

Decision Tool – Patient Experience Council (PEC) Vancouver

Staff, patients and families have made many suggestions on how to improve patient care and the patient and family experience at BC Cancer Vancouver. There are many good ideas to choose from. To help us choose, the Vancouver Patient Experience Council has developed a decision tool.

When choosing a project, the Council needs to answer four questions:

1. Does the idea align with BC Cancer values?
2. Does the idea align with BC Cancer Plan priorities?
3. Do we have evidence that this area needs improvement?
4. Can the Vancouver PEC actually influence change in this area?

Each idea will be reviewed using this tool. The answer to all four questions must be “yes” if the council wants to move forward with it.

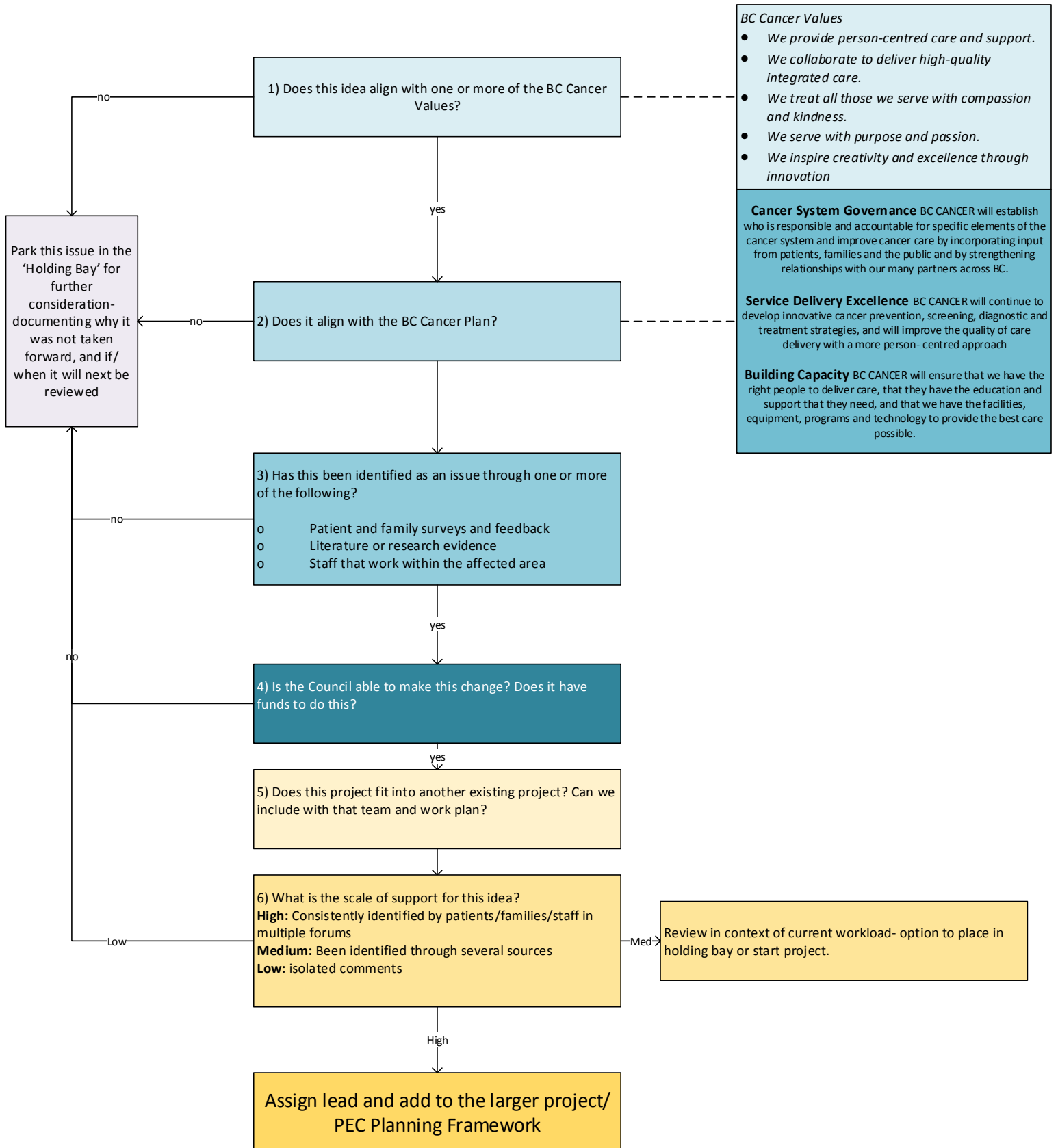
There are then two questions about whether this fits into any current projects, and the level of support for this idea. This helps to further prioritise and organise ideas.

Ideas that the committee agrees to work on will be added to the PEC Planning Framework (see below). The PEC framework is split by type of idea or project and where the project falls in the patient journey. This way, we can make sure we consider all types of projects at all stages of the patient journey.

If the answer to one or more of the questions is “no”, then the idea will be moved to the “holding bay.” The “holding bay” will list why the project was chosen and if/when the project will be reviewed again.

The PEC framework will be updated four times per year. Each project will be led by a member of the PEC or Network of Patient & Family Partners for Vancouver.

Decision Tool – PEC Vancouver



PEC Planning Chart

		Type of project or engagement				
		Strategic Planning	Research	Point-of-care	Patient Education	Outreach and Partnerships
		Committees, Strategic Planning Sessions	Focus groups, interviews, consultation on research	Observing, coaching, providing feedback	Patient education materials, campaigns	Linking health professionals to community networks/support groups/ partnerships
Patient Experience Area	Complete care continuum	<ul style="list-style-type: none"> <i>e.g. Vancouver has Patient Partners represented in PEC-Vancouver</i> 				
	Cancer in the community					
	Diagnosis and Assessment					
	Treatment					
	Follow up				<i>e.g. Providing 'After Treatment' booklet to all patients completing treatment</i>	