

# Cancer Care Patient Satisfaction Survey Results



## Navigation Program

*"I had no complaints, my nurse was well educated. She listened well and sent me useful reading materials in a binder. She shared her experience with chemo and radiation. She helped take the fear away. God Bless Her."*

*"Excellent support."*

### Cancer Nurse Navigator

**97%** of people felt they were heard, understood, and respected.

**95%** of people felt the support they received was helpful to them.

### Oncology Social Worker

**97%** of people felt they were heard, understood, and respected.

**93%** of people felt the support they received was helpful to them.



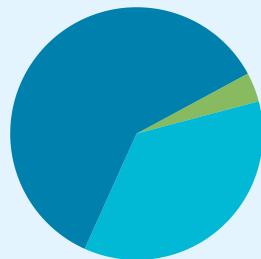
## Stanton Territorial Hospital (STH)

### Cancer Services (Chemotherapy and Oncology Clinics)

During your treatment at the STH Chemotherapy Unit, did you find your needs were met from a comfort perspective (provided a warm blanket, offered a beverage, etc.)?

**90% said yes**

Excellent  
(60.38%)



Good  
(3.77%)

Very Good  
(35.85%)

Overall, how would you rate the quality of care at the STH Chemotherapy Unit and/or NTHSSA Oncology Clinics?

If you attended a virtual appointment through STH Chemotherapy Unit and/or NTHSSA Oncology Clinics, do you feel the appointment met your needs (coordination, information, access, support)?

**92% said yes**

**71%**

of people required medical travel.

**68%**

of people were approved for an escort on their first request.

**75%**

of people felt supported by the medical travel program/ personal medical benefits.



## Medical Travel

*"Medical travel folks are VERY helpful. They are EXCELLENT."*

*"Escort would have been helpful"*

*"Getting flights booked was usually very late & much anxiety for med travel to respond."*



## Healthcare Providers

*"All staff at Stanton were great. The staff was all kind and supportive and made me feel comfortable through the process."*

*"Great Job - All nurses were super respectful and attentive."*

*"Best medical care I have received in the NWT. 10/10."*

**93%**

of people felt comfortable talking with their care providers about complementary, alternative, or traditional and non-traditional therapies.

**72%**

of people experienced pain.

Of those who experienced pain,

**100%**

of people felt their Healthcare Provider did everything they could to manage their discomfort.