



Improving  
Healthcare  
Together

# Quality Connection



Spring 2022

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## Check out our new public information campaign

The HQCA has launched a public information campaign to empower Albertans to take an active role in their healthcare. We have developed several resources for individuals such as [tips for before, during and after a visit with their healthcare team](#), [questions to ask](#), and a [symptom tracker](#).

Learn how to take an active role in your healthcare at [www.hqca.ca/info](http://www.hqca.ca/info)



## New family physician data now available

Every year, more than 1,800 family physicians receive a Primary Healthcare Panel Report from the HQCA to help improve their practice.

**The 2022 Proxy reports are now available.** This free report provides measures on continuity of care, screening of chronic conditions, COVID-19 vaccination data, virtual care appointments, and more – so physicians can reflect on their practice and compare with colleagues.

Family physicians and/or their quality improvement representatives can [request a report here](#). If you've already requested your report, you can [access it here](#).



## New Quality Exchange about designated supportive living

Check out our latest Quality Exchange: [Enhancing resident and family experiences in designated supportive living](#). The HQCA Quality Exchange program highlights examples of positive work in Alberta's healthcare system.



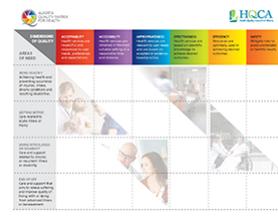
## announced soon

Each spring, the HQCA and our Patient and Family Advisory Committee recognize healthcare initiatives in Alberta that improve the patient experience in accessing and receiving healthcare services. Learn about the **2021 recipients** and [watch their stories here](#).

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## Stakeholders share their experiences with the Alberta Quality Matrix for Health

Since early January, many healthcare organizations and providers within Alberta have shared with us their experiences of using the current **Alberta Quality Matrix for Health** and their insights into defining healthcare quality. We look forward to sharing what we've learned in the months ahead as we take a fresh look at this popular resource for healthcare providers.



## Introducing our new CEO: Charlene McBrien-Morrison

On February 10, 2022, the Board Chair of the HQCA, Brent Windwick, [announced the appointment of Charlene McBrien-Morrison as chief executive officer](#).

Prior to her appointment to Acting CEO in July 2020, Charlene served as executive director of the HQCA. Charlene previously worked within the former Calgary District Hospital Group and Calgary Health Region, Calgary Laboratory Services, and Carewest.



In addition to her formal training as a medical laboratory technologist where she started her career in healthcare, Charlene holds a Master of Business Administration in Executive Management from Royal Roads University, and is a Certified Health Executive with the Canadian College of Health Leaders.

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## HQCA.ca gets a refresh

Our website is a valuable platform for us to share resources and information with Albertans and our healthcare partners. We want to make sure that our information is accessible, easy to find, and up-to-date, so we are excited to share [the new and improved HQCA.ca](#)! When you visit the new site, you will notice a new overall design and that some of the content has



Learn more and see some of the site's [new features here](#).

## Welcome to our new employee

**Sanita Shapka** joined the communications team as **Senior Communications Advisor**, covering for Cassandra MacBeth who is on leave until September 2023. Sanita brings 10 years of experience as a communications professional to the HQCA. She has worked with several organizations including Spartan Controls, CPA Alberta, and Wood's Homes. Most recently, she has worked as a consultant with several companies. Sanita has a Master's degree in Professional Communications from Royal Roads University and a Bachelor's degree in Communications from the University of Calgary.



## HQCA named as one of Alberta's Top 75 Employers

We are proud to be named one of [Alberta's Top 75 Employers](#) for the sixth year!



## Become a Partner

To advocate for person-centred care, 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 \[hqca.ca\]\(http://hqca.ca\)](#)

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](#)

# Improving Healthcare Together

[www.hqca.ca](http://www.hqca.ca)

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