

Outpatient Oncology Patient Experience Report, Q 1, 2021						
Received Date:	From 4/1/2020 through 3/31/2021					
Benchmarking Group	Freestanding Facilities					
<b>Combined</b>						
Question	1/1/2020 to 12/31/2020	4/1/2020 to 3/31/2021	7/1/2020 to 6/30/2021	10/1/2020 to 9/30/2021	1/1/2020 to 12/31/2021	Current Percentile Rank
<b>Overall</b>	95.94	96.16				90
Sample Size	447	447				
<b>Scheduling Your Visit</b>	95.36	95.43				93
Reach office staff on phone ease	95.96	96.23				93
Wait time: calling & 1st sched appt	94.85	94.66				93
<b>Registration</b>	95.14	95.48				87
Registration process ease	95.84	96.06				87
Wait in registration area	94.4	94.8				80
<b>Facility</b>	97.06	96.98				93
Facility cleanliness	98.21	98.09				87
Find way around facility ease	96.51	96.44				90
Waiting area comfort	96.76	96.64				93
Changing room privacy	97.58	97.75				96
<b>Chemotherapy</b>	97.57	98.41				99
Wait time in chemo area	97.24	97.5				99
Expln what to expect dur chemo	97.58	98.36				99
Chemo staff concern for comfort	98.19	98.61				99
Chemo staff courtesy	98.37	98.6				95
Expln manage chemo side effects	97.18	98.35				99
Comfort of the chemo treatment area	98.21	98.84				99
<b>Personal Issues</b>	95.33	95.79				93
Emotional needs addressed	94.88	95.18				87
Kept fam informed as what to expect	95.49	95.88				96
Sensitivity to difficulties/incvnc	95.2	95.91				93
Inclusion in treatment decisions	96.04	96.75				93
Home care instructions	95.91	96.07				96
Concern for privacy	96.39	96.56				93
Extent staff washed their hands*	96.89	96.56				N/A
Efforts to ID patient prior to T/T*	97.74	97.31				N/A
<b>Overall Assessment</b>	97.1	97.05				83
Care coordinated among Drs/caregvr	96.52	96.17				90
Care given at this facility	97.46	97.53				87
Likelihood of recommending services	97.26	97.38				80
<b>Oncologist</b>	96.06	96.4				
Dr sens to emotional impact of diag*	95.97	96.48				N/A
Dr's discussion of trtmt options*	96.02	96.77				N/A
Amount of time Dr spent*	96.49	97.07				N/A
Dr. concern for questions & worries*	96.54	96.83				90
Skill and knowledge of the doctor*	97.97	98.21				N/A
Quality of care recv'd from Dr.*	97.09	97.69				95
Waiting time to see the physician*	92.3	92.13				N/A
Diagnosis expl. words understand*	96.94	97.3				N/A
Management pain & other symptoms*	96.23	96.38				N/A

Note: an "\*" means "custom question," not used by all benchmark facilities

<b>Western</b>						
Question	1/1/2020 to 12/31/2020	4/1/2020 to 3/31/2021	7/1/2020 to 6/30/2021	10/1/2020 to 9/30/2021	1/1/2020 to 12/31/2020	Current Percentile Rank
<b>Overall</b>	96.15	96.29				94
<b>Sample Size</b>	283	302				
<b>Scheduling Your Visit</b>	95.21	95.2				92
Reach office staff on phone ease	96.15	96.46				95
Wait time: calling & 1st sched appt	94.5	94.06				90
<b>Registration</b>	95.23	95.58				88
Registration process ease	95.67	95.82				86
Wait in registration area	94.77	95.26				86
<b>Facility</b>	97.18	97.06				95
Facility cleanliness	98.06	98.01				86
Find way around facility ease	96.96	96.63				94
Waiting area comfort	96.85	96.71				93
Changing room privacy	97.37	97.82				96
<b>Chemotherapy</b>	97.42	98.89				99
Wait time in chemo area	97.47	97.79				99
Expln what to expect dur chemo	97.76	98.86				99
Chemo staff concern for comfort	98.4	99.25				99
Chemo staff courtesy	98.7	99.24				99
Expln manage chemo side effects	96.79	98.86				99
Comfort of the chemo treatment area	97.87	99.28				99
<b>Personal Issues</b>	95.99	96.18				94
Emotional needs addressed	95.24	95.36				91
Kept fam informed as what to expect	96.05	96.54				97
Sensitivity to difficulties/incvnc	95.42	95.99				93
Inclusion in treatment decisions	96.51	97.3				97
Home care instructions	96.3	96.43				99
Concern for privacy	96.3	96.49				91
Extent staff washed their hands*	97.53	97.23				N/A
Efforts to ID patient prior to T/T*	98.21	97.96				N/A
<b>Overall Assessment</b>	97.58	97.4				96
Care coordinated among Drs/caregvr	97	96.58				93
Care given at this facility	97.97	97.94				93
Likelihood of recommending services	97.91	97.78				88
<b>Oncologist</b>	96.42	96.6				
Dr sens to emotional impact of diag*	96.56	96.83				N/A
Dr's discussion of trtmt options*	96.44	97.04				N/A
Amount of time Dr spent*	96.68	97.35				N/A
Dr. concern for questions & worries*	97.49	97.59				99
Skill and knowledge of the doctor*	98.24	98.45				N/A
Quality of care recv'd from Dr.*	97.68	98.18				97
Waiting time to see the physician*	90.58	90.36				N/A
Diagnosis expl. words understand*	97.61	97.58				N/A
Management pain & other symptoms*	96.72	96.49				N/A

<b>Northern</b>					
<b>Overall</b>	95.59	95.88			87
	164	145			
<b>Scheduling Your Visit</b>	95.63	95.92			95
Reach office staff on phone ease	95.63	95.74			89
Wait time: calling & 1st sched appt	95.45	95.93			96
<b>Registration</b>	94.98	95.27			84
Registration process ease	96.15	96.56			95
Wait in registration area	93.75	93.84			75
<b>Facility</b>	96.86	96.82			92
Facility cleanliness	98.48	98.28			91
Find way around facility ease	95.73	96.03			84
Waiting area comfort	96.6	96.5			92
Changing room privacy	97.92	97.63			92
<b>Chemotherapy</b>	97.83	97.62			97
Wait time in chemo area	96.88	97.02			98
Expln what to expect dur chemo	97.28	97.56			96
Chemo staff concern for comfort	97.83	97.56			78
Chemo staff courtesy	97.83	97.56			69
Expln manage chemo side effects	97.83	97.5			97
Comfort of the chemo treatment area	98.86	98.08			95
					89
<b>Personal Issues</b>	94.78	95.02			
Emotional needs addressed	94.26	94.83			84
Kept fam informed as what to expect	94.58	94.59			91
Sensitivity to difficulties/incvnc	94.83	95.75			92
Inclusion in treatment decisions	95.28	95.69			89
Home care instructions	95.26	95.37			92
Concern for privacy	96.53	96.69			93
Extent staff washed their hands*	95.8	95.25			N/A
Efforts to ID patient prior to T/T*	96.92	96.04			N/A
<b>Overall Assessment</b>	96.24	96.29			73
Care coordinated among Drs/caregvr	95.66	95.28			72
Care given at this facility	96.55	96.64			69
Likelihood of recommending services	96.1	96.51			62
					N/A
<b>Oncologist</b>	95.46	96.01			
Dr sens to emotional impact of diag*	95	95.77			N/A
Dr's discussion of trtmt options*	95.32	96.22			N/A
Amount of time Dr spent*	96.17	96.5			N/A
Dr. concern for questions & worries*	94.97	95.31			38
Skill and knowledge of the doctor*	97.5	97.7			N/A
Quality of care recv'd from Dr. *	96.12	96.7			73
Waiting time to see the physician*	95.12	95.66			N/A
Diagnosis expl. words understand*	95.81	96.74			N/A
Management pain & other symptoms*	95.44	96.15			N/A