

2021-2024 Strategic View



VISION

Quality healthcare for all.

Dimensions of quality:

Acceptability ■ Accessibility ■ Appropriateness
Effectiveness ■ Efficiency ■ Safety

MISSION

To promote and improve patient safety, person-centred care, and health service quality throughout Alberta.

STRATEGIES

 Fullfilling our legislated mandate to:

Engage



Engage with Albertans and our healthcare partners on their experiences and perspective with patient safety, person-centred care, and health service quality.

Assess



Evaluate, review, research, and analyze by gathering information and evidence that inform recommendations to drive actionable improvement.

Improve



Identify and influence adoption of effective practices through the synthesis, dissemination, and exchange of knowledge to improve experiences, outcomes, and value for Albertans.

OUR VALUES

 What makes us who we are? Here's what we believe in:

People

The people of Alberta are at the centre of what we do.



Evidence

We believe in the power of information and use trusted sources to inform our work.



Participation

We believe our work is better when the wisdom of others is incorporated.



Inclusivity

We believe diverse perspectives strengthen our organization and our work.



Integrity

We take an ethical approach, are objective in our analysis, and are transparent with our work.



Independence

We work to achieve our legislated mandate without inappropriate influence or bias.

Our values underpin the collective wisdom and expertise of our staff, Board, and patient and family advisors to deliver on our Vision and Mission.