

## APPLICANT GUIDE & APPLICATION FORM

The Patient Experience Awards were established by the Health Quality Council of Alberta (HQCA), in collaboration with the HQCA's Patient and Family Advisory Committee, to recognize and help spread knowledge about initiatives that improve the patient and family experience in Alberta.

**Patient experience** is “the sum of all interactions, shaped by an organization’s culture that influences patient perceptions, across the continuum of care.”<sup>1</sup> Patient experience plays a major role in a patient’s overall satisfaction with their care.

### Who can apply?

Any individual or team of healthcare workers in Alberta involved in designing and implementing an initiative that promotes a positive patient experience in accessing or receiving healthcare services.

### What types of initiatives qualify for submission?

Initiatives in any healthcare setting including, but not limited to: primary care, acute care, home care, transitions in care, and continuing care. The initiatives that will be considered must have resulted in a positive impact on the patient experience.

Visit [hqca.ca/awards](http://hqca.ca/awards) to learn about previous award recipients.

### How do I apply for the award?

Applications must be completed using the form starting on page 3. **Please email completed applications to the Health Quality Council of Alberta at [info@hqca.ca](mailto:info@hqca.ca)**

**The closing date for applications is February 22, 2019.**

### What is being awarded?

The selected initiative will:

- Work with the HQCA to create a video profile that both the HQCA and recipient organization can use to share the great work they are doing to improve patient experience,
- Receive \$2,000 in funding to apply toward attending or hosting a patient experience, quality, or patient safety education event, and
- Receive a plaque.

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*For this program the term **patient** refers to a patient, resident, or client who is receiving, has received, or has requested services from a healthcare organization, health service provider, or health professional.*

*The term **family** refers to a person (relative, friend, guardian, agent, or legal representative) providing support to a patient and is defined and chosen by the patient, not by the service provider.<sup>2</sup>*

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### Are there any rules and regulations that should be considered?

- The HQCA will support the preparation and production of the video profile, including production cost.
- To receive the funds, recipients will complete an education request form outlining their plan to use the funds for an education event, which the HQCA must approve by March 15, 2020 and in accordance with HQCA's Allowable Expense Policy.
- The decision of the Patient Experience Awards judging panel is final and the HQCA reserves the right to not grant an award. Evaluations of the applications will not be provided.
- The award recipients may be asked for further information and additional resources, such as photographs and their organization’s logo for publishing purposes.

### How will the applications be assessed?

The panel of judges will include representatives from the HQCA's Patient and Family Advisory Committee, Board of Directors, and staff.

This awards program is all about the patient experience, therefore it is important to capture this in your application. The panel of judges will want to see how the patient was considered or engaged in all phases of the initiative. One tip for completing your application is to ask yourself, “Where is the patient?” as you answer each section of the application guide.

## **Improving Patient Experience**

*Relationships, planning of services, delivery of services, and the physical environment can impact the patient experience<sup>3-8</sup>.  
Examples of how to enhance patient experience include:*

### **Relationship**

*Patients and families are treated with dignity, respect, empathy, and provided with emotional support in a way that:*

- *enables them to feel acknowledged and respected for their preferences, values, and perspectives*
- *encourages and facilitates their participation in the planning and delivery of their care at a level that is appropriate and that they are comfortable with*
- *addresses the patient perspective and uses words and phrases the patient understands*
- *is unbiased and provides patients and families with information that is useful, specific for them, builds trust, and addresses their emotional needs*
- *encourages and welcomes feedback from patients and families*
- *facilitates open communication with disclosure and apology when appropriate*
- *welcomes family, friend, and caregiver involvement if wished by the patient*

### **Planning of services**

*Patients and families are treated as partners in a way that:*

- *encourages patients to participate in decision making, planning and development of policies, services, programs and professional education*
- *focuses on learning and improvement through measurement and transparent patient feedback*

### **Delivery of services**

*Patients have timely access to safe, reliable and comprehensive healthcare and services (e.g., food, rehabilitation, social work, psychology) that:*

- *provides effective treatment that results in the outcomes of care that were expected*
- *coordinates care with smooth transitions*
- *builds a patient's trust and confidence through the use of an individualized care plan that is planned and shared with all of the care team as well as the patient and family*
- *adequately prepares and supports patients to self-manage their care in a way that is appropriate for them and their situation*
- *provides opportunities for enrichment of a patient's experience by providing for their physical and emotional wellbeing and spiritual needs*

### **Physical environment**

*Patients are cared for in a physical environment that supports healing and physical comfort that:*

- *provides a clean, safe, and inviting*
- *supports a positive patient experience and efficient delivery of services*

**RECOGNIZING INITIATIVES THAT IMPROVE THE PATIENT EXPERIENCE SUBMIT: January 11 to February 22, 2019** 3

## APPLICATION FORM

Please complete *all* the following sections and email the completed form to the Health Quality Council of Alberta at [info@hqca.ca](mailto:info@hqca.ca).

Initiative title:

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Name of individual submitting the application (lead/key contact if this application represents a team):

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Position title:

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Organization and clinical area, unit or department:

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Telephone number:

Email:

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The name of the individual who take lead on working with the HQCA to create a video profile, if successful: :

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Position title:

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Telephone number:

Email:

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If this application represents a team, please list contributing team members.

	<b>Name</b>	<b>Position title</b>	<b>Organization and clinical area/unit/department</b>
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2.			
3.			
4.			
5.			
6.			
7.			
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10.			

## 2019 HQCA APPLICATION QUESTIONS

If you submitted an application in a previous year and didn't receive an award, you may re-enter that initiative using this 2019 form.

Have you applied for an HQCA Patient Experience Award before?  Yes  No

### THE ENVIRONMENT (word limit 150)

Describe the setting in which you and your team deliver care and the patient population served, to help the judges understand the context of the initiative.

### THE CHALLENGE (word limit 200)

How did you identify the need for this initiative?

(e.g., informal feedback from patients, meetings with patients, patient and family advisory groups or resident and family councils, patient satisfaction surveys, staff, management, etc.)

**THE SOLUTION** (word limit 400)

Describe what your initiative did to improve patient experience in areas such as relationships, planning of services, delivery of services, and the physical environment\*.

- What was your overall goal/what did you do?
- How were patients or family members positively impacted by this initiative?

\*Examples to explain these elements of patient experience are described in the guide section (page 2) of this application.

**THE EVALUATION** (word limit 400)

Describe how your initiative has contributed to improved patient experience:

- What evidence do you have that demonstrates patients are having a better experience (e.g., informal feedback from patients, patient experience survey results, or other types of measures)?
- Approximately how many patients were impacted by this initiative initially?

**SUSTAINABILITY AND SPREAD** (word limit 300)

**Sustainability:**

- What is being done to sustain or enhance this initiative?
- What is the potential that more patients could be impacted by this initiative in the future?

**Spread:**

- Does this initiative have applicability to other units, programs sites, or sectors? If yes, have the learnings from this initiative been implemented in other areas as a result of your work?
- What would be the challenges/barriers to spreading this initiative?
- What resources would be required to sustain and spread this initiative (e.g., financial, staff, and other)?



## REFERENCES

- <sup>1</sup> The Beryl Institute. Defining patient experience. Southlake, Texas, USA. Available from: <http://www.theberylinstitute.org/?page=DefiningPatientExp>
- <sup>2</sup> Balik B, Conway J, Zipperer L, Watson J. Achieving an exceptional patient and family experience of inpatient hospital care. IHI Innovation Series white paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2011. Available from: [http://www.ihl.org/education/IHIOpenSchool/Courses/Documents/CourseraDocuments/05\\_IHI%20Patient%20Family%20Experience%20of%20Hospital%20Care%20White%20Paper%202011.pdf](http://www.ihl.org/education/IHIOpenSchool/Courses/Documents/CourseraDocuments/05_IHI%20Patient%20Family%20Experience%20of%20Hospital%20Care%20White%20Paper%202011.pdf).
- <sup>3</sup> Health Quality Council of Alberta. Satisfaction and experience with healthcare services: a survey of Albertans technical report. Calgary, Alberta, Canada: Health Quality Council of Alberta; December 2014. Available from: [https://d10k7k7mywg42z.cloudfront.net/assets/54e3b14cc0d6714a57020b51/HQCA\\_2014\\_Satisfaction\\_Report\\_\\_\\_FINAL.pdf](https://d10k7k7mywg42z.cloudfront.net/assets/54e3b14cc0d6714a57020b51/HQCA_2014_Satisfaction_Report___FINAL.pdf)
- <sup>4</sup> Wolf J.A., Niederhauser V., Marshburn D., & LaVela S.L. (2014). Defining patient experience. *Patient Experience Journal*, 1(1), 7-19. Available from: <http://pxjournal.org/journal/vol1/iss1/3/>
- <sup>5</sup> The Beryl Institute. Guiding principles. Southlake, Texas, USA. Available from: <http://www.theberylinstitute.org/?page=GuidingPrinciples>
- <sup>6</sup> Jenkinson C, Coulter A, Bruster S. The Picker patient experience questionnaire: development and validation using data from in-patient surveys in five countries. *Int J Qual Health Care* 2002; 14 (5). Available from: <https://academic.oup.com/intqhc/article/14/5/353/1800673/The-Picker-Patient-Experience-Questionnaire>
- <sup>7</sup> Johnson B, Abraham M, Conway J, Simmons L, Edman-Levitan S, Sodomka P, Schlucter J, Ford D. Partnering with Patients and Families to Design a Patient and Family Centered Health System: Recommendations and Promising Practices. Bethesda, MD. Institute for Healthcare Improvement; April 2008. <http://www.ihl.org/resources/Pages/Publications/PartneringwithPatientsandFamiliesRecommendationsPromisingPractices.aspx>
- <sup>8</sup> Health Quality Council of Alberta. Understanding patient and provider experiences with relationship, information, and management continuity. Calgary, Alberta, Canada: Health Quality Council of Alberta; August 2016. Available from: [https://d10k7k7mywg42z.cloudfront.net/assets/57b633e8a0b5dd12760bf7b8/Relationship\\_Information\\_Management\\_Continuity\\_Aug2016.pdf](https://d10k7k7mywg42z.cloudfront.net/assets/57b633e8a0b5dd12760bf7b8/Relationship_Information_Management_Continuity_Aug2016.pdf)