

Promoting and improving patient safety and health service quality across Alberta



Breaking News



August 2012

Starting this fall: Patient Safety & Quality Certificate Course

The HQCA is proud to partner with the Medical Ward of the 21st Century (W21C) and the University of Calgary Faculty of Medicine to provide a certificate course in patient safety and quality.

[Learn more.](#)

HQCA board members receive honours

Congratulations on the recent honours bestowed to several of the HQCA's board members.

Dr. Tony Fields was made a Member of the Order of Canada for his career in cancer treatment, diagnosis and research.

Both Irene Pfeiffer and board chair, Dr. Lorne Tyrrell, received the Queen Elizabeth II Diamond Jubilee Medal in recognition for their outstanding service and citizenship.

Medication Management Checklist for Supportive Living released

This summer, the HQCA released the *Medication Management Checklist for Supportive Living*, a tool to help care teams at supportive living sites assess the safety of their current medication management practices. The checklist has been eagerly anticipated by many within the continuing care and supportive living communities.

>> [View more information.](#)



Patient safety review guidebook published

The HQCA has published a guidebook to assist healthcare providers, administrators and regulators with a framework for conducting retrospective reviews of healthcare. It provides users with a practical approach for the investigation of adverse events or close calls.

>> [View more about the guidebook: Systematic Systems Analysis: A Practical Approach to Patient Safety Reviews.](#)



The HQCA gains further independence

The HQCA's mandate was entrenched in February with new legislation, the *Health Quality Council of Alberta Act*. The Act gives the HQCA the authority to appoint a panel to conduct public health system inquiries called by the Lieutenant Governor in Council. Following the Premier's

call in March for a public inquiry into the possibility of improper preferential access being given to publicly funded health services in Alberta, the HQCA Board appointed the retired Honourable Justice John Z. Vertes to serve as the panel.

>> [Visit the Preferential Access Inquiry website for more information.](#)

Choose Well, Stay Healthy campaign a success

In spring 2012, the HQCA distributed its fifth *Health Report to Albertans* entitled *Choose Well. Stay Healthy.* This newspaper-style report gave Albertans tools to better recognize the effects individual behaviours have on chronic disease, and highlighted healthy choices known to modify the risk of developing these long-lasting conditions. More than 425,000 copies were distributed across Alberta, and the HQCA continues to receive requests for additional copies.



>> [View the report.](#)

Looking ahead: reviews and surveys underway

Several initiatives at the HQCA are scheduled for completion and public release before the end of 2012.

- Anatomical Pathology Review – an independent review of the quality of the preparation and interpretation of anatomical pathology specimens prepared and/or interpreted at the Rockyview General Hospital and Calgary Laboratory Services Diagnostic and Scientific Centre from January 2010 to December 2011, and at the Royal Alexandra Hospital from July 2011 through October 2011.
- Primary Healthcare Measurement Initiative – a provincial-level report on primary healthcare measurement, including results of the HQCA's Primary Care Network (PCN) pilot measurement initiative.
- Emergency Department Patient Experience Survey and Wait-time Measures – based for the first time on data collected every two weeks, this survey report will reflect patient experiences in 15 Alberta emergency departments with historically the greatest crowding pressures, longest wait times, and poorest patient experience.
- Satisfaction and Experience with Health Care Services: A Survey of Albertans – the HQCA's 6th population-based survey report since 2003, that will look at

Albertans' perceptions of, and actual experiences with overall quality, satisfaction, and access to health services.

- Managing Disruptive Behavior in the Healthcare Workplace: Provincial Framework – this framework document will be coupled with a supporting toolkit aimed to help all health professions address the issue of disruptive behavior in the workplace.
- Review of the operations of ground Emergency Medical Services (EMS) in Alberta – an independent examination of the implications for quality and patient safety relative to transferring governance and funding from municipalities to Alberta Health Services, dispatch consolidation, integration of service providers, and challenges specific to urban, rural and remote areas.

New faces

The HQCA is pleased to welcome two new professionals to its team.

Margot Harvie joined the HQCA in January as the new Quality & Safety Education Lead. Margot brings to the HQCA an extensive background in the field of patient safety, particularly in the area of healthcare provider education. Margot will help the HQCA to advance its work in the area of patient safety and education, with her main focus on furthering the development and implementation of the Blueprint Project. Margot is a registered nurse who worked for the first 20 years of her career in paediatric acute care settings. Most recently she was with Alberta Health Services as Director Quality/Safety Education & Training.

Lisa Brake joined the HQCA in June as Communications Lead. Having provided strategic communication expertise for more than 12 years in both the corporate and non-profit sectors, Lisa will help the HQCA to share the outcomes of its work with key stakeholders and the general public, ensuring the organization maintains its credibility and positive reputation through open and transparent communication. Prior to joining the HQCA, Lisa was with FortisAlberta, and she is an Accredited Business Communicator (ABC).

[subscribe](#) | [unsubscribe](#) | [forward](#)

[copyright](#) | [privacy](#) | [disclaimer](#) | [contact us](#) | www.hqca.ca

Health Quality Council of Alberta 210, 811 14 Street NW Calgary, Alberta Canada T2N 2A4

This email was created and delivered using [Industry Mailout](#)