



Promoting and improving patient safety and health service quality across Alberta

HQCA's Quality Connection, Fall 2019

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Remembering Mary-Anne Robinson



We were deeply saddened by the passing of HQCA Board member Mary-Anne Robinson on September 16, 2019. Mary-Anne was appointed to the HQCA Board in October 2017 and made a number of contributions that will not be forgotten, including representing the Board on the Patient and Family Advisory Committee and serving on the Audit and Finance Committee. Mary-Anne dedicated her career to promoting change within Canadian and international



Ready. Set. Action. Patient Experience Awards Videos

For the fourth year, the HQCA, in partnership with our [Patient and Family Advisory Committee \(PFAC\)](#), held the Patient Experience Awards program to recognize and help spread knowledge about initiatives that improve the patient experience in accessing and receiving healthcare services.

To celebrate the work of our 2019 award recipients, feature videos were created. Watch them here:

[NowICU Project](#), Neonatal Intensive Care Unit (NICU), Misericordia Community Hospital

[Rapid Access, Patient Focused Biopsy Clinic](#); Head and Neck Surgery, Pathology; University of Alberta Hospital

[Edmonton Prostate Interdisciplinary Cancer Clinic \(EPICC\)](#), Northern Alberta Urology Centre

[Transitional Pain Service](#), South Health Campus

ways; colleagues and co-workers described her as composed, collaborative, and graceful even under pressure.

This loss will not be forgotten and her contributions and positive spirit will be missed by all of us at the HQCA.

New faces: HQCA



Guy DeSantis joined the HQCA in September as a senior communications advisor. Guy is an award-winning professional communicator that brings 20 years of experience to our team. He is providing communications support for survey and qualitative work. Guy joins us from The City of Calgary. Previous to this, Guy spent time as a senior communicator in oil and gas. Guy has a Bachelor of Arts in Journalism and Political Science from the University of Montana. A native Calgarian, he enjoys sports and a busy family life.

Become a Partner

To advocate for quality and safety improvement in healthcare – here's what you can do:

Follow us on social media [@HQCA](#) (links at the top of this newsletter)



QUALITY EXCHANGE - PRIMARY HEALTHCARE

We recently released the first of a two-part Quality Exchange series on primary healthcare. This feature looks at two PCNs and a clinic that are leading the way for colorectal cancer screening rates in Alberta.

[Learn more about what they are doing and why it matters.](#)

THREE NEW HQCA PRODUCTS RELATED TO HOME CARE COMING SOON

Watch for three new HQCA products related to home care coming out next week:

- *2018 Seniors Home Care Client Experience Survey: Provincial Report*
- FOCUS on Healthcare website – expanding to include the three areas of continuing care: long term care, designated supportive living, home care
- A report about the experiences of unpaid informal caregivers who look after cognitively unwell seniors

PRIMARY HEALTHCARE PANEL REPORTS - A LOVE LETTER

Hear how one executive director uses her PCN's Primary Healthcare Panel Report to make meaningful improvements. Read her story [here](#).

HUMAN FACTORS IN HEALTHCARE COURSE

The HQCA, W21C, and University of Calgary (U of C), recently offered a new course that discussed the role of *Human Factors in Healthcare* across a variety of application areas. Thirteen participants came from Calgary, Edmonton, and Vancouver for three days over

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studies.

The course is accredited by the College of Family Physicians of Canada as well as the Royal College of Physicians and Surgeons of Canada for CME credits through the U of C. Participants rated the course very positively, noting they best liked the hands-on activities, real life examples, and content applicability to the audience.

Keep an eye on the HQCA website for future offerings of the course, or let us know if you'd like to be added to the mailing list by emailing Jonas.Shultz@hqca.ca

TEAMSTEPS COURSE

This September, the HQCA saw another successful run of the TeamSTEPS course. The HQCA is proud to partner with the Canadian Patient Safety Institute (CPSI) to deliver this foundational course for developing high-functioning teams.

Patient safety experts agree that effective teamwork skills are essential for safe, quality healthcare that prevents and mitigates harm. The train-the-trainer format supported 21 participants to learn how to implement TeamSTEPS Canada modules and content to address patient safety challenges.

To learn more about TeamSTEPS, [click here](#). We look forward to facilitating another offering of TeamSTEPS in March, 2020.

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

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