

To: Ms. Lisa Kenyon – Regional Coordinator, Volunteer Services
From: Solomon Vandt – Volunteer, SV
Date: January 28, 2015
Subject: *Proposal for Improving Patient Experience at BCCA-VCC*

Introduction

The mandate of BC Cancer Agency Volunteer Services is to enhance the mission of the BC Cancer Agency and the experience of patients, family and friends during their cancer journey. Although Volunteer Services has already demonstrated great success in enhancing the quality of the patient experience, there is always opportunity for improvement.

BCCA offers many support resources relating to the physical, emotional, psychological, and practical aspects of care for patients. Unfortunately, sometimes patients are unaware of or forget about services that they could benefit from.

Area of Improvement

Patients are sometimes unaware or forgetful of the support services available to them at the Cancer Centre. Volunteers can be better informed of these services as well. The patient experience in their journey with cancer would be improved if patients were well informed and reminded of the physical, emotional, psychological, and practical support services available to them.

Proposed Solution

One possible way to improve the patient experience is to have volunteers inform patients of support services offered by BCCA. In the cancer centre, patients sometimes open up to volunteers. It would be helpful for patients if volunteers informed them of various support services offered during conversation. I suggest creating a new Roaming Cancer Centre Resources Expert Volunteer role that should help keep patients aware of the various support services available to them. Moreover, I suggest offering additional training on the resources and support services available to patients to all volunteers.

Scope

To address the need to keep BCCA patients informed of resources and support services that may be beneficial to them, I plan to pursue the following areas of inquiry:

1. How well informed are patients on the resources available to them?
2. Do patients and visitors of the cancer centre know where to find information on resources for coping with cancer?
3. Are posters relating to resources updated and visible in designated posting areas?
4. How well informed are volunteers on the resources available to patients?

5. Do volunteers think it would be useful to learn more about the resources and support services available to patients?
6. What type of training would this new Roaming Cancer Centre Resources Expert Volunteer have to receive?
7. What type of training can all other Volunteers be offered relating to resources available?
8. Can the Cancer Information Centre Volunteer receive the same training as the Roaming Resources Expert Volunteer?
9. How can volunteers be trained on cancer resources and support services?

Methods

My primary data sources will include: personal observation of the BCCA-VCC, survey of patients and visitors of the cancer centre, survey of co-volunteers.

Secondary sources will include the BCCA website and the Canadian Cancer Society website.

My Qualifications

I have been volunteering at the BCCA-VCC since September 2014 in a patient support role. I serve as a Shift Lead and I am currently volunteering on a weekly basis as a Comfort Cart volunteer. From May to December 2014, I completed two Co-op work terms working as a Clinical Trials Assistant at the BCCRC/BCCA-VCC. I have been affected by cancer by way of a loved one and I genuinely want to support patients living with cancer. In May of this year I will receive my B.S. in Biochemistry. Upon graduation, I am seeking a career in health care.

Conclusion

BCCA Volunteer Services is committed to improving the patient experience in their journey with cancer. By addressing the areas of inquiry I mentioned above, I can determine ways Volunteer Services can improve the cancer patients' quality of life by helping patients stay informed of the resources and support services available to them. With your approval I will begin research at once.