

A CASE STUDY EVALUATION

**Crowfoot Village
Family Practice and
the Taber Clinic**

October 2019

SUPPLEMENT

**PRIMARY CARE
PATIENT EXPERIENCE
SURVEY**



The Health Quality Council of Alberta is a provincial agency that pursues opportunities to improve patient safety and health service quality for Albertans. It gathers and analyzes information, monitors the healthcare system, and collaborates with Alberta Health, Alberta Health Services, health professions, academia, and other stakeholders to drive actionable improvements.

Our responsibilities are set forth in the *Health Quality Council of Alberta Act*.

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Please contact the Health Quality Council of Alberta for more information: info@hqca.ca 403.297.8162

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INTRODUCTION

The *Primary Care Patient Experience Survey – Clinic Report* is intended to provide meaningful, actionable information to primary care providers on their patients’ experiences.

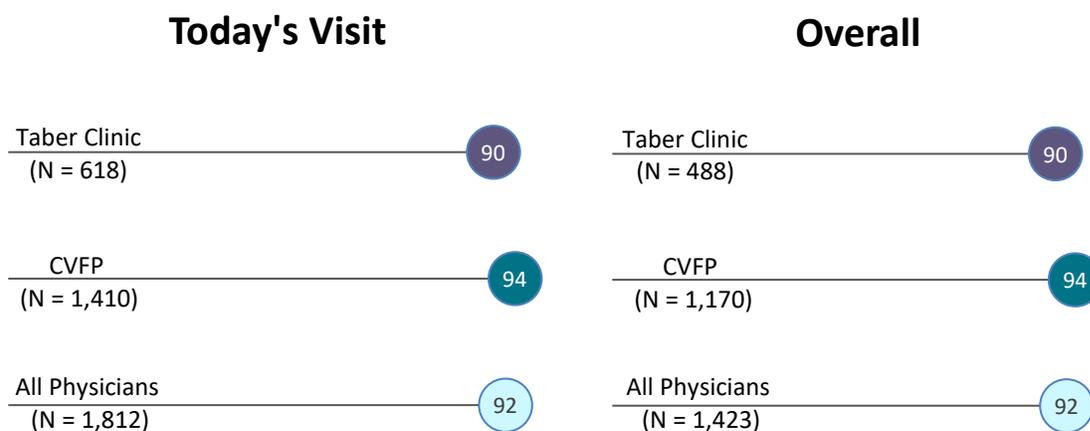
The results presented are from surveyed patients who were seen in the clinics during the survey period.

All patients age 16 years or older seen in the clinics in that period were asked to provide their email address, and if they consented, were emailed a survey shortly after the visit. Patients were only surveyed following their first clinic visit in the surveying period; no survey was sent on subsequent visits.

Throughout this report “**All Physicians**” refers to those physicians **outside of the two clinics** that have participated in the HQCA *Primary Care Patient Experience Survey* in the past 12 months.

The charts below show results on two ratings of care and can be used as a quick overview to see how patients rate the care provided, relative to other physicians who have participated in the survey in the past 12 months. The charts display scores out of 100, on both today’s visit, and the overall physician rating.

To see the full results of these questions, including the exact wording of the questions, please see the Results section.



Response rate

Table 1: Response rate

Response Rate	Taber Clinic	CVFP	All Physicians
Eligible (N)	1,693	4,017	3,169
Respondents (N)	618	1,410	1,812
Proportion (%)	36.5	35.1	57.1

RESULTS

This section provides results for all questions in the survey. Results are displayed as stacked bar charts or bar charts, depending on the format of the question. Bars indicate proportion of respondents (%) providing each answer. In some cases results may not total to 100 due to rounding. Questions are grouped according to the following areas:

- **Overall ratings:** one rating of care in today's visit and one retrospective provider rating.
- **Communication:** 12 questions about how often physicians explained things clearly, listened carefully, showed respect, and spent enough time with the patient.
- **Access:** four questions about patients' ability to get care when they needed it.
- **Your healthcare team:** two questions about how well the patients' healthcare team worked together.
- **Treatment plans & care priorities:** 11 questions about care management plans and patients' ability to care for their health.
- **EQ-5D-5L:** five questions that make up the EQ-5D-5L¹, in addition to the Visual Analog Scale.
- **Patient characteristics:** eight questions about who the patients are that responded to the survey.

¹ For more information about the EQ-5D-5L, please see <https://euroqol.org/eq-5d-instruments/eq-5d-5l-about/> and <https://apersu.ca/about-eq-5d/>

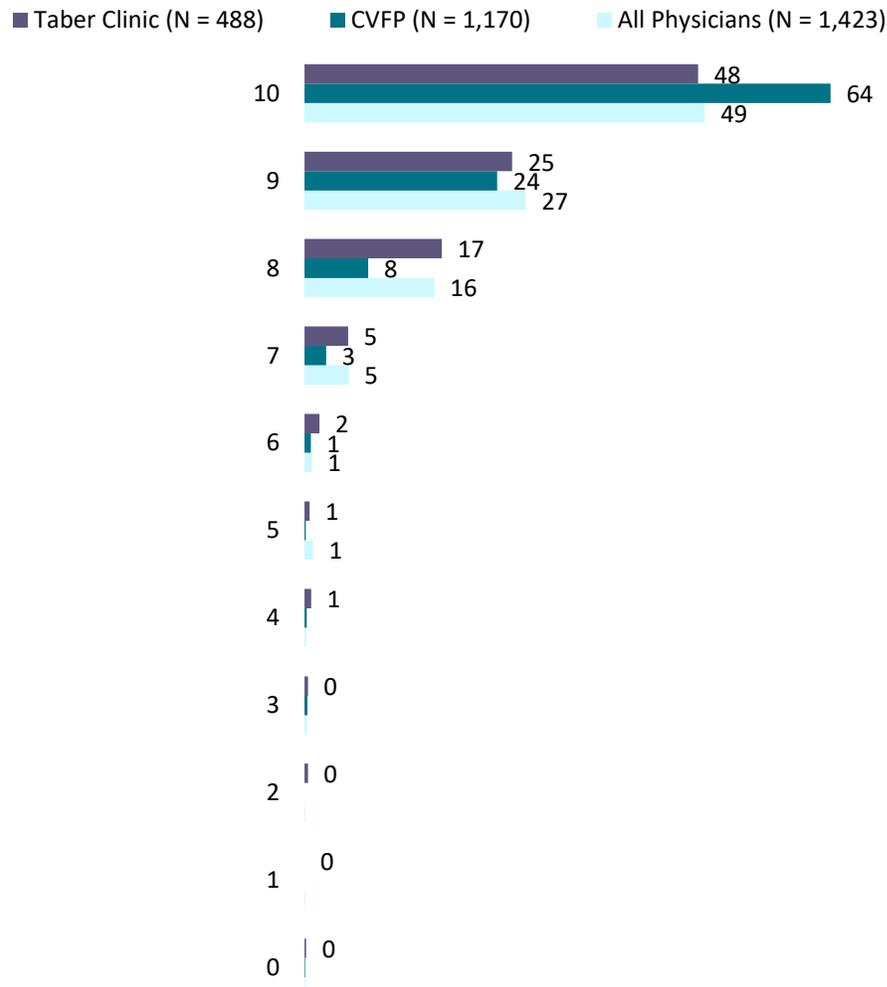
Overall Ratings

A patient’s overall rating of a doctor is one of the best ways to understand the patient’s experience related to multiple aspects of care. Reviewing the results of these survey questions in combination with the other questions helps to provide insights into what is shaping patients’ overall experience with care from their family doctor.

Overall, how would you rate the care you received in your visit today?



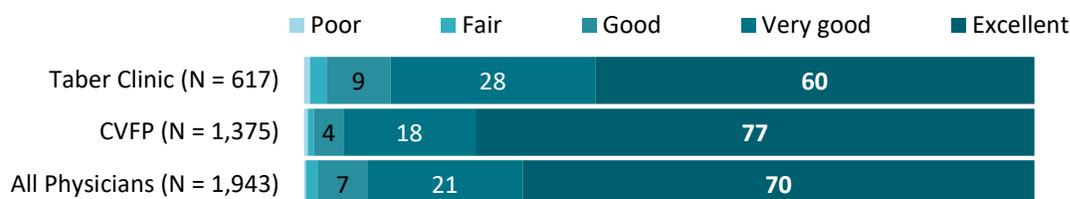
Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?



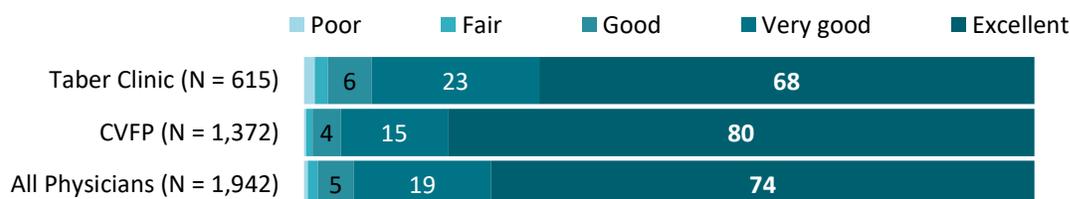
Communication

Listening to the patient and showing respect for what the patient has to say are the greatest drivers of overall ratings. Patient experience is likely better if there is good communication between the patient and the doctor and if the doctor invites the patient to provide input into care decisions. If patients feel involved in their care and empowered, they are more likely to take action to improve their care.

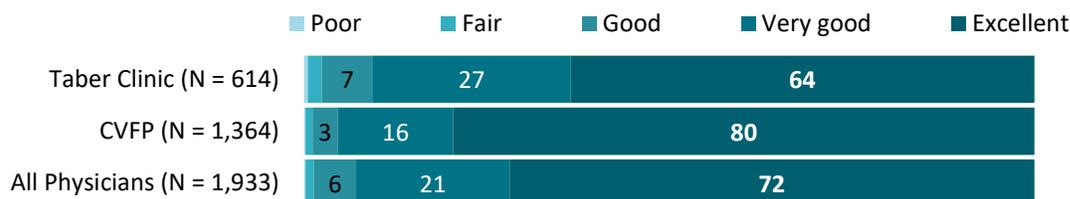
How would you rate the amount of time this doctor gave you in your visit today?



How would you rate the way this doctor listened to you in your visit today?



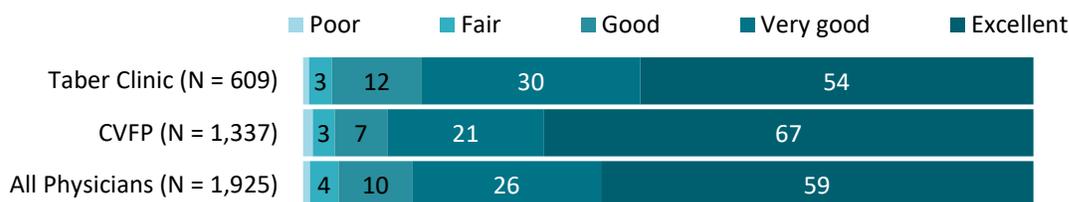
How would you rate the way this doctor explained things in a way you could understand in your visit today?



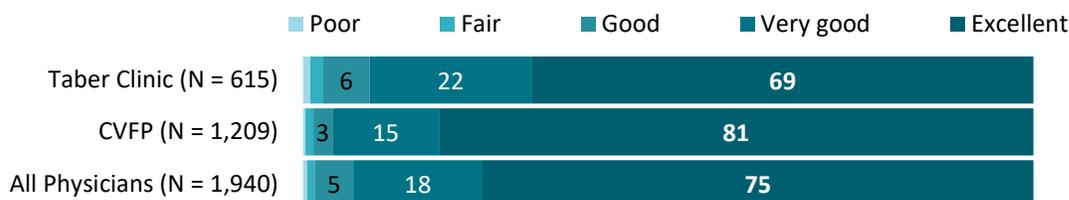
How would you rate the way this doctor involved you in decisions about your care in your visit today?



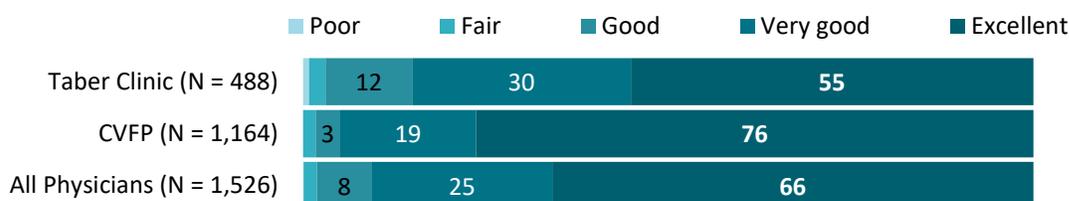
How would you rate this doctor's knowledge of your medical history in your visit today?



How would you rate the way this doctor showed respect for what you had to say in your visit today?



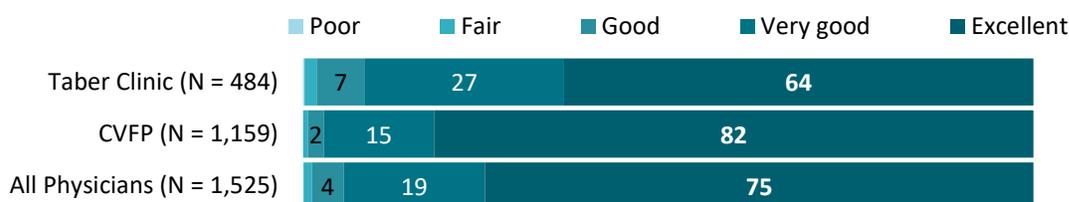
In the last 12 months, how would you rate the amount of time this doctor gave you?



In the last 12 months, how would you rate the way this doctor listened to you?



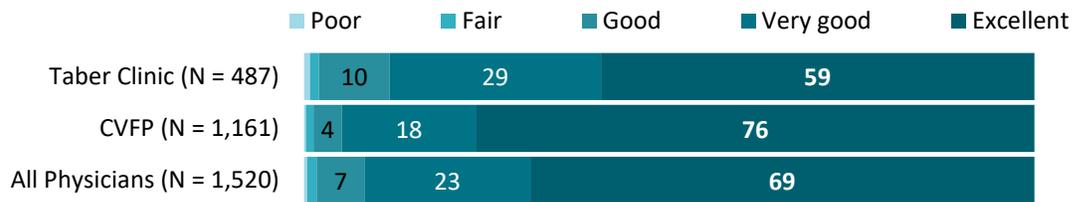
In the last 12 months, how would you rate the way this doctor explained things in a way you could understand?



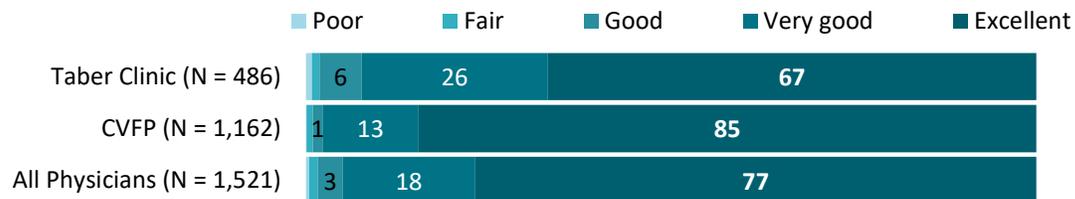
In the last 12 months, how would you rate the way this doctor involved you in decisions about your care?



In the last 12 months, how would you rate this doctor's knowledge of your medical history?



In the last 12 months, how would you rate the way this doctor showed respect for what you had to say?



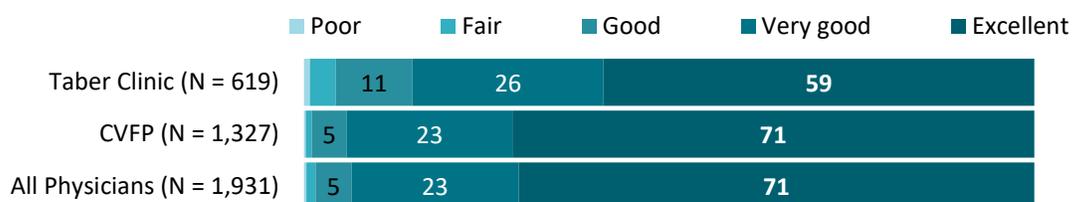
Access

Patient experience is improved if patients are able to book an appointment with their doctor when they need to. This refers not only to urgent requests, but also requests based on what works best for the patient. If the patient’s family doctor is not available, the ability to get an appointment with another family doctor at the same clinic helps maintain the patient’s relationship with the clinic.

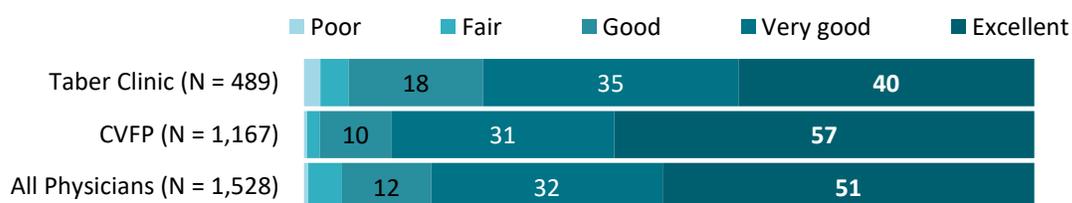
Could you get today’s appointment when you wanted?



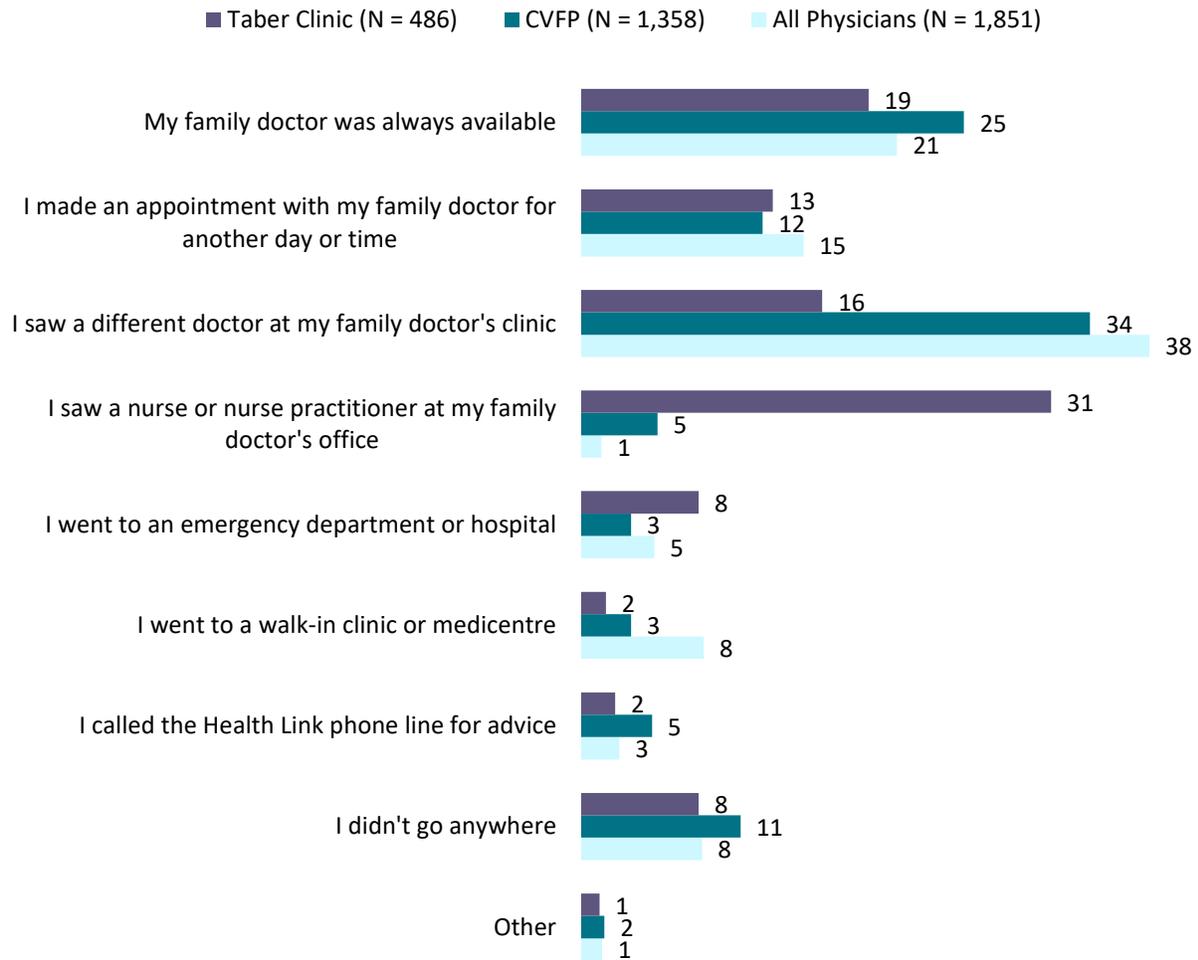
How acceptable was the wait between making your appointment and today’s visit?



In the last 12 months, how would you rate the availability of this doctor?



In the last 12 months, where did you go when this doctor was unavailable?

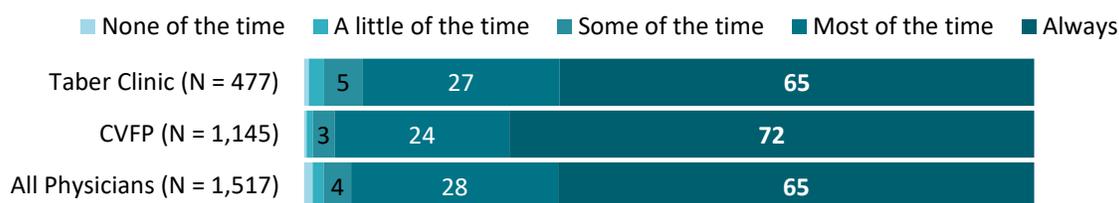


Your Healthcare Team

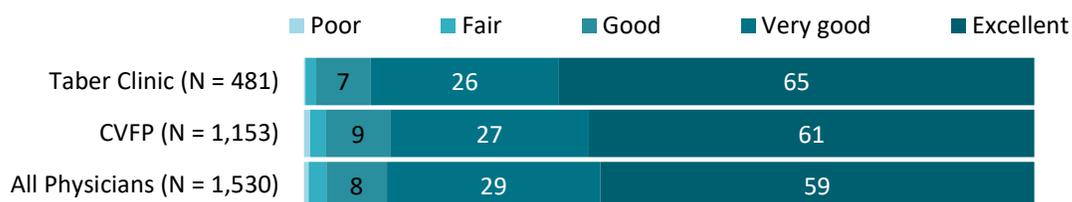
Patient experience is likely better if patients feel the communication and information between care providers is organized and seamless. Coordination of care is important for all patients, but especially for patients with multiple chronic conditions who are visiting different specialists and accessing community organizations for their health needs.

Included in the list of care providers is the reception staff, as the reception staff are often a patient’s first point of contact and help shape a patient’s experience with the clinic overall.

In the last 12 months, how often did your healthcare team seem to effectively coordinate your care?



In the last 12 months, how would you rate your overall experience with the reception staff at this clinic?



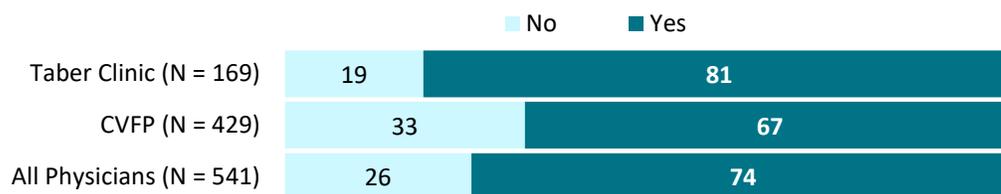
Treatment Plans & Care Priorities

A treatment plan is useful for most patients, but especially for patients that have several people involved in their care or have ongoing health conditions. Treatment plans help keep everyone on the “same page” as to what matters to patients (goals, values, and preferences). It also helps keep track of what the patient and the healthcare team have planned or are working on to improve health and wellbeing. Treatment plans can lead to improvement in self-care, medication adherence, and confidence in the support that is being provided.

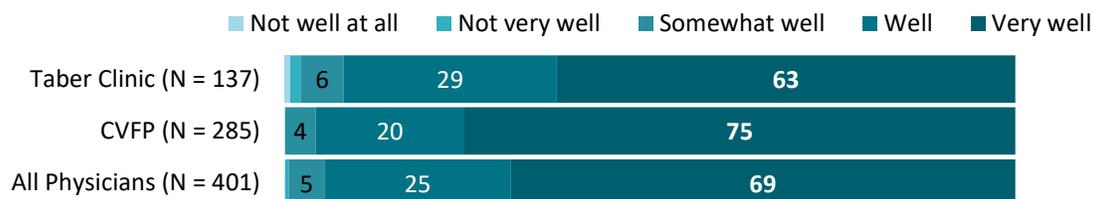
Which of the following best describes how you have used the healthcare system in the last 12 months?



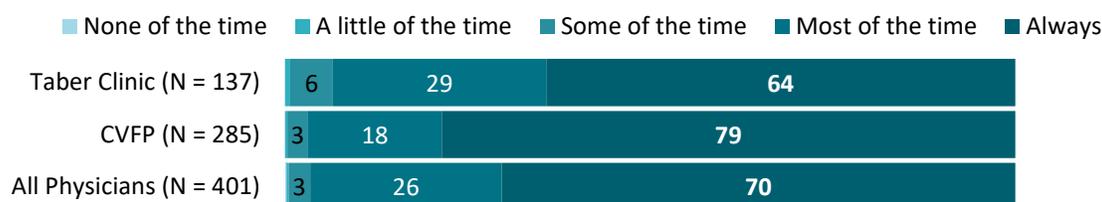
In the last 12 months, has someone from your healthcare team worked with you to create or review a treatment plan?



In the last 12 months, how well did someone from your healthcare team adapt your treatment plan to your personal needs?



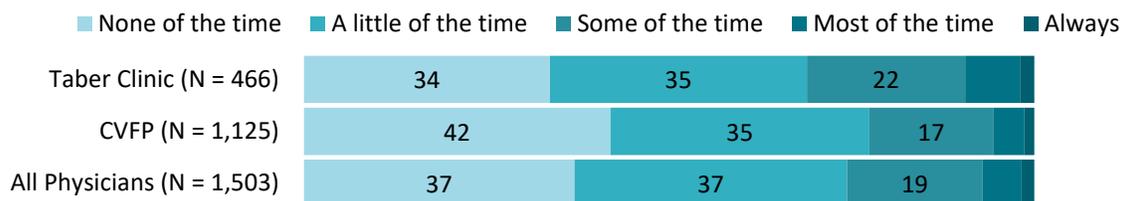
In the last 12 months, how often were members of your healthcare team consistent with what they told you about your treatment plan?



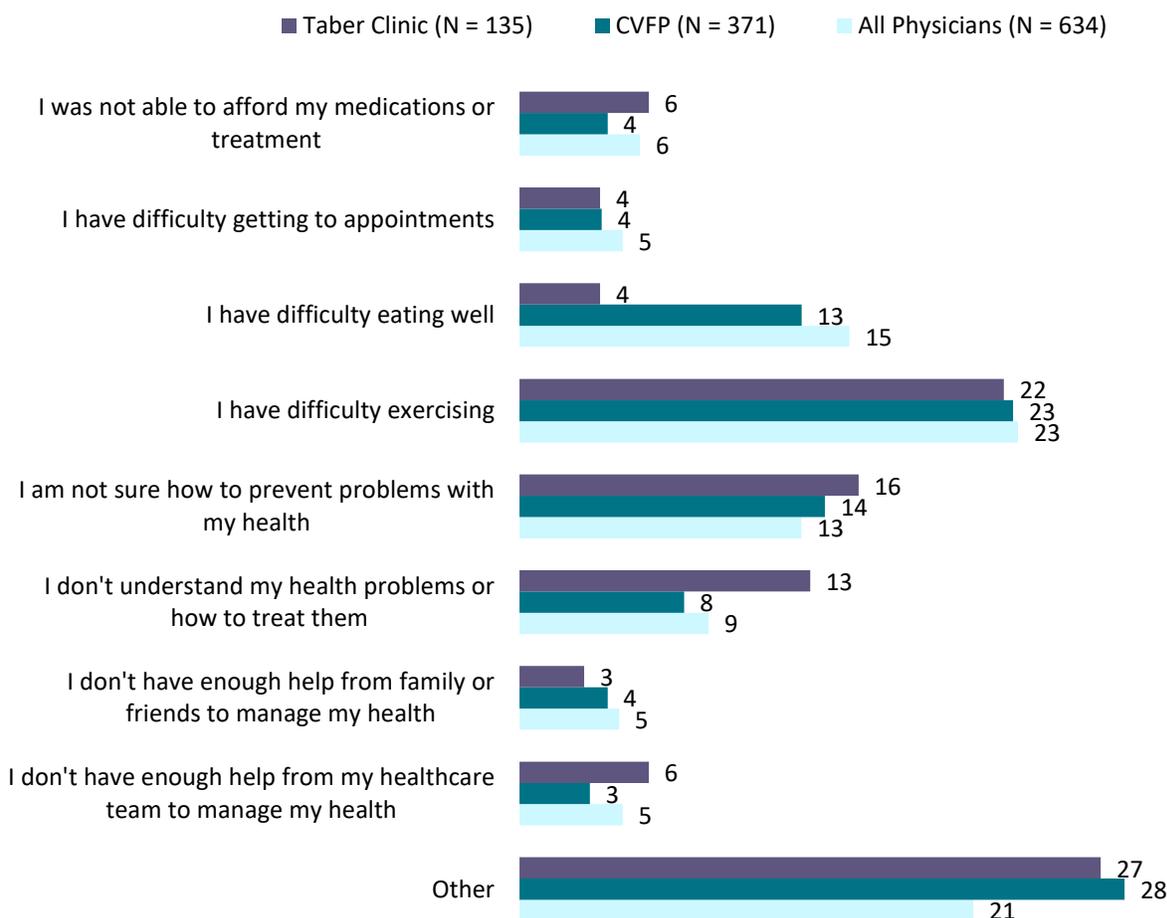
In the last 12 months, how often did someone from this doctor's office discuss your main goals and priorities in caring for your health?



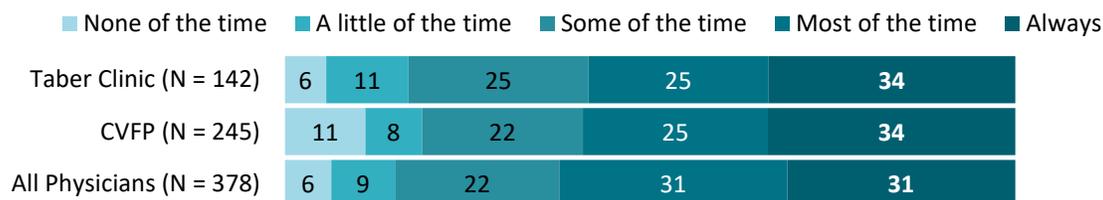
In the last 12 months, how often did you have difficulty managing your health?



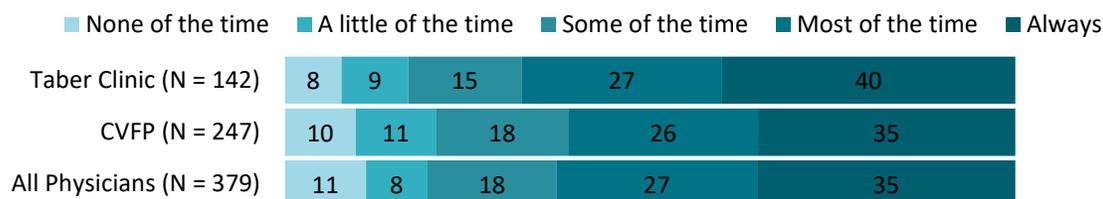
In the last 12 months, why did you have difficulty managing your health?



In the last 12 months, how did your family doctor or nurse discuss with you the difficulties you had in managing your health?



In the last 12 months, how often did your family doctor or nurse discuss with you supports for managing your health?



In the last 12 months, when this doctor ordered a blood test, x-ray, or other test for you, how often did someone from this doctor's office follow up to give you the results?



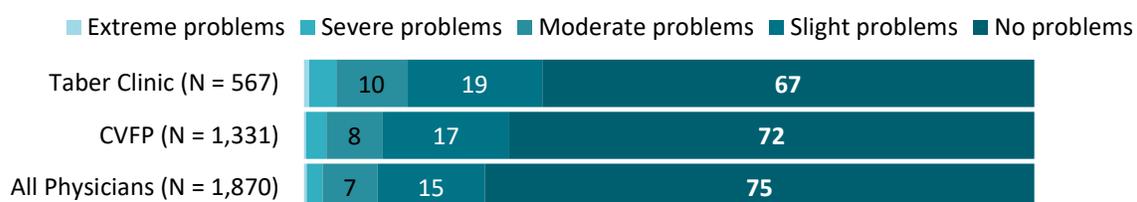
In the last 12 months, how often did you and someone from this doctor's office talk about all the prescription medicines you were taking?



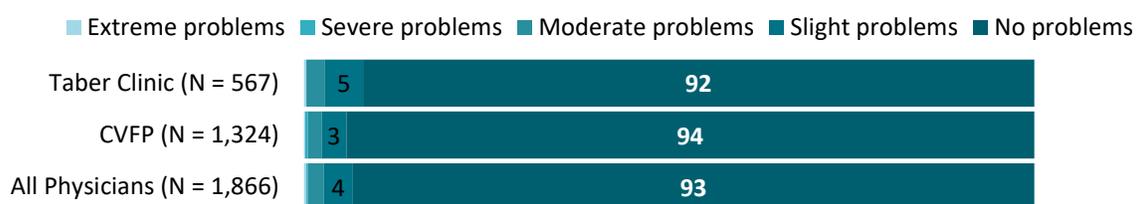
EQ-5D-5L

Patient-reported outcome measures are important for understanding whether care being provided is making a difference in how patients feel in their day-to-day lives. Measuring outcomes from a patient's perspective helps determine the success of the health system from the perspective of the patient.

EQ-5D-5L Mobility: Problems in walking



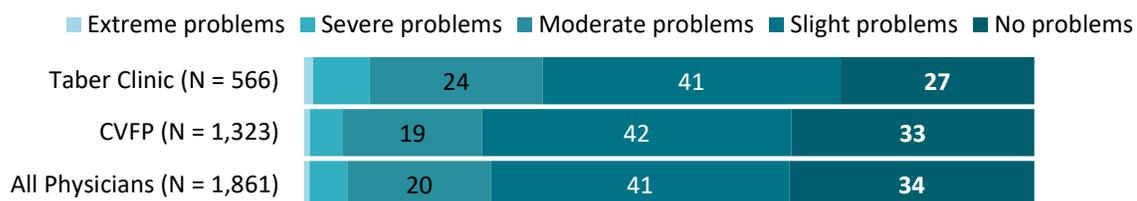
EQ-5D-5L Self-care: Problems with washing or dressing



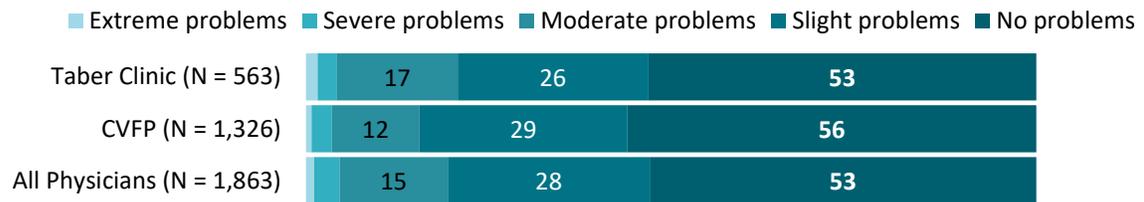
EQ-5D-5L Usual activities: Problems doing my usual activities



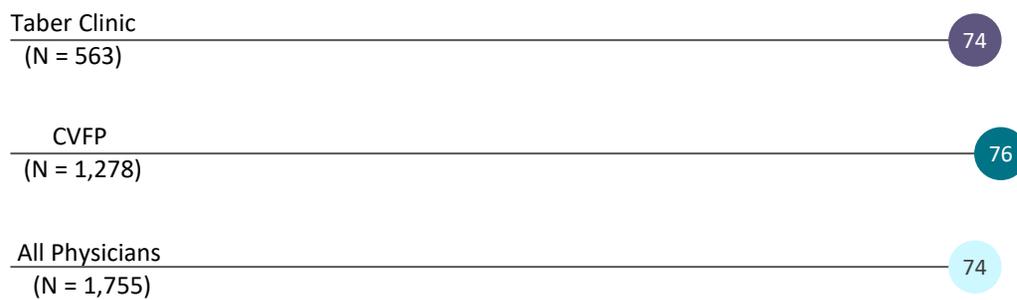
EQ-5D-5L Pain/Discomfort: Problems with pain or discomfort



EQ-5D-5L Anxiety/Depression: Problems with anxiety or depression

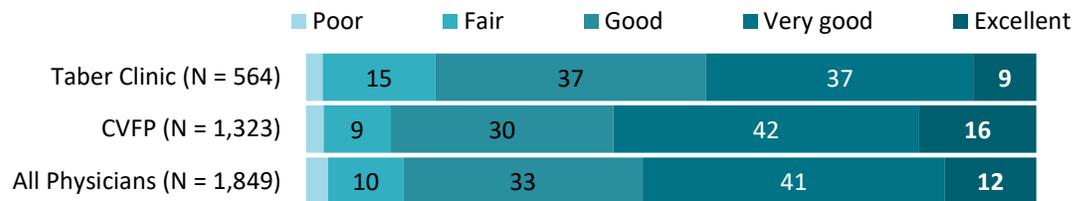


EQ-5D Visual Analog Scale: On a scale from 0 to 100, where 100 means the best health you can imagine and 0 means the worst health you can imagine, how would you rate your health today?



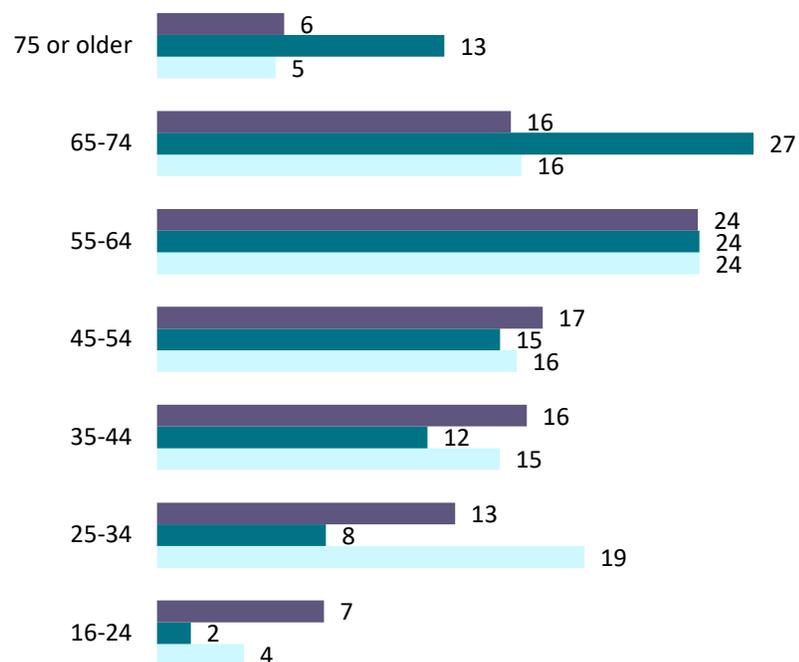
Patient Characteristics

In general, how would you rate your overall health?

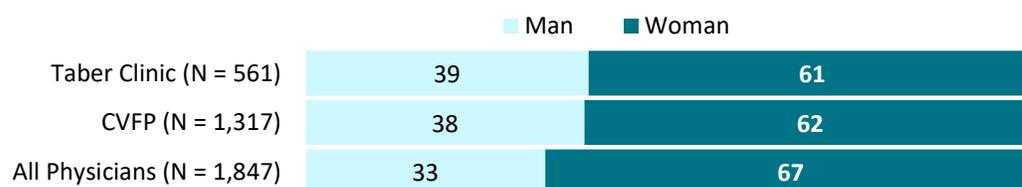


What is your age?

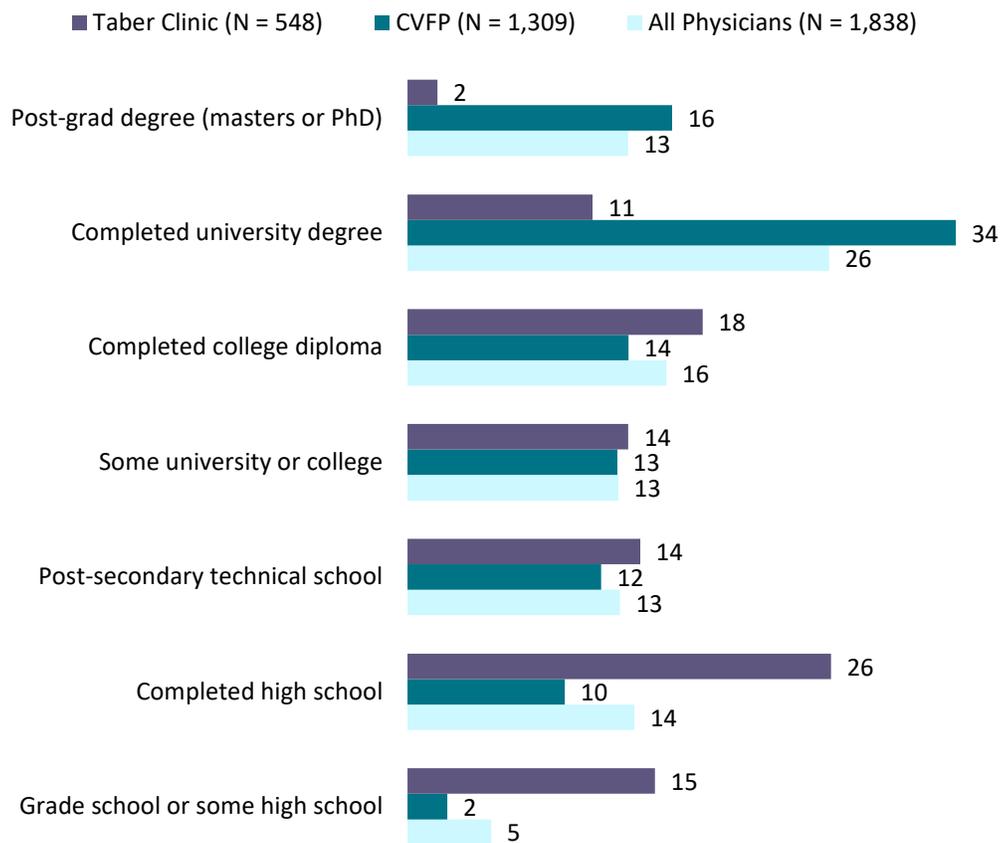
■ Taber Clinic (N = 564) ■ CVFP (N = 1,327) ■ All Physicians (N = 1,852)



Do you identify as a man or a woman?



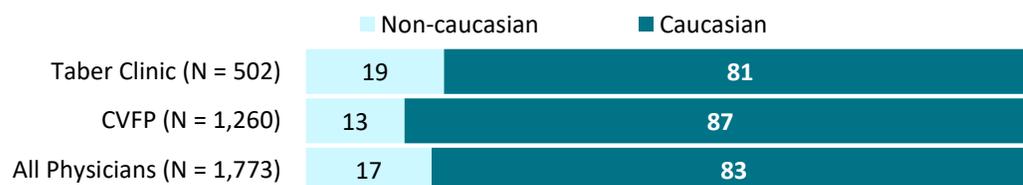
What is the highest level of education you have completed?



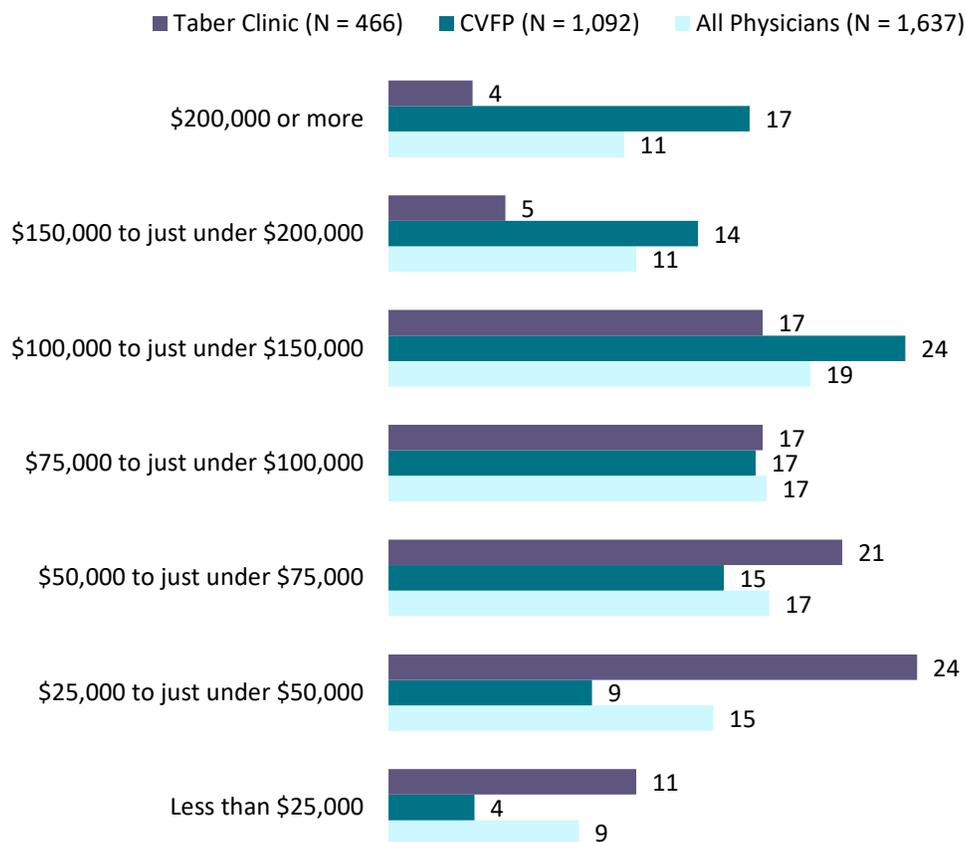
What language do you mainly speak at home?



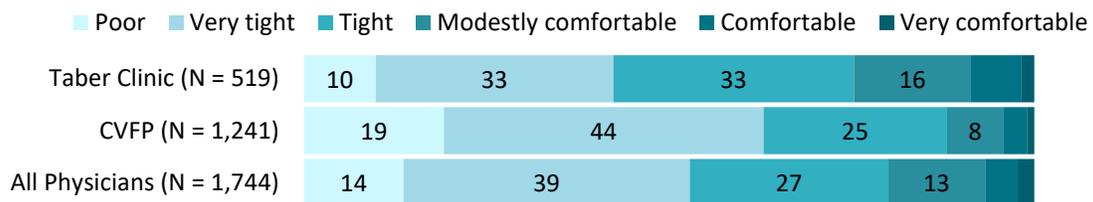
People living in Canada come from many different cultural and racial backgrounds. Are you...?



Which one of the following categories best describes the total annual income, before taxes, of all members of your household?



Which of the following best describes your financial situation?



APPENDICES

APPENDIX I: BACKGROUND

The Health Quality Council of Alberta (HQCA) is an independent organization legislated under the *Health Quality Council of Alberta Act*, with a mandate to survey Albertans on their experience and satisfaction with patient safety and health service quality.

The HQCA's Primary Care Patient Experience survey (PCPE) uses a questionnaire developed by the HQCA, originally adapted from the *Consumer Assessment of Healthcare Providers and Services (CAHPS®) Clinician & Group Survey version 3 (CAHPS-CG)*. The CAHPS-CG survey is a 31-question self-report tool that assesses the experience of care with a primary care physician. Selection of the CAHPS survey came after an extensive review of existing English-language patient experience surveys widely available in Canada.

The HQCA conducted an initial pilot test of the CAHPS-CG survey in 2016. Analysis of the pilot test showed a number of areas in which the survey had not performed as well as hoped. For example, responses from patients were overwhelmingly positive, so much so that a four-point word anchored response scale (Always/usually/sometimes/never) could not sufficiently differentiate between patient experiences. The HQCA worked with patients and clinicians to modify the CAHPS® survey to best suit the needs of Albertans and stakeholders (see below for the questionnaire).

To modify the survey for the Alberta context the HQCA partnered with the Department of Family Medicine at the University of Calgary Cumming School of Medicine to interview patients. Interviews were conducted with 66 patients at two large, urban primary care clinics operated by the Department of Family Medicine. Both clinics serve extremely diverse populations, with wide variations in education, income, and ethnicities. Patients were interviewed to ensure that question topics were relevant to them, that the question wording was easy to understand, and that the response options reflect natural responses. Stakeholders then provided feedback on the questionnaire to ensure that it met their needs. For example, patients had told us that co-location of primary care services was important to them (that is, having multiple members of their healthcare team in a single location). However, when this was discussed with stakeholders they indicated that it often was not feasible, or was out of their control. Therefore, questions regarding co-location were removed. In addition, some topics of importance to stakeholders, such as required reporting measures for Primary Care Networks, were also added.

Clinic staff are provided a script to request a patient's email address when the patient checks in for their visit (see Appendix III for the script). If a patient agrees to provide their email address, staff enter it into a web form, along with the name of the physician being seen on that date. The form feeds directly into a REDCap survey software database, which two hours later automatically sends an invitation to complete the survey. Only patients age 16 or older were included.

In any instance where the total number of respondents to a given question is less than three ($N = 1$ or 2), but greater than zero, the responses will be suppressed. This maintains respondent confidentiality.

For a complete description of the methodological details that contributed to the design of the survey procedures and questionnaire please contact the HQCA.

APPENDIX II: SURVEY QUESTIONNAIRE

HQCA Primary Care Patient Experience Survey

This survey asks questions about your experiences with your family doctor and clinic, and is being conducted by the Health Quality Council of Alberta (HQCA) on behalf of your family doctor. The HQCA is an independent organization that monitors and reports on the quality and safety of the healthcare system.

Your anonymous input provides important information to help improve the quality of care and services you receive.

Your privacy is protected. Your responses to this survey are completely confidential, and it will not be possible to identify you in your physician's summary report.

Your participation is voluntary. It is your choice whether or not to participate, and your decision will not impact the healthcare you receive.

If you want to know more about this survey, please call the HQCA at 1-855-508-8162 or by email at Surveys@hqca.ca

Survey instructions

Answer each question by marking the box corresponding to your answer.

Thank you!

Your Recent Visit

This section is about the visit you had the day you were given this survey, and will refer to that visit as “your visit today.”

1. Why did you come here today?

Check all that apply

- A check-up or routine care
- An illness, injury, or condition that needed care right away
- Other, specify: _____

2. Could you get today’s appointment when you wanted?

- Yes
- No
- I had a walk-in visit [SKIP TO Q4]

3. How acceptable was the wait between making your appointment and today’s visit?

- Very acceptable
- Acceptable
- Moderately acceptable
- Not very acceptable
- Not acceptable at all

The doctor you saw TODAY

These questions are about the care you received from the doctor you saw on your most recent visit.

4. How would you rate the amount of time this care provider gave you in your visit today?

- Excellent

- Very good
- Good
- Fair
- Poor

5. How would you rate the way this care provider listened to you during your visit today?

- Excellent
- Very good
- Good
- Fair
- Poor

6. How would you rate the way this care provider explained things in a way you could understand in your visit today?

- Excellent
- Very good
- Good
- Fair
- Poor

7. How would you rate the way this care provider involved you in decisions about your care in your visit today?

- Excellent
- Very good
- Good
- Fair
- Poor

8. How would you rate this care provider's knowledge of your medical history in your visit today?

- Excellent
- Very good
- Good
- Fair
- Poor

9. How would you rate the way this care provider showed respect for what you had to say in your visit today?

- Excellent
- Very good
- Good
- Fair
- Poor

10. Overall, how would you rate the care you received in your visit today?

- Excellent
- Very good
- Good
- Fair
- Poor
- Very poor

Your Family Doctor

11. Is there a **family doctor** who knows you best at this clinic?

- Yes
- No → **If No, go to #43**

12. What is the name of this doctor?

13. Is this the care provider you usually see if you need a check-up, want advice about a health problem, or get sick or hurt?

- Yes
- No

14. How long have you been going to this doctor?

- Less than 6 months
- At least 6 months but less than 1 year
- At least 1 year but less than 3 years
- At least 3 years but less than 5 years
- 5 years or more

15. Did you see this doctor today?

(The visit when you were given this survey)

- Yes
- No

Your Care From Your Family Doctor in the Last 12 Months

These questions ask about **your own** healthcare. Do **not** include care you got when you stayed overnight in a hospital. If you saw your regular doctor on your most recent visit, please include that visit, in addition to any other visits to your family doctor in the last 12 months.

16. In the last 12 months, how many times did you visit this doctor to get care for yourself?

- None → **If None, go to #43**
- 1 time
- 2
- 3
- 4
- 5 to 9
- 10 or more times

17. In the last 12 months, how would you rate the availability of this doctor?

- Excellent
- Very good
- Good
- Fair
- Poor

18. In the last 12 months, where did you go when your doctor was unavailable?

- I made an appointment with my family doctor for another day or time
- I saw a different doctor at my family doctor's office
- I saw a nurse or nurse practitioner at my family doctor's office
- I went to an emergency department or hospital
- I went to a walk-in clinic or medicentre
- I called the Health Link phone line for advice
- I didn't go anywhere
- Other

19. In the last 12 months, how would you rate the amount of time that your doctor gave you?

- Excellent
- Very good
- Good
- Fair
- Poor

20. In the last 12 months, how would you rate the way your doctor listened to you?

- Excellent
- Very good
- Good
- Fair
- Poor

21. In the last 12 months, how would you rate the way your doctor explained things in a way you could understand?

- Excellent
- Very good
- Good
- Fair
- Poor

22. In the last 12 months, how would you rate the way your doctor involved you in decisions about your care?

- Excellent
- Very good
- Good
- Fair
- Poor

23. In the last 12 months, how would you rate your doctor’s knowledge of your medical history?

- Excellent
- Very good
- Good
- Fair
- Poor

24. In the last 12 months, how would you rate the way this doctor showed respect for what you had to say?

- Excellent
- Very good
- Good
- Fair
- Poor

25. Using any number from 0 to 10, where 0 is the worst doctor possible and 10 is the best doctor possible, what number would you use to rate this doctor?

- 0 Worst doctor possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 Best doctor possible

Your Healthcare Team

Your healthcare team includes everyone here at your clinic, as well as other healthcare providers you see outside of this clinic, such as such as nurses, dietitians, and pharmacists who could also be within your family doctor’s clinic.

26. Which of the following best describes how you have used the healthcare system in the last 12 months?

- I have no health issues, and hardly ever use healthcare services
- I had minor health issues that were fixed quickly and weren’t life threatening, or I only used routine health care services. This might include a routine visit or check-up.
- I had a more serious health issue that might have required surgery, a hospital stay, or care and treatment from a specialist.
- I have serious ongoing or long-term health issues, which require regular use of the healthcare system, and that affect my quality of life.

27. In the last 12 months, how often did your healthcare team seem to effectively coordinate your care?

- Always
- Most of the time
- Some of the time
- A little of the time
- None of the time

28. In the last 12 months, how would you rate your overall experience with the reception staff at this clinic?

- Excellent
- Very good
- Good
- Fair
- Poor

**Treatment Plans and Care
Priorities**

A treatment plan is a set of actions your family doctor or nurse designs with you to manage your health problems.

29. In the last 12 months has someone from your healthcare team worked with you to review or create a treatment plan?

- Yes
- No - → **If No, go to #32**

30. In the last 12 months, how well did your family doctor or nurse adapt your treatment plan to your personal needs?

- Very well
- Well
- Somewhat well
- Not very well
- Not well at all

31. In the last 12 months, how often was staff here consistent with what they tell you about your treatment plan?

- Always
- Most of the time
- Some of the time

- A little of the time
- None of the time

32. In the last 12 months how often did your family doctor or nurse discuss your main goals and priorities in caring for your health?

- Always
- Most of the time
- Some of the time
- A little of the time
- None of the time

33. In the last 12 months, how often did you have difficulty managing your health?

- Always
- Most of the time
- Some of the time
- A little of the time - → **Go to #37**
- None of the time- → **Go to #37**

34. In the last 12 months, why did you have difficulty managing your health?
Choose all that apply.

- I am not able to afford my medications
- I have difficulty getting to appointments
- I have difficulty eating well
- I have difficulty exercising
- I am not sure how to prevent or correct problems with my health
- I don't understand my health problems or what causes them
- I don't have enough help from family or friends to manage my condition
- Other

35. In the last 12 months, how often did your family doctor or nurse discuss with you the difficulties you had in managing your health?

- Always
- Most of the time
- Some of the time
- A little of the time
- None of the time

36. In the last 12 months, how often did your family doctor or nurse discuss with you supports for managing your health?

- Always
- Most of the time
- Some of the time
- A little of the time
- None of the time

37. In the last 12 months, did this doctor order a blood test, x-ray, or other test for you?

- Yes**
- No → If No, go to #39**

38. In the last 12 months, when this doctor ordered a blood test, x-ray, or other test for you, how often did someone from this doctor's office follow up to give you those results?

- Always
- Most of the time
- Some of the time
- A little of the time
- None of the time

39. In the last 12 months, did you take any prescription medicine?

- Yes
- No → **If No, go to #41**

40. In the last 12 months, how often did you and someone from this doctor's office talk about all the prescription medicines you were taking?

- Always
- Most of the time
- Some of the time
- A little of the time
- None of the time

About You

Under each heading, please tick the ONE box that best describes your health TODAY

41. Mobility

- I have no problems in walking
- I have slight problems in walking
- I have moderate problems in walking
- I have severe problems in walking
- I am unable to walk

42. Self Care

- I have no problems washing or dressing myself
- I have slight problems washing or dressing myself
- I have moderate problems washing or dressing myself
- I have severe problems washing or dressing myself
- I am unable to wash or dressing myself

43. Usual Activities ((e.g. work, study, housework, family or leisure activities)

- I have no problems doing my usual activities
- I have slight problems doing my usual activities
- I have moderate problems doing my usual activities
- I have severe problems doing my usual activities
- I am unable to do my usual activities

44. Pain/Discomfort

- I have no pain or discomfort
- I have slight pain or discomfort
- I have moderate pain or discomfort
- I have severe pain or discomfort
- I have extreme pain or discomfort

45. Anxiety/Depression

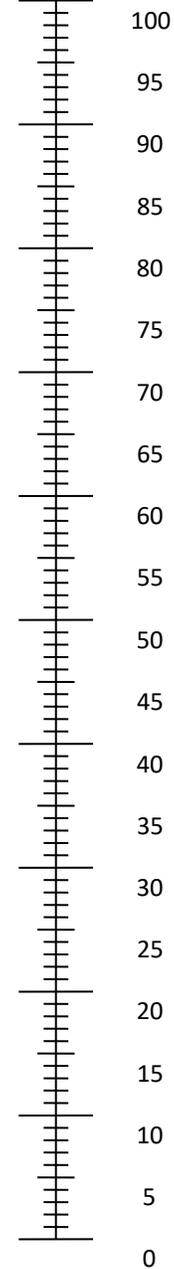
- I am not anxious or depressed
- I am slightly anxious or depressed
- I am moderately anxious or depressed
- I am severely anxious or depressed
- I am extremely anxious or depressed

EQ-5D Visual Analog Scale

- We would like to know how good or bad your health is TODAY.
- This scale is numbered from 0 to 100.
- 100 means the best health you can imagine. 0 means the worst health you can imagine.
- Mark an X on the scale to indicate how your health is TODAY.
- Now, please write the number you marked on the scale in the box below.

YOUR HEALTH TODAY =

The best health
you can imagine



The worst health
you can imagine

46. In general, how would you rate your overall health?

- Excellent
- Very good
- Good
- Fair
- Poor

47. What is your age?

- 16 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 or older

48. Do you identify as a man or a woman?

- Man
- Woman

49. What is the highest level of education that you have completed?

- Grade school or some high school
- Completed high school
- Post-secondary technical school (including Trade School)
- Some university or college
- Completed college diploma
- Completed university degree
- Post-grad degree (masters or PhD)

50. What language do you mainly speak at home?

- English
- Other: _____

51. People living in Canada come from many different cultural and racial backgrounds. Are you ...? (Choose all that apply)

- Arab
- Black (e.g., African, Haitian, Caribbean)
- Chinese
- Filipino
- Indigenous (e.g., First Nations, Metis, Inuit)
- Latin American
- South Asian (e.g., Indian, Pakistani, Sri Lankan)
- Southeast Asian (e.g., Indonesian, Vietnamese)
- White (e.g., United Kingdom, European)
- Other: _____

52. Which one of the following categories best describes the total annual income, before taxes, of all members of your household?

- Less than \$25,000
- \$25,000 to just under \$50,000
- \$50,000 to just under \$75,000
- \$75,000 to just under \$100,000
- \$100,000 to just under \$150,000
- \$150,000 to just under \$200,000
- \$200,000 or more

53. Which of the following best describes your financial situation?

- Very comfortable
- Comfortable
- Modestly comfortable
- Tight
- Very tight
- Poor

Thank you. You have finished the survey.

APPENDIX III: CLINIC STAFF SCRIPT FOR REQUESTING EMAIL

Script for Requesting Patient Email Addresses

“XXX is participating in a patient experience survey being conducted by the Health Quality Council of Alberta, a provincial agency that pursues opportunities to improve patient safety and health service quality for Albertans. May I collect your email address, so the HQCA can send you a survey after your visit about your experience today? They will not use your email address for any other purposes, and they won’t share your information with anyone else. If you are interested, you can find more information on the HQCA at www.hqca.ca.

Would you mind providing us your email address?

If Yes,

Would you be ok with the clinic keeping your email address on file as well? We would solely use this to remind you of upcoming appointments.

Script for Providing Existing Patient Email Addresses

“XXX is participating in a patient experience survey being conducted by the Health Quality Council of Alberta, a provincial agency that pursues opportunities to improve patient safety and health service quality for Albertans. May I provide them your email address, so the HQCA can send you a survey after your visit about your experience today? They will not use your email address for any other purposes, and they won’t share your information with anyone else. If you are interested, you can find more information on the HQCA at www.hqca.ca.

Would you mind if we provide them your email address?”



210, 811 – 14 Street NW Calgary,
Alberta, Canada T2N 2A4
T: 403.297.8162 F: 403.297.8258
E: info@hqca.ca www.hqca.ca