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# Quality Connection

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

Fall 2020

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## Inside this edition of Quality Connection

Click to view the full post, or scroll down.

- [Still time to take COVID-19 survey](#)
- [New guidelines: Healthcare Facility Mock-up Evaluation Guidelines](#)
- [2021 Patient Experience Awards – call for applications open](#)
- [New results: 2019 Designated Supportive Living Family & Resident Experience Surveys](#)
- [Primary Healthcare Panel Reports – sparking positive change](#)



### Still time to take COVID-19 survey

If you haven't responded to our survey on COVID-19 yet, now's your chance.

This confidential survey asks for your perceptions on schools re-opening, face masks, health system access, future vaccines, and whether you feel protected from COVID-19 infection. Your survey responses will help guide areas for improvement as the pandemic continues.

[Click here](#) to participate before Oct. 31. And share the survey link with your friends, family and colleagues.



## New guidelines: Healthcare Facility Mock-up Evaluation Guidelines

Did you know that conducting a mock-up evaluation during the design of healthcare facilities can help identify opportunities to enhance quality and patient safety, staff efficiency, and can help avoid future hospital design renovation costs?

The HQCA recently released the *Healthcare Facility Mock-up Evaluation Guidelines: Using Simulation to Optimize Return on Investment (ROI) for Quality and Patient Safety*. These guidelines provide recommendations to optimize ROI when evaluating healthcare facility designs for quality and patient safety. Learn more [here](#).



## 2021 Patient Experience Awards - call for applications open

Have you, or your team, been involved in designing and implementing an initiative that promotes a positive patient experience in accessing or receiving healthcare services? If yes, then we want to hear your story!

The call for applications for the 2021 Patient Experience Awards program is now open and there's a new process – Part A of the application is due by **November 27, 2020**. More information and the application guide can be found [here](#).

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## ***New results: 2019 Designated Supportive Living Resident & Family Experience Surveys***

The HQCA recently released the results of its 2019 designated supportive living resident and family experience surveys in two reports: the *Designated Supportive Living Resident Experience Survey Report* and the *Designated Supportive Living Family Experience Survey Report*.

The reports capture the voices of more than 2,800 residents and more than 4,500 family members who rely on care from designated supportive living sites. Survey results, and a list of individual site scores in ranked order by Alberta Health Services (AHS) Zone, can be found in the reports. Both reports and a survey highlights document are available [here](#).



## **Primary Healthcare Panel Reports – sparking positive change**

Hear how one improvement facilitator worked with her physician to use their Primary Healthcare Panel Report to help strengthen screening rates. See the full interview [here](#).

## **Become a Partner**

To advocate for quality and safety improvement in healthcare – here's what you can do:

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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](#)

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