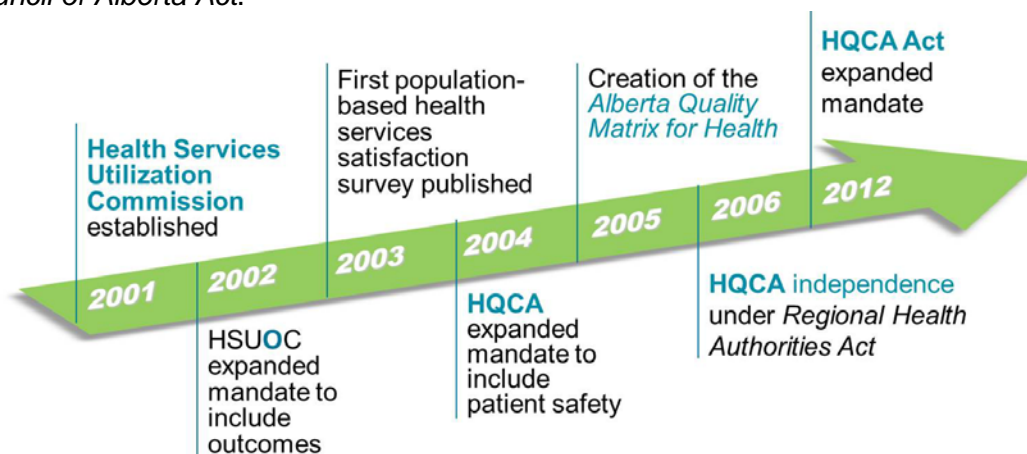


HQCA BACKGROUNDER

The Health Quality Council of Alberta (HQCA) gathers and analyzes information, monitors the healthcare system, and collaborates with stakeholders to translate that knowledge into practical improvements to health service quality and patient safety.

Evolution of the HQCA

The HQCA was established in January 2002 as a result of the *Report of the Premier's Advisory Council on Health* (Mazankowski Report), which recommended establishing a permanent, independent outcomes commission. First called the Health Services Utilization & Outcomes Commission, the name changed and the mandate expanded in February 2004 to better reflect the organization's focus on quality and safety within Alberta's health system. The organization has evolved over the last decade with increasing scope and responsibility, and is now a corporation under the *Health Quality Council of Alberta Act*.



HQCA Mandate

The HQCA's legislated mandate is to promote and improve patient safety and health service quality on a province-wide basis. Our responsibilities, as set forth in the [Health Quality Council of Alberta Act](#) are to:

- Measure, monitor and assess patient safety and health service quality.
- Identify effective practices and make recommendations for the improvement of patient safety and health service quality.
- Assist in the implementation and evaluation of activities, strategies and mechanisms designed to improve patient safety and health service quality.
- Survey Albertans on their experience and satisfaction with patient safety and health service quality.

Who we are

The HQCA is led by Chief Executive Officer, Andrew Neuner. The Board is appointed by the Lieutenant Governor in Council and is chaired by Dr. Tony Fields.

Recent Initiatives:

Education/Quality Improvement Initiatives

- Systematic Systems Analysis: A Practical Approach to Patient Safety Reviews
- Certificate in Patient Safety and Quality Management course
- Certificate in Investigating and Managing Patient Safety Events course
- Patient Experience Awards
- Medication Management Checklist for Supportive Living
- Managing Disruptive Behaviour in the Healthcare Workplace – Provincial Framework
- Simulation-based Mock-up Evaluation Framework

Studies and Reviews

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- Understanding Patient and Provider Experiences with Relationship, Information, and Management Continuity – August 2016
- Improving Continuity of Care: Key Opportunities and a Status Report on Recommendations from the 2013 Continuity of Patient Care Study – April 2016
- Patient Perspectives on an Electronic Referral System for Alberta – January 2016
- Chart Review of Fixed-Wing Medevac Patients who Landed at the EIA – January 2015
- Total Parenteral Nutrition Review – June 2014
- Review of Quality Assurance in Continuing Care Health Services in Alberta – April 2014
- Review of Alberta Health Services' Continuing Care Wait List: First Available Appropriate Living Option Policy – March 2014

Survey Reports

- Alberta Home Care Client Experience Survey – September 2016
- Long Term Care Family Experience Survey Report – October 2015
- Overweight and obesity in adult Albertans: A role for primary healthcare – August 2015
- Supportive Living Resident Experience Survey Report and Supportive Living Family Experience Report – January 2015
- Satisfaction and Experience with Healthcare Services: A Survey of Albertans 2014 – December 2014
- Urban and Regional Emergency Department Patient Experience Report (2010-13) – December 2014

For more information about the Health Quality Council of Alberta or specific initiatives, please visit www.hqca.ca or telephone 403.297.8162