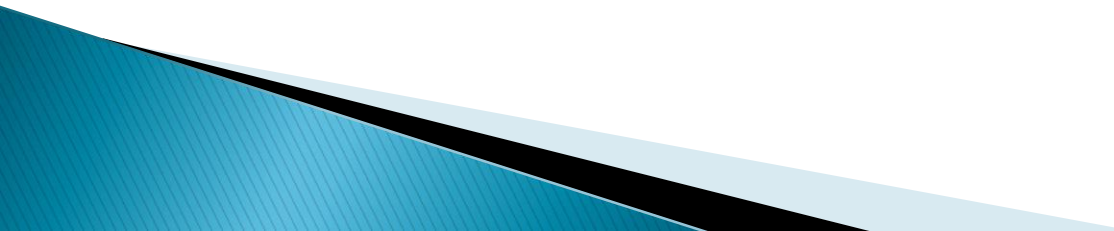


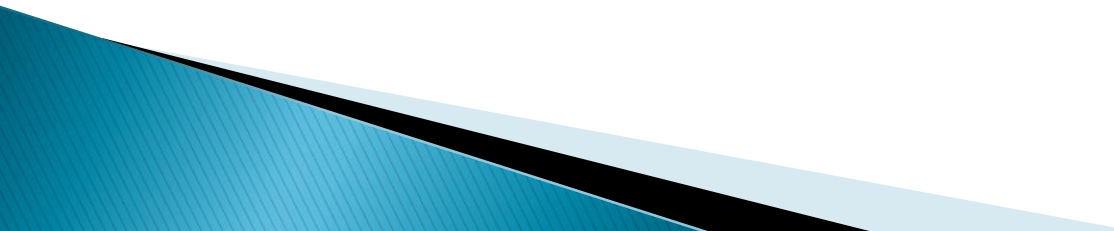
# Patient Voice on a Provincial Level

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CPSI October 2014

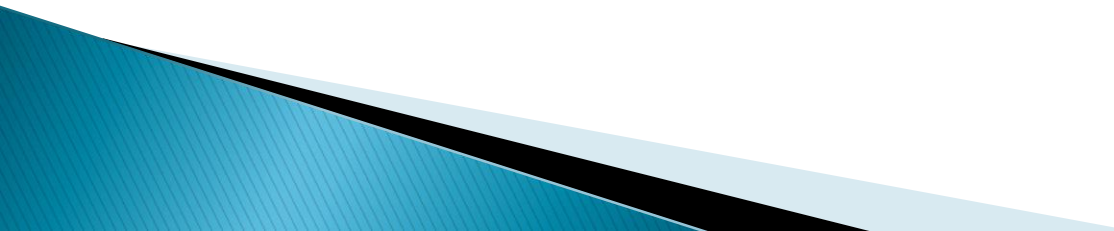
# Recent Polls

- ▶ Polls in Canada over the last four years have showed Canadians are increasingly concerned about their health care
  - ▶ A 2010 recommendation in the Minister's Advisory Committee on Health report, *Putting People First*, was to introduce a Health Advocate and a Health Charter
  - ▶ Another was to engage the public in future development of legislation, regulations and policies.
- 

# Office of the Health Advocates

- ▶ Health Advocate
  - ▶ Seniors Advocate
  - ▶ Mental Health Patient Advocate
  
  - ▶ co-located in one office with central triage for concerns
  - ▶ Report directly to the Minister of Health of the Province
- 

# Role of the Health Advocate

- ▶ Build awareness of the Health Charter
  - ▶ Provide support for Albertans raising concerns or complaints by referring them to the appropriate complaint mechanism
  - ▶ Provide a forum for complaints related to the Charter that have no other means to be addressed
  - ▶ Assist Albertans in navigating the health system
- 

# Health Charter

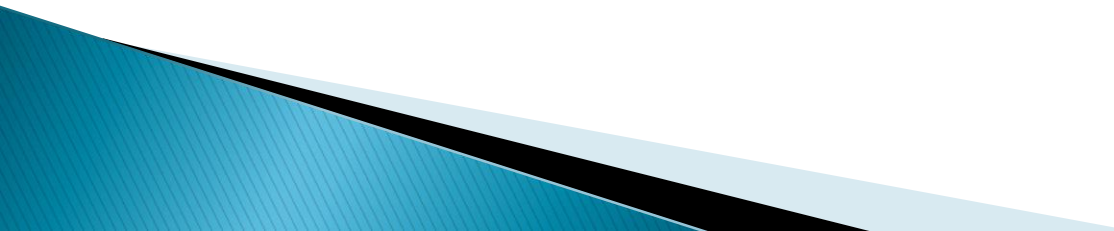
- ▶ Sets out what Albertans can expect from their health system and their responsibilities when interacting with the system
- ▶ Sets out the process to further engage Albertans in discussion on the content of the Charter

[www.albertahealthadvocates.ca](http://www.albertahealthadvocates.ca)

# *“Putting people and their families at the centre of their health care..”*

- ▶ Patient/family centred care initiatives
- ▶ Charter reflects the core concepts of patient/family centred care approach:
  - Information
  - Respect and Dignity
  - Participation
  - Collaboration
- ▶ Supports education of Albertans about the Charter
- ▶ Be a safe place to raise concerns and get assistance

# Other initiatives

- ▶ Alberta Health Services
  - ▶ Health Quality Council of Alberta
  - ▶ Covenant Health
  - ▶ Other organizations
- 
- ▶ All have initiatives of their own that support the patient voice remaining a strong component of health care in Alberta
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# Contact Information

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