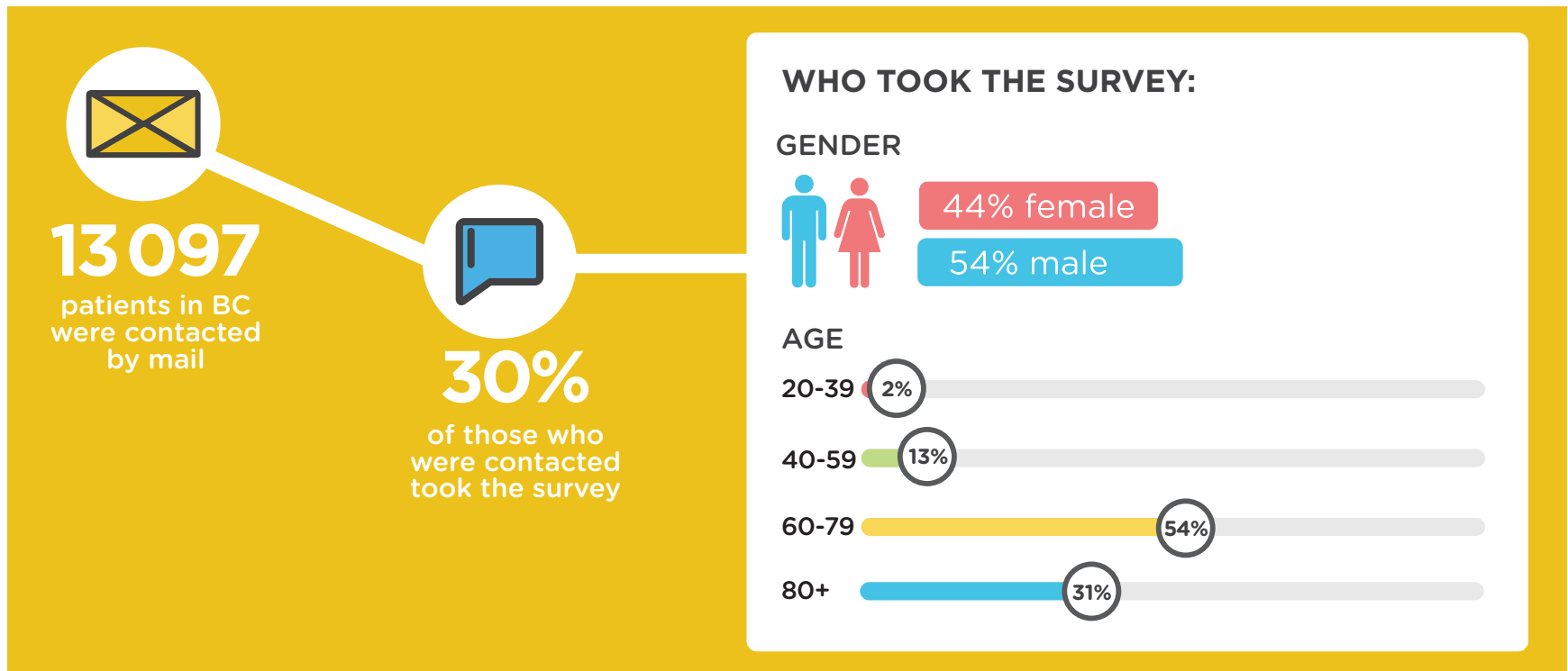


PATIENT EXPERIENCE SURVEY

In 2016, the BC Renal Agency conducted a province-wide survey to measure patient perceptions about key areas of care. The survey was previously distributed to patients in 2009 and 2012.



OUR STRENGTHS



Providing Well-Organized Care



Enabling Patient Participation



Managing Health Beyond Medical Care

RESULTS



NEEDS IMPROVEMENT



Goal-setting with Patients



Linking Patients with Other Health & Community Services



Our thanks to all the BC kidney patients who shared their valuable feedback with us. Detailed results will be shared with provincial kidney care committees and renal programs to support action planning aimed at improving the patient experience.