

Diversity Seminar

Enhancing Accessibility to Supportive Resources

Sandy Kwong MSW RSW
Oncology Social Worker
Patient & Family Counselling Services
BC Cancer Agency

May 2, 2008

Chinese in British Columbia

- BC population – 4 million
- Visible minorities – over 1 million
- Chinese
 - largest visible minority group in BC
 - 10% of BC population
 - Majority reside in Richmond, Vancouver, Burnaby, Coquitlam

(Statistics Canada, 2006 Census)

What are we (PFCS) doing for Chinese-speaking patients ?

- Counselling in Chinese languages (Cantonese & Mandarin)
- Community education / training
- Research on Chinese patients
- Resources & Supportive Programs

Research on Psychosocial Needs of Chinese Cancer Patients

Objectives:

- to identify the practical, psychological & social needs of Chinese cancer patients from their own experience;
- to explore experiences & concerns of Chinese cancer patients in relation to use of supportive resources.

* Barroetavena, MC., Kwong, S., Chiu, L., Doll, R., The, C., Chan, T. (2006). Psychosocial Needs of Chinese Cancer Patients – Are We Providing Cultural Competent Care Services ? CAPO Poster.

Research on Psychosocial Needs of Chinese Cancer Patients

- Qualitative study
- Participants – Chinese-speaking adults in BC, with a diagnosis of cancer
- 7 Focus Groups were conducted in Cantonese and Mandarin

Emotional Needs of Chinese Cancer Patients

Experienced worries, anxiety, fears, feelings of uncertainty & helpless

Main Sources of Emotional Distress:

- Lack of information on the cancer illness and treatment
- Lack of information on and accessibility for community resources
- Language barrier
- Association of cancer with pain and death
- Inability to perform their roles in the family

Language Barriers of Chinese Cancer Patients

- Not aware of AVAILABILITY of information & resources (mostly written in English)
- Not ACCESSIBLE to information & resources (majority are provided in English language)
- Unable to comprehend all messages from health care providers
- Unable to communicate freely with health care & supportive care providers
- Unable to take an ACTIVE role in self care & connect with community support

Information & Education Needs of Chinese Cancer Patients

- Not familiar with supports available
- Need for information on cancer, treatment, diet, practical assistance (e.g. home care, child care)
- Weakened sense of control & self care abilities

Psychosocial Needs of Chinese Cancer Patients – Summary

*INFORMATION, SUPPORT, RESOURCE,
AVAILABILITY, ACCESSIBILITY*

What can you do for them ?

From Research into Practice: Chinese Support Group

- Created in Sept 2006
- Drop-in group for Cantonese-speaking cancer patients & their caregivers
- Monthly meeting, 2-hour session
- Attendance: 11 – 35
- Patients: 70%, Family / Caregivers: 30%
- Each session consists of 2 parts:
 - Mutual sharing among group members, facilitated by social worker
 - Psycho-education provided by BCCA professionals

Topics Covered in Support Group

- Support in the Community
- Nutrition
- Complementary Therapy
- Ways to Take Care of Yourself
- Oral Care of Cancer Patients
- Getting the Most from Talking to Your Doctor
- Management of Cancer-related Fatigue

Topics Covered in Support Group

- How to Get More Support
- Life After Cancer
- Cancer Information – Where to get, How to Screen
- Know More about Palliative Care
- Community Home Care
- Mindfulness Meditation & Stress Reduction

Support & Education Needs

What is Next ?

- Success: inter-disciplinary involvement
- Are you interested to **PARTICIPATE** in the Support Group ?
- Are you interested to **SHARE** your expertise in the Support Group ?
(with interpretation if necessary)
- Interested to have your program for Chinese speaking patients ? Joint effort ?

BCCA Resource Guide for Chinese Cancer Patients

- Published in Aug 2007
- To enable patients to **know** what is *available* & how to *access* practical & psychosocial *resources* in the community
- To strengthen patients' sense of control & self care abilities

BCCA Resource Guide for Chinese Cancer Patients

- Target Population:
 - ✓ BCCA and Non - BCCA patients & caregivers
 - ✓ Community Partners
- Available at BCCA's website:
<http://www.bccancer.bc.ca/PPI/copingwithcancer/practical/default.htm>
- Written in both English & Chinese

BCCA Resource Guide for Chinese Cancer Patients - Content

- Section A – Understanding Diagnosis & Treatment
- Section B – Getting Emotional Support
- Section C – Take Care of Yourself
- Section D – Financial Assistance
- Section E – Homecare & Continuing Care Support
- Section F – Transportation Services
- Section G – Nutrition Information & Meal Services
- Section H – Childcare Support
- Section I – Accommodation
- Section J – Other Support

Resource Availability & Accessibility

What is next ?

- Success – Involvement from patient & different disciplines
- Your help to publicize the Resource Guide to patients & other health care providers.
- Have your information included in the Resource Guide ?

Thank you !