

Health Quality Council of Alberta

R. Ryan Reyes
Lead, Health System Analytics
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Outline

1. The HQCA: Who we are and what we do

- History
- Our team
- Our work

2. Project-specific engagement example

Health Quality Council of Alberta

A not-for-profit corporation legislated under the *Health Quality Council of Alberta Act* with a mandate to promote and improve:

- patient safety
- person-centred care
- health service quality



Our Evolution

Health Services Utilization Commission established

2001

2002

HSUOC expanded mandate to include outcomes

2004

HQCA expanded mandate to include patient safety

2005

Creation of the *Alberta Quality Matrix for Health*

2006

HQCA independence under *Regional Health Authorities Act*

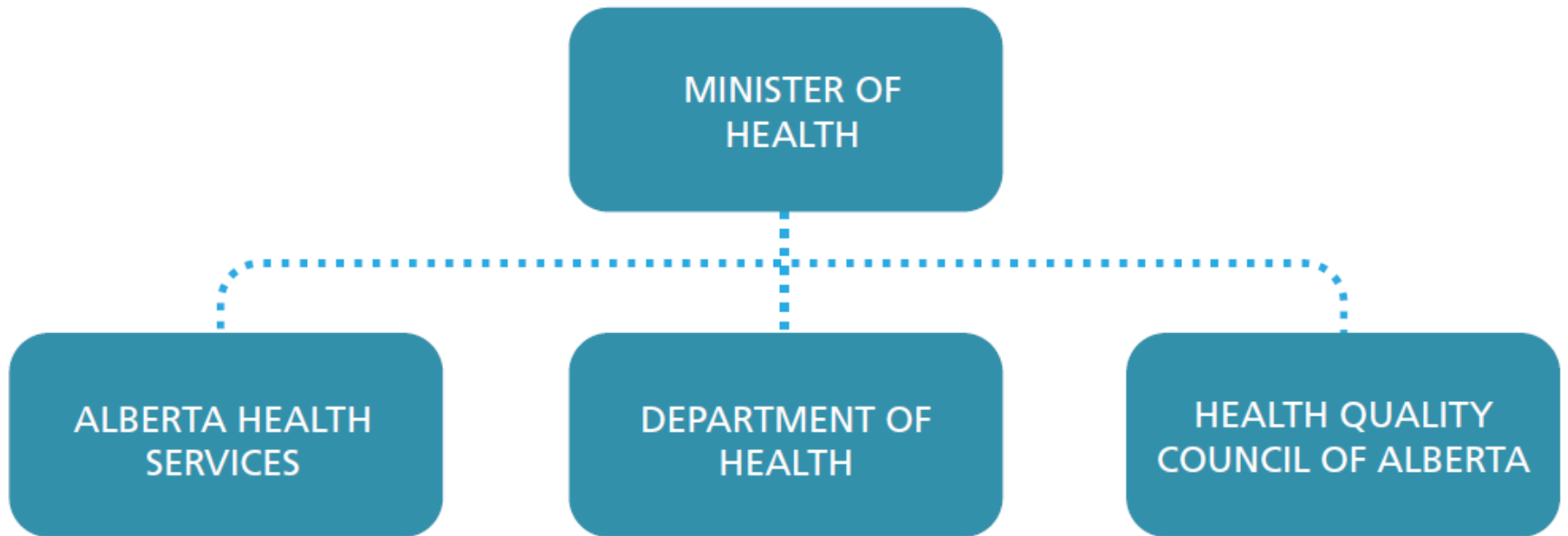
2012

HQCA Act expanded mandate

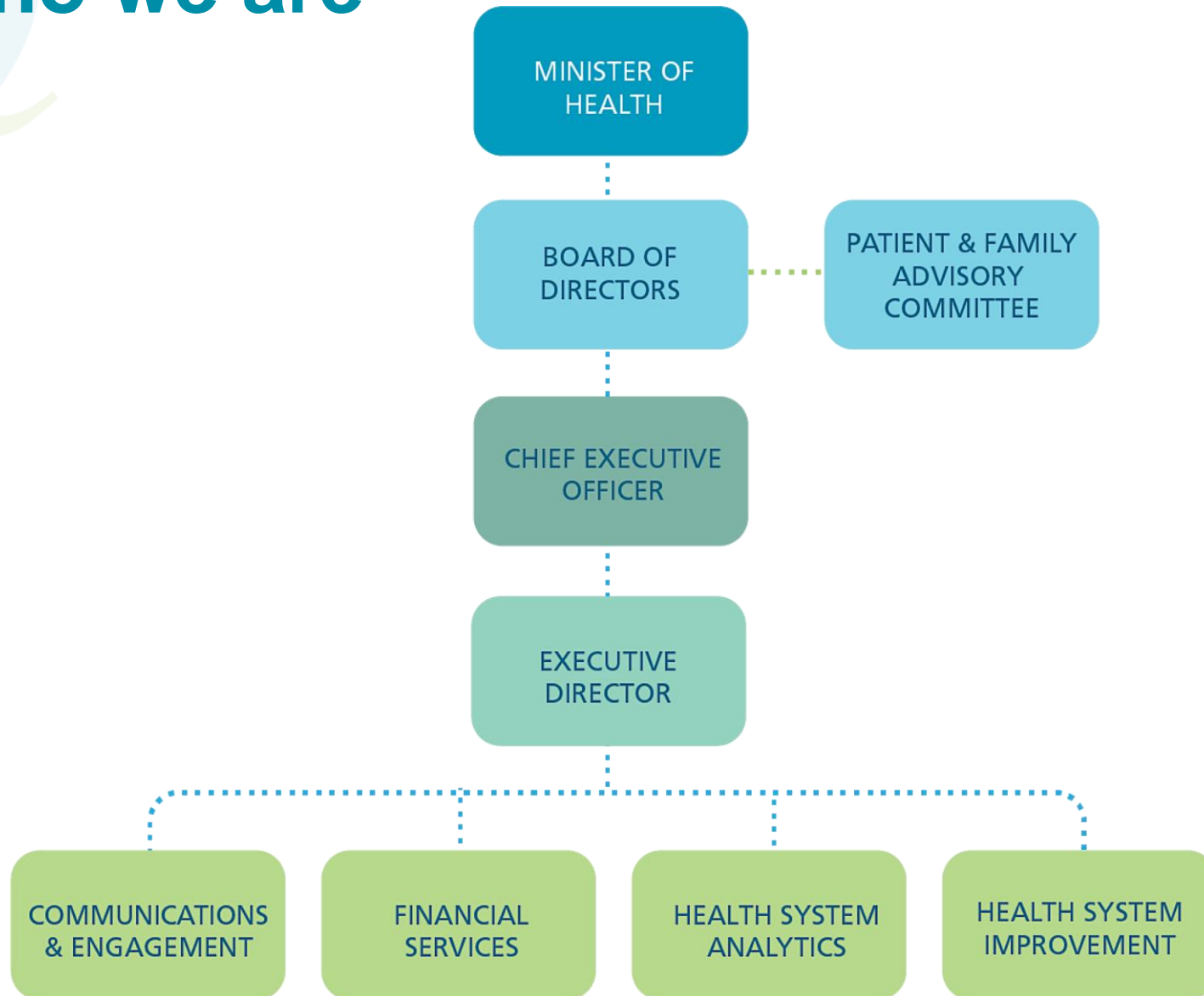
2020

HQCA Act amended

Who we are



Who we are



Our legislated mandate

- **Assist in the gathering of information and evidence**
including by means of research activities and reviews, the evaluation of programs and other initiatives, and the synthesis, dissemination and exchange of knowledge relating to patient safety, person-centred care and health service quality in Alberta.
- **Identify effective practices and make recommendations**
for the improvement of patient safety, person-centred care and health service quality.
- **Assist in the implementation and evaluation of activities,**
strategies and mechanisms designed to improve patient safety, person-centred care and health service quality.
- **Engage with Albertans**
on their experience and satisfaction with patient safety, person-centred care and health service quality.
- **Assess or study matters**
respecting patient safety, person-centred care, and health service quality.

The Strategic View provides the framework that guides the HQCA's strategic decision-making and planning.

VISION

Quality healthcare for all.

Dimensions of quality:

Acceptability ■ Accessibility ■ Appropriateness
Effectiveness ■ Efficiency ■ Safety



MISSION

To promote and improve patient safety, person-centred care, and health service quality throughout Alberta.

STRATEGIES

 Fullfilling our legislated mandate to:

Engage



Engage with Albertans and our healthcare partners on their experiences and perspective with patient safety, person-centred care, and health service quality.

Assess



Evaluate, review, research, and analyze by gathering information and evidence that inform recommendations to drive actionable improvement.

Improve



Identify and influence adoption of effective practices through the synthesis, dissemination, and exchange of knowledge to improve experiences, outcomes, and value for Albertans.

OUR VALUES

 What makes us who we are? Here's what we believe in:

People

The people of Alberta are at the centre of what we do.



Evidence

We believe in the power of information and use trusted sources to inform our work.



Participation

We believe our work is better when the wisdom of others is incorporated.



Inclusivity

We believe diverse perspectives strengthen our organization and our work.



Integrity

We take an ethical approach, are objective in our analysis, and are transparent with our work.



Independence

We work to achieve our legislated mandate without inappropriate influence or bias.

Our values underpin the collective wisdom and expertise of our staff, Board, and patient and family advisors to deliver on our Vision and Mission.

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Fullfilling our legislated mandate to:



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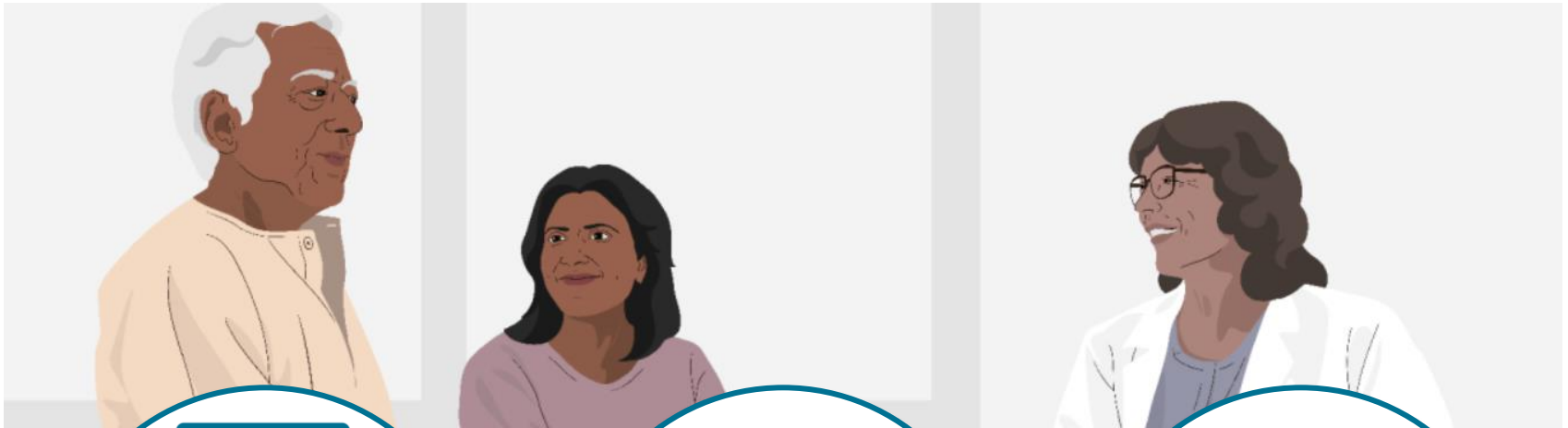
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Engagement at the HQCA

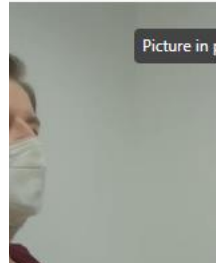
- Patient and Family Advisory Committee



Engagement at the HQCA

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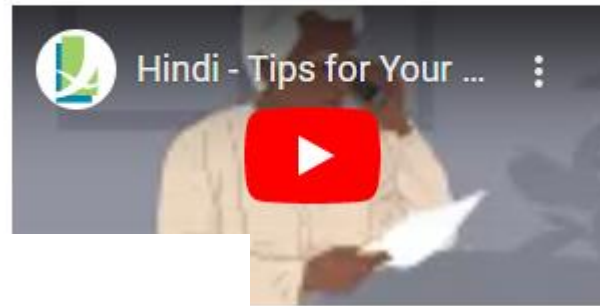
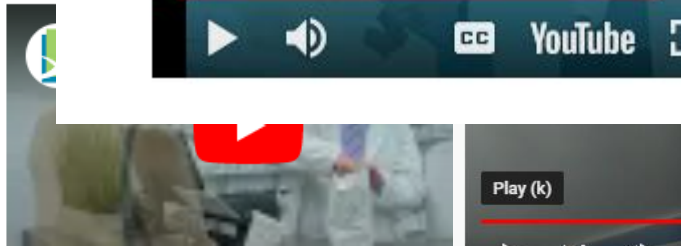
ਪੰਜਾਬੀ Punjabi



Picture in p

हिन्दी Hindi

اردو Urdu

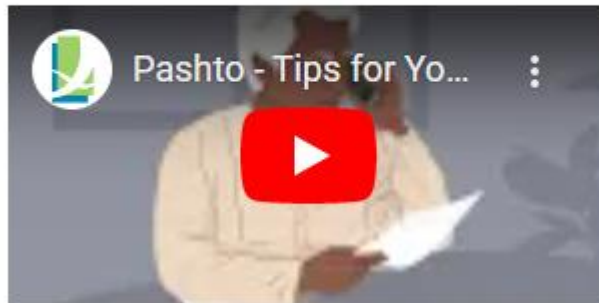


Use these resources

پښتو Pashto

Tips for Talking

Symptom Track



3 DISLIKE SHARE SAVE ...



Engagement at the HQCA

- Patient concerns management
- EMS Key Performance Indicators
- Growing engagement with First Nations and Metis communities



[About Us](#)

[For Patients and Families](#)

[Reports Library](#)

[Improvement Stories](#)

[Resources for Improvement](#)

[FOCUS on Healthcare Data](#)

1 - 15 of 35 results

CONTINUING CARE

Facility-based Continuing Care Survey (long term care and designated supportive living)

SURVEY +

CONTINUING CARE

Lived Experiences of Residents in Supported Living




2021 | 2017

QUALITATIVE RESEARCH +

CONTINUING CARE, COVID-19

COVID-19 Continuing Care Study




2021

QUALITATIVE RESEARCH, STUDY, SURVEY +

COVID-19

COVID-19 Experiences and Impact Survey




2020

SURVEY +

MENTAL HEALTH

Parent and Guardian Experiences with Mental Health Services for Children and Youth




2020

QUALITATIVE RESEARCH +

PRIMARY CARE

Crowfoot and Taber Clinics - Case Study Evaluation



2019

STUDY +



HIGHLIGHTS: COVID-19 Continuing Care Study

The Health Quality Council of Alberta (HQCA) conducted the *COVID-19 Continuing Care Study* in **long-term care (LTC)** and **designated supportive living (DSL)** to gain a better understanding about resident and family member experiences and perceptions regarding public health orders and their implementation by sites during the COVID-19 pandemic.



RESIDENTS interviewed:

43 residents from **19** LTC and DSL sites across Alberta

387 residents completed the online survey

"People my age need human contact. I was confined to my room for 8 weeks. This was less than ideal. I have no idea how to Zoom or Skype. I was totally isolated and very depressed."

(resident)

.....

FAMILY MEMBERS responded:

9,625 to an email survey from **308** LTC and DSL sites across Alberta

"I feel that [the site] did very well in their response to the pandemic. I don't see what more they could have done. I have been satisfied that my family member in care has received good care."

(family member)

Context:

The COVID-19 pandemic presented many challenges for residents, their family members, and for Alberta's healthcare system and continuing care operators, requiring the implementation of public health orders and safety protocols to help control the spread of the virus. Public health orders started early in the pandemic and evolved from including guidelines about things like isolation, visiting, and the assignment of staff to single sites, to an approach that allowed more visitors and site-level decision making so that restrictions could reflect the site context and local community.

Continuity of Patient Care

REPORT TYPE

Review

AREA OF FOCUS

Continuity of care

SHARE TO:



PUBLICATION DATE

[2016](#) | [2013](#)



Crowfoot and Taber Clinics – Case Study Evaluation

REPORT TYPE

Study

AREA OF FOCUS

Primary care

SHARE TO:



PUBLICATION DATE

[2019](#)



Summary

The HQCA conducted a case-study evaluation to understand the value, cost, and quality of care delivered by two primary care clinics in Alberta, Crowfoot Village Family Practice (CVFP) and the Taber Clinic (TC). For the past 20 years, these two clinics have operated under an alternate funding model that is unique from most other primary care clinics in Alberta whose physicians are paid using a fee-for-

Learning...and unlearning

In addition to project-specific engagement...



*Building relationships
with Indigenous peers*



*Diversity, equity, and
inclusion work*



*Internal engagement
capacity-building*

- Ensure the HQCA is implementing **leading engagement approaches and techniques**
- **Increase access to** and better **gather and reflect diverse perspectives** in HQCA projects and activities
- Build HQCA **team diversity, equity, and inclusion (DEI) capacity**
- With health system and community partners, **champion leading engagement approaches and techniques at a provincial level**



*Understanding engagement – scoping
review and environmental scan*



*Feasibility of a provincial
engagement network*



*Email distribution
engagement*




*Community strategy to
address distribution gaps*

Assess




Assess, evaluate, review, research and analyze by gathering information and evidence and make recommendations to drive actionable improvement.

Primary healthcare panel reports



Primary Healthcare Panel Reports

DRIVE IMPROVEMENT.
MANAGE YOUR PANEL.
IMPROVE PATIENT CARE.



WHAT'S IN THE REPORT?



MEASURES:

1. Practice characteristics
2. Panel characteristics
3. Preventive care
4. Chronic conditions
5. Pharmaceuticals
6. Utilization

DASHBOARD: to help identify successes and opportunities for improvement

TIPS: for interpretation and action

PERFORMANCE: at a glance

Assess

Review of Operations of Ground Emergency Medical Services (EMS) in Alberta

REPORT TYPE

AREA OF FOCUS

SHARE TO:

[Home](#) > [Reports Library](#) > [Crowfoot and Taber Clinics – Case Study Evaluation](#)

Crowfoot and Taber Clinics – Case Study Evaluation

REPORT TYPE

AREA OF FOCUS

SHARE TO:

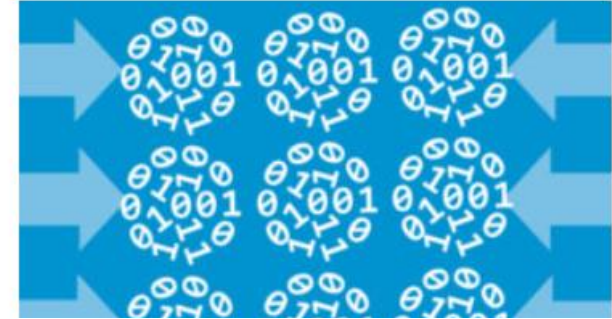
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Primary care

[f](#) [t](#) [in](#)

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Improve



Improve by identifying and influencing adoption of effective practices and synthesizing, disseminating, and exchanging knowledge that improves the experiences, outcomes, and value for Albertans.



<p>DIMENSIONS OF QUALITY</p> <p>AREAS OF NEED</p>	<p>ACCEPTABILITY Health services are respectful and responsive to user needs, preferences and expectations.</p>	<p>ACCESSIBILITY Health services are obtained in the most suitable setting in a reasonable time and distance.</p>	<p>APPROPRIATENESS Health services are relevant to user needs and are based on accepted or evidence-based practice.</p>	<p>EFFECTIVENESS Health services are based on scientific knowledge to achieve desired outcomes.</p>	<p>EFFICIENCY Resources are optimally used in achieving desired outcomes.</p>	<p>SAFETY Mitigate risks to avoid unintended or harmful results.</p>
<p>BEING HEALTHY Achieving health and preventing occurrence of injuries, illness, chronic conditions and resulting disabilities.</p>						
<p>GETTING BETTER Care related to acute illness or injury.</p>						
<p>LIVING WITH ILLNESS OR DISABILITY Care and support related to chronic or recurrent illness or disability.</p>						
<p>END OF LIFE Care and support that aims to relieve suffering and improve quality of living with or dying from advanced illness or bereavement.</p>						

Improve



Building trust for safer patient care

Join the many healthcare organizations and individuals working together to spread a just culture across Alberta.

[Learn More](#)



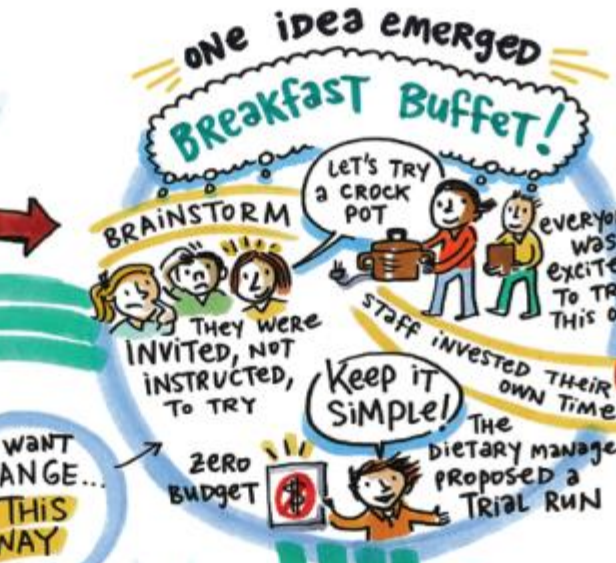
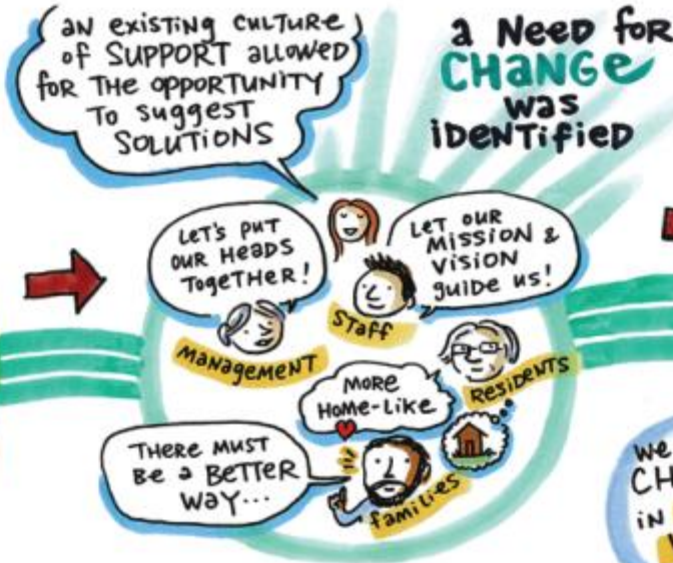


**Celebrating
person-centred care**

HEALTH QUALITY
COUNCIL OF ALBERTA



Recognizing initiatives that
improve the patient experience



About FOCUS

The FOCUS on Healthcare initiative is a dynamic online reporting tool developed by the [Health Quality Council of Alberta \(HQCA\)](#). The tool will allow users to navigate data through user-friendly, interactive charts. Content on the site is specific to Alberta and includes patient experience data, health outcome data, and where possible, economic data (cost-effectiveness) across a variety of sectors of healthcare.

The FOCUS on Healthcare website is a new and unique way for the HQCA to deliver on its mandate to monitor and report on health service quality and patient safety for Albertans.



Future Sector

Emergency
Departments

Future Sector

Long Term Care

Future Sector

Primary
Healthcare

Designated
Supportive
Living

Home Care

Future Sector

Future Sector

SELECT CATEGORY BELOW



Clinical care



Delivery of care



Family experience



Long Term
Care

Compare with designated supportive living:

Interactive Infographic

Placed from i

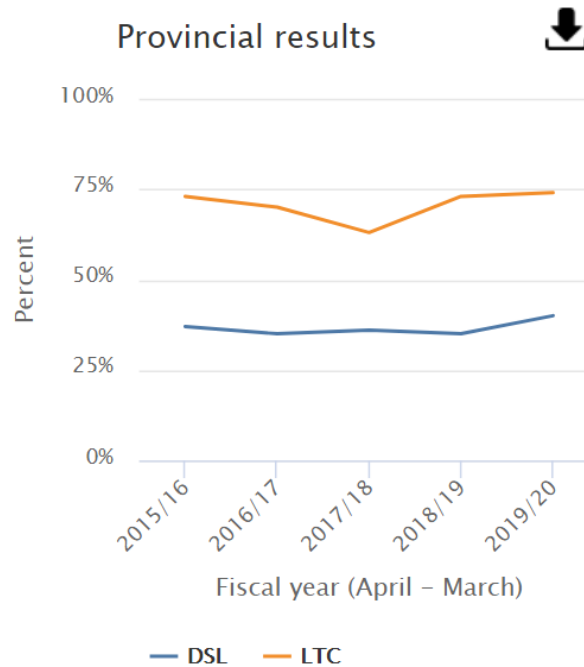
- All
- Acute/sub-acute
- Community

Select zone

- North
- Edmonton
- Central
- Calgary
- South

Select time period i

- Yearly
- Quarterly



What do you think?

- Looking at these results over time, are there differences between zones? Between designated supportive living and long term care? What factors could account for these differences?

Whether you're a patient, provider, or health system administrator, thinking about why these differences might exist can start conversations and lead to solutions for improved quality of healthcare.

Family experience with courtesy and respect

How family members rated how often staff treat their loved one with courtesy and respect. ([see dictionary](#))

To view site level data, enter a site, town/city, or operator in the search box:

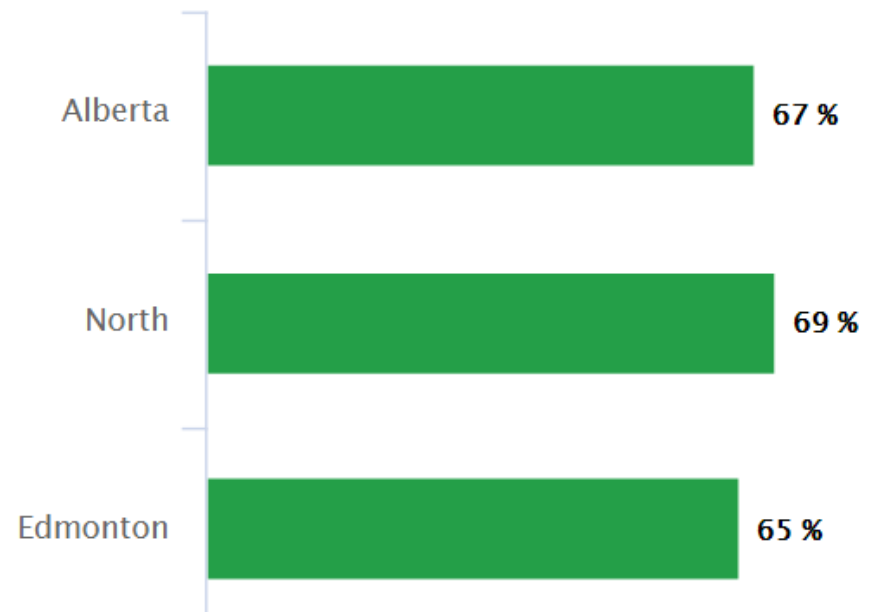


AgeCare Glenmore (Calgary)

AgeCare Midnapore (Calgary)

AgeCare Seton (Calgary)

Zone results



How we engage and partner with the health system: A project example in continuing care

Facility-based continuing care



Improving
Healthcare
Together

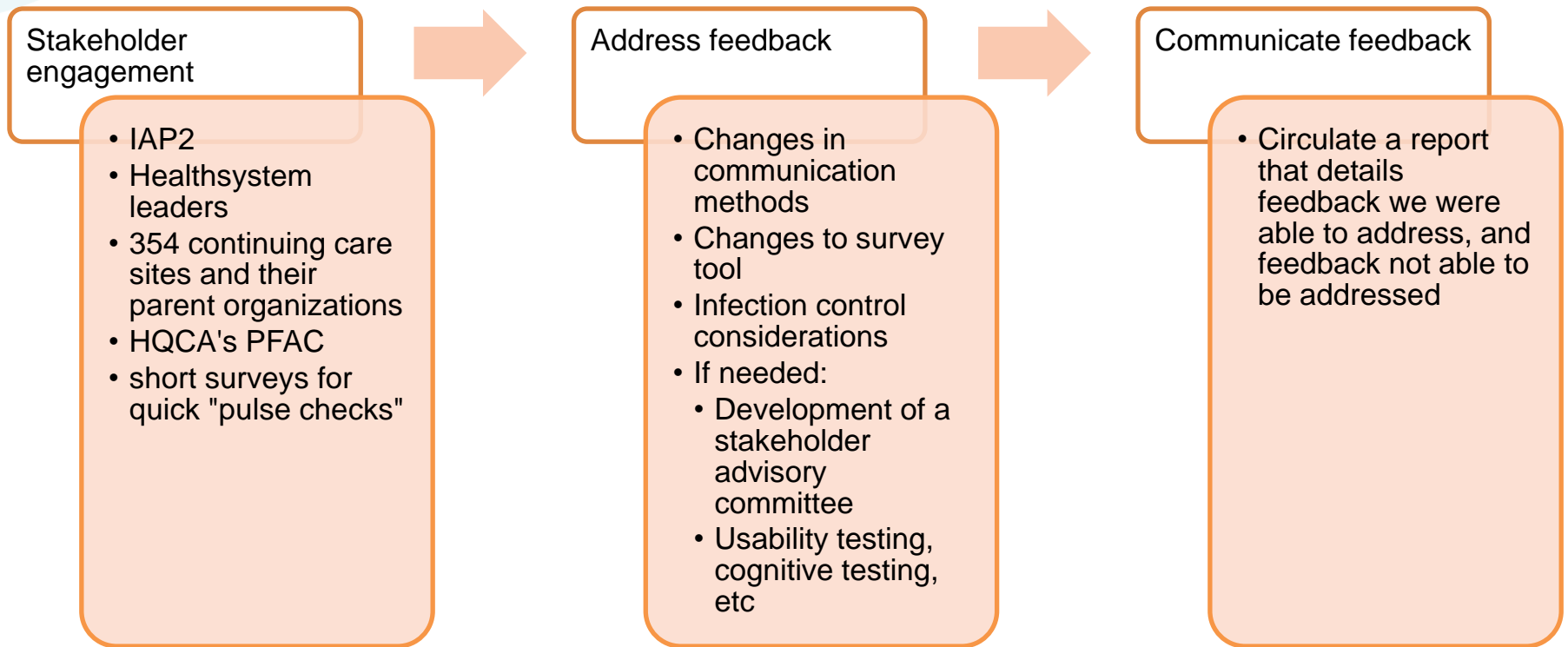


FACT SHEET

RESIDENTS AND FAMILIES

2022 Resident and Family Experience Survey

Facility-based continuing care

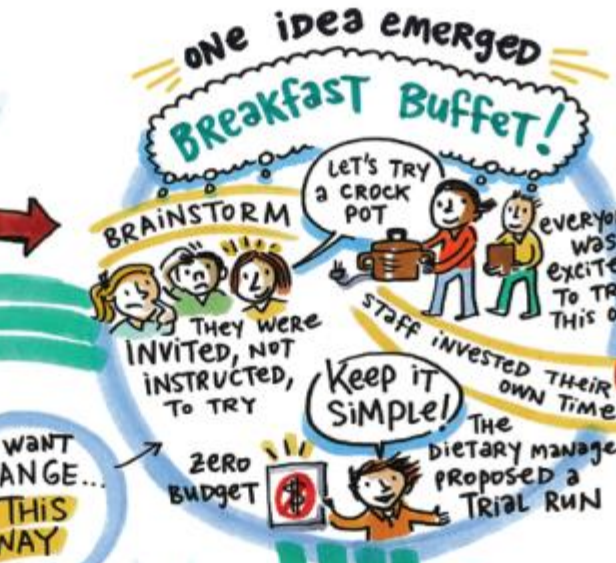
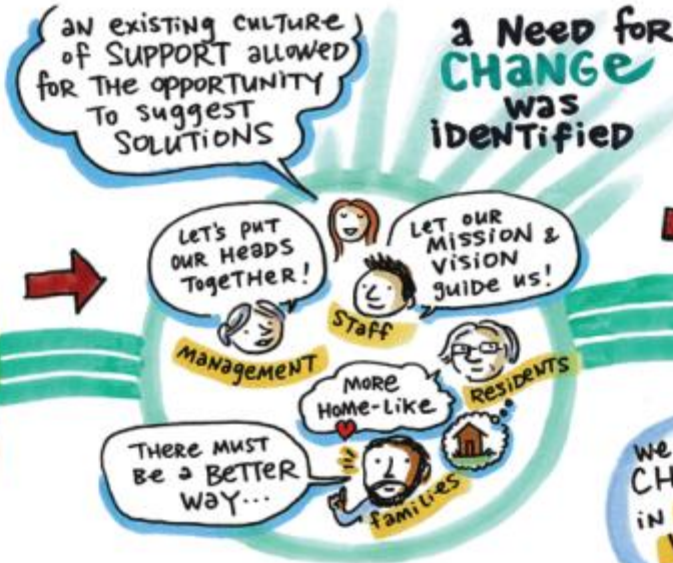


Project completion

- Reports:
 - Publicly available provincial reports and fact sheets
 - Estimated +300 individualized site level reports
 - Letters to residents and families to access reports

Presentations and data interpretations

- Hold a series of presentations
 - Present findings
 - Help interpreting data
- Upon request, hold meetings with organizations to do a deeper dive with their data



Questions

hqca.ca



Promoting and improving patient safety, person-centre care,
and health service quality across Alberta