

Quality Connection, Summer 2017

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HQCA's Quality Connection, Summer 2017

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Promoting and improving patient safety and health service quality across Alberta



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FOCUS on Healthcare: UPDATE

Inspiring Positive Change



2017 Patient Experience Awards

[Full details](#)

“Catch and Pass” - Improving patient experience through Patient Experience Advisor Rounding

The 2017 Patient Experience Awards recipients shared details about their initiatives on June 16 through a public webcast. Audiences learned about the award-winning innovative programs that are making a real impact on the patient experience. Congratulations again to all of the

Red Deer Regional Hospital Centre

The Patient Experience Advisor (PEA) engages volunteers who are either former patients or family members of patients, to bring the patient and their family's voice to front line staff in 'real time' through Patient Rounding.

Commitment to Comfort: Improving the pain experience of children in Alberta's emergency departments

Alberta Children's Hospital

This program was developed at the Alberta Children's Hospital (ACH) emergency department (ED) to engage families as partners in improving pain outcomes for children.

Emergency Medical Services (EMS) Palliative/End of Life Care Assess, Treat and Refer Program

Alberta Health Services EMS Quality/Patient Safety & Provincial Continuing Care, Community, Seniors, Addictions & Mental Health

In order to support patients and their families who have chosen to remain home, this program was launched to provide urgent care and treatment in the home setting using an interdisciplinary approach to care and avoiding transport to the hospital when appropriate.

winners.

To learn more and get inspired, [watch the webcast](#).

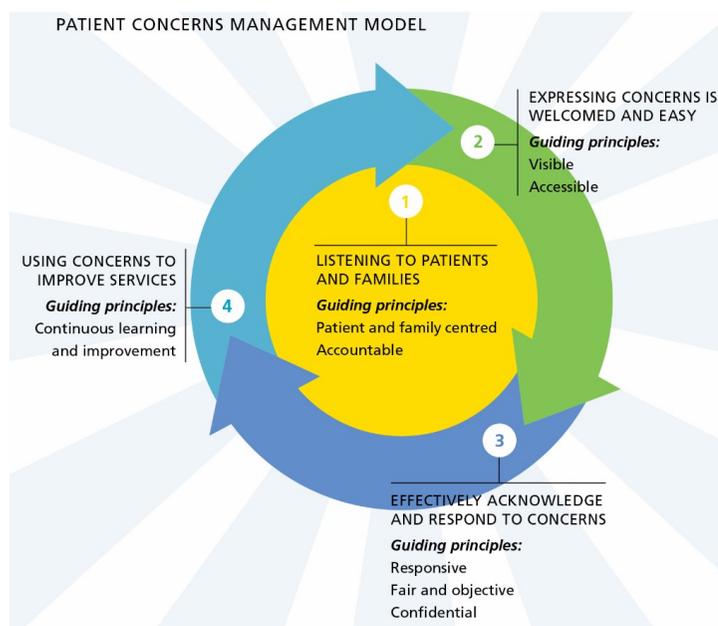
HQCA offers primary healthcare panel reports

"The best part about the Panel Reports is that they make physicians think about our patients as a population." – Dr. Karen Seigel, Crowfoot Valley Family Practice

Learn more about how our primary healthcare panel reports are being used across the province to inform program planning, panel management, quality improvement and policy development.

There is currently a steering committee of dedicated physicians and primary care stakeholders who are working to revise these reports. Their contributions will lead to improvements that will be reflected in the 2018 reports.

Patient Concerns Management - a Framework for Alberta



The Seniors' Centre Without Walls

Edmonton Southside
Primary Care Network

Stronger relationships are built through conference calls with those who have limited social connections, particularly those who are homebound or find it challenging to attend traditional programming due to limited mobility, finances, or transportation.

Coming this summer

Keep your eyes open this summer for new publications from the HQCA:

- Supportive Living resident and family experience survey results
- Healthcare Quality and Safety Management: a Framework for Alberta

Long term care survey underway

We continue to survey family members of residents in long-term care facilities across Alberta. This work will wrap up in September with results available early next year. [Learn more](#)

This updated framework provides guiding principles, a Patient Concerns Management Model, suggested process steps, and practical assistance to facilitate a consistent approach to patient concerns management and resolution processes throughout the province.

[Read the framework here.](#)

Provincial Plan for Integrated Laboratory Services in Alberta

The HQCA's *Provincial Plan for Integrated Laboratory Services in Alberta* was published in May 2017. More information can be found [on our website](#).

Engaging Patients in Patient Safety – a Canadian Guide

We are proud to support the new [Engaging Patients in Patient Safety – a Canadian Guide](#), recently published by the Canadian Patient Safety Institute. Collaboratively developed by 19 partners, including the HQCA, this guide was written by patients and providers. It exemplifies how the power of partnership can make care safer and gives everyone involved the tools they need to make it happen.

Events Registration now open – Certificate in Patient Safety & Quality Management Course

Designed for healthcare professionals who want to expand their working understanding of patient safety and quality management concepts, this course is held from

next year. [Learn more about ongoing surveys.](#)

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 patient safety and health service quality in Alberta?

Please send us an email:
info@hqca.ca.



We are now on Facebook -

quality management concepts, this course is held from September 2017 to March 2018, through online classes and a few in-person days. Those who complete the course receive a Certificate in Patient Safety & Quality Management.

[Learn more and register.](#)

IMAGINE Citizens Group seeks input from 25 Albertans

IMAGINE Citizens recruited 25 Albertans to be part of a dialogue process. Participants will learn about, analyze, and make recommendations about how healthcare is delivered in our communities.

[Learn more.](#)

New faces

Lana Socha joined the HQCA in May as a Health System Data Analyst – Qualitative. In this role, Lana will provide qualitative analytical support, where she will be working on data collection processes, analytical methods and research design, interpretation of results, and technical report writing, preparation of project proposals, and project management. Lana previously worked at Alberta Health Services as an evaluation assistant for the Triple Aim Initiative. She has a Master of Public Health - Epidemiology from Queen's University, and has experience working with Toronto Public Health as a program evaluator and Sheridan College Davis Campus Health Centre in research.

connect with us!

www.hqca.ca

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