



Focusing on Health Outcomes that Matter: Connecting Citizens, Providers and Administrators

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Teaming Up, Moving Forward

Disclosure of Financial Support



- **This program has received financial support from all of the organizations with whom the panelists are involved in the form of travel and accommodation support.**
- **This program has received in-kind support from ICN in the form of administrative support.**

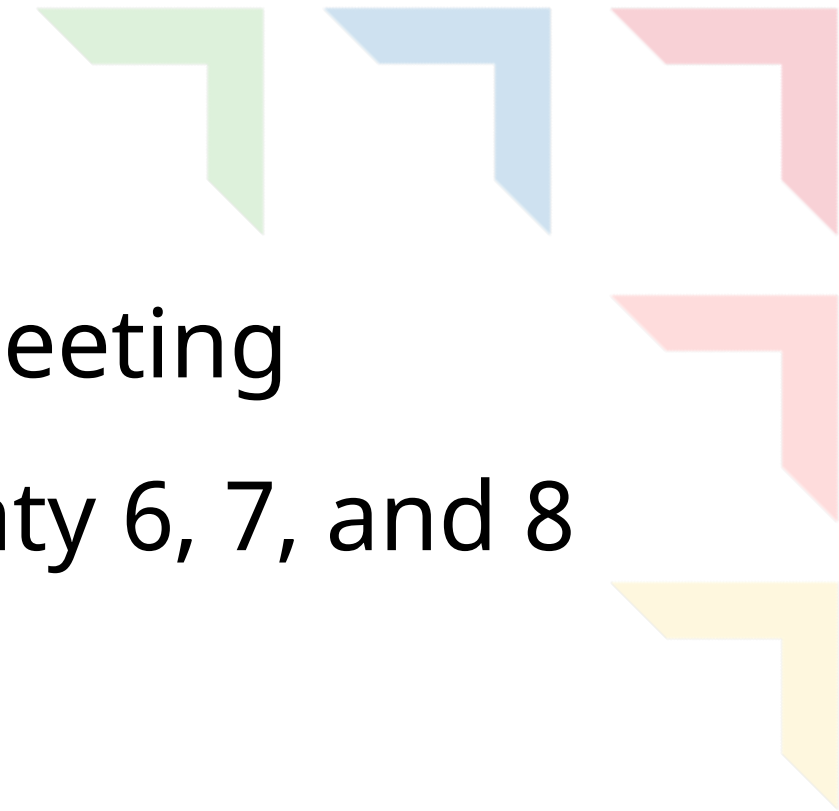
Mitigating Potential Bias

- The scientific planning committee has contributed to the consideration of learning needs, the determination of learning objectives, the development of program content, and the choice of speakers or presenters.
- No sponsorship funds have been received.
- The scientific planning committee has reviewed the content of the presentations and ensured that content presented is evidence-based and free of undue influence.

Faculty/Presenter Disclosure

- **Imagine Citizens Network** received contractual funding from Alberta Health to engage with Albertans to provide input to MAPS
- **Imagine Citizens Network** has received initial partial funding from Alberta Health to support implementation of Care Opinion
- **J Birdsell** received an honorarium as a member of the Strategic Advisory Panel for MAPS.

Land Acknowledgement



We acknowledge that Alberta is the traditional and ancestral meeting grounds for many Indigenous People, presently subject to Treaty 6, 7, and 8 territorial lands.

These lands are the traditional territories of the Blackfoot Confederacy, the Cree, Dene, Saulteaux, Nakota Sioux, Stoney Nakoda, the Tsuut'ina Nation as well as the Métis Nation of Alberta and part of the traditional Homeland of the Métis Nation.

May we continue to live with respect on this land and in peace with all our relations.





Our Vision & Mission

OUR VISION

A health system intentionally designed in partnership between citizens and other stakeholders to achieve the best possible experiences and outcomes for all Albertans.

OUR MISSION

To enable and mobilize citizens' ability to influence, and become valued partners in improving health care experiences and outcomes for all.

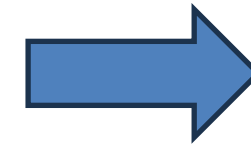




Our PRINCIPLES: ICN is....



- **Citizen-driven**
- **Independent**
- **Connected and collaborating**
- **Involved in co-designing healthcare**
- **Guided by evidence**
- **Aware that healthcare is one of many things that influence our health and wellbeing**



- **Quality of life** (defined by each individual as meaningful to him/her/they)
- A proactive system **that prevents people from needing care**
- **Quality, safe, effective care that is individualized and delivered compassionately** (person centred care)
- **Equity**
- **Citizens increasingly involved in co-designing or shaping the health ecosystem**



Vision and Opportunity



ICN's vision is to provide a mechanism for people to share their experiences of health and care in ways that are **safe, simple** and lead to **learning and change**.

Care Opinion, a proven online platform, enables engagement with health care providers using patient-submitted stories and provides an opportunity to achieve this vision.

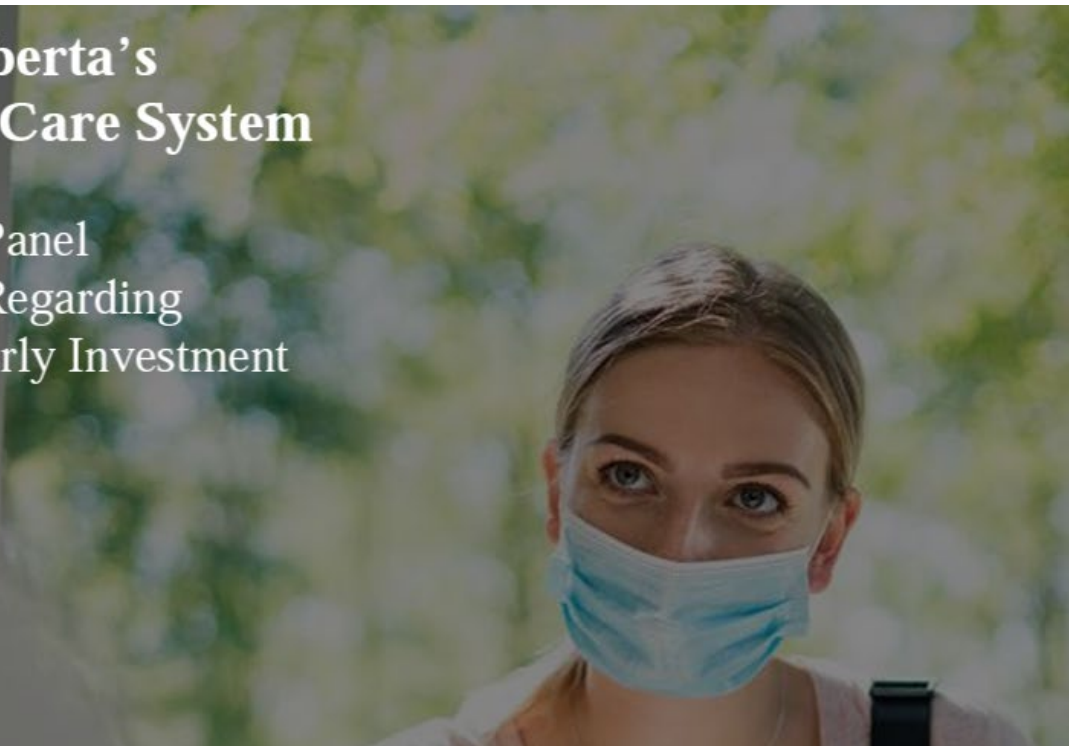
MAPS Opportunities for Early Investment



Modernizing Alberta's Primary Health Care System

Strategic Advisory Panel
Recommendations Regarding
Opportunities for Early Investment

February 7, 2023



Strengthen the role of patients and caregivers (p 3)

“Pilot an online platform for public feedback on healthcare experiences in Alberta like [careopinion.org.uk](https://www.careopinion.org.uk). Providers, regulators, professional bodies, educators, researchers and patient groups will be able to engage with and respond to experiences shared, enabling feedback mechanisms and highlighting opportunities for improvement”.

MAPS Strategic Advisory Panel Final Report

Evolving Patient's Medical Home within an Integrated Health Neighbourhood

Recommendation 3: Embrace patients and citizens as partners.

"Establish a common patient and provider feedback platform and processes so that timely patient experience information can support ongoing learning and quality improvement across the primary health care team" (More detailed info on page 273)



What is Care Opinion?

The screenshot shows the Care Opinion website header with navigation links (Home, Tell your story, About us), a search bar, and a carousel of featured stories. The stories include a woman's testimonial, a family's experience, and a staff member's perspective.

Select Language Size: **A A A** Contrast: **C C C C** BSL/ISL Log in

Care Opinion
What's your story?

Share your experiences of UK health and care services, *good* or *bad*.
We pass your stories to the right people to make a difference.

Home **Tell your story** About us

Search for stories about... **Q**
eg Leeds General Infirmary, heart surgery, dementia, S3 8EN

Featured stories [View latest stories](#) **Care Opinion in 2 minutes**

Story 1: I made sure my mum could keep in touch

Story 2: Now the staff know how they helped our family

Story 3: Your stories help me to keep improving

Founded in 2005 in the UK

Provides a platform for interactive discussions as part of a learning health system

Poll

– Prior to coming to this Forum, how familiar were you with Care Opinion?

1. I have visited the website and checked it out.
2. I have some knowledge
3. I had heard the name but had limited knowledge
4. I had never heard anything about it.



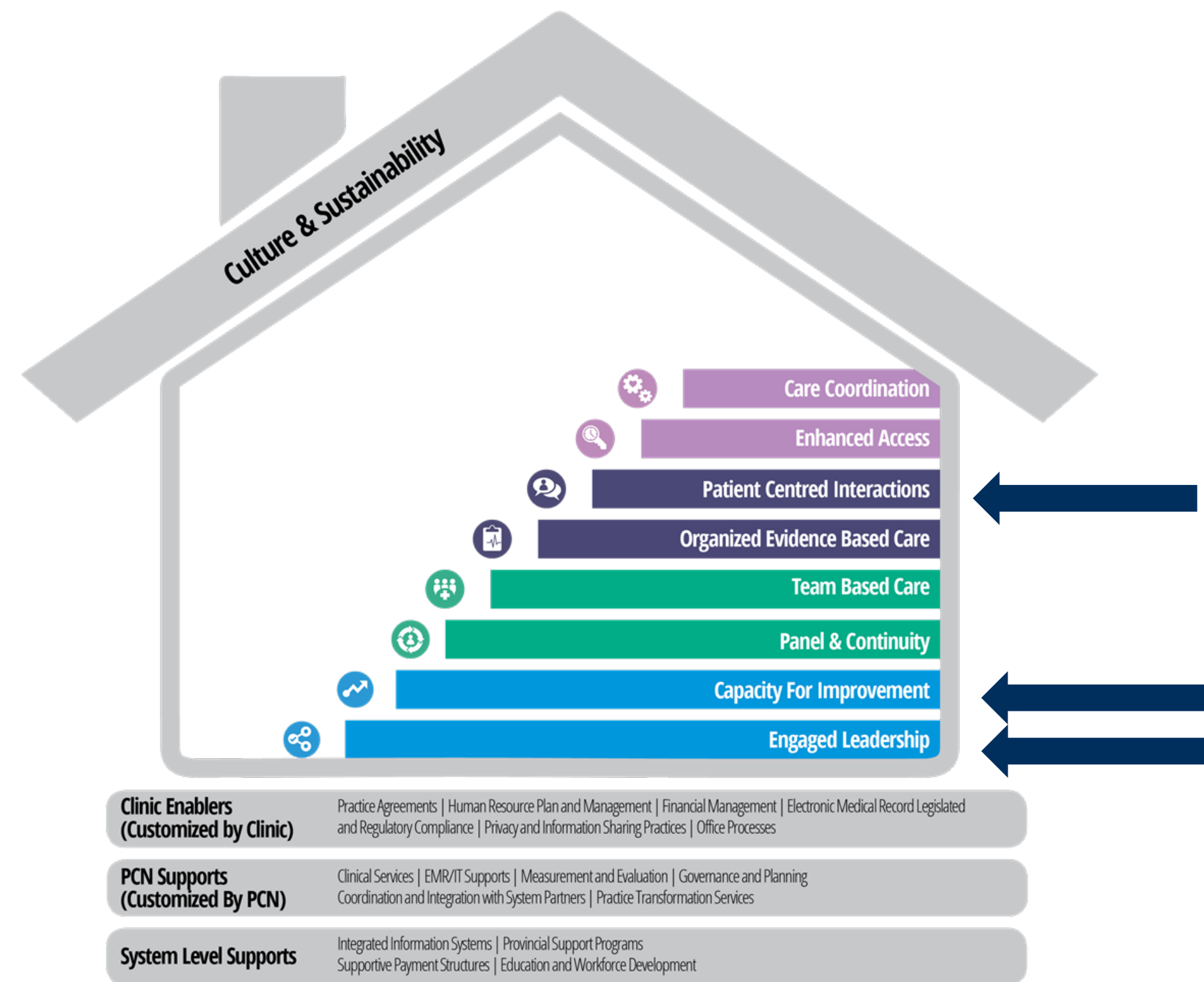
System level impact



“Scotland has now been using Care Opinion for a number of years and we are starting to see real change. Team working, learning, data and transparency are all working together to create something really powerful for our health and social care service.”

Professor Jason Leitch, national clinical director for the Scottish Government

Patient's Medical Home

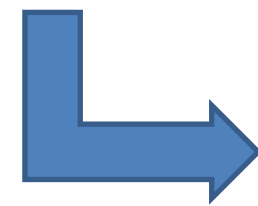


ICN
Imagine Citizens Network
Collaborating for health

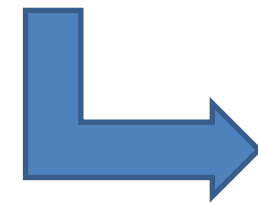
Care Opinion
What's your story?

Role of Clinic or PCN

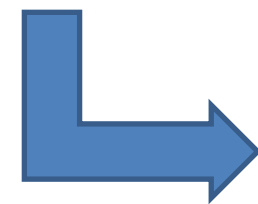
Subscribe to Care Opinion



Raise awareness about CO with staff, patients and families



Empower appropriate staff to use CO i.e. respond to posted experiences and respond or make changes, as necessary



Use reporting function to enhance learning from patient experiences



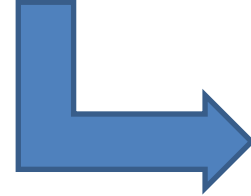
Role of patients/families



Tell your story and make a difference

 Watch for follow-up response to your story

 Read other stories and learn from their experiences

 Become an active part of a learning environment to improve the quality of health care for all

Poll

How much do you feel Care Opinion platform could contribute to quality improvement efforts (in your clinic or in the province)?

1. A great deal
2. A moderate amount
3. Minimally
4. Not at all

More info?



Report: What Health Outcomes Matter to Albertans?

Brochure: Bringing Care Opinion to Alberta

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Thank you
for attending