F·O·C·U·S·
ON HEALTHCARE

FOSTERING **O**PEN **C**ONVERSATIONS THAT **U**NLEASH **S**OLUTIONS

FOCUS on Healthcare is a dynamic online reporting tool developed by the HQCA to provide transparent data about what patients experience in Alberta's healthcare system.

Who can benefit?

- Decision-makers and leaders in our healthcare system
- Healthcare providers
- Albertans with an interest in the healthcare system and/or improvement activities

How will they benefit?

FOCUS on Healthcare (FOCUS) is a publicly accessible website providing patient experience data, health outcome data, and where possible, quality indicators across a variety of healthcare areas. The data is presented objectively (no opinions or judgments) with a combination of descriptive narratives and visual charts. The tool can help stimulate evidence-informed conversations that lead to quality improvement, workable solutions, and a better healthcare system.

- **Transparency.** FOCUS provides access to the same information for everyone in the healthcare system.

There is unnecessary pressure on the healthcare system when anecdotes are used in place of evidence as rationale for system improvement.

- **Understanding.** FOCUS brings together information from multiple healthcare delivery areas to create a greater understanding of the whole system.

FOCUS reports information about emergency departments, primary healthcare, and the three areas of continuing care (long term care, supportive living, and home care). We will continue to add other areas of the healthcare system, with hospital care currently under development. The information illustrates the interconnectedness of our healthcare system and what Albertans' experience with healthcare delivery.

- **Conversations.** Leaders at all levels in Alberta's health system need reliable and user-friendly data to pursue meaningful quality improvement activities.

Bringing transparent information to the forefront promotes discussions that can lead to idea generation, debate, and ultimately, solutions.

- **Uniquely Albertan.** This type of health system information reporting in Canada currently happens predominantly at the national level.

A system view helps users to better understand the interplay between healthcare delivery areas, how patients journey through the system, and provides a clearer picture of how the system is working overall. Users can also use the tool to consider opportunities for improvement by finding information that is relevant to their personal geographic area of interest and comparing this with other areas of Alberta.

FOCUS on Healthcare today

FOCUS on Healthcare includes reporting about: Emergency Departments. Primary Healthcare, Long Term Care, Designated Supportive Living, and Home Care. We are currently working on adding Hospital Care, Cancer Care, and Palliative and End of Life Care. The information presented was selected as the most meaningful by both providers and patients through a collaborative process.

FOCUS on Healthcare in the future

The HQCA's vision for FOCUS is to continue developing the website to display information about Alberta's entire healthcare system and refresh the data in frequent, consistent cycles. In doing so, FOCUS would present more than 250 measures that describe patient experiences on a quarterly or annual basis, give voice to more than 90,000 Albertans per year, and reflect Albertans' experiences, their health outcomes, and the costs of our healthcare system.

FOCUS on Healthcare paves the way for important conversations:

"The information it provides is a valuable resource that contributes clarity and openness to the healthcare system, because all touchpoints of the system can use the information to provide best care."

Dr. Brian Holroyd, senior medical director AHS Emergency Strategic Clinical Network and a practicing emergency physician in Edmonton.

The HQCA's FOCUS website provides transparent reporting about what's happening across our healthcare system. This leads to quality improvement and a better understanding of Alberta's healthcare system.