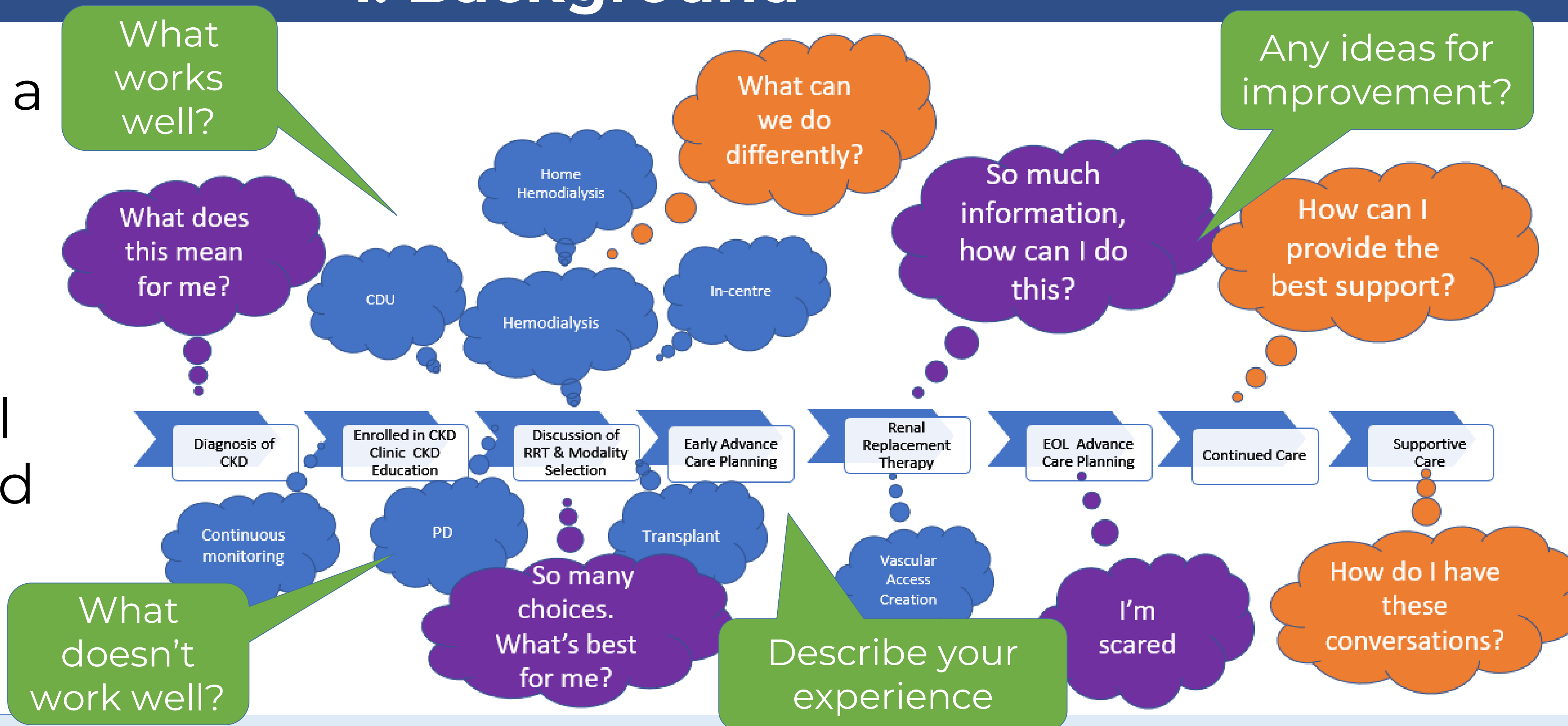


## 1. Background

The absence of a shared vision and Tactical Plan made it challenging to follow a mutual pathway toward an improved future state.



## 2. Purpose

To bring patient and provider minds together to improve the quality and design of renal services.



*"Excellent opportunity to hear, appreciate and respect front line workers thoughts and experiences"*

– Participant Feedback

## 3. Outcomes



### Renal Program Shared Purpose Statement

To provide a seamless, respectful, and compassionate patient experience throughout the health journey by focusing on clear communication, patient choice and a team environment.



Improvement opportunities identified by participants!



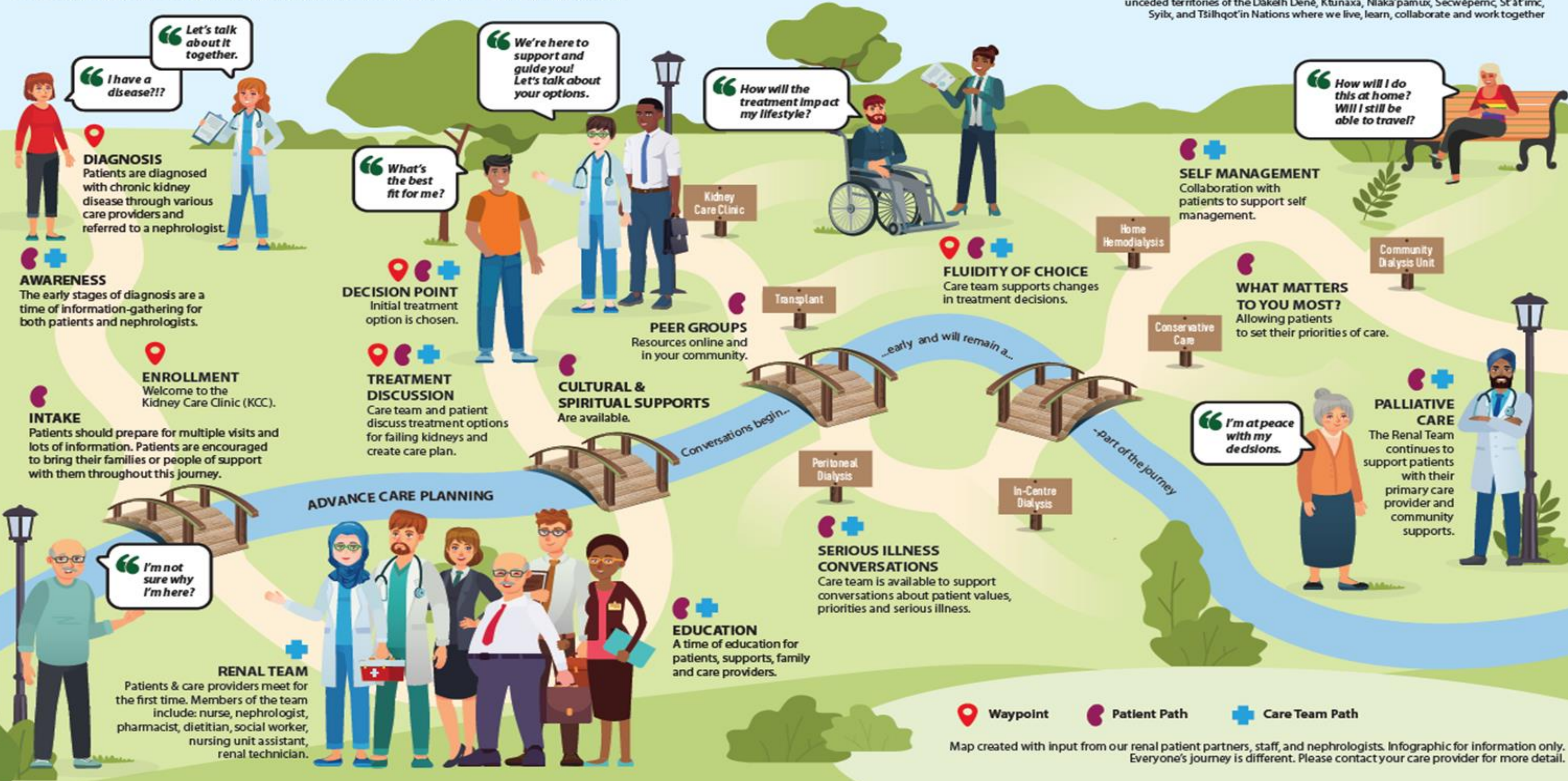
Priority themes identified from improvement opportunities



## Renal Patient Journey

SHARED PURPOSE: To provide a seamless, respectful, and compassionate patient experience throughout the health journey by focusing on clear communication, patient choice, and a team environment.

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dákeh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'at'imc, Sylix, and Tsilhqot'in Nations where we live, learn, collaborate and work together



## 4. Next Steps

Patients, families, staff and nephrologists' input is reflected and agreed upon priorities and included in a new tactical plan for the program.



We would like to acknowledge all who supported this work including:

- IH Renal Patient Partners
- IH Renal Program
- IH Nephrologists
- IH Health Systems Planning
- Jennifer Cook, Flavour Design

For more information contact:  
Jesse.Colbeck@interiorhealth.ca