



Why Should Your Program Use a CoC-Trained Consultant?

*Excerpted from
Commission on Cancer's
article of same name*

Why Should Your Program Use a CoC-Trained Consultant?

The Commission on Cancer-trained Consultant Team provides cancer programs an opportunity to make choices. Choose a consultant ...

- who is experienced in the application of CoC Standards
- who has a strong background and experience in providing consultative services
- who can provide your program an assessment of its compliance to determine readiness for survey
- who participates in an annual training program with the CoC

Why should your program undergo a consultative visit? It will be to your benefit if you need:

- An external assessment
- An evaluation of your readiness for survey
- A consultative pre-survey or “mock survey”
- Assistance with program development
- A review of documentation to evaluate the strengths and weaknesses of your cancer program team
- A review registry operations

When making this important decision, focus on the outcomes and the advantages a CoC-trained Consultant brings to your program.

Training—A CoC-trained consultant is trained annually by the Commission on Cancer. Additionally, the CoC-trained Consultant is kept abreast of standards changes; both content and interpretation.

Experience—A consultant brings skills and expertise that may be lacking in your organization. A Consultant can be used on a short-term basis to teach staff, or on an as-needed basis to work with cancer program staff. The consultant-as-coach can be a useful model for developing a knowledge base.

Independence—Outside counsel brings both authority and integrity. Free to observe the organizational dynamics; a consultant tells the truth about your situation. S/he is a messenger who is concerned not with popularity but with your program’s success.

Objectivity—It is natural for staff and volunteers to become emotionally attached to their organizations in ways that sometimes make it difficult to evaluate challenging situations and make good choices.

To help you view your organization from the perspective of compliance with the Cancer Program Standards, a CoC-trained Consultant will identify problems and assess strengths and weaknesses.

Tools—Consultant - Survey Application Record (C-SAR) available only to programs contracted with a CoC-trained Consultant.

The C-SAR provides the early framework for a cancer program seeking initial accreditation. When the program is ready for survey, the information is transferred to their Survey Application Record, eliminating the need to re-enter existing data.

Vision—When staff is consumed with completing daily tasks, a CoC-trained Consultant can consider the overall cancer program.

Remaining focused on long-term objectives, becoming a CoC-accredited Cancer Program is a challenge for every organization. Your consultant will assist in developing clear, coordinated plans that identify tasks, timelines, and responsible parties.

Accountability—When you contract with a consultant, you can expect that things will happen. Onsite meetings that are scheduled with a consultant have urgency to them.

Staff and volunteers are conscientious about completing assignments. The consultant keeps the organization attention focused on actions that will accomplish goals. S/he will ask the hard questions that others within the organization may be hesitant to push.

Results—A consultant working with staff to develop the program team generally produces greater results. **Outcomes**—A written report with recommendations.

Your CoC-trained Consultant will provide you with a written consult report detailing the results of your consultative visit. The report may also include ways to strengthen your cancer program.

Other considerations—Other uses for the Consultant include:

- temporary professional services
- program development
- program audit/team assessment
- change agent

This excerpt of an article brought to you by CoC-Trained Consultant Joyce Jones:

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