



# PROVINCIAL SENIORS HEALTH & CONTINUING CARE

## Integrated Provincial Program

### Contact

[Leadership team](#)

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### Key Partners

Zone operators

Contracted care providers

Acute Care Bundle Initiative Stakeholders

## Major initiatives and achievements, 2022-2023

Provincial Seniors Health and Continuing Care (PSHCC) works with AHS zones, government and other organizations to engage and empower the seniors' health and continuing care community through planning and policy. We use research and evidence to inform health innovation and implementation planning and actions undertaken by our partners. We translate government priorities, and assist and facilitate in the implementation of provincial strategic initiatives to support Albertans.

### Measuring what matters – collaborating with Imagine Citizens Network to understand what is important to older Albertans

Over the past year, PSHCC has been working on developing quality indicators aligned with the Provincial Seniors Health and Continuing Care Strategic Plan. As part of this work, we sought the perspectives of users of the healthcare system – older Albertans, their caregivers, and clients receiving continuing care services. We collaborated with the Imagine Citizens Network (ICN) to undertake a unique engagement process to discuss quality indicators from a citizen's perspective. Working with ICN allowed us to explore what is most important for older Albertans to understand and know about our work, and which of the previously identified indicators most clearly reflect their values, hopes, and expectations.

Engagement activities included 24 one-on-one, semi-structured interviews with individual citizens, six small group sessions, one large group conversation, and one large group workshop. Efforts were made to include a wide range of perspectives and participant voices, including individuals residing in supportive living, in Northern Alberta, ethno-culturally diverse individuals, and people with experiences of income insecurity.

This engagement process produced important contextual information, including overarching factors and themes that comprise participants' experiences accessing care and services in Alberta. This information is vital input for strategic planning, and reinforced the need to work on certain recurring area of concern.

It also generated end-user identified priority quality indicator areas and their associated rankings. One of the foremost findings of this work was that **quality of life was identified as the outcome to strive for, measure, and report.**

The quality indicator areas captured through this collaboration reflect the values of participating older Albertans and their caregivers. Overall, the initiative allowed the PSHCC team to engage with and learn from Albertans, ensuring that our work is patient-oriented and patient-guided.

*"It's important to always involve people who you are designing the service for, and not in a token way. It's good to see this happening."*

– Participant contributing to "Measuring What Matters"

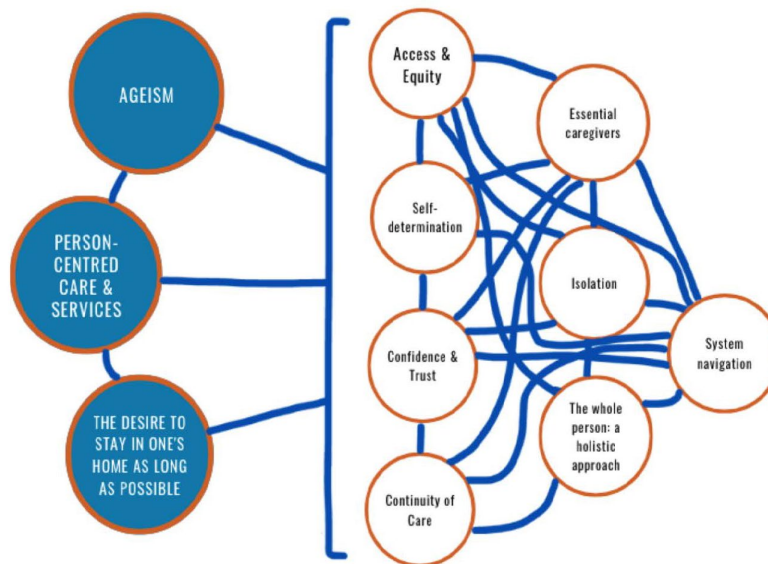


Figure 1. Measuring What Matters: Overarching factors and themes

