



Consultation



Principles for Partnership

As a healthcare provider, I will:	As a patient, I will:
<ul style="list-style-type: none"> ✓ Include you as a member of the team ✓ Work with you, and other partners who treat you, in the coordination of your care ✓ Include your family or advocate when you would like us to ✓ Treat you with respect, honesty and compassion ✓ Always tell you the truth ✓ Be responsive and timely with our care and information to you ✓ Respect your right to your own medical information ✓ Help you to set goals for your healthcare and treatment plans ✓ Listen to you and answer your questions ✓ Provide information to you in a way you can understand ✓ Provide you with information to help you make informed decisions about your care and treatment options ✓ Communicate openly about benefits and risks associated with any treatments ✓ Respect your privacy and the privacy of your medical information ✓ Hold ourselves to the highest quality and safety standards 	<ul style="list-style-type: none"> ✓ Be a responsible and active member of my healthcare team ✓ Inform you of others in my life that I want involved in my health care and wellbeing ✓ Treat you with respect, honesty and consideration ✓ Always tell you what I know to the best of my ability ✓ Give you the information you need to treat me ✓ Tell you if something about my health changes ✓ Tell you what medications I am taking ✓ Participate in decisions about my care ✓ Ask questions when I do not understand and until I do understand ✓ Learn all I can about my health ✓ Understand my limits and my ability ✓ Communicate my concerns and preferences

The Universal Patient Principles for Partnership

As your healthcare partner we pledge to:

- Include you as a member of the team
- Treat you with respect, honesty and compassion
- Always tell you the truth
- Include your family or advocate when you would like us to
- Hold ourselves to the highest quality and safety standards
- Be responsive and timely with our care and information to you
- Help you to set goals for your healthcare and treatment plans
- Listen to you and answer your questions
- Provide information to you in a way you can understand
- Respect your right to your own medical information
- Respect your privacy and the privacy of your medical information
- Communicate openly about benefits and risks associated with any treatments
- Provide you with information to help you make informed decisions about your care and treatment options
- Work with you, and other partners who treat you, in the coordination of your care

YOUR RIGHTS



HEART

A care team that focuses on you as a person, not a problem to solve



TEAMWORK

A voice in how you plan and receive your care

An open and honest conversation about health care

A care team that works together to give you the best possible care

Access to your health story



RESPECT

A safe and compassionate care environment

A place to be treated with respect and dignity

Patient Behaviours & Expectation

Patient Expectations

I participate in conversations related to care. I can also designate a family member to advocate for my care.

I volunteer information related to my care planning to help providers understand my health history.

I ask questions if I need more information any time.

I recognize and value my care team for individual roles and responsibilities.

I can tell my care team about culturally appropriate values and practices.

I work with my care team.

I actively participate with my care team.

I understand my role and care goals to the best of my ability.

I speak out if I feel something is unsafe.

We support participation of patient/family as partners in their care.

Respect the healing environment of others, including levels, privacy, family, and community.

Treat your patients and staff with respect and dignity.

Discovery

Adapted for Alberta Patient Care

Adapted from the Universal



Patient Expectations

I participate in conversations related to my care. I can also designate a family member to advocate for my care.

I volunteer information related to my care planning to help providers understand my health history.

I ask questions if I need more information at any time.

I recognize and value my care team for their individual roles and responsibilities.

I can tell my care team about culturally appropriate values and practices.

I work with my care team.

I actively participate with my care team.

I understand my role and care goals to the best of my ability.

I speak out if I feel something is unsafe.

Provider Expectations

We listen actively to other team members, including patients' families.

We develop trusting relationships with patients, families and other team members.

We invite patients' families to ask questions at any time.

We recognize and respect the diversity of other health and social care roles, responsibilities and competencies.

We perform our own roles in a culturally respectful way.

We support participation of patient family as partners in their care.

Patient Behaviour

... need to consider beyond bedside safety
... example

... give an example
... how pt/families contribute to care plan - is that the whiteboard?

... collaborative care plan will be created, unique to each patient and a living document to be adapted accordingly

... your work / ...

... change pt's relationship (demands on)

Too wordy
Good thought process

... limits the effectiveness of clearly communicating a plan as it is often too wordy

Too wordy and somewhat Vague

- responsive, adaptable care plan current + emerging needs

like concept & ideas too wordy

Please Shorten To infinity

All key messages are too wordy - written from system / communication perspective.

... we have ...

PT's Own Plan

Too long

Too wordy and somewhat Vague

Too hard

... structured with a supported method?

All aspects not pieces
Feels like they are still the ones with say

Please Shorten To infinity

All key messages are too wordy - written from system / communication perspective.

Fin Are-Planning

... voice in decisions

... voice - integrated engaged member

... collaborate with who - (each other + pt/family) make impact than take away voice in decision-making part of collaborative

Too hard

... structured with a supported method?

the model pt's Families have a voice?

...

... voice - integrated engaged member

... drive care increase patient safety + and better outcome for both patient + provider.

epi?

... part of team?

Version 2



RESPECT

• We will respect the rights, dignity and autonomy of all people, including those with disabilities, and will not discriminate on the basis of race, ethnicity, gender, age, religion, sexual orientation, or any other protected characteristic.

TEAMWORK

• We will work together to create a safe and supportive environment for all people, including those with disabilities, and will not tolerate any form of harassment or discrimination.

HEART

• We will be compassionate and empathetic towards all people, including those with disabilities, and will strive to meet their needs and provide a high quality of care.

• We will be transparent and honest in our communication, and will provide clear and accessible information to all people, including those with disabilities.

• We will be open to feedback and will strive to continuously improve our services and programs.

• We will be inclusive and will ensure that all people, including those with disabilities, have an equal opportunity to participate in our programs and services.

• We will be collaborative and will work with our partners and the community to address the needs of all people, including those with disabilities.

• We will be accountable and will take responsibility for our actions and the outcomes of our programs and services.

YOUR ROLE

• We will be respectful and will treat all people, including those with disabilities, with the same level of respect and dignity.

• We will be inclusive and will ensure that all people, including those with disabilities, have an equal opportunity to participate in our programs and services.

• We will be collaborative and will work with our partners and the community to address the needs of all people, including those with disabilities.

• We will be transparent and honest in our communication, and will provide clear and accessible information to all people, including those with disabilities.

• We will be accountable and will take responsibility for our actions and the outcomes of our programs and services.

OUR ROLE

...ing...
...need to consider
...before...
...example

...collaborative care plan will
be created, unique to each patient
and a living document to be
adapted accordingly

David...
to give an example
of how pt/families
contribute to care
plan - is that
the whiteboard?

Too wordy
Good thought
process

...with the arguments
...clearly to community support
...phenomenon is other
...that we're trying

Too wordy
and somewhat
Vague

...your...
...want

- responsive, adaptable
care plan
current + emerging
needs

change pt/family
relationships
(demands on...)

like
concept & ideas
too wordy

Planned
Short-term
to unfolding

All key messages are
too wordy - written
from system / communication
(corp)
perspective.

...we
...have
...es -
...amb, liting

PT's
Own
Plan

Too long

Too wordy
and somewhat
Vague

Too
hard

...providers/pt/
families with a
structured +
supported method?

All key messages are
too wordy - written
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All aspects
not pieces
Feels like
they are still
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say

Planned
Short-term
to unfolding

Too
hard

...providers/pt/
families with a
structured +
supported method?

...ive finan
voice in
decisions

...voice -
integrated
engaged
member

...what?
...collaborate
with who - (each other
& pt/family) make impact
than take away "voice" in
decision-making/able part of collaboration

the model
pt's/families
have a voice?

...the patient
...work for
...provider

...voice -
integrated
engaged
member

...drive care...
safety + and better outcome for
both patient + provider.

epi?

...part of
...team?

Principles for Partnership

As a healthcare provider, I will:	As a patient, I will:
<ul style="list-style-type: none"> ✓ Include you as a member of the team 	<ul style="list-style-type: none"> ✓ Be a responsible and active member of my healthcare team
<ul style="list-style-type: none"> ✓ Work with you, and other partners who treat you, in the coordination of your care 	<ul style="list-style-type: none"> ✓ Inform you of others in my life that I want involved in my health care and wellbeing
<ul style="list-style-type: none"> ✓ Include your family or advocate when you would like us to 	<ul style="list-style-type: none"> ✓ Treat you with respect, honesty and consideration
<ul style="list-style-type: none"> ✓ Treat you with respect, honesty and compassion 	<ul style="list-style-type: none"> ✓ Always tell you what I know to the best of my ability
<ul style="list-style-type: none"> ✓ Always tell you the truth 	<ul style="list-style-type: none"> ✓ Give you the information you need to treat me
<ul style="list-style-type: none"> ✓ Be responsive and timely with our care and information to you 	<ul style="list-style-type: none"> ✓ Tell you if something about my health changes
<ul style="list-style-type: none"> ✓ Respect your right to your own medical information 	<ul style="list-style-type: none"> ✓ Tell you what medications I am taking
<ul style="list-style-type: none"> ✓ Help you to set goals for your healthcare and treatment plans 	<ul style="list-style-type: none"> ✓ Participate in decisions about my care
<ul style="list-style-type: none"> ✓ Listen to you and answer your questions 	<ul style="list-style-type: none"> ✓ Ask questions when I do not understand and until I do understand
<ul style="list-style-type: none"> ✓ Provide information to you in a way you can understand 	<ul style="list-style-type: none"> ✓ Learn all I can about my condition
<ul style="list-style-type: none"> ✓ Provide you with information to help you make informed decisions about your care and treatment options 	<ul style="list-style-type: none"> ✓ Understand my care plan to the best of my ability
<ul style="list-style-type: none"> ✓ Communicate openly about benefits and risks associated with any treatments 	<ul style="list-style-type: none"> ✓ Communicate any problems I have with the plan for my care
<ul style="list-style-type: none"> ✓ Respect your privacy and the privacy of your medical information 	
<ul style="list-style-type: none"> ✓ Hold ourselves to the highest quality and safety standards 	

Co-Creation





Relationship Communication Action

