

# Patient and Family Engagement

## How to request patient and family partners for your initiative

### What is a patient and family partner?

Patients and families play an important role in shaping quality cancer care. A patient and family partner is someone who:

- Has experienced cancer care as a patient or carer of a loved one with cancer
- Cares about high quality cancer care for all patients and families
- Partners with health professionals to design, review and improve cancer care services
- Volunteers about 1-4 hours per month

### Preparing to involve patient and family partners

The Patient Experience Program will match you with trained patient and family partners. Consider the following questions before making your request:

- What decision will the partner’s participation influence?
- How much influence will the partner have on the decision? (See table below as a guide to determine the level of involvement)
- How many patient and family partners do you want to engage? When? How?
- How will patient and family partners be updated on outcomes?

	Inform	Consult	Involve	Collaborate	Empower
Definition	To give information	To get feedback	To understand	To work together	To give power to
Example techniques	Fact sheet Web site Open house	Survey Focus Group Public meeting	Conversation Dialogue	Working group Participatory- decision making	Referendum Delegated decision
Promise	We will keep you informed.	We will listen to and acknowledge your concerns.	We will ensure that your concerns and goals are reflected in the decision.	We will incorporate your advice and recommendations into the decision as much as possible.	We will do what the group decides.

### How do I request a patient and family partner?

Contact Joyce Lee, Provincial Lead, Patient and Family Engagement at:  
604 877 6048 or [jlee2@bccancer.bc.ca](mailto:jlee2@bccancer.bc.ca)