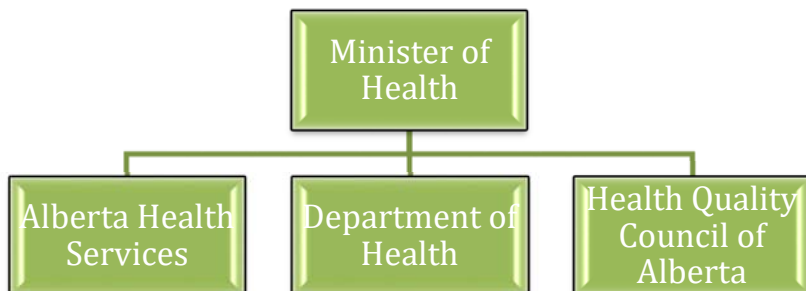




**HEALTH QUALITY COUNCIL OF ALBERTA
2020 – 2023 STRATEGIC VIEW / BUSINESS PLAN
2020 - 2021 WORK PLAN**

Introduction

The Ministry includes the Department of Health, Alberta Health Services (AHS) and the Health Quality Council of Alberta (HQCA), all reporting to the Minister of Health.



The Department of Health implements the Government of Alberta’s strategic direction for health and is responsible for overall policy, legislation, and monitoring of the health system’s performance.

AHS is the health authority responsible for the delivery of a substantial portion of health care services across the province.

The HQCA has a legislated mandate under the *Health Quality Council of Alberta Act* to promote and improve patient safety and health service quality on a province-wide bases.

Purpose

The Health Quality Council of Alberta Business and Work Plan is a public accountability document that describe the actions we will take in carrying out our legislated responsibilities. The HQCA’s mandate spans the spectrum of publicly funded healthcare in Alberta, as well as the geography of the entire province. We achieve our mandate by:

- measuring, monitoring and assessing the quality and safety of Alberta’s healthcare system;
- identifying effective practices and assisting in their implementation; and
- surveying Albertans about their experiences and satisfaction with the health system.

Our success is dependent on effective collaboration with health system stakeholders such as patients and their families, Alberta Health, health service delivery organizations, health professionals, and academia.

The HQCA’s Business and Work Plan supports the Minister’s priorities and aligns with the Ministry’s outcomes and key objectives as described in the Health Business Plan 2020-2023.

The following 2020-2023 Strategic View was approved by the HQCA Board of Directors. The subsequent Work Plan activities align with the Strategic View and describe the actions the HQCA will undertake in 2020-2021. The actions may contribute to one or more of the strategic areas and collectively contribute to the HQCA’s mandate to promote and improve patient safety and health service quality. To ensure we are prioritizing and selecting the most impactful activities the HQCA considers health system goals and outcomes, evidence of need, stakeholder accountability, strength of patient/public participation, potential health system impact, and rationale as to why the HQCA should pursue the project when selecting activities. All of these considerations are in service of a sustainable, high-quality, and integrated health system.

A substantive, and currently unknown, risk to achieving the following activities will be assessing the impact of COVID-19 and the province’s response, to not only the current, but subsequent workplan activities.

2020-2023 Strategic

View



VISION

Quality healthcare for all.

Dimensions of quality:

- Acceptability
- Accessibility
- Appropriateness
- Effectiveness
- Efficiency
- Safety

MISSION

To promote and improve patient safety and health service quality throughout Alberta.

STRATEGIES

 Fulfilling our legislated mandate to:

Measure

Identify and establish appropriate measures for Alberta's healthcare system, survey Albertans and monitor performance over time to inform quality and safety improvement efforts.



Assess

Evaluate, review, and analyze priority topics and issues and make recommendations where appropriate, to drive actionable improvement.



Improve

Identify effective practices, facilitate information sharing, and influence adoption that improves the experiences, outcomes and value for those that access healthcare in Alberta.

OUR VALUES

 What makes us who we are? Here's what we believe in:

People

The people of Alberta are at the centre of what we do.



Evidence

We believe in the power of information and use trusted sources to inform our work.



Engagement

We engage the wisdom of others to inform our work.



Inclusivity

We believe diverse perspectives strengthen our organization and our work.



Integrity

We take an ethical approach, are objective in our analysis, and are transparent with our work.



Independence

We work to achieve our legislated mandate without inappropriate influence or bias.



2020-2021 WORK PLAN

FOCUS ON HEALTHCARE

The HQCA developed this health system monitoring tool, initiated in 2016-17, as per our mandate to measure and monitor and upon direction from and approval by Alberta Health (AH). Through a collaborative and iterative process with health system stakeholders, including AH and Alberta Health Services (AHS), the HQCA will continue to identify, develop, and report publicly on key patient experience, cost, and clinical/outcome indicators – the “Triple Aim”. These indicators assist in identifying opportunities for future improvement and support the assessment of improvement impact; components necessary to any high-performing quality and safety focused health system.

EXPERIENCE SURVEYS

Experience surveys program

This project will begin to transition the HQCA from current traditional survey methodologies to leading edge, computer adaptive testing methodologies. The project goal is to implement customized surveying that supports more timely feedback that is more responsive to stakeholder needs. It is anticipated that this approach will also maximize efficiency and effectiveness of the survey process grounded in rigorous science. With implementing computer adaptive testing, the healthcare user will be asked questions that are relevant to them based on their personal touchpoints in the healthcare system. As such, transitions in care within a person’s healthcare journey can also be measured. By automating the administration, scoring, and reporting on questions, the HQCA will be able to provide rapid feedback tailored to stakeholder needs.

Emergency department patient

Continue to conduct a bi-weekly survey of patient experience at the 16 largest and busiest emergency departments.

Long-term care family

Conduct the fifth iteration of the Long-term Care Family Experience Survey.

Designated supportive living resident and family

Complete the analysis and reporting for the survey process initiated in 2019-20.

Primary care patient

Continue to conduct and report results for the Primary Care Patient Experience Survey by repeat surveying for existing clinics and PCNs, and continue to recruit new participants (clinics and PCNs). Transition reporting modality to digital format. Continue to survey at the provincial-level to support reporting for FOCUS on Primary Healthcare.



PRIMARY CARE PANEL REPORTS

Continue to support provincial primary healthcare priorities improvement activities through the Primary Healthcare Patient Panel Reports at the individual physician, clinic, PCN, zone, and provincial levels. The standardized reports support planning, quality improvement, health system management and policy development, paneling and panel management activities, for the overall purpose of improving primary healthcare delivery. In addition, the reports will continue to capture and display measures established by Alberta Health (e.g., Schedule B reporting requirements for PCNs) and support provincial initiatives such as the shift to community and the patient's medical home, and the *Central Patient Attachment Registry*.

QUALITY EXCHANGE

Quality Exchange shares information, through various mediums, about positive things happening in Alberta's healthcare system; featuring innovation in clinical practice and healthcare delivery. Quality Exchange shares initiatives that have impacted outcomes and experiences of staff, families, patients, residents, and clients. Using Quality Exchange content, healthcare providers across the system can learn and be inspired directly from other teams, the ideas they foster, as well as their respective experiences and discoveries on their journey toward improved care.

TEAMSTEPPS CANADA – MASTER TRAINER COURSE

In partnership with the Canadian Patient Safety Institute (CPSI) deliver this foundational course for developing high-functioning teams. TeamSTEPPS Canada offers participants the knowledge, skills, and tools they need to build and promote sustainable teamwork strategies. Effective teamwork skills are essential for safe, quality healthcare that prevents and mitigates harm. The train-the-trainer format allows participants to learn about the materials and how to adopt teamwork strategies within their own teams to build capacity and momentum



HUMAN FACTORS COURSE

In collaboration with the University of Calgary and W21C, this course will discuss the role of Human Factors in Healthcare across a variety of application areas, including safety and quality improvement, procurement, process implementation, and capital planning. Participants will have opportunities for the application of Human Factors knowledge and methods through course projects in seven course modules covering case studies and methodologies in various relevant clinical areas. One module will focus on the HQCA's Simulation Based Mock-up Evaluation Framework as a foundation. This course is an Accredited Group Learning Activity (Section 3) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by the University of Calgary Office of Continuing Medical Education and Professional Development for 19.5 hours.

PATIENT AND FAMILY ADVISORY COMMITTEE

Engaging the public and facilitating ways that Albertans can actively participate in their healthcare system by supporting and engaging the HQCA's Patient and Family Advisory Committee (PFAC) to leverage the experiences and perspectives of patients and their families to improve and promote patient safety and health service quality in Alberta's healthcare system.

PATIENT EXPERIENCE AWARDS

To recognize and celebrate initiatives that are making meaningful impact on the patient experience. The award recipients will share details of their programs to spread awareness of what works well in improving the patient experience.

PROACTIVE: PARTNERS IN PROFESSIONALISM

Continue to support and participate in a provincial multi-agency initiative with the College of Physicians and Surgeons of Alberta, AHS, AMA, Covenant Health, Primary Care Networks, and faculties of medicine at the University of Alberta and University of Calgary to support physicians and learners to advance professional behavior across the healthcare system.

COVENANT HEALTH SOUTHEAST CAMPUS EVALUATION

Covenant Health wishes to engage the HQCA in supporting their planning and evaluation for a Southeast Campus, Community Health Centre. This may include data analysis and interpretation to understand the community to be serviced and the development of an evaluation framework.

ALCOHOL USE DISORDER (AUD)

Conduct a scoping project to determine the prevalence of AUD in Alberta and whether leading practices in other jurisdictions can be adapted in Alberta to more appropriately treat individuals with AUD.



Ministerial assessments and studies

COMMUNITY INFORMATION INTEGRATION (CII) / CENTRAL PATIENT ATTACHMENT REGISTRY (CPAR) EVALUATION

Through grant funding from Alberta Health, continue to support the evaluation of the Alberta Health CII and CPAR initiatives.



Alberta Health – Key Initiatives

The following action items have been identified by Alberta Health as Key Initiatives for the 2020-21 HQCA work plan. In order to proceed with implementation, further discussion with AH will be required to clarify purpose, scope, and alignment to the 2020-2023 AH Business Plan Outcomes, as well as implications for the HQCA from emerging priorities for the Government and the Minister of Health.

PATIENT JOURNEY

This project is to further understand patient experience across their healthcare journey through the identification of patient experience gaps and opportunities to improve patient experience. In collaboration with AHS, AH, and other relevant stakeholders review the draft plan, including proposed patient journey measures, developed by the HQCA in 2019-20 and determine next steps for implementation.

STAFF EXPERIENCES IN LONG-TERM CARE AND HOME CARE

The HQCA to work with AHS and other health stakeholders to implement plans for inclusion of staff voices in monitoring activities for home and long-term care; develop a reporting strategy subject to department approval.

IMPACT OF RESIDENT AND FAMILY COUNCILS ACT

Assess the impact of the *Resident and Family Councils Act*, which came into effect on April 1, 2018, giving residents and their families the right to establish self-governing councils at any long-term care and licensed supportive living facility that serves four or more people.

ADVANCING THE ADDICTIONS AND MENTAL HEALTH PRINCIPLES-BASED MEASUREMENT FRAMEWORK

Complete work initiated in 2019-20 on the third principle specific to understanding parent and guardian experiences with flow of mental health services for children and youth. The third framework principle is:

Easy to navigate service systems that emphasize fluidity of care and connection to supports in the community. Collaborate across programs and with service providers and community partners to provide clear entry points, care pathways, appropriate referrals, and follow-up support/resources and to build a culture where information sharing for client benefit, within the bounds of confidentiality, is the norm.

Based on what was learned from the measurement of the third principle and in partnership with Alberta Health, this project will continue to move the Principles-based Measurement Framework from concept to active measurement and learning, on the fourth of eight principles:

Culturally safe, compassionate service delivery that involves and respects the individual's choice. Engage and empower clients and caregivers to find out what works best for them from their perspective with consideration of their capacity, providing more cultural and spiritual methods and using inclusive, nonjudgmental language.



Our understanding is that the eight principles are related, and so wherever possible, this project will also touch on the other principles, as well as provide narrative material which can be used for the stories component of the third prong of reporting by Alberta Health. Emergent learning from the project will continue to be used to inform approaches and methods for projects on the other principles.

HEALTH QUALITY NETWORK

Review the *Alberta Quality Matrix for Health* and consider the addition of the domain of Equity as a component of Quality. Review the *Patient Safety Framework for Albertans* created in 2010 by the Health Quality Network (HQN), and revise as appropriate to reflect leading patient safety practices, including a review of current legislation and consideration of measurement and reporting practices.

PHARMACISTS AUTHORITY TO PRESCRIBE

Review the change in scope of practice for pharmacists and evaluate the progress that has been made to date in improving patient experience and access.

CONTINUITY OF PATIENT CARE

Review the experience of users with the Patient Health Record Initiative, including understanding what feature of the service can be improved to enhance user experience.