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HQCA's Quality Connection, Winter 2017



Promoting and improving patient safety and health service quality across Alberta



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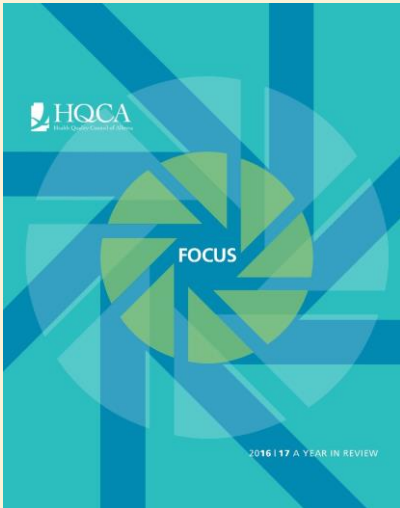
## HQCA Annual Review

Read our [2016-17 Annual Review](#) to learn about our activities and accomplishments over the past year and for first-hand stories about how our work is making an impact.



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## Primary healthcare panel



## Panel update

The HQCA's Patient/Family Safety Advisory Panel is pleased to welcome three new members: **Leona Ferguson, Sue Peters, and Alta MacGee.**

[Learn more about them on our website.](#)

The Panel provides the HQCA with the experiences and perspectives of patients and their families in the work we carry out on behalf of Albertans to promote and improve health service quality and patient safety.

Some of the recent HQCA projects where the Panel has

## reports

Strengthen the [patient's medical home](#) and improve your practice.

All family physicians in Alberta are invited to [request their 2016-17 Primary Healthcare Panel Report.](#)

The reports have been significantly revised for this year and include valuable measures related to patient demographics, health conditions, selected aspects of patient management, and health system utilization.

[Learn more and request a report on our website.](#)



The HQCA and its Patient/Family Safety Advisory Panel are excited to present the 3rd annual Patient Experience Awards program.

With applications opening January 8, 2018, healthcare providers across Alberta are invited to apply for a 2018 Patient Experience Award. The award recognizes and celebrates initiatives that improve the patient experience in accessing and receiving healthcare services.

provided input includes:

- 2018 Patient Experience Awards program
- FOCUS on Primary Healthcare
- JUST Culture toolkit and website

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## Patient Experience Journal

Members of the HQCA's team had their work published in the recent issue of the Patient Experience Journal. The article, *Patient and provider experiences with relationship, information, and management continuity*, looks at continuity of care from the perspective of several stakeholder groups and highlights the link between continuity of care and healthcare outcomes.

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## FOCUS on ED –

[Details are available on our website.](#)

**Watch the webcast to get inspired from last year's winning initiatives:**



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## Primary care patient experience survey

Our Primary Care Patient Experience Survey was developed with input from patients, specifically for Alberta's primary care physicians and their teams. It provides:

- standardized
- actionable
- reliable

feedback to family physicians about their patients'

## Q2 update

In November, all the charts on our [FOCUS on Emergency Departments](#) website were updated with new data. The time period for the new data is the second quarter of the 2017-18 fiscal year (July, August, September).

FOCUS on Emergency Departments is Alberta's go-to resource for reliable information about what patients experience in our province's 16 busiest emergency departments.

## Quick facts:

the well-being of patients and to the effectiveness of Alberta's healthcare system.

"The Patient's Medical Home is a family practice defined by its patients as the place they feel most comfortable to discuss their personal and family health concerns." – [Learn more on](#)

experiences.

Family physicians, clinics, or PCNs can sign-up with the HQCA to participate in the survey. Patients are emailed the survey which takes about 10-15 minutes to complete.

[Learn more.](#)

## Events

### W21C Innovation Academy recap

In November, 10 competitors across two streams of innovation (commercial and social) pitched their healthcare innovations as part of the third biennial [W21C Innovation Academy](#). The HQCA had two initiatives in the competition:

- [FOCUS on Healthcare](#)
- [Primary Care Patient Experience Survey](#)

Congratulations to the [winners of the competition](#) and good luck in Hong Kong.

## New faces

### Mary-Anne Robinson, HQCA Board

Mary-Anne was appointed to the HQCA Board of

### Healthcare Panel Reports

reflect the needs of primary healthcare stakeholders in the province and can be used to improve panel management, continuity, access, and quality of care for patients.

## Who's the HQCA



Watch our video to find out.

## Getting to know the HQCA

Interested in learning more about what we do? Want us to join you in an upcoming meeting or present our work on

Directors in October 2017. Mary-Anne is currently the chief client engagement officer with CGFNS International and holds NGO consultative status to the United Nations. She has had an extensive career in healthcare as a registered nurse and executive. Mary-Anne holds a Bachelor of Nursing from the University of Manitoba and a Masters in Health Service Administration from Central Michigan University.

### Jacquelyn Colville, Audit & Finance Committee

Jacquelyn has joined the HQCA Board of Director's Audit & Finance Committee for a three year term (August 1, 2017 - July 31, 2020). Jacquelyn is chief financial officer for Champion Petfoods and has held numerous leadership roles in finance. She holds the ICD.D designation, is a Chartered Professional Accountant, and received a B.Comm from the University of Alberta.

### Dr. Rod Elford, Medical Director

Rod joined the HQCA in September as a medical director. He has a broad and deep understanding of Alberta's healthcare system, with more than 20 years of experience as a clinician. Additionally, he has held a number of medical leadership roles in Alberta and internationally. Most recently he was provincial medical director – Clinical Care Knowledge and Integration for AHS.

### Kyle Kemp, Senior Data Manager & Lead, Health System Analytics

Kyle joined the HQCA as Senior Data Manager & Lead, Health System Analytics in December. Previously, he worked in analytics at Alberta Health Services, where he

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focused on analysis and reporting of patient experience survey data across the province. Prior to working in Alberta, Kyle was a Research Program Manager in the Division of Orthopaedic Surgery at the Ottawa Hospital Research Institute. Kyle has a Master of Science (Kinesiology) from Dalhousie University and is currently completing his PhD at the University of Calgary.

#### **Tony Mottershead, Director, Health System Improvement**

Tony joined the HQCA in December as Director, Health System Improvement. Tony comes to the HQCA from Access Improvement Measures, Primary Health Care, AHS, where he was general manager. Before this, he was special projects lead with the Canadian Institute for Health Information (CIHI), and project manager research associate with the Alberta Cancer Board. Before this, he was special projects lead with the Canadian Institute for Health Information (CIHI) and project manager/research associate with the Alberta Cancer Board. Tony has a clinical background in Exercise Physiology and Human Nutrition (MSc). He also has a Diploma in Adult Education, Certificate in Project Management, and is a Certified LEADS facilitator.

[www.hqca.ca](http://www.hqca.ca)

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