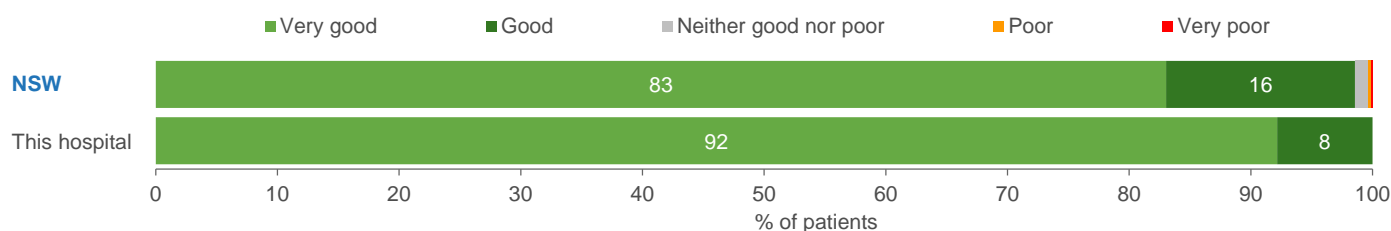


Orange Health Service Western NSW LHD

This profile presents selected results from the Outpatient Cancer Clinics Survey for patients seen during February and March 2015. Patients were identified for inclusion if they attended an outpatient cancer clinic at a participating NSW public hospital or the Chris O'Brien Lifehouse.

Across NSW, more than 3,500 patients attending outpatient cancer clinics responded to the survey – a response rate of 57.3%. There were 105 responses from Orange Health Service – a response rate of 69.5%.

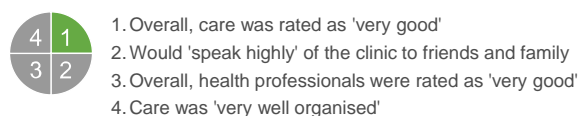
Overall, how would you rate the care you received in the clinic?



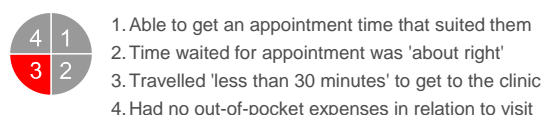
Summary results for patients who attended this hospital, by theme

Hospital result, relative to NSW: Significantly higher Significantly lower No significant difference Data suppressed (<30 responses)

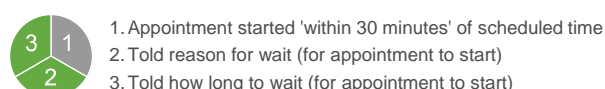
Overall experience of care



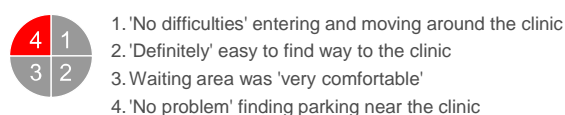
Access and timeliness before the visit



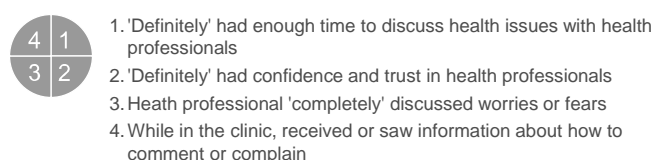
Access and timeliness during the visit



Physical environment and comfort



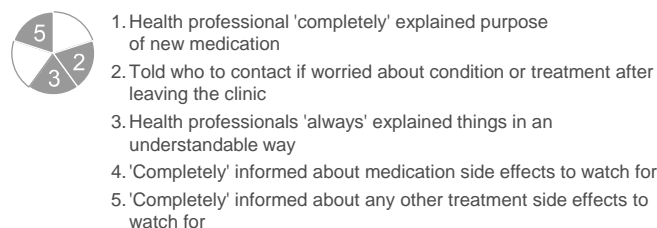
Addressing patient concerns



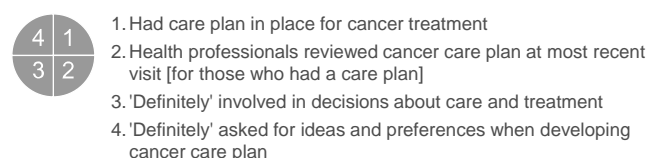
Respect and dignity



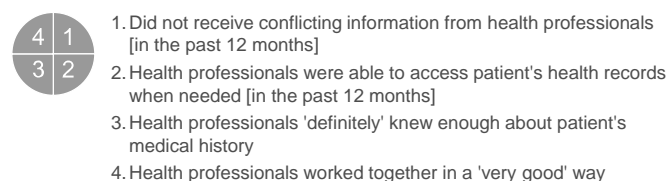
Information to support patient



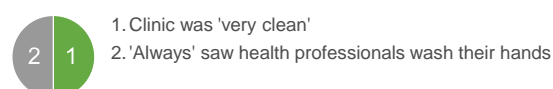
Shared decision-making



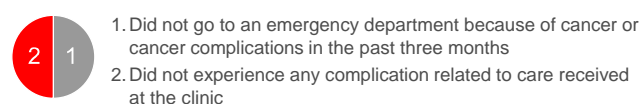
Coordination and continuity



Hygiene and cleanliness



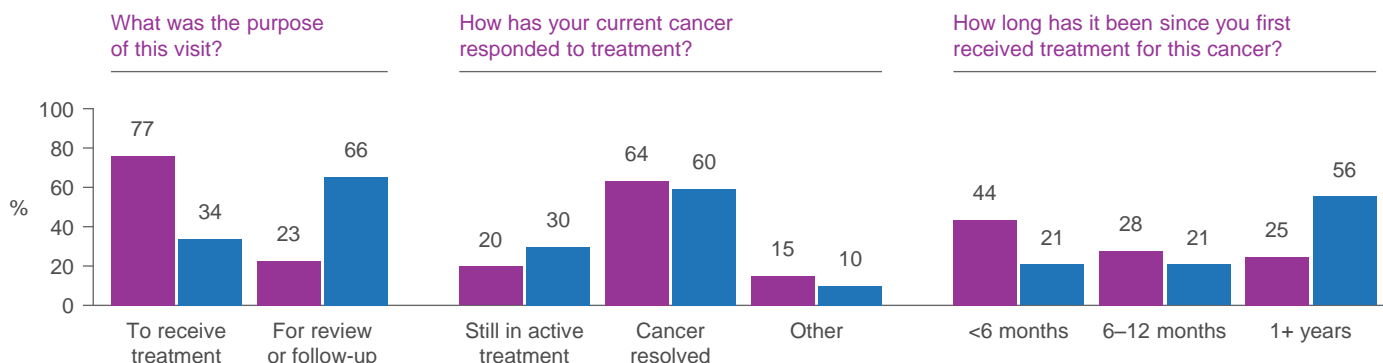
Complications



Note: This hospital has too few respondents in active treatment for individual reporting

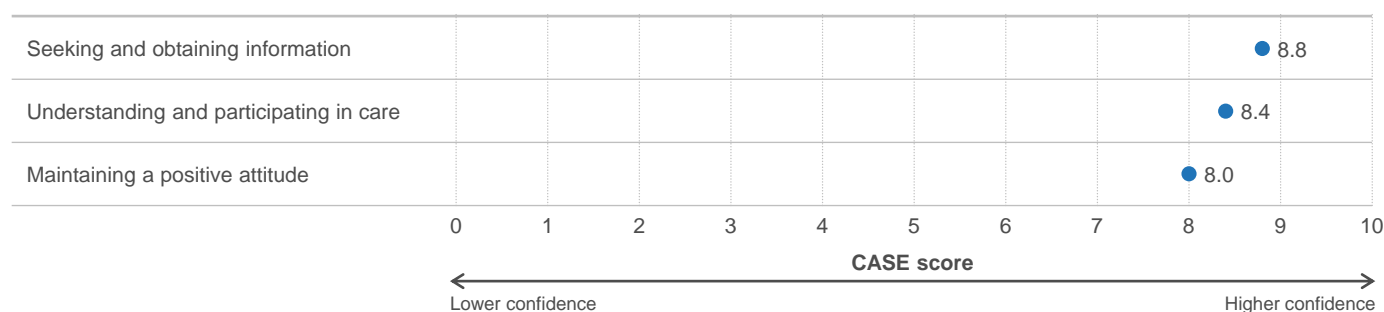
Profile of patients attending this hospital

■ This hospital ■ NSW result



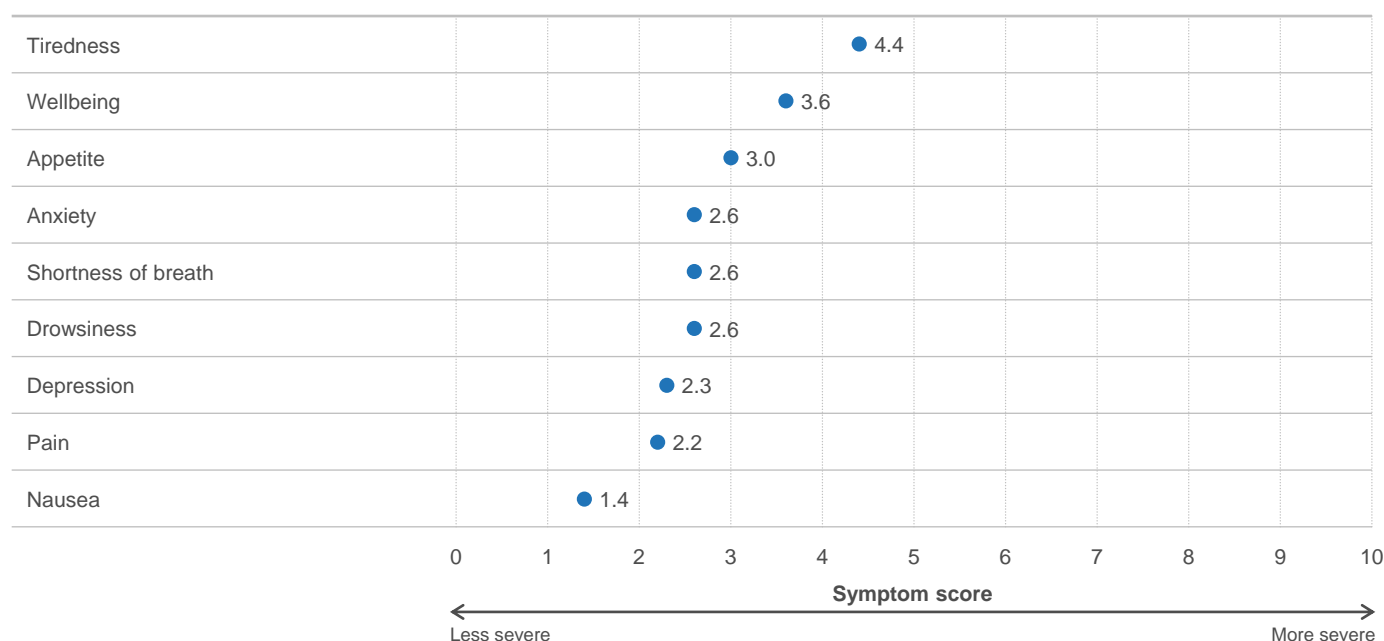
Self-efficacy scores¹ among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



Symptom assessment scores² among patients in active treatment for cancer at time of survey

○ This hospital ● NSW result



Notes

For more information about the NSW Patient Survey Program or the Outpatient Cancer Clinics Survey, please visit bhi.nsw.gov.au

* Significant differences are when 95% confidence intervals do not overlap.

1. Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Wolf MS et al, 2005. CASE-Cancer scores were generated by scoring the four response options and averaging at the domain level for hospital and NSW.
2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.