

Promoting and improving patient safety and health service quality across Alberta



## Breaking News



December 2010

### Council chair honoured

HQCA Chair Dr. Lorne Tyrrell is one of the six newest inductees into the Canadian Medical Hall of Fame. The induction ceremony will take place April 28, 2011 in London, Ontario. [For more information,](#)

Best wishes for a healthy and happy holiday season from the HQCA.

### HQCA bids farewell to Council members

Linda Steinmann and Dr. Michael Lee's terms as Council members recently ended. Both have been on the HQCA Council since our inception and we thank them for their commitment and dedication over the years.

### Satisfaction and experience with health care services survey released

In early December, the HQCA released *Satisfaction and Experience with Health Care Services: A Survey of Albertans 2010*. The survey measured responses from more than 5,000 Albertans on their actual experiences with overall quality, satisfaction and access with specific health services. It is the fifth such survey the HQCA has conducted since 2003 and the first done since Alberta Health Services was formed in May 2008. [Click here for the technical report and a summary of the findings.](#)

### Quality Improvement Forum 2010

Register now for the 9<sup>th</sup> annual QI Forum, which takes place January 28, 2011 at the Libin Lecture Theatre in Calgary. The focus will be on the importance of culture and leadership in building safer health care.

[Click Here](#)

### Assessment of the provincial response to H1N1 influenza complete



The HQCA has completed the review of Alberta's response to the 2009 H1N1 influenza pandemic and on December 16, 2010, Alberta Health and Wellness released the report. The report is available on the [HQCA web site.](#)

### 2010 Measuring & Monitoring for Success now available



The HQCA recently released its second report examining quality measurement in Alberta's health care system. [Click here.](#)

## Medication management in supportive living project

The HQCA is coordinating a project to learn about medication management in supportive living. This includes defining components of the medication system, how medication handling differs between sites, resident medication safety risks, and leading practices that could be shared more broadly. Information will be gathered in a variety of ways, including a literature review, interviews and on-site visits to a number of supportive living sites in Alberta to learn more about the day-to-day realities of assisting residents in getting maximum benefit from their drug therapy. Knowledge gained through this project will be used to develop a self-assessment tool that operators and administrators can use to identify quality improvement opportunities at their sites. For more information, contact (Ms) Dale Wright at 403.355.4439 or [dale.wright@hqca.ca](mailto:dale.wright@hqca.ca).

## Join Wave 3 - Checklist Action Series

*Safer Healthcare Now!* is recruiting teams to participate in a three-month online initiative to help organizations implement a surgical checklist. [Click here for more information about the Checklist Action Series.](#)

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