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# Quality Connection

Promoting and improving patient safety, person-centred care, and health service quality across Alberta

Spring 2021

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## Patient Experience Awards – watch the 2020 videos

We have started sharing the 2020 Patient Experience Awards recipient videos. These videos provide more detail about the 2020 recipient initiatives and how they improve the patient experience in accessing and receiving healthcare services. [Watch them here.](#)

Keep checking back or follow us on social media so you don't miss the rest of the stories as they are released.

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## Help us to improve HQCA.ca, and enter to win a \$50 gift card!

Based on user feedback, we're updating the HQCA.ca website navigation to make it easier to find the information you need. We're looking for participants for an online sorting activity – where you'll be asked to group a collection of topics in a way that makes sense to you. Your responses will help us to organize the content on HQCA.ca so that users can quickly find our information and resources.

The activity shouldn't take much longer than 20 minutes to complete, and responses will not be shared except for the purposes of this study. We'd love to hear your insights.

Deadline for responses is Tuesday, April 6. [Click here to participate](#). **All participants can enter a draw for a \$50 Visa gift card!**



## New family physician data available soon

Every year, more than 1,500 family physicians receive a [Primary Healthcare Panel Report](#) from the HQCA to help improve their practice.

The 2021 reports are set to be available in the coming weeks. This free report provides measures on continuity of care, screening for chronic conditions, and more – so physicians can reflect on their practice and compare with colleagues.

Primary Healthcare Panel Reports have been offered for about a decade now. The HQCA develops them in partnership with the College of Physicians and Surgeons of Alberta, Alberta Health, Alberta Health Services, the AMA, the University of Alberta, the University of Calgary, the Physician Learning Program, Primary Care Networks, and the HQCA Patient and Family Advisory Committee.

**Family physicians and/or their quality improvement representatives can [request a report here](#). If you've already requested your report, we will email you when your report is ready.**

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## Fox Creek Healthcare Centre uses human factors to enhance efficiency and safety

Learn how Shelley O'Neill, External Nurse Investigator, applied her learnings from the Human Factors in Healthcare course to ensure the new COVID-19 resuscitation room at the Fox Creek Healthcare Centre was set up for success. [Full article](#).

The [Human Factors in Healthcare course](#) is offered by the HQCA and W21C.

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## Welcome Medgine – new Patient and Family Advisory Committee member

We are excited to announce that Medgine Mathurin has joined our Patient and Family Advisory Committee. Medgine is passionate about providing tools and resources to equip discouraged dreamers living with chronic health conditions, so that they can live their most fulfilling lives.

[Click here](#) to read more about Medgine.

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## 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 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 and healthcare – you're the most important partner when it comes to your health.**

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