

2022 Patient Experience Survey: A Closer Look

Response Rate by Modality:

31% Home Hemodialysis

29% Peritoneal Dialysis

25% Community Hemodialysis

25% Kidney Care Clinic

19% In-Centre Hemodialysis

Top 3 Improvement Opportunities:

(across modalities and health authorities)

1. Ask patients to talk about their goals in caring for their condition.
2. Ask patients how their chronic condition affects their life.
3. Help patients set specific goals in caring for their condition.



Patients were able to respond by mail, phone or online

ENG 繁體中文
ਪੰਜਾਬੀ 简体中文

The survey was available in English, Punjabi, Traditional and Simplified Chinese

Overall Quality of Services by Modality

Despite the COVID-19 pandemic, the rating for overall satisfaction was similar in 2016 and 2022 across all modalities, except for in-centre hemodialysis. The latter saw a significant decrease in overall satisfaction compared to 2016.

Detailed results are available in modality and regional reports to guide provincial and local improvement efforts. The survey results and improvement efforts may also be used in upcoming accreditation surveys.

		Poor	Fair	Good	Very Good	Excellent
Kidney Care Clinics	2016	6%	17%	33%	42%	
	2022	8%	16%	31%	43%	
Peritoneal Dialysis	2016	7%	12%	31%	50%	
	2022	2%	10%	32%	54%	
Home Hemodialysis	2016	4%	16%	31%	47%	
	2022	6%	6%	37%	51%	
In-centre Hemodialysis	2016	4%	26%	32%	36%	
	2022	13%	23%	27%*	33%*	
Community Hemodialysis	2016	7%	13%	37%	41%	
	2022	6%	13%	32%	46%	

* Indicates a YoY difference that is statistically significant (p<.05)



For the 1st time, pediatric patients and their families at BC Children's Hospital were invited

“What is the most important change we could make to improve patient experience with BC kidney services?”

An open-ended question was included