

# Quality Connection, Fall 2017

[Campaign Preview](#)

[HTML Source](#)

[Plain-Text Email](#)

[Details](#)

HQCA's Quality Connection, Fall 2017

[View this email in your browser](#)



Promoting and improving patient safety and health service quality across Alberta



Twitter



LinkedIn



Website



Forward

## FOCUS on Emergency Departments – Quarterly Update

We recently updated our FOCUS on Emergency Departments website to include first quarter data from 2017-18. The website now includes [data from April, May and June](#) of this year.

## Designated Supportive Living Family & Resident Experience Survey results

In July, we released the 2016 designated supportive living resident and family experience survey results. The results are presented in two provincial reports that are [published on the HQCA's website](#).

Additionally, the HQCA provided individualized reports to each participating facility about the unique experiences of their residents and family members.

The reports capture the voice of 7,400 Albertans who rely on care from designated supportive living.



## Just one change can have a huge impact!

Change Day is a social movement encouraging people to commit to making a change that will improve their own health and wellness and the health and wellness of others.

This year, Ontario and British Columbia are also celebrating Change Day on November 17, and a friendly competition is underway to see which Canadian province can get the most registered pledges.

Pledges can be made anytime between now and November 17, 2017.

[Pledge here.](#)

## Supportive Living quick facts

- More than 4,600 **family members** of residents in supportive living facilities participated in the survey, representing 168 facilities across Alberta.
- The Global Overall Care Rating varied among facilities; the lowest-rated facility scored 6.7 out of 10, and the highest scored 9.8 out of 10.

## Healthcare Quality & Safety Management: A Framework for Alberta



In August, we published *Healthcare Quality & Safety Management: A Framework for Alberta* and its *Sample Scenarios* companion document to our [website](#).

In collaboration with the [Health Quality Network](#), we created these documents to outline how to effectively manage quality and safety in the healthcare system. The framework provides two models with the components of quality and safety management, and the sample scenarios provides examples of how to apply these components.

## Bethany Care Pilot Project

We are currently conducting a pilot project in partnership with Bethany to test the viability of changing to an email format for our long-term care family experience survey. Typically, the HQCA

- More than 2,800 **residents** of supportive living facilities participated in the survey, representing 156 facilities across Alberta.
- The Global Overall Care Rating varied among facilities; the lowest-rated facility scored 6.0 out of 10, and the highest scored 9.6 out of 10.



## Who's the HQCA



Watch our video to find out.

Getting to know the

family experience survey. Typically, the HQCA conducts experience surveys by mailing them to potential participants.

*“We are excited for the potential this pilot has in moving our survey process forward – it’s more cost effective and, more importantly, it will get data to our stakeholders quicker. Meaning the data is more current and actionable,” says Andrew Neuner, HQCA CEO.*

[Learn more.](#)

## Patients Collaborating with Teams (PaCT)

We are supporting Patients Collaborating with Teams (PaCT), a partnership between Alberta Health Services (AHS) and the Alberta Medical Association - Toward Optimized Practice (AMA TOP).

As an evidence-based, systematic approach to support primary care teams who are caring for patients with complex health needs in their clinics and community, PaCT takes the next step in the Patient’s Medical Home by furthering the panel and chronic disease management work already underway in PCNs and primary care clinics.

Currently in phase one, PaCT is working with select PCNs to test ideas and develop solutions for other PCNs to learn from, adapt, and test with their member clinics province-wide. Stay tuned for learnings coming out of phase one!

[Learn more.](#)

Events

## 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).



## Audit & Feedback National Meeting

**October 19 - 20 / Best Western Village Park Inn,**

### Calgary

The HQCA is a major sponsor of this year's two-day meeting which brings experts from across Canada and around the world together to share their experiences and knowledge on using performance feedback to improve quality of care. An advanced workshop is also held for those planning or implementing audit and feedback interventions.

[Learn more and register.](#)

## 3rd Annual Quality & Safety Summit

**October 30 - 31 / Edmonton Expo Centre**

Alberta Health Services partners with patients and family advisors to hold this annual conference. The goal of the conference this year is to inspire accelerated movement towards highest value care through meaningful partnerships.

[Learn more.](#)

## Canadian Patient Safety Week 2017

**October 30 - November 3**

Canadian Patient Safety Week (CPSW) is a national, annual campaign and will be held this year from October 30 to November 3. Along with the Canadian Patient Safety Institute (CPSI), the HQCA is spreading the mission of ASK. LISTEN.TALK.

This year CPSI's CPSW 2017 is focused on the *Take with Questions* campaign, which is promoting the use of five life-saving questions to give and take medication without harmful consequences.

[Learn more.](#)



We are now on Facebook - connect  
with us!

## Accelerating Primary Care Conference (APCC): Advancing Patient Collaborative Care

November 17 - 18 / Hyatt Regency Calgary

The Accelerating Primary Care Conference (APCC) is for experts, professionals, innovators, strategists and collaborators to explore their collective knowledge and build a better future for primary care in Alberta.

[Learn more.](#)

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

*Copyright © 2017 Health Quality Council of Alberta, All rights reserved.*

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

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

This email was sent to << Test Email Address >>  
[why did I get this?](#) [unsubscribe from this list](#) [update subscription preferences](#)