

2022 Patient Experience Survey

2022 marks the fourth time BC Renal has conducted a province-wide survey to assess patient experience of kidney care. Previous surveys were in 2009, 2012 and 2016.

Areas of Strength:



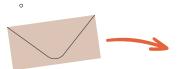
Providing wellorganized care



Enabling patient participation



Managing health beyond medical care



16,000

patients actively receiving dialysis or kidney care from a clinic in one of the health authority renal programs were sent a survey



25% responded



of survey respondents rated overall quality of services as "Very Good" or "Excellent."



Thank you to all patients who shared valuable feedback with us!

Respondent Demographics:



57% Male

43% Female

0.05% Gender diverse



56% 60 to 79 yrs

30% 80 yrs+

11% 40 to 59 yrs

2% 20 to 39 yrs

0.5% 19 yrs and under

Improvement Opportunities:



patients



Linking patients with other health and community services



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

Communication between members of the care team and the patients or family members

Information or educational opportunities are provided to better understand disease or treatment options Quality and consistent continuity of care along the patient journey















