

HEALTHCARE 101

Our co-design journey from ideas to outcomes



Our journey from ideas

To outcomes that benefit everyone



What if...

- Volunteer Citizens + Health System Leaders, in a synergistic manner, identified questions, needs and concerns about understanding our healthcare system?
- Listening to Albertans, content was co-generated in four teams using Alberta's Quality Matrix for Health to organize our work:
 1. Being Healthy
 2. Getting Better
 3. Living with Illness/Disability
 4. End of Life



Our Goal: Design a better way to navigate our system

- Establish a health GPS – user-friendly, trusted routes.
- Build easy-to-follow signposts that could better inform citizens through their health journeys.



What now?

- Provide an ongoing voice for Albertans to contribute
- Ensure meaningful dialogue along the way with Citizens.
- Continually improve and revise the content and process.
- Utilize social media and numerous networks to promote and evaluate.



Our Outcome: Paths to well-being

1. Healthcare Basics for Albertans (published June/2018)
2. Finding My Way (in progress)
3. Being My Own Advocate
4. My Rights



Lessons Along the Way:

- Co-design matters: Albertans gave good feedback on what they need
- Good communication and regular check-ins with the partner organizations is important.
- AHS is a major steward of the work: While it fits with our Patient First strategy, we learned how to ensure good communication from top to bottom as we co-designed.
- University of Lethbridge business students helped us learn how to better communicate our messages.
- Citizens need a way to get involved - IMAGINE built community connecting webpages:

<http://imaginecitizens.ca/hc101/>

Healthcare 101 continues to be co-designed by Albertans for Albertans.

Learn more, visit & give input:
MyHealth.Alberta.ca/HC101



We'll apply these lessons learned in our work going forward!