



## 2023-2026 Strategic Overview

### 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.



### HOW WE WORK Engage, Assess, Improve:



#### 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.

### STRATEGIC PRIORITIES Expanding our work in:

#### Person-centred care

To promote and support the implementation of this central tenant of healthcare quality.

#### Continuing care

To support the health system's priority of a sustainable continuing care system that improves quality of life for seniors and persons with disabilities.

#### Primary healthcare

To support improvement and evidence-based decisions in primary care as the province looks to modernize our primary care system.

#### Addiction and mental health

To assess, evaluate, identify leading practices and report on the quality of addiction and mental health services across our system, supporting a recovery-oriented system of care.

### 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.



#### Participation

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



#### Integrity

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



#### Evidence

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



#### Inclusivity

We believe diverse perspectives strengthen our organization and 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.