



Provincial Health Services Authority

Patient & Family Partnerships and Experience Program (PFPX)

A YEAR TOGETHER

April 1st, 2025 – March 31st, 2026



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patientexp@bccancer.bc.ca

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MESSAGE FROM THE CHIEF MEDICAL OFFICER



At BC Cancer, our commitment to delivering high-quality person-centred care includes listening to and learning from the people we serve. Patients and families bring valuable insight that helps our teams understand what is working well, where gaps exist and where we must focus our efforts to improve.

Partnering with patients and families is a key pillar of BC Cancer's 10-Year Cancer Action Plan. Meaningful partnership strengthen care, builds trust, and helps ensure the system continues to evolve in ways that reflect what matters most to patients and families.



Over the past year, we have continued to deepen how we partner with patients and families across BC Cancer. Patient perspectives are informing system priorities, improve communication and navigation, and shaping how we design and deliver services. For example, patient and family partners contributed to discussions on improving navigation across the cancer journey, provided input into the AccessMyHealth patient portal launch, and helped shape supportive care initiatives to increase awareness of and access to services. Patient partners also played a significant role in the BC Cancer Summit, where their presence and participation enriched dialogue and learning across the organization.

The Patient and Family Advisory Panel is one important part of this work. It has been both inspiring and a privilege to co-chair these monthly meetings along with a patient partner. I've seen first-hand the thoughtful advice, lived experience, and a shared commitment our panel members bring to improving care for others. Their contributions help ensure that patient and family perspectives inform discussions at the provincial leadership level and support meaningful improvement across the organization.

On behalf of everyone at BC Cancer, I would like to express our gratitude to the patient and family partners who generously share their time, experiences, and expertise and to the staff who support this essential work. These partnerships are helping us build a cancer system that is more responsive, compassionate, and able deliver exceptional care that meets the need of patients and their families.

**-Dr. Paris-Ann Ingledew, Chief Medical Officer
and Executive Vice President, BC Cancer**

MESSAGE FROM THE TEAM



At BC Cancer, we believe that health services are most effective when they are responsive to the needs, values, and lived experiences of the people we serve. The Patient & Family Partnerships and Experience (PFPX) Program plays a central role in advancing person- and family-centred care by meaningfully embedding patient and family perspectives into the core of care to foster a system that can grow and evolve in response to the diverse needs of patients and families. By partnering with patients and families on quality improvement, academic and organizational initiatives, we ensure their insights inform planning, influence care delivery, and support continuous efforts to improve the experience for everyone who accesses our services.

In the 2025–26 fiscal year, we drew strength from Uncle Shane’s teaching “Tee ma thit,” which means to “do your best,”. It continues to inspire us to draw on our shared knowledge and experiences while striving to uphold the highest standards of cultural safety, humility, and respect in all that we do. By putting this teaching at the heart of our work, we engaged over 154 partners across 128 engagements, welcoming 56 new partners, and provided honoraria for 70 engagements. In the coming years, our team will focus on sustaining this strong momentum, measuring impact, and ensuring that patient and family partnership continues to meaningfully shape programs, policies, and care experiences at BC Cancer.

We are privileged to offer our services across the homelands of hundreds of distinct First Nations, Inuit, and Métis communities in what is now known as British Columbia. As we look to the year ahead, we carry forward a shared commitment to collaboration, learning, and advancing person- and family-centred care in every aspect of our work. This report summarizes our team’s work in the 2025-26 fiscal year and outlines our priorities for 2026-27.

**-Patient & Family Partnerships and Experience (PFPX) team,
BC Cancer**

MEET THE TEAM



Tammy Hoefer

Director



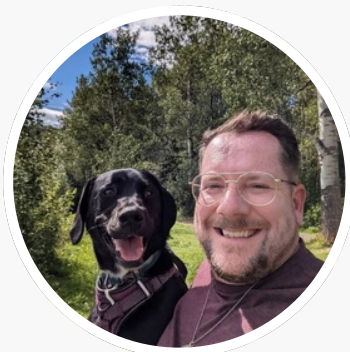
Saori Yamamoto

Leader - Vancouver



Satnam Sidhu

Leader - Victoria



Nick Ebbadi-Cook

Leader - Prince George



Efe Fruci

Leader - Surrey



Isha Joshi

Coordinator

THE PARTNER NETWORK*



200

Total partners



56

New partners
onboarded

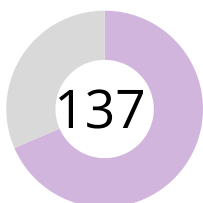
154

Unique partners
engaged

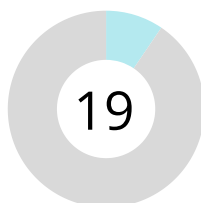
368

Partner roles
generated

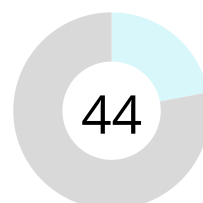
Partner Role



Patient

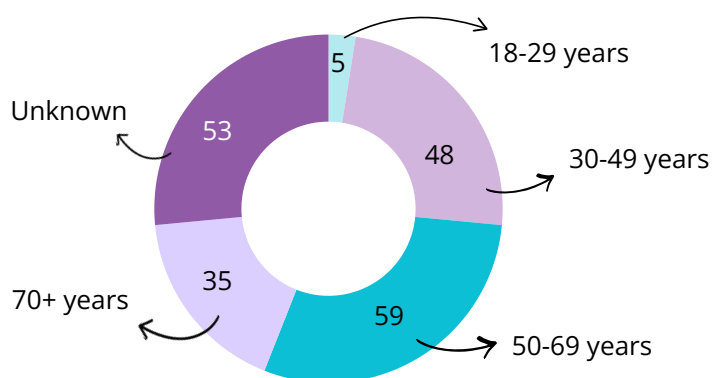


Family

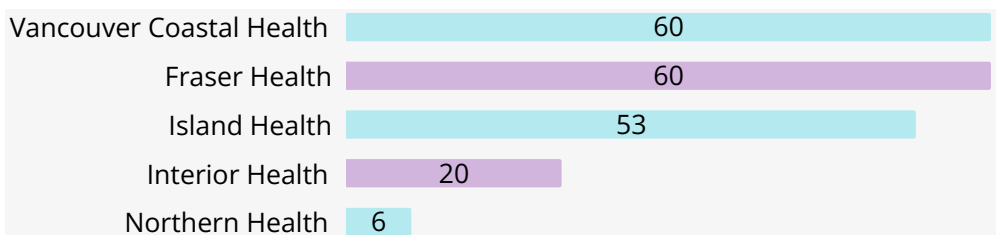


Both

Partner Age



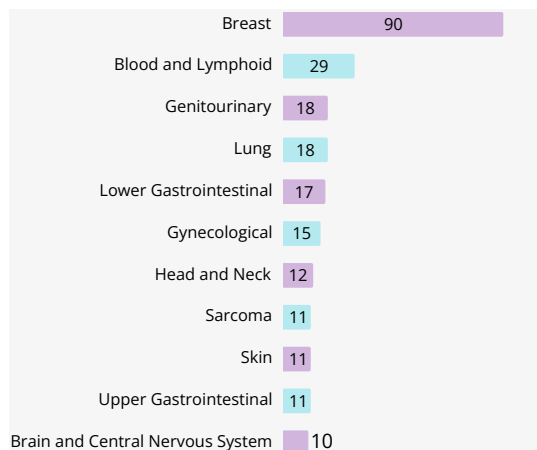
Where do they live?



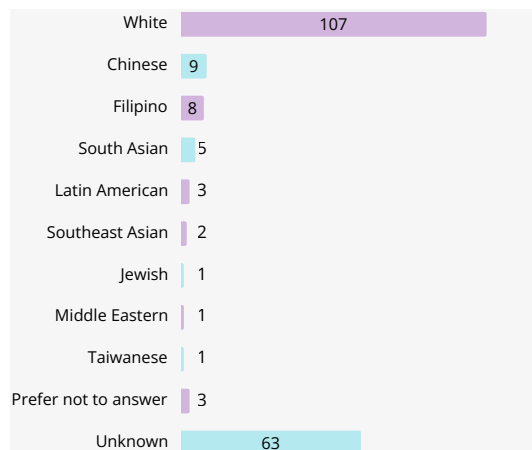
* Demographic indicators are incomplete for some partners, as the information is collected through a voluntary questionnaire.

THE PARTNER NETWORK

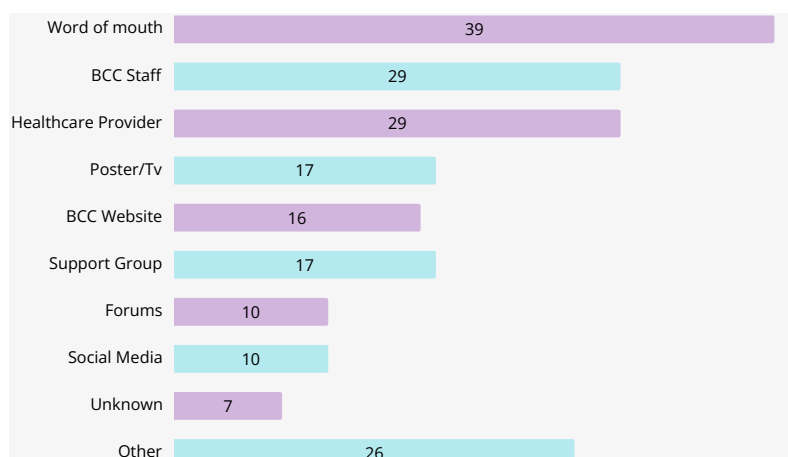
Tumor Type



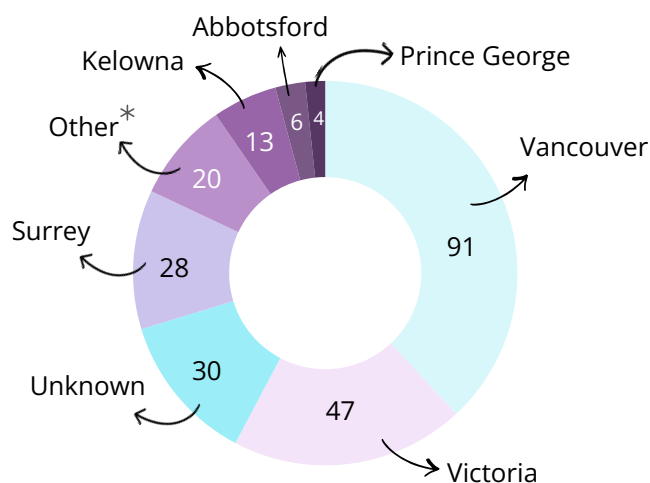
Ethnicity



How did they hear about us?



BC Cancer Care Location



* The "Other" category includes responses such as regional hospitals, community clinics, and similar settings not otherwise specified

THE PARTNER NETWORK

At the heart of our work is BC Cancer's Patient and Family Partner Network. Established in 2017, the network is a dedicated group of individuals who have experience with cancer care as patients, caregivers, or both.

Through patient and family partnership, engagement, and co-design activities, we collaborate with network members to plan, design, and improve services, recognizing their lived experience as essential expertise. Each member brings a unique perspective and contributes to a wide range of initiatives, including internal quality improvement projects, academic research, and external collaborations.



I have been a Patient Partner with BC Cancer since 2020 and my experience continues to be rewarding. With every engagement in which I participate, it is clear to me that my contribution is valued and is making a difference. The partnership I have with my BC Cancer steadily grows in depth and importance to me.

-Darren Frew, Patient Partner



Pictured: Patient & Family Partner Network members with the PFPX team at the 2025 BC Cancer Summit during the "Partner Connection Hour"

Notably, fewer than five partners self-identified as Indigenous. This, alongside other demographic indicators, underscores the ongoing need to further diversify our network and to ensure that it is reflective of the diverse communities we serve across British Columbia. In response, we have established a strong partnership with [BC Cancer's Indigenous Cancer Control team](#). Guided by their expertise, we are grounding our work in an intentional, equity-focused approach to engagement. This approach includes creating low-barrier opportunities for participation, increasing our visibility across regional centres and provincial programs, and strengthening outreach efforts by embedding trauma-informed, culturally safe, and inclusive practices that welcome equity-deserving populations.

ENGAGEMENT IN ACTION

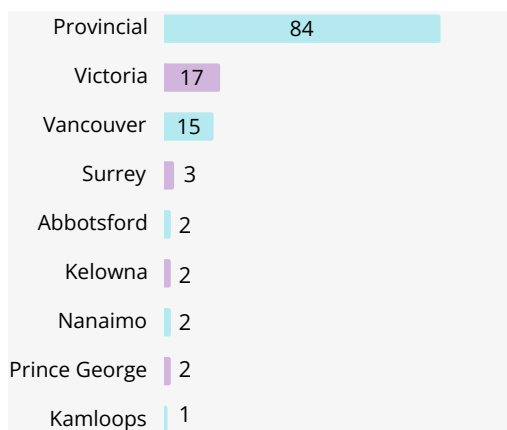


128
Total
Engagements

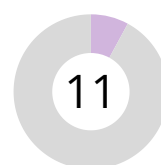


97
Healthcare Teams
Engaged

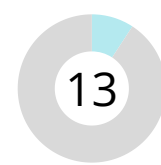
Engagement Region



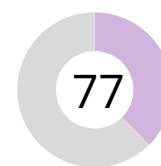
Level of Engagement



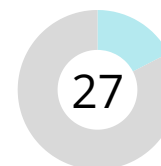
Inform



Gather



Involve



Collaborate

Type of Engagement



ENGAGEMENT SPOTLIGHT

1) BC Cancer's Patient and Family Advisory Panel: Celebrating One Year of Purpose, Partnership, and Impact at BC Cancer

In its first year, BC Cancer's Patient and Family Advisory Panel (PFAP) has become a valued partner to executive leadership, bringing lived experience into strategic discussions on navigation, supportive care, digital access, communication, and system improvement. Guided by Coast Salish teachings of connection, growth, and shared responsibility, the PFAP has fostered a respectful and psychologically safe space for meaningful dialogue.

Over the past year, members have provided insights that informed improvements to navigation supports, including the Provincial Nurse Line, and helped shape supportive care planning through contributions to the Emily Carr Health Design Lab collaboration and Integrated Supportive Care Strategic Plan.

The PFAP also contributed feedback on the AccessMyHealth/Cerner Patient Portal pilot, raising important considerations related to communication, result release, and equitable digital access. In early 2026, members provided advice on organizational realignment discussions, identifying priorities to protect and potential patient experience risks during change.

Through thoughtful, solutions-focused contributions, the PFAP has become an important forum for translating patient experience into system learning and improvement. Looking ahead, the panel will focus on strengthening accountability, demonstrating impact, and ensuring patient and family voices continue to help shape the future of cancer care across British Columbia.



The PFAP gives patients and families a voice in shaping cancer care. By sharing our experiences and ideas, we are helping drive meaningful changes that improve the journey for patients and families across BC Cancer.

**-Linda Lee, Patient Partner
BC Cancer's PFAP**



2) Co-Designing Supportive Care Services with Patients and Families

Recognizing that quality cancer care extends beyond treatment, ongoing engagement with patients and caregivers has shown that many supportive care services, including counselling, nutrition support, and financial navigation, are not well known or easily accessible. This contributes to uneven experiences and unmet needs across the province.

In response, the PFPX and Supportive Care teams partnered with [Emily Carr's Health Design Lab](#) and patient advisors to understand barriers to access and awareness, aligned with provincial priorities.

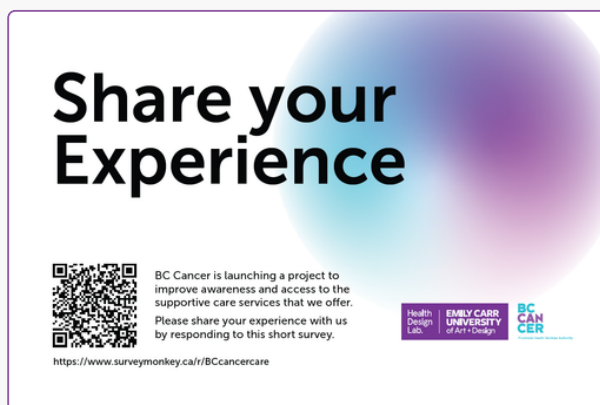


Pictured: A patient partner alongside an Emily Carr University team member during an in-person co-design workshop.

ENGAGEMENT SPOTLIGHT

Phase 1 of the initiative began in January 2025 with a province-wide survey of over 500 patients, caregivers, and supporters across British Columbia to understand awareness, access barriers, and opportunities related to supportive care services, followed by workshops and an in-person session with more than 35 patient and family partners to explore service use and gaps. Findings were thematically analyzed and validated in June 2025 with 22+ partners to ensure transparency and collaboration.

Phase 2 began in September 2025 with a prioritization survey and continued with two workshops involving 21 patient and family partners and 13 BC Cancer staff, where participants reviewed findings and prioritized actionable ideas based on impact and resource needs. Insights from this collaborative work directly informed BC Cancer's 5-Year Supportive Care Strategic Plan and 3-year roadmap.



Pictured: Survey Promotion Infographic from Phase 1 of the Initiative

Over the next three years, the supportive care program will focus on improving service awareness, expanding opportunities for mental and emotional support as part of cancer treatment, and strengthening provincial service offerings. A detailed report that documents this initiative is available [here](#).

“

Centering the patient voice requires creating safe, respectful conditions that support meaningful participation and recognize patients as whole individuals with diverse needs. This project applied this approach, resulting in enriched insights and demonstrating a strong standard for integrating patient input into decision-making and engagement design.

-Jessica Jimmo, Patient Partner

”

“

Collaboration with patient and family partners was essential to understanding their experiences accessing supportive care services. Co-design occurred at two levels, with two Patient Partners in decision-making and 39 partners contributing through workshops to identify barriers, opportunities, and improvements

**-Caylee Raber, Director
Health Design Lab
Emily Carr University**

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ENGAGEMENT SPOTLIGHT

3) Creating Digital Stories of Cancer Care

In fall 2025, BC Cancer invited six patients and caregivers to create 3–4 minute [digital stories](#) reflecting their care experiences. Participants were supported to reflect on their experiences, craft their stories, and share them in their own words and voices. The sessions were facilitated by [Krystle Schofield, a Level 2 Common Language Digital Storytelling Facilitator](#).



This workshop provided an opportunity for people to take agency over their lived experience and own the story they tell. With a foundation of trust, the digital storytelling process opened the door to an innovative learning opportunity, community building and a safe space for exploring a little deeper to create authentic narratives for quality improvement.

-Krystle Schofield
Level 2 Common Language Digital Storytelling Facilitator



Each story shares a participant's experience of accessing care at BC Cancer with the goal of helping improve the quality of care for patients and families. By sharing these stories, we aim to honour patient and caregiver voices, promote people- and family-centred care, and support awareness, empathy, learning, and reflection across the health system.

Watch the Stories:*

1. [Seeking the Light: A digital story by Chris](#)
2. [From Silence to Strength: A digital story by Natalie](#)
3. [Connection: A digital story by Jessica](#)
4. [Adrift: A digital story by Jack](#)
5. [My Lifeline: A digital story by Mae](#)
6. [Cancer Evolution: A digital story by Janice](#)

How These Stories Can Inform Your Work:

Download the [Guided Facilitation Tool](#). This resource provides simple ways for leaders and teams to use the stories in meetings, education sessions, huddles, and professional development activities.



As patient partners, we share our cancer journeys to help improve support for patients and caregivers. Digital storytelling helped us reflect on our experiences and share them with patients, caregivers, clinicians, leaders, and researchers. Our stories reflect our lived realities beyond diagnosis and can be used to support meaningful system improvement

-Chris Rauscher, Patient Partner & Storyteller



* These stories may include reflections on diagnosis, treatment, loss, healing and hope. Viewers may experience strong emotions. You are encouraged to watch at your own pace and take breaks as needed.

ENGAGEMENT SPOTLIGHT

What's Next:

We will work with BC Cancer leaders and partners to explore opportunities to share these stories to support awareness, learning, and system improvement. Initial ideas include:

Sharing with the BC Cancer Foundation for donor communications, partner briefings, and government discussions

Presenting to the BC Cancer Executive Leadership Team to support provincial-level conversations

Profiling across leadership forums, including Senior Leadership Team, provincial Quality Committee, and program meetings

Featuring in BC Cancer events and integrating into staff and clinician education and onboarding



Participating in the storytelling and video creation sessions was a deeply transformative experience that allowed me to share my story with meaningful impact. It reinforced the importance of including patient and family voices in shaping care and strengthening collaboration between patients, families, and healthcare teams.

**-Mae Gazmin,
Patient Partner & Storyteller**



4) Provincial Nurse Line: Survey Promotion & Rollout

BC Cancer's Provincial Nurse Line (PNL), launched in January 2025, provides 24/7 access to evidence-based oncology nursing support across five regional cancer centres, extending expert oncology nursing support beyond clinic walls.

In summer 2025, a survey was launched to evaluate its impact and gather patient and family feedback to inform ongoing improvements. Eight patient and family partners supported on-site survey distribution at BC Cancer Vancouver and Surrey over two weeks. Drawing on their lived experience, partners built trust and created space for open dialogue, clarifying the survey's purpose, addressing questions, and supporting participation to strengthen cancer care across B.C.



Participating on-site in the Provincial Nurse Line patient partner engagement highlighted the importance of timely, compassionate support during the cancer journey for me. It reinforced the value of integrating patient and family perspectives to strengthen patient-centred care and improve service delivery.

-Natalie Lipschultz, Patient Partner



Pictured: Patient Partners Michael Wittmann and Natalie Lipschultz at the Vancouver Centre promoting the PNL evaluation survey.

ENGAGEMENT SPOTLIGHT

Beyond supporting survey uptake, partners also joined a virtual debrief session with the PNL team to share reflections, common questions, and key themes from patients and families, complementing survey findings and supporting continuous improvement through co-design.



Working with patient partners on the PNL survey highlighted how much they care about improving cancer care. Their thoughtful follow-up feedback and ideas reinforced the importance of ongoing involvement and helped shape plans for a regular feedback survey to keep patient voices at the heart of the program.

**-Edward Mak, Clinical Services
Provincial Nurse Line & Provincial Clerks**



5) AccessMyHealth Patient Portal Launch

[AccessMyHealth](#) is a regional patient portal linked to CST Cerner. It is available to patients and families across Vancouver Coastal Health, Providence Health Care, and the Provincial Health Services Authority.

Through the portal, patients and their proxies can securely access their personal health information from any device. This includes lab results, medical imaging, other key reports, upcoming appointments, and notes from their care team.



Supporting the AccessMyHealth Portal rollout as a patient partner felt like a full-circle moment. During my treatment, I managed everything on my own, collecting reports and tracking appointments, so it was incredibly meaningful to help shape a tool that reflects real patient needs and makes navigating care a little easier for others.

-Kerrie Kindrat, Patient Partner



At BC Cancer sites, starting in Surrey and later expanding to Abbotsford, Nanaimo, Vancouver, and Victoria, 17 Patient and Family Partners supported the portal's launch in February 2026. They helped promote AccessMyHealth, guided patients and families in using the portal, built trust through lived experience, responded to questions, shared resources, tracked daily metrics, flagged follow-ups, and provided feedback to inform future outreach.



The AccessMyHealth rollout across BC Cancer was a success thanks to the support of Patient and Family Partners. Their input helped shape a more patient-centred communication strategy and kept the focus on patient experience throughout the project. We are grateful for their partnership and look forward to future collaboration with the PFPX team.

**-Tami Bull, Rano Mann, and Rina Benemerito
Clinical Informatics Managers, BC Cancer**



ENGAGEMENT SPOTLIGHT

6) BC Cancer's Team Based Care Initiative

High-quality cancer care requires coordinated teams that understand and respond to the needs of patients and families. Recognizing the many challenges patients and families face throughout the cancer journey, BC Cancer is advancing a Team-Based Care (TBC) strategy. It brings multidisciplinary teams together to deliver more coordinated, accessible, and comprehensive care.

As part of this effort, four patient and family partners joined the Team-Based Care committees at the Surrey and Victoria centres. Partners have brought lived experience to strategic discussions, highlighted gaps or barriers in care access, and reviewed proposed models, tools, and processes to ensure they align with what matters most to patients and families. Below are highlights from the work underway at the Surrey and Victoria centres:



I have been receiving continuous care for stage IV breast cancer since 2018. Having participated in the steering committee for the implementation of Team Based Care at my cancer centre has allowed me to learn more about it and to look forward to a whole team of health care professionals sharing responsibility for looking after me.

**-Rosilene Kraft, Patient Partner
Team Based Care Surrey**



Surrey:

Patient and family partners have played an active role in shaping early planning and engagement activities, including:

Participating
in steering
committee &
workshops

Reviewing
patient
education
materials

Discussions on
shared vision,
communication
and decision-
making

Co-design
patient &
family
communications

Share patient
quotes in TBC
newsletter to
highlight lived
experience



Our patient partners, Rosilene and Kim, have been instrumental in shaping the Team Based Care Optimization project. Their voices helped us see our work through the eyes of the people who rely on it most. By sharing their lived experience, professional insight, and thoughtful reflections, they strengthened our decision making and ensured our improvements truly support patients and families across their care journey. Their contributions didn't just inform our work— they inspired it. We are deeply grateful for their partnership, leadership, and unwavering commitment to helping us create a more coordinated, compassionate, and patient centred cancer care experience at BC Cancer Surrey.

**- Sylvie Bourque, Medical Oncologist & Executive Medical Director
BC Cancer Surrey**



ENGAGEMENT SPOTLIGHT

Victoria:

In Victoria, patient and family partners have supported foundational planning and design activities to support the implementation of a team-based care model, including:

Participating in committee to shape TBC model

Identifying patient priorities and care gaps

Current-state workflow mapping from patient perspective

Engagement with clinical programs and prof. practice teams



Working alongside our patient and family partners has been vital in defining our emerging model of care. Their perspectives help us remain focused on what patients actually experience, and they routinely challenge us in the best possible way to think beyond internal processes. Our committee is deeply committed to ensuring patient and family voices remain central as we move forward with our Team Based Care Work.

**- Heather Wood, Executive Director, Clinical Operations
BC Cancer Victoria**



Next steps will focus on developing patient journey maps to support coordinated, wraparound care. Ongoing patient and family partner involvement will ensure the model reflects their evolving needs and priorities.

7) The 2025 BC Cancer Summit:

The annual BC Cancer Summit brings together healthcare providers, student learners, and patient and family partners for ongoing learning and collaboration. The November 2025 Summit, themed Moving Together from Vision to Action, welcomed patient and family partners from across BC, including 20 partners whose participation was supported through BC Cancer's Patient and Family Partnerships and Experience program. Together, their voices, insights, and experiences enriched conversations and strengthened a culture of partnership and shared learning.

Through their participation, partners gained knowledge of current innovations and best practices in cancer care. They also connected and collaborated with others to exchange ideas and perspectives, resulting in practical insights to share within their communities and networks.



Pictured: PFPX team at the BC Cancer Summit - Tammy Hoefer (Director), Bianca Siciliano (Administrative Assistant), Nick Ebbadi-Cook (Leader - Prince George), Saori Yamamoto (Leader - Vancouver) and Isha Joshi (Coordinator)

ENGAGEMENT SPOTLIGHT



It was an absolute pleasure to have patient partners present, engaged, and involved at our 2025 BC Cancer Summit. One of the highlights of the Summit was a patient partner keynote presentation, in which several of our young adult patient partners shared their personal experiences navigating our cancer system. Their stories were courageous and deeply inspiring and moving. It was clear that their stories resonated within the packed conference room full of healthcare professionals, and motivating us all to continue working tirelessly to advance cancer care for patients across our province.

**- Dan Le, Medical Oncologist, BC Cancer - Surrey, Co-Chair
BC Cancer Summit**



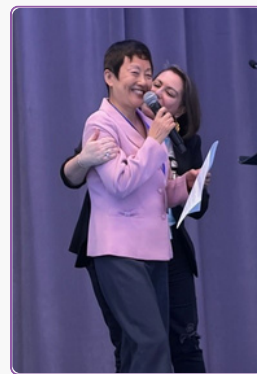
PPPX's involvement at the summit extended across several sessions and activities, placing patient and family partnerships at the forefront of the participant experience. Highlights are noted below:

The Exhibit Table (pictured on page 16): Over two days, we hosted an exhibit table for conversation and connection, where attendees explored resources and engaged directly with the team and network members.

Summit Keynote: Transforming Adolescents and Young Adults (AYAs) Cancer Care and Support, Together: The Summit opened with a powerful keynote address attended by over 600 participants. Co-hosted with [Anew Research Collaborative](#), the session featured five young adults who shared their cancer care journeys, highlighting the importance of centering AYA lived experience and partnering with them to ensure care meets their unique needs.

Better Together: Co-Designing Supportive Care

Services with Patients and Families: [This initiative](#) is described in more detail on page 15. Presented at the Summit with partners from Emily Carr University and patient advisors, the session highlighted the value of the co-design process. Patient advisors shared reflections on centering equity, safety, and inclusion, and their insights strongly resonated with attendees, as reflected in the positive feedback received.



Pictured: Jessica Jimmo and Helen Zhang, Partner Advisors

Stories That Move: Digital Storytelling as a Pathway to Partnership and Change in Cancer Care: This work is described in more detail on page 18. The digital story collection premiered at the 2025 BC Cancer Summit, [featuring 4 of 6 short films](#) that shared diverse and powerful patient experiences. Attendees took part in reflective and interactive discussions, followed by a conversation with the storytellers, creating space for meaningful dialogue and deeper reflection on cancer care experiences.

ENGAGEMENT SPOTLIGHT

Patient- and family-partnered presentations highlighted the value of bringing lived experience and professional expertise together, reinforcing BC Cancer's commitment to person- and family-centred care and a culture of learning, reflection, partnership, and continuous improvement.



Pictured: Storytellers - Jack Bones, Janice Chabros, Natalie Lipschultz, Chris Rauscher, Jessica Dasler, Mae Gazmin and Krystle Schofield (Facilitator).

“

I was truly thrilled to participate in the 2025 Summit as a patient partner. The experience offered me the chance to attend a diverse array of sessions, connect with other patients, and engage directly with BC Cancer staff—from researchers to clinicians. I learned so much about incredible breadth of work being conducted by the Agency and was especially encouraged to learn about the newest advances related to my own cancer.

- Marie Potvin, PFPX Patient Partner and 2025 BCC Summit Attendee

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SUMMIT 2025

Moving Together from Vision to Action

November 20-22, 2025

Sheraton Wall Centre

ENGAGEMENT SPOTLIGHT

New Horizons: 'What to Expect' Video Series

We are pleased to partner with the [Health Design Lab](#) at Emily Carr University for a second time to develop a "What to Expect" patient experience animated video series with patients, families, and care providers. The project will include four short animated videos and companion PDF guides featuring key information and real patient and family perspectives.

The goal is to help individuals feel informed, prepared, and supported as they begin their cancer care journey. This includes reducing fear and anxiety by clarifying what to expect, sharing authentic patient stories to normalize experiences, and reinforcing BC Cancer's commitment to compassionate, person-centred, culturally safe, team-based care.

Video topics include:

- Navigating Cancer Care at BC Cancer
- The Patient Journey: What to Expect
- Your Care Team
- Your Role

Health
Design
Lab.

EMILY CARR
UNIVERSITY
of Art + Design

The videos will also serve as an onboarding resource for staff, strengthening understanding of the patient journey and supporting empathetic, coordinated, person-centred care across the province.



The What to Expect video project is a powerful reminder of how partnering with patients and families deepens both the purpose and impact of this work. It also reflects the creativity and collaboration of the Emily Carr Health Design Lab, and I'm excited to see it continue to grow into a meaningful resource for patients and families throughout their BC Cancer journey.

**- Saori Yamamoto, Project Lead & PFPX Leader
BC Cancer Vancouver**



Looking ahead, the project will continue through bi-weekly planning and design sessions, with two partners remaining in advisory roles to keep patient and family perspectives embedded. The project is on track to deliver four animated videos by fall 2026, with updates to follow in the 2026-27 report.

PRIORITIES FOR 26/27

1

Strengthening Regional Patient and Family Committees at BC Cancer: A Provincial Assessment and Practical Framework for Consistent, Effective Engagement:

PFPX has launched new initiative to strengthen patient and family partnerships across the province. Through engagement with committee co-chairs, patient and family partners, and staff leads, this project will inform the development of a practical framework and toolkit to strengthen engagement and support meaningful patient and family partnership.

2

Strengthening Diversity, Inclusion, and Community in Our Partner Network:

PFPX will focus on strengthening diversity and inclusion in partner recruitment while fostering a stronger sense of community across the network. A graduate practicum student will lead an engagement process to identify best practices and develop practical recommendations and an equity-informed recruitment toolkit.

To strengthen connections among members, PFPX will partner with a long-standing network member to host a virtual interactive session where partners can connect, share experiences, and build relationships.

3

Patient Reported Experience Measures (PREMs):

We will advance a consistent, province-wide approach to measuring and improving patient experience across BC Cancer. Patient Reported Experience Measures (PREMs) help us understand how patients and families experience care, including communication, coordination, access to services, emotional support, and feelings of safety and respect. Our focus is to implement a standardized PREMs approach, strengthen the use of the Outpatient Cancer Care Survey, provide timely and actionable data to local teams, and create feedback loops that demonstrate how patient input leads to improvement.

4

Patient Safety Event Reviews (PSERs):

We will embed patient and family partnership into our Patient Safety Event Reviews. PSERs are structured reviews that occur after significant patient safety events. They are designed to understand what happened, why it happened, and how to prevent similar events in the future. Our priority is to ensure that patient and family voices are meaningfully included in this process.

Including patient and family partners makes reviews more transparent, compassionate, and grounded in what matters most to those receiving care, strengthening trust and reinforcing a culture of safety. Together, PREMs and PSERs ensure that patient voice is not separate from quality and safety work, but embedded within it.

STAY CONNECTED!

Review the Pathway for Engaging Patients and Families in your Work:

[The Pathway for Engaging Patients and Families](#)

Visit our Website:

www.bccancer.bc.ca/about/accountability/patient-family-experience



Contact Us:

For questions about our program, or to get involved in our partner network, please contact us at: patientexp@bccancer.bc.ca

Request an Engagement:

To invite patient and family partners to support your work, please complete our [request form](#). Our team will be in touch shortly!

Interested in becoming a Patient or a Family Partner?

If you would like to become a patient and family partner with BC Cancer, please complete our "[Expression of Interest Form](#)" Our team will be in touch shortly!

