

HQCA Quarterly Connection Newsletter - Spring 2019

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Promoting and improving patient safety and health service quality across Alberta

HQCA's Quality Connection, Spring 2019

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The HQCA has been recognized as one of Alberta's Top Employers for the third year in a row.

We are proud to be recognized as an organization that is progressive, forward-thinking, and one that puts our employees first.

[Read about why we were](#)



**QUALITY
EXCHANGE**

Our first Quality Exchange was a four-part series that highlighted the positive initiatives underway at the following long-term care facilities in Alberta:

1. [Westview Care Community](#)
2. [Wing Kei Care Centre](#)
3. [Rivercrest Care Centre](#)
4. [Sherwood Care](#)

With our Quality Exchange [materials and events](#), you can learn about the inspiring teams, the ideas they foster, as well as their respective experiences and discoveries on their change journeys.

Don't miss these upcoming Quality Exchange events:

selected.



We would like to thank all those who applied for the HQCA's 2019 Patient Experience Awards. Our judging panel - which includes patient and family advisors, Board members, and HQCA staff - started their review of the submissions and looks forward to celebrating this year's recipients and the outstanding work underway in our province to improve the patient experience.

The 2019 Patient Experience Award recipients will be announced in April 2019.

New faces: HQCA staff



Kira Hawes, Communications Assistant, has joined the HQCA for a four month internship in communications. Kira is completing her Bachelor of Communications, Public Relations degree from Mount Royal University. She has practical experience

March 14 - Sherwood Care virtual open house: join us to learn from Sherwood Care staff about their successes and challenges. [More details.](#)

March 28 - Family Panel Webinar: hosted by our Patient and Family Advisory Committee, this one-hour forum will feature discussion and Q&A with family members from the highlighted facilities.

No blame – just learning and improving patient care



Can you imagine a culture where human errors and threats to patient safety are seen as opportunities to learn about weaknesses in the system?

We're excited about our new, shared Alberta resource – [the Just Culture website.](#)

This collaborative project supports the development and adoption of a just culture within Alberta's health system. [Learn more.](#)

Catch up on HCQAMatters



What is the value of patient feedback? Read what HQCA representatives had to say:

- [“Paper” for the win](#) – posted Feb. 5, 2019
- [Real patient and family engagement takes courage](#) – posted Dec. 19, 2018

with marketing and communications, having completed her first internship in the tourism industry, she is looking forward to learning more about the healthcare industry. Kira has experience in intercultural communications having completed a semester in Scotland and in France.

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

Register for our courses

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 – you're the most important partner when it comes to your health

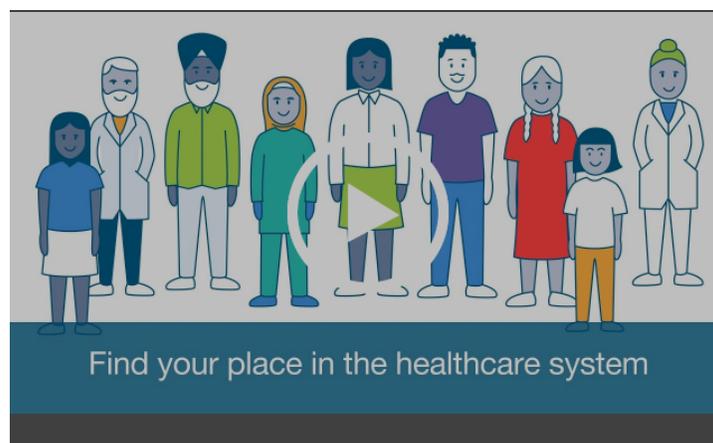
- [Walking the talk of patient-centredness: Maximizing the value of the patient voice](#) – posted Dec. 12, 2018

Healthcare 101

We are pleased to support [Healthcare 101](#), a practical resource, designed with Albertans for Albertans, to help us better understand the healthcare system.

Check out the first topic: [Healthcare Basics for Albertans](#).

Have input - fill out the Feedback Survey [here](#).



EVENTS

2019 Certificate Course in Patient Safety & Quality Management Presentation Day

Friday, March 8 from 8:30 a.m. – 3:10 p.m.
Calgary

Join us and W21C in the wrap-up of the 2018-19 course by taking in participants' project presentations and a special keynote address from [Dr. G. Ross Baker](#), titled "Translating Measuring and Monitoring Safety to the Canadian Healthcare System: Establishing Proof of Concept and Scale-Up Strategies."

[Full details](#)

TeamSTEPPS Canada – Master Trainer

*** LAST DAY TO REGISTER IS FRIDAY, MARCH 8***

Tuesday, March 19 & Wednesday, March 20
Edmonton

We are proud to partner with the Canadian Patient Safety Institute (CPSI) to offer a foundational course for developing high-functioning teams. Please note, this is a registered course.

[Full details and registration](#)

www.hqca.ca

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