



# Experience of Care Survey Results

## Provincial Cancer Care Program

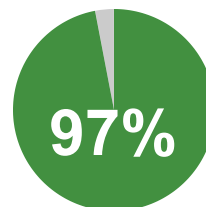
### Round 1 - 2024-2025

## 723 Responses

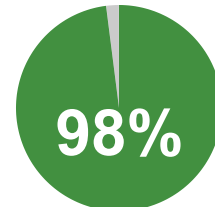
37% response rate



## Satisfaction with Care



Overall Care



Virtual Care

## What We're Doing Well

### Trust and Relationships



95%

Were treated with respect and dignity



94%

Trust providers with confidential information

### Communication



86%

Received enough information to manage care at home



85%

Provider completely explained why they needed tests

## Where We Can Improve

### Holistic Care and Patient Wellness

42% Were not referred for help with anxieties and fears

34% Did not receive enough help coping with sexual health issues

31% Did not receive enough help coping with spiritual issues

### Empowering Patients in Decision Making

33% Were asked what was important to them (values, spiritual beliefs) as they make health care decisions

30% Were asked about "Advance Care Planning" or other pre-written medical directives



# Respondents

## Diagnosis



70% First



30% Repeat

## Treatment Goal



57% Curative



41% Symptom Control

## Gender Identity



51% Men



49% Women

## Age



4% <45



63% 65-84



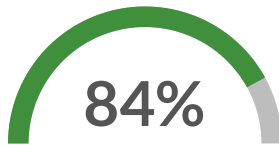
30% 45-64



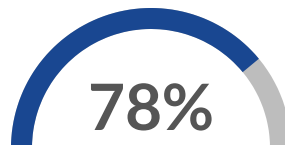
3% 85+

## Dimensions of Patient-Centred Care

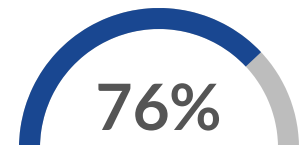
### Respect for Patient Preference



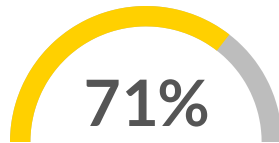
### Physical Comfort



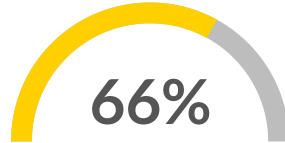
### Coordination of Care



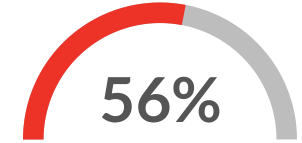
### Information, Communication and Education



### Access to Care



### Emotional Support



## Virtual Care Strengths



Provider listened to what patient had to say



Patients knew who to contact if they had problems



Patients were able to discuss physical symptoms

## Patients have a better overall experience of care when they:



Have enough information about changes in **sexual activity**



Receive sufficient support in coping with **sexual health issues**



Receive enough support in coping with **spiritual issues**



Are asked about **Advance Care Planning (ACP)**



NL Health  
Services

Experience Survey Results - Provincial Cancer Care Program 2025

Office of People-Centred Measurement  
<https://nlhealthservices.ca>



For more information about the survey contact: [tracey.wellsstratton@nlhealthservices.ca](mailto:tracey.wellsstratton@nlhealthservices.ca)