## **PFCC Word Tree**

## Positive experiences

Listening, watching and hearing I truly matter Respect and compassion best clinical Patients and Families are

All that I do, I do with passion

outcome coupled with the best experience at the center of what we do

Listening

Patients and families are essential team members Asking patients what research

Consistently making it happen because it does make a difference for the patient, family and care provider Supporting vulnerable moments in Mutual respectshared patients and families lives is a gift priorities and decision-making

Health"

Grateful=

Confidence

Meaningful interactions, not tokenistic

topics are of importance to them

My input is taken seriously and that my life isn't meant to It is at the grassroots of providing care serve the system

Making the time for people an integrated focus of care

Involving patients and families from inception to finish

Responding to the needs of Pholding hands with Agency patients and families families and patients

Seeing the person

Accountability beyond the illness Foundationa Continuous

is important to me Providing holistic care collaboration

across the province Publicly-driven services

Knowledge

All people are treated with

> kindness Being there

and being

present

Listening and understanding

The patient and families voice being heard

and family preferences

on their care journeys Being treated and cared for as Believe in the power of What's important to patients a fellow human being listening and working Touch Treat each other with kindness

Compassion

together

Being other-centred as part of care not task-centred without the other

Aligning actions to patient

Collaborating with an Equal Partner

Partners Understanding patients and families being heard and valued Meeting the needs of Albertans



