

HQCA's Quality Connection, December 2016

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Quality Connection

Promoting and improving patient safety and health service quality across Alberta



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Forward

Remembering Bonnie Laing
The HQCA and its Board of Directors were deeply saddened to learn of the passing of Bonnie Laing on November 11, 2016. Bonnie served as the inaugural Chair of the HQCA from 2002 to 2009. Her many contributions to our organization have made a lasting impact. She will be fondly remembered for her commitment to health system improvement.



2015-16 Annual Report

The HQCA has published its 2015-16 annual report, which provides testimonials about our key projects and highlights our activities and accomplishments from the



The HQCA has released a short video to help people learn about who we are, how we work, and what we do.

Quality Quick Facts

About the HQCA:

- We bring an objective perspective to Alberta's health system, pursuing opportunities to improve patient safety and health service quality for Albertans. [MORE INFO](#)
- In conducting our work, we view healthcare through the lens of the Alberta Quality Matrix for Health. [MORE INFO](#)
- Given the complexity of Alberta's healthcare system, the HQCA serves Albertans by helping close the gaps in patient safety and health service quality. [MORE INFO](#)



Read the report [here](#).

First ever HQCA home care client experience survey published

The HQCA conducted the *Alberta Home Care Client Experience Survey* in collaboration with Alberta Health Services and Alberta Health to help identify areas for improvement and highlight areas of success in home care. The purpose was to capture the experiences and obtain feedback from seniors aged 65+ receiving long term supportive and maintenance care – combined this represents the largest group of home care clients. This was the first survey conducted by the HQCA in the home care services sector and provides a baseline measurement that can be used for ongoing benchmarking and monitoring.

Read the highlights and full report [here](#).

New members needed for Patient/Family Safety Advisory Panel

We are currently looking for new members to join our Patient/Family Safety Advisory Panel. The Panel is a group of people from across the province that bring forward the citizen, patient, and family perspective. They provide insight into how to improve patient safety and quality of healthcare services in Alberta by advising on patient safety principles, concepts, and actions in all

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.

New Faces

Aneeta Patel joined the HQCA in September as Education Coordinator, where she will support the Education team. She has a dynamic background in a variety of industries and positions. Previously, Aneeta has worked as a Training Specialist for ATCO Electric, where she managed Leadership and Career Development training. She has a BA in Economics from the University of Alberta.

Interested? Complete an Expression of Interest form, available [online](#).

Events

Certificate Course in Investigating & Managing Patient Safety Events

In early 2017, the HQCA, W21C, and University of Calgary will offer two courses focused on the practical application of the *Systematic Systems Analysis: A Practical Approach to Patient Safety Reviews (SSA:PSR)* methodology and aspects to managing a patient safety event. Participants are eligible for continuing education credits (College of Family Physicians | Royal College) and completion of both courses earns participants a Certificate in Investigating and Managing Patient Safety Events.

[Register now!](#)

- **Introductory Investigating and Managing Patient Safety Events** - January 31 to February 2, 2017
- **Advanced Investigating and Managing Patient Safety Events** - March 1 to 3, 2017

#QS16 re-cap & handouts

The HQCA was pleased to sponsor the Quality Summit 2016, which was held in Calgary at the end of October. The event brought together patients and healthcare providers sparking conversations to better the patient experience and outcomes. Additionally, HQCA CEO Andrew Neuner announced [Change Day 2017](#) with AHS CEO Verna Yiu.

Presentations and posters, handouts, and highlights of the summit are available [online](#).

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