



Provincial Health Services Authority

Digital Stories of Cancer Care

Reflective Practice Guide

Getting Started & Guidelines



Purpose of this Guide

These digital stories are intended to support reflection, learning, and dialogue.

This guide offers simple ways to use the stories in meetings, education sessions, huddles, or professional development activities.

These stories are **NOT** training videos.

They are lived experiences shared generously to help us pause, listen, learn, and understand.



Before you Begin

These stories may include reflections on diagnosis, treatment, loss, healing, and hope.

We encourage facilitators and participants to take care of themselves and one another as they engage with the content.

We encourage teams to listen, reflect, and consider how these videos may inform their practice.



Group Considerations

Create Psychological Safety: Let participants know there are no right or wrong reactions.

Acknowledge emotion: Some stories may be moving or challenging. This is normal.

Set expectations: Participation in discussion should be voluntary.

If strong emotions arise, please see Best Practices section below.

Respect the storytellers: These are real experiences shared with trust and consent.

Please do not download, copy, or reuse the videos without permission from the PFPX program.

How to Use the Videos

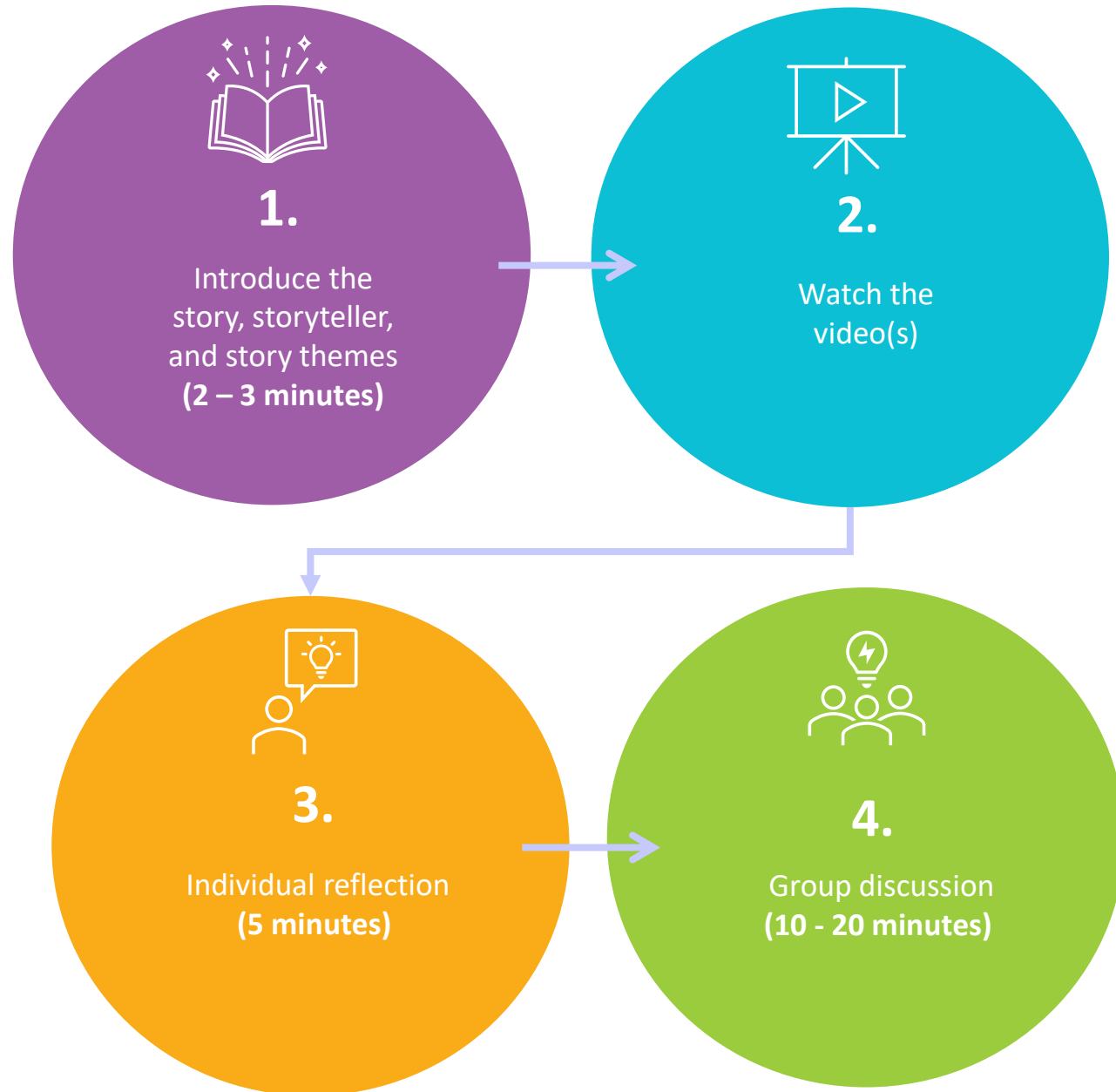


You may choose to watch one video as a short reflective activity (15 – 20 minutes), or several videos as part of a longer discussion or learning session.

You may choose to include one of the Storytellers as a Guest Speaker for your session. If so, please reach out to the PFPX team to get connected:

patientexp@bccancer.bc.ca

Facilitated Flow (No Storyteller) – 4 Steps



Facilitated Flow (With Storyteller) – 6 Steps



Reflections and Discussion

How to Best Engage with the Storyteller

(**if invited as guest speaker)



Looking back on your experience, what moments in your care journey are most meaningful or impactful for you?

Were there particular actions or behaviours from healthcare professionals that made a difference in how supported you felt?

If you could change one thing about your care experience, what would it be and why?

What do you hope care teams take away from your story?

Individual Reflection



What stayed with you after watching this story?

What emotions came up for you?

Did anything challenge your assumptions or perspectives?

What did you learn about the person's experience of care?

What lessons from this story feel most applicable to your daily practice?

What is one thing you might carry forward into your practice?

Group Discussion Questions



What moments of connection or disconnection stood out?

Where do we see ourselves or our team reflected in this story?

What are we already doing well that aligns with what we heard?

Is there anything in this story that makes us pause or reflect on our ongoing work?

What small changes within our work could make a meaningful difference for patients and families?

How might we use what we learned to strengthen our current best practices?

Are there any immediate, low-risk, high-impact changes we could implement?

Optional Closing Questions or Calls to Action



What is one word you would use to describe how this story made you feel?

What is one takeaway you will remember from today?

What is one question this story raises for you?

What is one small thing you or your team could try differently as a result of what you heard today?

What is one small behaviour, change, or approach you can commit to carrying forward in your work with patients or families?

Who else might benefit from hearing this story, and how could you share the learning respectfully?

Best Practices and Resources



Tips for Facilitators

Allow silence. Reflection often needs space.

Avoid problem-solving too quickly.

Do not ask participants to speak on behalf of patients or caregivers.

Be attentive to emotional responses and offer breaks if needed.

Engage with the Storyteller:
“Thank you for sharing your story with us. We’d love to ask a few questions to better understand your experience and the lessons it holds for our care teams.”



If Strong Emotions Arise

Pause: Give the person a moment to collect themselves, allow a brief silence if needed.

Acknowledge: “Thank you for sharing that. It’s understandable to feel this way.”

Normalize: “These stories can bring up strong feelings. This is a normal response. Everyone has a different response.”

Offer Support: “If you need a break, please feel free to step out, turn off your camera, or take a few moments for yourself.”

Redirect gently: Once the person is settled, guide the group back to the discussion.



Respectful use Reminder

These stories are shared with permission for learning and reflection.

They should not be downloaded, edited, or shared outside approved settings.



Need Support?

If a discussion brings up difficult emotions for participants, consider sharing available staff wellness or support resources.

For questions about using these stories or integrating them into learning activities, contact: BC Cancer Patient and Family Partnerships and Experience Team.

Link to videos:
[Digital Stories of Cancer Care](#)

Other helpful Resources:
[Patient & Family Partnerships and Experience](#)

[Patient and Family Partnerships and Experience Program:](#)
patientexp@bccancer.bc.ca