

Primary Care Patient Experience Survey Resource List

Quick Wins

Introduction

Purpose of this document

We know identifying promising practices is only one component of the improvement process. This guide is designed to give initial guidance to primary care providers seeking information about improving patient experience.

How the resource lists are organized

Resources are organized by the topic domains in the HQCA Primary Care Patient Experience Survey. For easy access to the resources, keep the file open rather than printing it in hard copy because many of the website URLs are hyperlinked and cross-referenced to other resources within the document.

How the resource lists were developed

The resources were compiled via a literature and environmental scan and suggested by primary care providers and experts in Alberta and internationally.

What do you mean by Quick Wins?

The resources in this document are called Quick Wins, and include checklists, tools and other resources that are relatively quick and easy to test.



Note: This resource list was updated on March 10, 2025.

“
A resource, in our thinking, is something that gets people started with improving patient experience. And ‘started’ could include even thinking about doing it.
”

– Expert, *Improving Primary Care Patient Experiences*



Quick Wins

These resources include checklists, tools, and other options that are relatively quick and easy to implement. These are things you could try tomorrow to improve patient experience.

Access

The resources that follow relate to survey questions about timely access to a primary care provider for routine and urgent care.

1. [Hierarchy of Booking](#)

Alberta Medical Association - Accelerating Change Transformation Team (AMA-ACTT)

A scheduling strategy to strengthen relational continuity.

2. [Synchronize Patient, Provider and Information](#)

AMA-ACTT

Outlines five key elements needed for the start of an appointment in an efficient clinic.

3. [Family Physician Tips to Reduce Demand in Times of Chaos](#)

The Health Innovation Group

A list of nine ideas to reduce demand.

4. [Strategies to Reduce Demand for Appointments](#)

AMA-ACTT

Suggestions include ways to decrease the return visit rate, share the load amongst the team, and offer virtual appointments.

5. [Max Packing | Demand Reduction Strategy](#)

AMA-ACTT

Tips to reduce demand by addressing as many patient needs as possible in a single visit.

Team-based care

The resources that follow relate to survey questions about patient experiences with their healthcare team and suggest strategies for operationalizing team-based care.

1. [Tips for Effective Communication](#)

Health Quality BC

A printable matrix of nine tips.

2. [Team Based Care: Introductions with Intention](#)

AMA ACTT

Tips and examples about how to introduce patients to new team members with a warm handoff.

3. [SBAR, Handoff, Brief and more](#)

The AHA Centre for Health Innovation

Includes communication tools and webinars.

4. [Team Huddles Guide](#)

AMA-ACTT

A downloadable checklist on team huddles. Helps you plan with your clinic and can be done in less than 10 minutes.

Care coordination

Please check the Deeper Dives list for strategies to improve patient experience in care coordination.

“We do huddles most mornings, and talk about what can we do to modify, how can we manage the appointments, how can we make space to see more patients.”

– Family physician



Communication

The resources that follow relate to survey questions about communication between patients and care providers, including how providers respect and listen to patients, explain things in an understandable manner, and how they involve patients in decision-making about care.

1. [**Patient Centred Communication**](#)
The Canadian Medical Protective Association

Contains 15 sections of “good practice guidance” and provides a Patient-Centred Communication checklist.

2. [**Patient Communication: Practical Strategies for Better Interactions**](#)
American Academy of Family Physicians

Article explains five strategies to create positive and compassionate interactions between family physicians and patients that do not require significantly more time. It includes a printable pocket guide summary.

3. [**Equity Talk Pocket Cards**](#)
Equip Healthcare

Printable cards with 15 practical examples of making small shifts in phrases and words to communicate with a more open, encouraging and equitable tone.

4. [**A Guide to Having Conversations About What Matters**](#)
BC Patient Safety & Quality Council

An easy-to-read guide with information to implement “What Matters to You?”. This resource covers how to complete the three steps of: Asking What Matters; Listening to What Matters; and Doing What Matters. It also includes guidance for patients.

5. [**What matters to you? Handy Guide.**](#)
Healthcare Improvement Scotland

A two-page infographic that offers encouragements providers might use when asking patients what matters to them.

Care priorities and treatment plans

The resources that follow relate to survey questions about setting care priorities and developing treatment plans with patients including working with patients to discuss their health goals and priorities; creating, reviewing and adapting a treatment plan; and discussing difficulties and needed supports for managing health concerns.

1. [**Developing Person-Centred Goals**](#)
Australian Department of Health and Aged Care

This simple, four-page infographic outlines the principles of developing person-centred goals. This resource uses SMARTA (specific, measurable, achievable, relevant, time-limited, and agreed) criteria.

2. [**Identifying Goals of Care**](#)
Australian Commission on safety and Quality in Healthcare

This two-page document provides eight steps for clinicians when they are identifying goals of care with patients.

NOTE: More information is included in [**Implementing the Comprehensive Care Standard**](#) (see Deeper Dives list).

3. [**Aligning Care with Patient Priorities Quick Guide \(two pages\) and a Pocket Guide \(two pages with QR codes for additional resources\).**](#)
Patient Priorities Care

This resource succinctly explains an “evidence-based approach that provides a systematic way to incorporate patients’ health priorities into decision making.”

The best I see is the teach back. That is asking patients just to tell the professional what they've heard or retained... Patients remember 17 per cent of the information that is communicated to them in a clinical encounter, that's on average. But if they have to teach it back, they remember 80 per cent of that.

– Expert, Patient Experiences



4. [Values Conversation Starters](#)

Patient Priorities Care

A one-page visual that lists potential conversation starters in the areas of connecting, enjoying life, managing health and functioning.

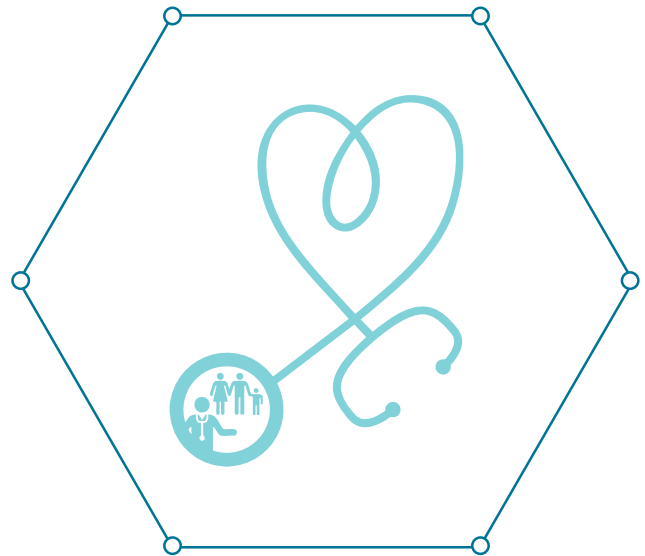
5. [Health Priorities Template](#)

Patient Priorities Care

A simple two-page template to help patients identify their health priorities and desired health outcomes.

Additional Resources

We have additional resources to help you improve patient experience. Visit HQCA.ca to see our resource lists for Quick Wins, Deeper Dives, as well as our Background Reading guide.



About the Health Quality Council of Alberta

The Health Quality Council of Alberta is a provincial agency that brings together patients, families, and our partners from across healthcare and academia to inspire improvement in patient safety, person-centred care, and health service quality. We assess and study the healthcare system, identify effective practices, and engage with Albertans to gather information about their experiences. Our responsibilities are outlined in the *Health Quality Council of Alberta Act*.