

# BEING CEAN: Tips on being an effective CEAN member

## VCH COMMUNITY ENGAGEMENT

### Introduce Yourself and CEAN:

#### WHAT IS CEAN?

CEAN is a group of public volunteers who provide their feedback to ensure the patient and family member voice is a part of VCH's healthcare planning and decision making.

#### WHAT DOES CEAN DO?

CEAN members sit on VCH advisory committees, attend focus groups, answer surveys, and review policies and patient documents to provide patient/family voice.

#### WHO ARE CEAN?

CEAN members are patients, clients and family members who come from each of VCH's Communities of Care: Vancouver, Richmond and Coastal.

#### WHO SUPPORTS CEAN?

The Community Engagement Team at VCH supports CEAN.

#### WHO ARE YOU?

Tell them a bit more about yourself and why you are interested in the opportunity. What do you bring to the table? And what do you hope to gain? What other projects have you been involved in? Why are you *CEAN*?

#### WHO'S IN THE ROOM?

Did someone forget to introduce themselves and are you wondering who they are? Ask them to tell you about themselves and their role.

### BE PREPARED, AND ASK QUESTIONS

Do you have enough information to participate? Did someone use an acronym you don't know? Don't be afraid to ask questions, or write them down to check in with your staff liaison later.

### TELLING YOUR STORY

Use the message pyramid to tell your story in a brief, effective way.



Always consider why you are telling your story and what you would like people to take away from it. Are you contributing to the goal of the engagement process?

### GIVING CONSTRUCTIVE FEEDBACK

We are looking for your constructive feedback to help us deliver patient and family centered care. Sometimes it can feel a bit critical, but it's still important for us to hear it.

### SHARING THE STAGE

It's always important to make sure there is time and space for everyone to speak and give their input. Respect different opinions and avoid speaking for others.

Contact the CE Team for help

[ce@vch.ca](mailto:ce@vch.ca)

604-714-3779

You can also check out the [CEAN Guidelines for Conduct](#) on our orientation page!

Vancouver  
CoastalHealth

