



Primary Care
Alberta

Patients at the Heart of Healthcare: Co-Designing Resources that Matter

Alta Magee, Patient & Family Advisor
John Hanlon, Patient & Family Advisor
Amberley Hubbard, Consultant, Primary Care Alberta
Julie Robison, Senior Consultant, Primary Care Alberta

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This program has not received any financial or in-kind 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.**



Together, we will:

- 1. Reflect on current practices for engaging patient advisors and shaping future opportunities**
- 2. Harness the power of partnering - gain insights from collaborating with patient advisors**
- 3. Explore conditions, tools, and strategies that foster patient engagement and support co-design**



What is “Co-Design”?

Co-design is a collaborative approach where patient and family advisors and providers actively partner in creating products, services and programs that are patient-centred, valuable, and supportive.

The co-design process takes participants through defining the problem, implementing solutions, evaluating outcomes, and reiterating to ensure effective solutions and end products. Co-design gives a voice to those who are often excluded.



TRIZ ACTIVITY

Make a list of all you can do to make engagement with patient and family advisors the **WORST experience for everyone involved.**

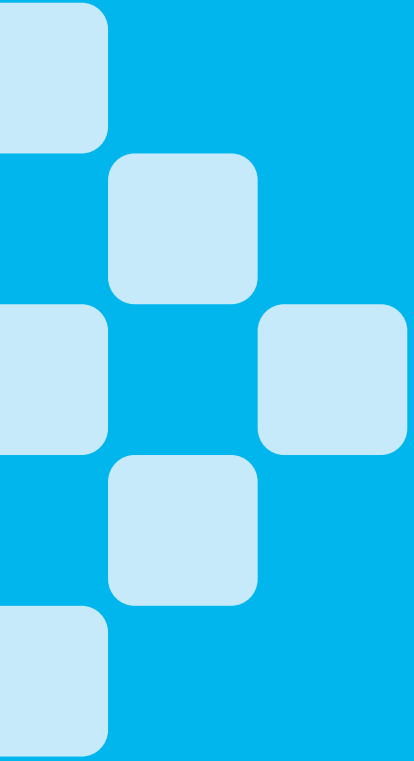


Lessons Learned

**Getting Started:
Building the
Groundwork for
Meaningful Patient
Engagement**

**Building Trust and
Collaborative
Relationships**

**The Importance of
Effective
Leadership**



1

Getting Started: Building the Groundwork for Meaningful Patient Engagement



IAP2 Spectrum of Public Participation



IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.











Team Canvas

Version 0.8 | theteamcanvas.com | hello@theteamcanvas.com

Most important things to talk about in the team to make sure your work as a group is productive, happy and stress-free

Team name

Date

| | | | |
|--|---|---|--|
| <p>PEOPLE & ROLES </p> <p>What are our names and the roles we have in the team?</p> <p>What are we called as a team?</p> | <p>COMMON GOALS </p> <p>What you as a group really want to achieve? What is our key goal that is feasible, measurable and time-bounded?</p> | <p>VALUES </p> <p>What do we stand for? What are guiding principles? What are our common values that we want to be at the core of our team?</p> | <p>RULES & ACTIVITIES </p> <p>What are the rules we want to introduce after doing this session? How do we communicate and keep everyone up to date? How do we make decisions? How do we execute and evaluate what we do?</p> |
| | <p>PERSONAL GOALS </p> <p>What are our individual personal goals? Are there personal agendas that we want to open up?</p> | <p>NEEDS & EXPECTATIONS </p> <p>What each one of us needs to be successful? What are our personal needs towards the team to be at our best?</p> | |
| <p>STRENGTHS & ASSETS </p> <p>What are the skills we have in the team that will help us achieve our goals? What are interpersonal/soft skills that we have? What are we good at, individually and as a team?</p> | | <p>WEAKNESSES & RISKS </p> <p>What are the weaknesses we have, individually and as a team? What our teammates should know about us? What are some obstacles we see ahead us that we are likely to face?</p> | |

PURPOSE

Why we are doing what we are doing in the first place?





2 Building Trust and Collaborative Relationships

How have you built trust and collaborative relationships in your work?

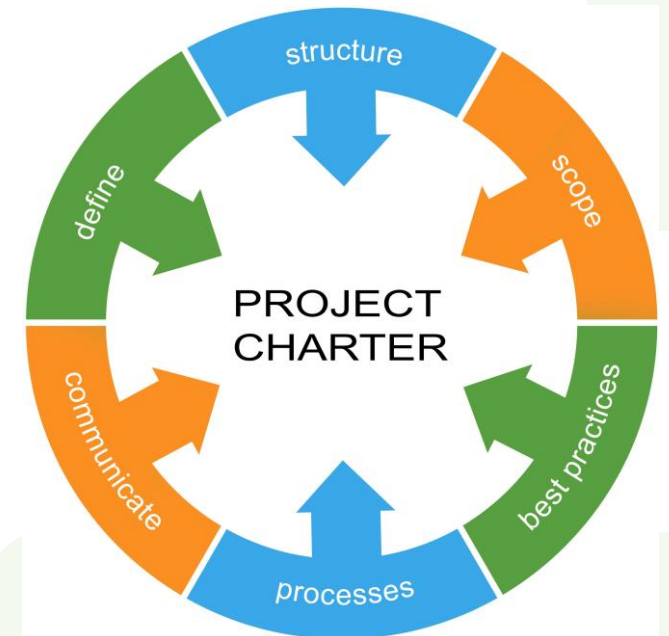
Building Trust and Collaborative Relationships

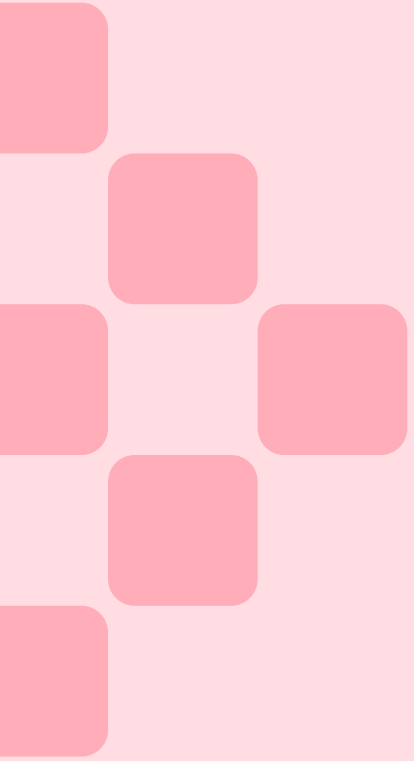
JARGON



Social Contract /
Team Norms

PSYCHOLOGICAL
SAFETY





3

The Importance of Effective Leadership



The Importance of Effective Leadership

“When leaders **value** the patient voice, it builds **trust** and leads to **better outcomes** that truly meet patient needs.”

Meredith Scroggins Niewczas
Acting Executive Director
Primary Care Alberta

My Next Steps: Getting ready to leave the hospital

“I really like the guide and the checklist format. I think it is easy to understand and makes sure that things are in place for the patient to go home. Good work.”

-Patient Feedback

“This [guide] will ensure understanding and also it will give an opportunity for the patient to ask questions.”

-Provider Feedback



My Next Steps

Getting ready to leave the hospital

As you get ready to leave the hospital, you may feel unsure about what to expect and how you will keep getting better.

You can use these questions and resources to prepare for your discharge conversations with your healthcare team.

You will receive your After Visit Summary with details of your hospital stay and medicines closer to your discharge time so you feel ready and confident to go home.

Discharge Conversations

Here are things you can do when you talk to your healthcare team about leaving the hospital (your discharge conversations):

- Have a family member, caregiver or friend join your discharge conversations. They can join in person, by phone or video chat.
- Be honest with your healthcare team about what you need.
- Ask your healthcare team to answer all your questions and have them explain what you don't understand.
- Record the conversations with your phone's voice recorder or the Alberta Health Services My Care Conversations app, available at ahs.ca/careapp.

My questions and concerns

There is a lot happening as you prepare to leave the hospital, and it can be hard to remember everything. Below are questions you can ask your healthcare provider as you prepare to be discharged.

Going home safely

- Do I need help getting home safely?
- If I leave the hospital on a weekend, what are my care options if services are not available?
- What changes do I need to make to my everyday activities or hobbies (driving, working, social events, exercise, sex) as I heal?

Medicine Safety

Make sure your doctor and pharmacist know all the prescription and over-the-counter medicines you take, as well as vitamins and supplements. They can make sure the medicines work well together and are safe for you. Almost any medicine can cause harm if you take too much of it. If you have concerns about overdose, talk to your healthcare provider or pharmacist.

Provincial Clinical & Patient Pathways

“Being part of this project has been a reminder of what is possible when we come together, when we listen to one another, and when we make space for all voices to be heard.”

-Patient Advisor

“...a deeply meaningful and empowering experience with explicit acknowledgement and appreciation that everyone’s voice was treated as equal.”

-Patient Advisor

Your Journey through Gender-Affirming Care

For more information scan this QR code or go to myhealth.alberta.ca/gender-affirming-care-pathway

The information in this guide applies to those over 18 years of age. Gender-affirming care includes a variety of non-medical and medical options designed to support and honour your gender identity. Your healthcare team can help you create a care plan tailored to your needs to support you on your gender-affirming care journey. It will help you to know what to expect as you work with your care team on your gender-affirmation goals. You are the most important part of your healthcare team. If you have any questions along the way, please ask your team. Click on the page numbers in blue if you want more information about the step in your journey.

Before your appointment (page 4)

- Write down how you feel, how your experience with gender has been for you, and any questions or concerns.
- Consider bringing a family member or friend to support you.

Visit your healthcare provider (page 6)

- In order to better support your gender-affirmation, your healthcare provider needs to hear from you and understand who you are and what matters to you.
- Your health includes physical, emotional, spiritual, financial, and social elements. The more you can share your needs, goals, and concerns, the better your healthcare provider can support you.

Get your tests (page 8)

- Some medical treatments rely on balancing hormone levels and supporting your body to respond well to treatment. Some treatments require monitoring bloodwork and making medication changes based on these results.
- In most cases, you will not need a physical exam except in cases where it is absolutely necessary for either a particular treatment or surgical referral.

Review your test results (page 9)

- Find your test results on MyHealth Records or MyAHS Connect (myhealth.alberta.ca/myhealthrecords), or ask your healthcare provider to print them for you.
- Talk with your healthcare provider so you know what your test results mean.

Review your treatment & management options (page 10)

- Your healthcare provider will help you better understand your options and give you important strategies to guide your journey of gender-affirmation.
- Non-medical options are an important part of your journey. These include community resources, support with name & documentation changes, options for gender-affirming gear and counselling.
- Medication (hormone therapy) may be used to increase certain hormone levels and reduce others that lead to changes in gender characteristics.
- Gender-affirming surgeries may also be options to pursue.

Whole-person health (page 2)

Physical, Financial and Social, Emotional, Spiritual

To access Clinical Pathways:
www.albertapathways.ca

To access Patient Pathways:
www.myhealth.alberta.ca and search
“Patient Pathways”

2024-2025 Recipient:

Polycystic Ovarian Syndrome Clinical and Patient Pathway Co-Design Team



**UNIVERSITY
OF ALBERTA**

Department of Medicine Cooperation, Collaboration and Teamwork Award

Recognizing operational role models in the academic environment and/or larger community who have successfully demonstrated characteristics of cooperation, collaboration and teamwork.



Reflection

3

THINGS YOU LEARNED

2

QUESTIONS

1

ACTION



Call to Action

Find out for yourself.
Build strong partnerships.
Co-design better resources.



Final Thought

“People are at the center of the primary health care system and the system should be designed together with citizens to better meet the needs of communities. People—including patients and family caregivers—must be given the space and a voice to help build a primary health care system that is reflective of and responsive to their needs, and they should also have a say in how to make the primary health care system easier to access and navigate.”

*Modernizing Alberta’s Primary Health Care System
Strategic Advisory Panel Final Report*



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Thank you

Patient.Engagement.PCA@primarycarealberta.ca