

HQCA Quarterly Connection Newsletter - Winter 2019

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Promoting and improving patient safety and health service quality across Alberta

HQCA's Quality Connection, Winter 2019

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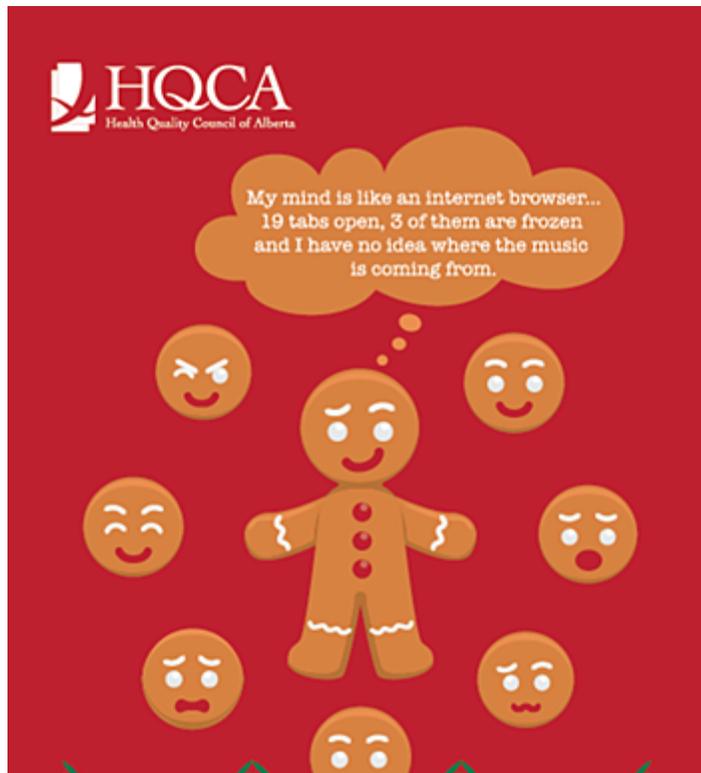
Forward

New PFAC Appointments

The HQCA's Patient and Family Advisory Committee (PFAC) is pleased to announce our Board of Directors has appointed a new chair, Dr. D. Gregory (Greg) Powell, and vice chair, Sue Peters, for the 2020-2022 period.

New Chair – Dr. D. Gregory (Greg) Powell, O.C., MD FRCPC

Greg joined the PFAC in



February 2017. Greg has had a long standing medical condition since birth. As a patient, he has required ongoing specialized care, including interface with the organ transplant system. Additionally, Greg has supported family and friends with navigation of the healthcare system.

Greg has also interacted extensively with the healthcare system in a professional capacity as a physician. Greg had a colourful career in emergency medicine and academia, including the founding of STARS air ambulance and the introduction of sophisticated human patient simulation to enhance education of healthcare providers. Now in retirement, his present volunteer roles include being a community member with Alberta Donates LIFE Coalition; a board member of the Foothills Country Hospice Society; a member of the Lions Club; and a STARS Ambassador. Greg's achievements, paired with his unwavering commitment to service, led to his appointment as an Officer of the Order of Canada in 2006.

New Vice Chair – Sue Peters, MCISc, R. Aud; Vice-Chair

Sue joined the PFAC in November 2017. As a breast cancer survivor, she has experienced many aspects of the health system as a patient and with family members. She is committed to improving patient access to screening



Human Factors in Healthcare course

Registration open for 2020 dates

Learn to conduct evaluations of human error, digital interfaces, processes, physical environments and more.

In partnership with [W21C](#) and the University of Calgary, we are pleased to once again offer the Human Factors in Healthcare course. This accredited course explores the role of human factors in healthcare across a variety of application areas. Participants will apply human factors knowledge and methodologies through hands-on activities and case studies.

Due to the success of the first offering of this course in 2019, we are now offering both an Edmonton and Calgary option for participants.

- Calgary | February 11, 18, & 25, 2020 | Registration deadline is February 4
- Edmonton | March 2, 3, & 4, 2020 | Registration deadline is February 24

[Click here](#) for registration information including the [course brochure](#) and [course schedule](#). For questions please contact Jonas.Shultz@hqca.ca.

Start thinking about your nominees

In January 2020, the HQCA will launch the fifth annual

care and for all patients to be equal partners in planning for their care; “Nothing about me without me”.

Sue has worked in healthcare her entire career, both in the public and private sector. She spent many years as a certified audiologist, and is currently a healthcare consultant. She has a particular interest in working with teams to design processes and spaces that promote excellent patient-centered care.

Outgoing Chair – D’Arcy Duquette

We would like to thank D’Arcy for his overwhelming commitment and passion during the last two years as PFAC chair. We are fortunate to continue to have D’Arcy’s valuable insights for two more years as a member of the PFAC.

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)

Share this email and encourage others to [subscribe at hqca.ca](#)

Follow and share [HQCA Matters](#) – we post the latest on

Patient Experience Awards call for applications. This awards program recognizes and helps spread knowledge about initiatives that improve the patient experience in accessing and receiving healthcare services.

We know you see great, thoughtful work happening every day to improve the patient and family experience here in Alberta. Start thinking about your application or who you might encourage to apply. And make sure to watch your inbox and social media so you know when the application guide and form are available!

[Click here to learn more about who can apply and what is awarded.](#)

TeamSTEPPS

CANADA™

Team Strategies & Tools to Enhance
Performance & Patient Safety

TeamSTEPPS® – register this January Edmonton | March 2020

The HQCA is pleased to host another TeamSTEPPS® Master Training Program, with the Canadian Patient Safety Institute (CPSI), this March. TeamSTEPPS® – Team Strategies and Tools to Enhance Performance and Patient Safety – is a foundational course for developing high-functioning teams. It improves safety and transforms culture in healthcare through better teamwork, communication, leadership, situational awareness, and mutual support.

[Learn more here.](#) Registration opens in January 2020.

updates – We post the latest on social media

If you are a family physician, **sign up** to receive a **Primary Healthcare Panel Report**

Say **YES** if asked to participate in our **latest survey**

Advocate for your health – you're the most important partner when it comes to your health.

Continuing to support family physicians

Primary Healthcare Panel Reports

One of the ways the HQCA supports family physicians in Alberta is through the Primary Healthcare Panel Reports. This free resource includes information about how patients use healthcare services inside and outside clinic walls within each physician's practice.

We update these reports once a year. Our next release is scheduled for early 2020.

[Physicians can click here to fill out a request for a 2020 report.](#)



Significant cost savings identified in HQCA study

The HQCA conducted a case-study evaluation to understand the value, cost, and quality of care delivered by two primary care clinics in Alberta, Crowfoot Village Family Practice (CVFP) and the Taber Clinic (TC). For the past 20 years, these two clinics have operated under an alternate funding model that is unique from most other primary care clinics in Alberta whose physicians are paid using a fee-for-service model.

The HQCA decided to take a closer look at what makes these clinics successful and answer a simple question: Does this model provide better value for Albertans? Find out the answer [here](#).

Did you hear the news?

HQCA releases three new continuing care products

- *2018 Seniors Home Care Client Experience Survey: Provincial Report*
- *A report about the experiences of unpaid informal caregivers who look after cognitively unwell seniors*
- **FOCUS on Healthcare website expands**

Watch for another continuing care product to be released in 2020, the *2019 Designated Supportive Living Family and Resident Experience Survey*.

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