

HQCA Quarterly Connection Newsletter - Summer 2019

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Promoting and improving patient safety and health service quality across Alberta

HQCA's Quality Connection, Summer 2019

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Catch up on HQCAMatters



Read what HQCA representatives had to say:

- [The personal side of scale and spread – posted May 8, 2019](#)



For the fourth year, the HQCA, in partnership with our Patient and Family Advisory Committee (PFAC), held the Patient Experience Awards program to recognize and spread knowledge about initiatives that improve the patient experience in accessing and receiving healthcare services.

The HQCA's 2019 Patient Experience Awards recipients:

- **NowICU Project**, Neonatal Intensive Care Unit (NICU), Misericordia Community Hospital
- **Head and Neck Surgery (HNS) Clinic**, University of Alberta Hospital
- **Edmonton Prostate Interdisciplinary Cancer Clinic (EPICC)**, Northern Alberta Urology Centre
- **Transitional Pain Service**, South Health Campus

[Click here to read about these initiatives in more detail.](#)

[Click here to learn more about the Patient Experience Awards program.](#)



The HQCA is pleased to announce the addition of information from the provincial primary healthcare patient experience survey to the primary care section of our [FOCUS on Healthcare website](#).

Experience surveys are a valuable tool to collect feedback from patients receiving primary healthcare services. They help identify improvement opportunities, fosters a culture of patient-centered care, and can help monitor progress over time.

[Click here to learn more.](#)

Let's get digital – Primary Healthcare Panel Reports

More than 1,300 family physicians and 41 Primary Care Networks in Alberta have received their panel report.

- Personalized, confidential information helps physicians better understand their patient panel
- Users can see how patients receive care inside and outside the clinic
- Data guides quality improvement based on what matters to physicians and the needs of their business and patient panel

Now available digitally! The interactive format allows physicians and others at their clinic to drill down into the data to make practice changes more measurable and

New faces: Patient and Family Advisory Committee (PFAC)

Teena Cormack, Lethbridge, AB

Teena serves as an active and avid volunteer in her community. Currently, she focuses on her work as a Toastmaster and as a literacy tutor for adults with Read On, a program through the Lethbridge Public Library. Prior to receiving a disability pension, Teena held many professional positions, including her 15 years of service as an air traffic controller in the military.

Learn more about Teena and why she joined the HQCA's PFAC [here](#).

Nana Thaver Sherwood Park, AB

Nana's professional career has focused on the non-profit sector and she recently moved into post-secondary education, working with the Faculty of Medicine and Dentistry at the University of Alberta. She enjoys working on projects that impact

data to make practice change more manageable and actionable. For example, users can first identify patients not screened for diabetes, then those at high risk for diabetes not screened.

Understanding the value of the report is best seen by viewing a sample report [here](#). Physicians can request their personalized panel report [here](#).



Understanding parent and guardian experiences with mental health services for children and youth

This summer, the HQCA, in partnership with Alberta Health, will survey and interview parents and guardians with children ages 6 to 18 years who have needed or received health or community-based services for any mental, behavioural or emotional concerns in five Alberta communities:

- Grande Prairie
- St. Albert
- Red Deer

on projects that impact

Albertans in terms of better health treatment, care, and research.

Learn more about Nana and why she joined the HQCA's PFAC [here](#).

Farewell to Geralyn and Leslie

The HQCA would like to recognize the incredible contributions made and leadership demonstrated by two outgoing PFAC members: **Geralyn L'Heureux** and **Leslie Ayre-Jaschke**.

Geralyn and Leslie are stepping off the PFAC after their six year tenures. They served as excellent advocates for improving healthcare quality and patient safety. They championed thoughtful and meaningful patient and family member engagement both within the HQCA and more broadly across Alberta's healthcare system.

Thank you Geralyn and Leslie!

Become a

- Airdrie
- Lethbridge

For detailed information on this project click [here](#).

Please help us spread the word about this important survey, which can be filled out online: www.hqca.ca/mentalhealth

Designated supportive living survey underway

From June through August, the HQCA will survey residents and family members at designated supportive living facilities across Alberta about their experiences with care and services. This work is done in collaboration with Alberta Health and Alberta Health Services and is a follow-up to the HQCA's designated supportive living surveys in 2013-14 and 2016.

For more information, [click here](#).



On May 30, the HQCA officially wrapped-up our long-term care Quality Exchange series. The four part series focused on positive things happening in four long-term care facilities in Alberta. Two lively and thought-provoking panel discussions, one with family members and one with leadership, were held to conclude the series. **These are available to view on our [YouTube channel](#).**

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

Materials from the Quality Exchange long-term care series can be found [here](#).

EVENTS

TeamSTEPPS Canada – Master Trainer

Southern Alberta Institute of Technology (SAIT)
Calgary, Alberta
September 17 & 18, 2019

The HQCA is pleased to host another TeamSTEPPS® Master Training Program in partnership with the Canadian Patient Safety Institute (CPSI) this September. TeamSTEPPS® - Team Strategies and Tools to Enhance Performance and Patient Safety – is a foundational course for developing high-functioning teams. It improves safety and transforms culture in healthcare through better teamwork, communication, leadership, situational awareness, and mutual support.

Registration will open July 26, 2019

[Full details and registration](#)

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