

OUR VOICES OUR STORIES

DID YOU KNOW?

- In June 2022, the first Patient Journey Conference was held.
- This unique event shared patients' and patient-advocates' stories of navigating navigating life with a wound within Canada's health-care systems.
- Together, patients, care partners, health and social service providers, clinicians, educators and community leaders, students and researchers explored ways to improve wound care for all Canadians.

WHAT DID WE LEARN FROM LISTENING?

While each person's story about their health-care journey was different, each person wanted to be...



HEARD



SEEN



SUPPORTED



CONNECTED



AS A CARE PROVIDER, WHAT CAN YOU DO TO SUPPORT YOUR PATIENTS?



CREATE A SAFE ENVIRONMENT

and allow care partners to be involved if the patient wants them to be part of the appointment.



RECOGNIZE THE PATIENT

as an essential member of the health-care team by allocating sufficient time for discussion, planning, resource provisions and follow up questions.



CONSIDER THE WHOLE PERSON...

not just their health problem. Encourage them to describe how their condition affects their life.



INVOLVE PATIENTS IN CARE PLANNING

to make sure the plan is realistic, achievable and respects their needs.



LISTEN, BE CURIOUS AND ASK QUESTIONS

about their challenges and supports. Don't jump ahead of problem solving.

WANT TO KNOW MORE?

Visit www.woundscanada.ca/patient-or-caregiver/patient-stories for more information.



Source: Costa I, Levine D. Our Voices, Our Stories: A Patient Journey Initiative. Wound Care Canada. 2022;20(3):31-2