



## Who can benefit?

- Albertans
- Decision-makers in our healthcare system
- Healthcare providers

## How will they benefit?

The FOCUS on Healthcare website serves as an easily accessible, relevant and straightforward source of information about Alberta's health system for healthcare decision-makers, providers, and Albertans. The combination of the narrative and visuals presents data objectively. Opinions, judgement, and jargon do not exist, keeping users engaged and open to continuous improvement. The tool fosters evidence-based conversations that support health system improvement for Albertans.

- **Transparency.** The website provides access to the same information for everyone in the healthcare system.

There is unnecessary pressure on the healthcare system when anecdotes are used in place of evidence as rationale for system improvement. Often, this pressure comes from social media or traditional media sources that do not have access to current or correct information.

- **Understanding.** The website creates a greater understanding of the healthcare system for all users by sharing a complete picture of what Albertans are experiencing in their interactions with the healthcare system.

We started by launching FOCUS on Healthcare for emergency departments. Next, we expanded the website to include primary healthcare. FOCUS on Healthcare for three areas of continuing care is underway, and will continue to expand to include additional areas of the healthcare system. The information is presented in a way that is unique to Alberta and illustrates the interconnectedness of our healthcare system and what Albertans experience with healthcare delivery.

- **Knowledge.** Leaders at all levels in Alberta's health system need reliable and user-friendly data to pursue meaningful quality improvement activities.

Alberta's healthcare leaders have varying levels of experience with using data to drive improvement and many do not have access to analytic expertise and interpretation. Even with those resources, data can be overwhelming and confusing. Visuals and narrative matter to help maximize the power of reliable data.

- **Conversations.** The information provided on the FOCUS website fosters conversations, and thanks to FOCUS, they are already starting among Albertans, decision-makers, and providers.

Bringing transparent information to the forefront promotes discussions that can lead to idea generation, debate, and ultimately, solutions.

- **Uniquely Albertan.** This type of health system information reporting in Canada currently happens predominantly at the national level.

What is new about FOCUS on Healthcare is the ability for Albertans, healthcare providers and decision-makers to see information packaged in a way that is uniquely Albertan. Users can interact with the tool to find information that is relevant to their personal geographic area of interest, and compare this with other areas of Alberta. The information presented was selected as the most meaningful by both providers and patients through an extensive collaborative process.

**FOCUS on Healthcare paves the way for important conversations:**

*“The information it provides is a valuable resource that contributes clarity and openness to the healthcare system, because all touchpoints of the system can use the information to provide best care.”*

Dr. Brian Holroyd, senior medical director AHS Emergency Strategic Clinical Network and a practicing emergency physician in Edmonton.

### **FOCUS on Healthcare today**

The FOCUS on Healthcare: Emergency Departments and Primary Healthcare sites that we have today are just the beginning. The HQCA is currently preparing to launch FOCUS on Healthcare: Long Term Care, Designated Supportive Living, and Home Care in 2019.

### **FOCUS on Healthcare in the future**

The HQCA’s vision for FOCUS is to continue developing the website to display information about Alberta’s entire healthcare system and refresh the data in frequent, consistent cycles. In doing so, FOCUS would present more than 250 measures that describe patient experiences on a quarterly or annual basis, give voice to more than 90,000 Albertans per year, and reflect Albertans’ experiences, their health outcomes and the costs of our healthcare system. This scope makes FOCUS on Healthcare uniquely Albertan.

**The HQCA’s FOCUS website measures what matters; we are creating awareness and improvement through innovative, open conversations**