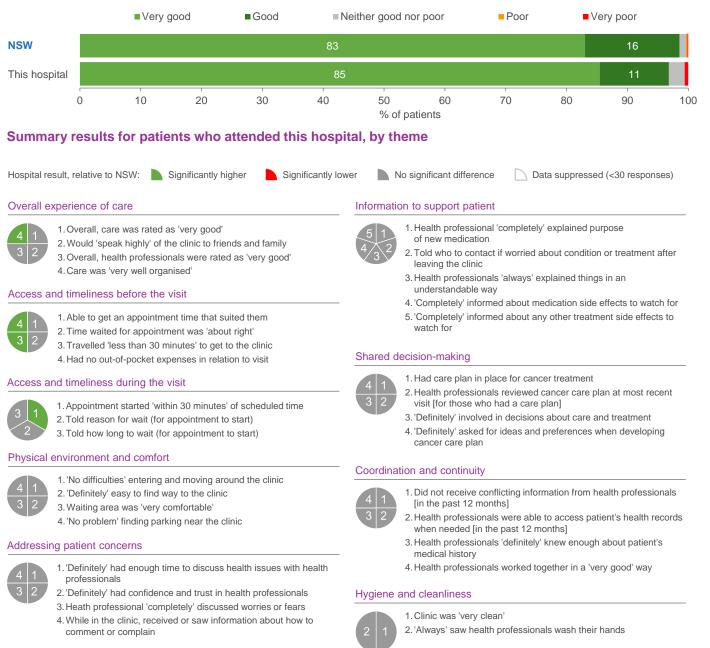


# Wollongong Hospital Illawarra Shoalhaven LHD

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 202 responses from Wollongong Hospital – a response rate of 61.4%.

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



#### Complications

- 1
  - 1. Did not go to an emergency department because of cancer or cancer complications in the past three months
  - 2. Did not experience any complication related to care received at the clinic

1. Cultural or religious beliefs were 'always' respected

3. Health professionals were 'always' kind and caring

6. Reception staff were 'definitely' polite and courteous

4. 'Definitely' given enough privacy when being examined or treated

5. 'Definitely' given enough privacy when discussing condition

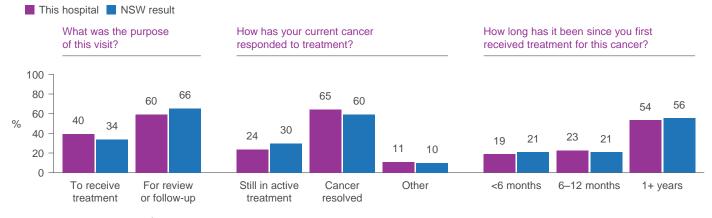
2. 'Always' treated with respect and dignity

Respect and dignity

or treatment



## Profile of patients attending this hospital



### Self-efficacy scores<sup>1</sup> among patients in active treatment for cancer at time of survey

	Lower confidence							Higher confidence					
	CASE score										<b>→</b>		
	0	1	2	3	4	5	6	7	8	ç	9	10	
Maintaining a positive attitude									8.0 •	0	8.8*		
Understanding and participating in care									8.4	<b>0</b> 8	3.7		
Seeking and obtaining information										8.8 🔍	<b>O</b> 9.1		

# O This hospital • NSW result

## Symptom assessment scores<sup>2</sup> among patients in active treatment for cancer at time of survey

	• • • •											
Tiredness				4.1	<b>O</b> • 4.4							
Wellbeing			2.6* О	• 3.	6							
Appetite			2.5 🔿	3.0								
Anxiety		1.8 🔾	• 2.	6								
Shortness of breath		2.2	2 🔿 🔹 2.	6								
Drowsiness		1.7 <b>O</b>	• 2.	6								
Depression		1.6 О	• 2.3									
Pain		1.9 🕻	0 • 2.2									
Nausea	0.4* 🔿	• 1.4										
	0	1	2	3	4 5	6	7	8	9	1(		
		Symptom score										
	Less seve	Less severe								More severe		

### O 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.