

HQCA's Quality Connection, Spring 2017

[View this email in your browser](#)



# Quality Connection

Promoting and improving patient safety and health service quality across Alberta



Twitter



LinkedIn



Website



Forward

## Last year's Patient Experience Awards:

- Established a true multidisciplinary approach to pain management which empowered the patients
- Created an in-home blood transfusion program to minimize patients travel and time in hospital

## Patient Experience Awards – Inspiring Positive Change



The HQCA and its Patient/Family Safety Advisory Panel developed the Patient Experience Awards program to recognize initiatives in Alberta that are making a significant positive impact on patients' experiences in accessing and receiving healthcare services.

We understand the time and resources these programs take and want to celebrate those who are making them possible.

**For full details and to apply, [click here.](#)**

support program to create a community of support, hope, and learned wisdom

- Established a Stroke Early Supported Discharge program that enables new stroke patients to return home sooner from hospital and continue their recovery with the support of an integrated team.

Read the full details on last year's initiatives [here](#).

## Starting a conversation



The healthcare system is complex and inter-related. What's happening in the hospital, or even in continuing care, can impact patients' experiences in the emergency department.

- The relationship patients have with their care provider starts with an introduction. What was the percentage of patients who reported that doctors



The HQCA is proud to have been selected as one of Alberta's Top Employers for 2017. We are excited to be given this award that recognizes employers leading their industries in offering exceptional places to work. Read the reasons why we were selected [here](#).

## FOCUS on ED

On January 31, we launched a new interactive online tool [FOCUS on Emergency Departments](#), which provides an unprecedented amount of information from the last five years about the 16 busiest emergency departments in Alberta.

*"We believe in the power of information - that Albertans benefit when they have access to information about their healthcare system," said Andrew Neuner, HQCA CEO. "Transparency is important to a publicly funded healthcare system. It fosters trust and confidence among the public. Knowledge can start conversations, and when necessary, lead to improvements."*

The tool allows Albertans, emergency department professionals, healthcare administrators, and patients, the opportunity to look at 18 measures and learn more about what is happening at each of the emergency departments.

## Alberta family physicians

themselves during their emergency department visit?

- Many patients seeking emergency care are in pain. Why is it important to healthcare quality if patients' pain is managed? What is the percentage of patients who reported that doctors and nurses tried to help reduce their pain?

FOCUS is about starting conversations between healthcare providers, decision-makers, and the public they serve. The information we provide can help start these conversations.

---

## New Panel Members

In February, we were thrilled to have three new members join our Patient/Family Safety Advisory Panel.

**Welcome Dr. Greg Powell, Michelle Hill, and Neil McMillan.**

Read our Panel members' biographies [here](#).

---

## Who's the HQCA

## Healthcare panel reports

We've invited *all* family physicians in Alberta to submit a request to receive an individualized HQCA primary healthcare panel report. These reports can be used to support and inform program planning, panel management, quality improvement, and policy development.

They are standardized and currently use administrative health data to provide descriptive aggregate information on patient panels and primary healthcare provider practice habits. The HQCA has been providing primary healthcare panel reports, upon request, to family physicians since 2012, and has now expanded the program to include all family physicians in the province.

**To learn more about this initiative and to request a report, visit <http://hqca.ca/panelreports>**

## Provincial stakeholders review HQCA's panel reports

The HQCA has set-up a provincial committee of primary healthcare stakeholders, including patients, to help review the current primary healthcare panel reports, the measures included, and how the information is organized to make sure these reports are useful to all primary healthcare stakeholders.

---

## Primary Care Patient Experience Survey

The HQCA is completing a survey with patients about their experiences with their family doctor at select clinics in Alberta. The summary results will be given to the doctor and will help improve the quality of care provided at their clinic. This patient experience survey is part of a pilot and is expected to be rolled-out provincially in 2018.

---

## Set to begin long-term care survey



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](mailto:info@hqca.ca).

We are now on Facebook - connect with us!



Facebook

We are conducting a survey with residents' family members in long-term care facilities across Alberta from

April to September 2017. The information provided in the survey will be analyzed and reviewed by the HQCA, and then compiled and reported to the government, Alberta Health Services, and individual facilities. This survey will help us learn more about the quality and safety of care and services at Alberta's long-term care facilities. This is the fourth such survey since 2007. Previous survey results are available [here](#).

## Events Certificate Course in Investigating & Managing Patient Safety Events

The HQCA and the Ward of the 21st Century (W21C) annually hold a [Certificate Course in Patient Safety and Quality Management](#). This course is designed for healthcare professionals, to expand their working understanding of patient safety and quality management concepts. To conclude the course, a Presentation Day is held with a keynote speaker and presentations from course participants on their patient safety and quality projects.

View this year's Presentation Day with keynote speaker Maura Davies, "Nothing About Me Without Me."

**KEYNOTE SPEAKER**  
**Maura Davies, PhD, MHA, MBA, FRCPC**  
 Member, Governing Council, Canadian Institutes of Health Research  
 President and Principal Consultant, Maura Davies Healthcare Consulting Inc.  
 Former President and CEO, Saskatchewan Health Region

**"Nothing About Me Without Me"**  
**The Leadership Challenge**

Please join us for this special Participant Presentation following the Keynote Speaker

**March 10, 2017**

Theatre 4, Health Sciences Centre, 2801 Hospital Drive NW

**PROGRAM**  
 0830 - 0900 Coffee & Refreshments  
 0900 - 1015 Keynote Speaker & Questions (also available through livestream at HQCA.ca)  
 1015 - 1030 Coffee Break  
 1035 - 1150 Group 1 Presentation & Poster Sessions  
 1230 - 1400 Group 2 Presentation & Poster Sessions  
 1400 - 1510 Group 3 Presentation & Poster Sessions  
 1515 Wine & Cheese Awards Reception (HBCA Alumni)

Subscribe

Share ▼

Past Issues

Our mailing address is:  
210, 811 - 14 Street NW  
Calgary, Alberta, Canada T2N 2A4

Translate ▼

[unsubscribe from this list](#) [update subscription preferences](#)

This email was sent to <<Email Address>>

[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)

Health Quality Council of Alberta · 210, 811 - 14th St. NW · Calgary, AB T2N 2A4 · Canada

MailChimp