1%	Told how to manage chemo side effects	88.9%	Providers aware of test results	41.2%
Emotional Support	57.6%	Providers did everything to help w/chemo side effects	88.9%	Providers explained wait for first treatment appt	46.7%
Information, Communication & Education	61.0%	Family/friends involved in OP care/treatment	88.2%	Enough information on changes in work/activities	46.7%
Surgery Specific	80.0%	Results of surgery explained understandably	87.5%	Providers aware of medical history	47.4%
		Treated w/dignity/respect by providers	84.2%	Providers discussed cancer treatments w/you	50.0%
Would recommend providers ⁽²⁾	73.7%	Could trust providers w/confidential information	84.2%	Enough information on energy changes	50.0%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
Response scale = Poor, Fair, Good, Very Good, Excellent **Percent Positive Score =** Good+Very Good+ Excellent

(2) Question: Would you recommend your health care providers to your family and friends?
Response scale = Yes, completely, Yes, somewhat, No **Percent Positive Score =** Yes, completely

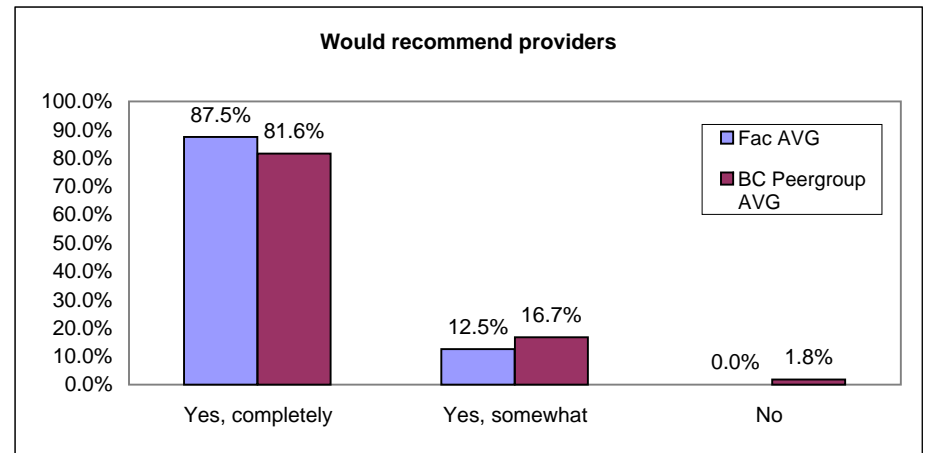
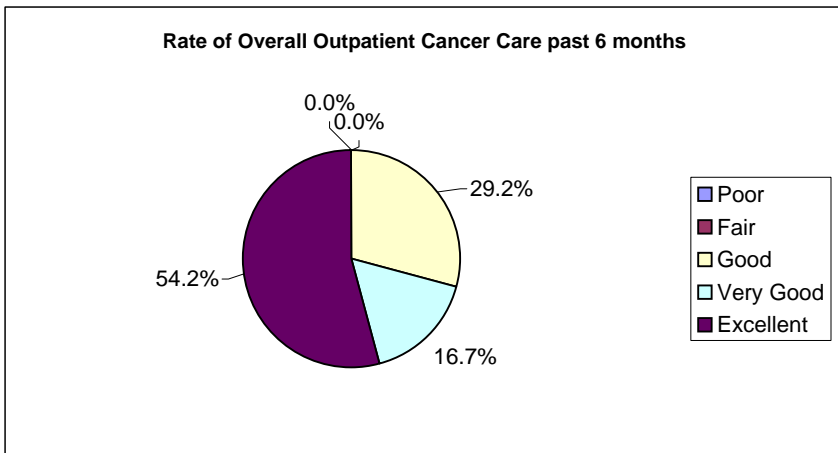
** Items highlighted in **RED** have the highest correlation with "Rate OP care past 6 months".



Northern Health - Bulkley Valley District Hospital
Experience of Outpatient Cancer Care Results

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=28, Response Rate= 65.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
	100.0% 95.6% BC Peer Group				
Overall Outpatient Cancer(OP) care past 6 mo⁽¹⁾		Results of surgery explained understandably	100.0%	Enough information re: relationship changes	22.2%
Information, Communication & Education	64.1%	Waited less than 60 minutes from scheduled appt to OP chemotherapy	100.0%	Enough information on sexual activity changes	27.8%
Physical Comfort	95.2%	Family/friends involved in OP care/treatment	95.0%	Providers considered travel concerns in treatm. plan	30.4%
Emotional Support	57.0%	Did not wait longer than expected for OP chemo	94.7%	Providers explained wait for first treatment appt	35.0%
Coordination and Continuity of Care	69.3%	Told how to manage chemo side effects	94.7%	Put in touch w/Provider to help w/anxiety/fear	36.4%
Respect for Patient Preferences	76.1%	Providers did everything to help w/chemo side effects	94.7%	Providers considered living situation in treatment	41.7%
Surgery Specific	81.3%	Providers did everything to control pain/discomfort	93.8%	Put in touch w/Provider to help w/diagnosis anxiety/fear	45.0%
Access to Care	79.5%	Treated w/respect/dignity by providers	91.7%	Enough information on emotional changes	47.4%
		Got services needed in past 6 months	91.7%	Family Dr knew enough re: OP cancer care	47.8%
Would recommend providers⁽²⁾	87.5%	Could trust providers w/confidential information	87.5%	Providers discussed cancer treatments w/you	52.2%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
Response scale = Poor, Fair, Good, Very Good, Excellent **Percent Positive Score =** Good+Very Good+ Excellent

(2) Question: Would you recommend your health care providers to your family and friends?
Response scale = Yes, completely, Yes, somewhat, No **Percent Positive Score =** Yes, completely

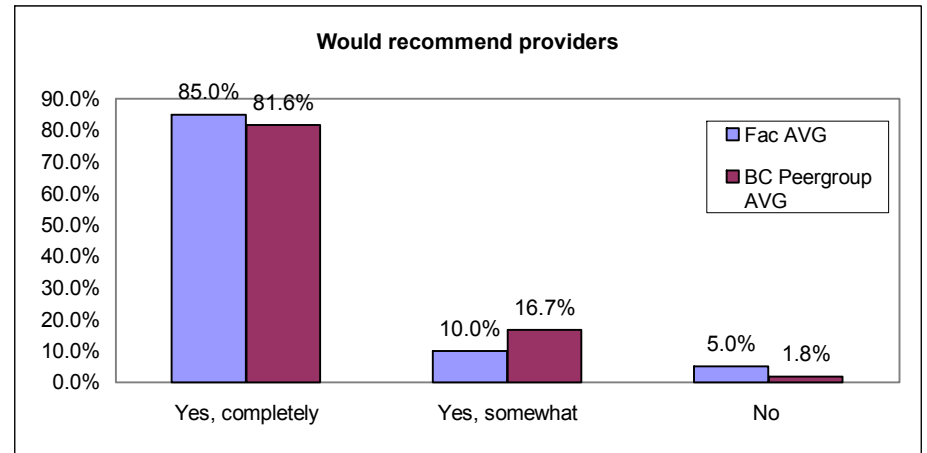
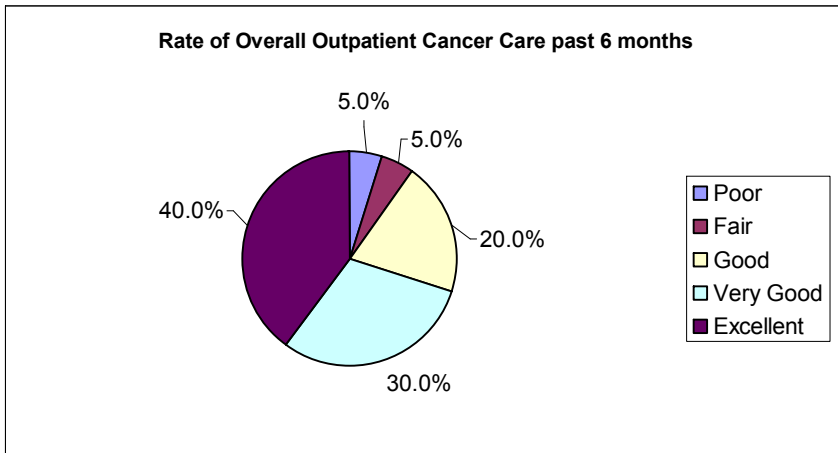
** Items highlighted in **RED** have the highest correlation with "Rate OP care past 6 months".



Northern Health - Mills Memorial Hospital
Experience of Outpatient Cancer Care Results

Report Date: December 15th, 2006 **Survey of Oncology Patient Experience:** November 2005 – May 2006. n=28, Response Rate= 58.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)**		Opportunities for Improvement (Lowest % positive scores)**	
	90.0% 95.6% BC Peer Group				
Overall Outpatient(OP) Cancer Care past 6 mo ⁽¹⁾		Waited less than 60 minutes from scheduled appt to OP chemotherapy	100.0%	Put in touch w/Provider to help w/anxiety/fear	25.0%
Access to Care	79.6%	Did not wait longer than expected for OP chemo	100.0%	Enough information on sexual activity changes	36.4%
Physical Comfort	79.2%	Providers did everything to make chemo wait comfortable	100.0%	Knew next step in care	36.8%
Coordination and Continuity of Care	59.6%	Family/friends involved in OP care/treatment	94.4%	Enough information on changes in work/activities	40.0%
Information, Communication & Education	65.9%	Enough information on physical changes	92.9%	Provider considered living situation in treatment	45.5%
Emotional Support	55.8%	Providers did everything to control pain/discomfort	91.7%	Enough information re: relationship changes	45.5%
Respect for Patient Preferences	71.1%	Providers explained why tests needed	85.7%	Got help wanted figuring out payment	45.5%
Surgery Specific	75.9%	Could trust providers w/confidential information	85.0%	Put in touch w/Provider to help w/diagnosis anxiety/fear	47.1%
		Treated w/respect/dignity by providers	85.0%	Provider considered travel concerns in treatm. plan	47.4%
Would recommend providers ⁽²⁾	85.0%	Providers knew enough re: OP therapy	81.0%	Providers aware of medical history	47.4%



(1) Question: Overall, how would you rate the quality of all of your care in the past 6 months?
Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent

(2) Question: Would you recommend your health care providers to your family and friends?
Response scale = Yes, completely, Yes, somewhat, No Percent Positive Score = Yes, completely

** Items highlighted in **RED** have the highest correlation with "Rate OP care past 6 months".