

These are IMAGINE's priorities—and what we're doing about them.

Patients are partners.

- Raising awareness that families and close friends are partners in patient care, not just visitors.
- Encouraging patients and their healthcare providers to see their relationship as a partnership.
- Finding engaged and experienced Albertans to get involved in projects that need their input.

- Working with our system partners to create an online orientation to the healthcare system for Albertans.
- Helping recruit and prepare Albertans to serve on healthcare organization boards, committees and councils.

Albertans understand the system.

Albertans share their knowledge.

- Listening to and learning from the stories and experiences of individual Albertans.
- Gathering insights from Albertans to define person-centred care.
- Bringing Albertans together to call for system change and influence healthcare policies.

- Creating new ways for citizens to be involved in designing better healthcare delivery and services.
- Bringing the voice of citizens to healthcare conferences and meetings.
- Providing a patient perspective on research projects.

Collaboration improves the system.

What are your priorities?

Help us refine ours and get involved in the work.

Find more information on our website www.imaginecitizens.ca

We IMAGINE a better health system. As Albertans, let's work together to make it happen.

IMAGINE

CITIZENS Collaborating
for Health

What is your experience of our healthcare system?

It depends on where I am, and who's looking after me.

I had a terrible experience waiting for surgery. I was very vulnerable and couldn't care for myself. I called for help so many times, but nobody came. After surgery, it was completely different. The staff were attentive and the care was fabulous. And the strangest thing? It was the exact same hospital, the exact same unit—on the other side of the hallway.

Albertans say that when the healthcare system works best for you and me...

- We receive compassionate, respectful care no matter where we are.
- Each aspect of our health is considered: physical, mental, emotional and spiritual.
- There is good communication and teamwork between all parts of the system.

It's difficult to get the answers I need. It's even hard to know what questions to ask!

When my wife went into continuing care, I was frankly scared to ask questions. I was scared to rock the boat. There was so much they needed to know to really be able to help her. There was so much I needed to know! I just didn't know how to talk to them.

Albertans say that when healthcare is delivered effectively...

- Healthcare providers invite us to ask questions, and take the time to understand our concerns.
- Our own health experiences are valued. We are welcomed as partners in our care—and so are our families.
- It is easy to find our way in the system no matter what we need.

I know this needs to change. But how can we make it better?

Perhaps the most important thing I've learned through this process is how much each of us matters. We need the health system to listen, and they need us to speak up. We need a person-centred system, and they need an engaged and informed public. It's exciting to see what we can accomplish when we work together.

Albertans say that we can all contribute to a better health system by...

- Speaking up when the healthcare system doesn't work, and working with the system to find solutions.
- Bringing our insights, preferences and experiences to healthcare discussions and decisions.
- Playing a leadership role in calling for system change.

How would you describe a healthcare system that works well?

Get involved! We welcome you.

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