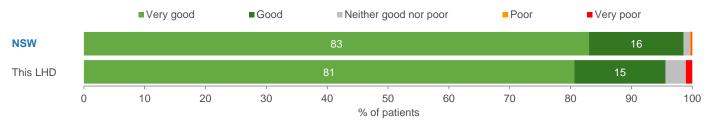


St Vincent's Health Network

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 158 responses from St Vincent's Health Network – a response rate of 50.5%.

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



Summary results for patients who attended outpatient cancer clinics in this LHD, by theme

Significantly lower

This LHD result, relative to NSW:	Significantly higher
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Overall experience of care



- 1. Overall, care was rated as 'very good'
- 2. Would 'speak highly' of the clinic to friends and family
- 3. Overall, health professionals were rated as 'very good' 4. Care was 'very well organised'

Access and timeliness before the visit

- 1. Able to get an appointment time that suited them
- 2. Time waited for appointment was 'about right'
- 3. Travelled 'less than 30 minutes' to get to the clinic
- 4. Had no out-of-pocket expenses in relation to visit

Access and timeliness during the visit



- 1. Appointment started 'within 30 minutes' of scheduled time
- 2. Told reason for wait (for appointment to start)
- 3. Told how long to wait (for appointment to start)

Physical environment and comfort



- 'No difficulties' entering and moving around the clinic
 'Definitely' easy to find way to the clinic
- 3. Waiting area was 'very comfortable'
- 4. 'No problem' finding parking near the clinic
- Addressing patient concerns



- 1. 'Definitely' had enough time to discuss health issues with health professionals
- 2. 'Definitely' had confidence and trust in health professionals
- 3. Heath professional 'completely' discussed worries or fears
- 4. While in the clinic, received or saw information about how to comment or complain

Respect and dignity



- 1. Cultural or religious beliefs were 'always' respected
- 2. 'Always' treated with respect and dignity3. Health professionals were 'always' kind and caring
- 4. 'Definitely' given enough privacy when being examined or treated
- 5. 'Definitely' given enough privacy when discussing condition or treatment
- 6. Reception staff were 'definitely' polite and courteous



- 1. Health professional 'completely' explained purpose of new medication
- 2. Told who to contact if worried about condition or treatment after leaving the clinic

Data suppressed (<30 responses)</p>

- 3. Health professionals 'always' explained things in an understandable way
- 4. 'Completely' informed about medication side effects to watch for
- 5. 'Completely' informed about any other treatment side effects to watch for

Shared decision-making

No significant difference

Information to support patient



1. Had care plan in place for cancer treatment

- 2. Health professionals reviewed cancer care plan at most recent visit [for those who had a care plan]
- 3. 'Definitely' involved in decisions about care and treatment
- 4. 'Definitely' asked for ideas and preferences when developing cancer care plan

Coordination and continuity



- 1. Did not receive conflicting information from health professionals [in the past 12 months]
- 2. Health professionals were able to access patient's health records when needed [in the past 12 months]
- 3. Health professionals 'definitely' knew enough about patient's medical history
- 4. Health professionals worked together in a 'very good' way

Hygiene and cleanliness



1. Clinic was 'very clean'

2. 'Always' saw health professionals wash their hands

Complications



1. Did not go to an emergency department because of cancer or cancer complications in the past three months

 Did not experience any complication related to care received at the clinic



St Vincent's Health Network

Patient experience results for St Vincent's Health Network, by aspect of care

		0	10	20	30	40	5	0 6	60	70	80 9	90 1
	Overall, care was rated as 'very good'											••
Overall experience of care	Would 'speak highly' of the clinic to friends and family											
	Overall, health professionals were rated as 'very good'											•
	Care was 'very well organised'									•		•
Access and timeliness before the visit	Able to get an appointment time that suited them											•
	Time waited for appointment was 'about right'										•	din
	Travelled 'less than 30 minutes' to get to the clinic					• •	••		•••			
	Had no out-of-pocket expenses in relation to visit					•	••	•		•		
Access and timeliness during the visit	Appointment started 'within 30 minutes' of scheduled time									-		•
	Told reason for wait (for appointment to start)			•		•		•				
0	Told how long to wait (for appointment to start)			• •	•	••	•					
	'No difficulties' entering and moving around the clinic										•••	
Physical nvironment	'Definitely' easy to find way to the clinic									•		
nd comfort	Waiting area was 'very comfortable'					• ••	I	• •	••			
	'No problem' finding parking near the clinic			•	•••				• •			
	'Definitely' had enough time to discuss health issues with health professionals											e te
Addressing	'Definitely' had confidence and trust in health professionals											•
atient oncerns	Health professional 'completely' discussed worries of fears								••• •			
	While in the clinic, received or saw information about how to comment or complain					 000						

Local Health District Profile Outpatient Cancer Clinics Survey



		0	10	20	30	40	50	60	70	80	90	10
	Cultural or religious beliefs were 'always' respected											•
Respect and	'Always' treated with respect and dignity											
	Health professionals were 'always' kind and caring										(
dignity	'Definitely' given enough privacy when being examined or treated										•	 100
	'Definitely' given enough privacy when discussing condition or treatment										• •	 100
	Reception staff were 'definitely' polite and courteous										•	
Information to support patient	Health professional 'completely' explained purpose of new medication											
	Told who to contact if worried about condition or treatment after leaving the clinic										•	00
	Health professionals 'always' explained things in an understandable way											
	'Completely' informed about medication side effects to watch for										•	
	'Completely' informed about any other treatment side effects to watch for							• •				
	Had care plan in place for cancer treatment						••	(100)			
Shared	Health professionals reviewed cancer care plan at most recent visit [for those who had a care plan]								•	•	фо	•
decision-making	'Definitely' involved in decisions about care and treatment									•		
	'Definitely' asked for ideas and preferences when developing cancer care plan					••• •	•		•			
	Did not receive conflicting information from health professionals [in the past 12 months]										•	
Coordination	Health professionals were able to access patient's health records when needed [in the past 12 months]									• •)
and continuity	Health professionals 'definitely' knew enough about patient's medical history										1990	
	Health professionals worked together in a 'very good' way								•••	•	••	
Hygiene and	Clinic was 'very clean'								•	d		
cleanliness	'Always' saw health professionals wash their hands							•	•	•	•	
Complications	Did not go to an emergency department because of cancer or cancer complications in the past three months											•
• -	Did not experience any complication related to care received at the clinic									•)

% of patients

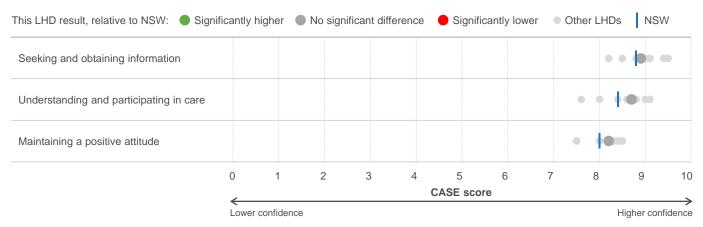


St Vincent's Health Network

The figures below present the results reported by patients for the internationally validated survey tools known as the Edmonton Symptom Assessment System (ESAS) and the Communication and Attitudinal Self-Efficacy Scale (CASE-Cancer). Research supports that increased involvement in treatment decisions can have improved outcomes.

Patients attending outpatient cancer clinics provided by St Vincent's Health Network responded about their cancer symptoms and their confidence in seeking information, participating in their care and maintaining a positive attitude. A higher self-efficacy score is better with regards to cancer outcomes, while a higher symptom score means more severe symptoms.

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



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

This LHD result, relative to NSW:
Significantly less severe No significant difference Significantly more severe Other LHDs NSW

	← Symptom score Less severe More se										\rightarrow		
	0	1	2	3	3		5	6	7	8	9		10
Nausea		• •											
Pain		•		•									
Depression			• •										
Drowsiness			•	•									
Shortness of breath													
Anxiety			• •		•								
Appetite				• •	•								
Wellbeing						•							
Tiredness					(

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, LHD and NSW.

2. Edmonton Symptom Assessment System (ESAS). Bruera E, et al, 1991. ESAS scores are average values for each symptom.