

# PATIENT EXPERIENCE WEEK INITIATIVES

CANCER COUNCIL WESTERN AUSTRALIA | CANCER INFORMATION & SUPPORT SERVICES

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CANCER INFORMATION HUBS INITIATIVE



PATIENT EXPERIENCE WEEK (PXW)

Community Conversation & Leadership Breakfast

Perth WA | April 27-28 2017

#hccpxw #WhatMatters2U



## Our Patient Experience initiative is...

Our Patient Experience initiative embraces technology within Cancer Council WA's cancer information hubs installed within cancer centres. Patients and their loved ones can navigate our Compass concept highlighting Cancer Council's wide range of supportive care services, by exploring resources such as our patient information booklets and brochures as well as mounted tablets linking to our web-based resources. Our trained volunteers complementing some of our info hubs are equipped with tablets and information at their fingertips. Volunteers can assist cancer patients and their support networks navigate CCWA supportive services using specifically designed web-based applications and animations increasing awareness and supporting access.

## What difference has this made?

Cancer centre visitors have spoken positively about their interactions with CCWA volunteers who offer support through listening, wayfinding, general information and increasing awareness of supportive services. The addition of tablets:

- Allows patients to connect with services and information in ways that resonate with them;
- Improves awareness of on-line resources and with supported navigation increases confidence of novice users;
- Captures expressions of interest in the moment and offers the ability to connect directly with some services;
- Supports patient-volunteer interactions with up-to-date consistent and accessible information;
- Provides greater visual and interactive options;
- Provides patients and their families with easy and timely information on our extensive support services.



## A lesson that can help others...

Identifying digitally confident volunteers to champion technology enhanced interactions with patients generates openness to learning with volunteer peers. By sharing that knowledge and exploring the benefits through our volunteer training provided a good foundation in using specifically designed web-based applications and animations. Ensuring only essential applications are setup on tablets that are intuitive and offering ongoing support while integrating technology into volunteer routine sustains confidence which increases access.