

[Subscribe](#)[Past Issues](#)[Translate ▼](#)

Improving
Healthcare
Together

Quality Connection



Fall 2022

[View this email in your browser](#)

Twitter



Facebook



LinkedIn



YouTube



Website

Inside this edition of Quality Connection

Click to view the full post, or scroll down.

- [FOCUS on Healthcare: What is on the minds of primary care patients?](#)
- [New Quality Exchange: Supporting resident and family experiences in continuing care during the COVID-19 pandemic](#)
- [Now blog post: Write it out to save a life!](#)
- [Nominations now open for the 2023 Patient Experience Awards](#)
- [Update on Alberta Quality Matrix for Health refresh](#)
- [Resources for patients and families: How to take an active role in your healthcare](#)
- [Welcome to new employees!](#)



FOCUS on Healthcare: What is on the minds of primary care patients?

Are the needs of primary care patients being met?

Find out on [FOCUS on Healthcare](#), our online reporting tool that provides data about the experiences of patients in Alberta's healthcare system.

We recently completed our annual primary care update, which includes patient experience

[Subscribe](#)[Past Issues](#)[Translate ▼](#)

2021.

[Check out the new data](#)

New Quality Exchange: Supporting resident & family experiences in continuing care during the COVID-19 pandemic

The COVID-19 pandemic presented many challenges. Continuing care operators had to quickly adapt to public health orders and enforce safety protocols.

In an effort to glean leading practices, the HQCA identified the facilities that scored higher than their zone and provincial peers in the [COVID-19 Continuing Care Study - Family Experience Survey results](#). This survey was conducted in the summer/fall of 2020.

In 2021, we reached out to stakeholders from 10 sites across each of the Alberta Health Services zones to understand the reasons for these higher scores. See what we've learned in our newest Quality Exchange: [Supporting resident and family experiences in continuing care during the COVID-19 pandemic](#).

And once you've checked it out, [let us know what you think](#).

[Read Quality Exchange report](#)

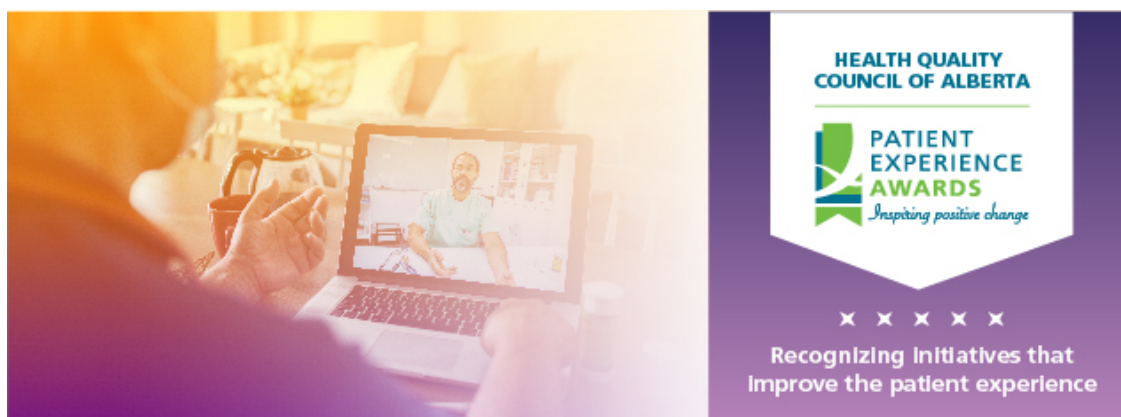
Continuing care patient

New blog post: Write it out to save a life!

We're pleased to share a few tips and reminders about the hazards of abbreviations, symbols, and dose designations in medical communications.

Read our [latest blog post](#), written by Mollie Cole, Director of Health System Improvement at the HQCA and a registered nurse of many years.





Nominations now open for the 2023 Patient Experience Awards

The Patient Experience Awards recognize and spread knowledge about initiatives that improve the patient's overall experience in accessing and receiving healthcare services.

Established by the HQCA and its Patient and Family Advisory Committee, the awards have recognized many great initiatives for the past eight years. [Watch the 2022 award recipient videos here.](#)

The call for applications for the 2023 Patient Experience Awards program is now open and **Part A is due by November 25, 2022.** New this year: apply online.

[Learn how to apply](#)

Update on Alberta Quality Matrix for Health refresh

In early 2022, the HQCA began a consultation process to update this popular tool used by healthcare providers to measure healthcare quality.

Stakeholder meetings thus far have revealed contrasting points of view on how to refresh the Alberta Quality Matrix for Health.

In the coming months we'll share a report on what we've heard so far and a plan for continuing to engage stakeholders in a collaborative process to update this



[Subscribe](#)[Past Issues](#)[Translate ▼](#)[See current Matrix](#)

Resources for patients and families: How to take an active role in your healthcare

Healthcare visits can sometimes be overwhelming for patients and their families. By being an active participant in their healthcare, patients can feel heard, supported, and more in control of their health.

In early 2022, the HQCA launched a public information campaign to give Albertans the resources and tools to learn how they can take an active role in their healthcare.

These include [tips for talking to your healthcare team](#), a [symptom tracker](#), [questions to ask your healthcare team](#), and more. Resources are also available in [Punjabi](#), [Hindi](#), [Urdu](#), and [Pashto](#) and will be made available in other languages in the near future.

We encourage all individuals and healthcare providers in Alberta to explore these resources and share them with others who may find this information helpful for their next healthcare visit.

[See resources](#)

Welcome to new employees!

Carly Dyck, Lead (FOCUS), Health System Improvement

Carly Dyck has joined the Health Improvement team in a term position and will be leading the development of new areas in [FOCUS](#). Carly has a clinical background as a registered nurse and brings over 15 years of frontline experience from emergency departments in Calgary,



[Subscribe](#)[Past Issues](#)[Translate ▼](#)

Most recently Carly has been working as a Clinical Safety Leader at Alberta Health Services in the Integrated Quality Management portfolio. Carly has a Master's degree in Health Studies from Athabasca University and a Bachelor's degree in Nursing from the University of Calgary.

Welcome to the team, Carly!



Kellie MacLean

Kellie MacLean, Lead Visual Analyst, Health System Analytics

Kellie MacLean has joined the Health System Analytics team as a Lead Visual Analyst. Kellie's background includes experience in public health, epidemiology, and genomics. She has a passion for data visualization and effective knowledge translation.

Prior to joining the HQCA, Kellie worked in several analytical and public health roles. These included software development for BC Cancer, real-world evidence analyst for a biotechnology research organization, and clinical support across Alberta Health Services. Kellie holds a Master of Data Science and Analytics specializing in health data from the University of Calgary.

Welcome to the team, Kellie!

Darren Mazzei, Lead, Health System Analytics

Darren Mazzei joined the HQCA as a Lead in the Health System Analytics team. Darren is a physiotherapist, Health System Impact Fellow, and PhD Candidate in Health Economics at the University of Calgary.

Darren's doctoral thesis is centered around the need, value, and affordability of first-line therapies for hip and knee osteoarthritis in Alberta. The primary research project in his doctoral thesis is an economic evaluation of the GLA:D™ program in Alberta.



Darren Mazzei

Welcome to the team, Darren!

Become a Partner

[Subscribe](#)[Past Issues](#)[Translate ▼](#)

Follow us on social media [@HQCA](#) (links at the top of this newsletter)

Share this email and encourage others to [subscribe at 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](#)

Advocate for your health and healthcare – you’re the most important partner when it comes to your health.

Improving Healthcare Together

www.hqca.ca

Copyright © 2022 Health Quality Council of Alberta, All rights reserved.

Our mailing address is:

210, 811 - 14 Street NW
Calgary, Alberta, Canada T2N 2A4

[unsubscribe from this list](#) [update subscription preferences](#)