



Welcome from the ARNBC Patient Advisory Council

On behalf of all of us on the ARNBC Patient Advisory Committee, thank you for interest in the **#ListeningtoLearn** Initiative! As patients and caregivers, we understand the critical role that nurses and other health care providers play in delivering high quality and safe patient care. We also recognize the role that other key players such as policy makers, administrators and government have on health care delivery. While there is no doubt that many British Columbians who use the health care system are cared for by exceptional health care providers, there are also many patients, caregivers and families that have had experiences that show us how health care can be improved.

Through our involvement Patient Voices Network (PVN), we have come to understand that one of the most effective ways to create change in both practice and policy is to share our stories. Powerful stories can influence policy change and transform the health care system. By utilizing the lived experiences of patients, families and caregivers, there is opportunity to remind health care providers about the good work they do to provide patient-centred care, as well as the ways in which practice can be improved to facilitate a more positive patient experience.

Whether you're a nurse, other health care provider, administrator, or a policy maker, we hope you can utilize these stories to continue the good practices that contribute to patient-centred care, and improve practice and the health care system. Together, we can continue to work towards ensuring every single British Columbian receives high-quality patient-centred care.

The ARNBC Patient Advisory Council