Outline

- Overview of the HQCA
  - Who we are
  - How we get engaged and engage others
  - How we do our work

- Surveys

- Studies & reviews

- Patient / Family Safety Advisory Panel

- Continuity of patient care project
Who we are

Health Quality Council of Alberta

- An independent corporation legislated under the *Health Quality Council of Alberta Act* with a mandate to promote and improve patient safety and health service quality on a province-wide basis.
How we get engaged

Legislated mandate:

- **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 health service quality and patient safety.
- **Assess or study** matters respecting patient safety and health service quality.
- **Appoint a panel** and provide administrative support for health inquiries, as directed by the Lieutenant Governor in Council.
How we engage others

Section 13

- The Council shall network ... for the purposes of:
  - sharing information on patient safety and health service quality issues,
  - identifying and assessing patient safety and health service quality issues, and
  - developing and recommending effective practices in patient safety and health service quality
How we do our work

- Section 12 – reasonable access to information held by health authorities
  - Provincial custodian under HIA
  - Administrative health databases – e.g., IP, Ambulatory, Physician claims, Vital statistics

- Section 16 – enter and inspect any place under the jurisdiction of a regional health authority, community health council or subsidiary health corporation; require the production of any documents or records
Surveys
Satisfaction and Experience Survey

Sample
- RDD Phone protocol
- Age 18+
- Representative of Albertans (n~5000)

Focus
- Patient experience and satisfaction
- Access, coordination, continuity
- Patient safety and complaints
- Self-reported chronic disease
- Self-reported health status (EQ-5D-5L & VAS)
- Periodic supplemental content (i.e. end of life)
Sector Specific Surveys

HQCA sector specific surveys …

- Use rigorously developed public domain instruments
- Use proven survey protocols with high response rates
- Assess in-depth patient experience in specific sectors
- Generate facility level results with peer comparisons
- Are reported with some administrative data metrics

Currently include *Emergency Department, Long Term Care, Supportive Living, Home Care*
Urban and Regional Emergency Department Patient Experience Reports & Highlights (2007 – 2013)

The Health Quality Council of Alberta (HQCA) conducts a survey of patients to gauge their satisfaction with the care they received in an emergency department. The survey results are used to help emergency departments improve patient care.

Why did we do the survey?

The survey was conducted to assess patient satisfaction with the care they received in an emergency department. The results are used to identify areas for improvement.

What did we want to learn?

The study aimed to determine patient satisfaction with the care they received in the emergency department. The results are used to identify areas for improvement.

What were some of the key findings?

Patient satisfaction was high, with most patients rating their experience as very good or excellent. The most common complaints were long wait times and access to services.

What about wait times?

Wait times were reported as being long, with many patients waiting over 1 hour. The results suggest that there is a need for improved efficiency and resource allocation.

What about costs?

Patients were asked to rate their overall experience. The results showed that most patients rated their experience as very good or excellent.

What about the future?

The study suggests that there is a need for improved efficiency and resource allocation. The results will be used to guide future improvements in emergency department care.
Emergency Department survey

Dimensions include:

- Overall (global)
- Staff care and communication
- Wait time and crowding
- Pain management
- Respect
- Facility cleanliness
- Wait time communication
- Privacy
- Medication communication
- Discharge communication
Continuing Care Surveys

Highlight of the Long Term Care Resident and Family Experience Surveys

How did we do this survey?

The HQCA Board and the HQCA Long Term Care Survey Committee designed the Long Term Care Resident and Family Experience Surveys. The surveys were developed for HQCA members in 2003 to help evaluate the quality of care their long term care facilities provided.

The surveys were developed with support from the U.S. Health Care Financing Administration (HCFA). The surveys include all of the questions in the HCFA Long Term Care Resident Surveys, as well as some questions that are unique to the HQCA surveys.

What data do we want?

The data obtained from the surveys are used to help HQCA members improve their long term care facilities. The surveys help HQCA members to identify areas where they can improve the quality of care they provide to their residents.

How can we use this information?

The data obtained from the surveys are used to help HQCA members make improvements to their long term care facilities. The surveys help HQCA members to identify areas where they can improve the quality of care they provide to their residents.

What do we want to learn?

The data obtained from the surveys are used to help HQCA members make improvements to their long term care facilities. The surveys help HQCA members to identify areas where they can improve the quality of care they provide to their residents.

What is the survey about?

The survey is about the quality of care provided by long term care facilities. The survey includes questions about the residents' satisfaction with the care they receive, their physical and mental health, and their overall quality of life.

What is the significance of the survey?

The survey is important because it helps HQCA members to identify areas where they can improve the quality of care they provide to their residents. The survey also helps HQCA members to identify areas where they can improve the care they provide to their residents.

What are the benefits of the survey?

The benefits of the survey are that it helps HQCA members to identify areas where they can improve the quality of care they provide to their residents. The survey also helps HQCA members to identify areas where they can improve the care they provide to their residents.
Supportive Living Resident

- Resident survey topics - Global Overall Care rating and 11 dimensions of care

1. General Satisfaction
2. Meals and Dining
3. Resident Environment
4. Activities
5. Relationship with Employees
6. Facility Environment
7. Communication
8. Choice
9. Care & Service
10. Employee Responsiveness
11. Laundry
Family survey topics - Global Overall Care rating, four dimensions of care, and a food rating scale

1. Staffing, Care of Belongings, and Environment
2. Kindness and Respect
3. Food Rating Scale
4. Providing Information and Encouraging Family Involvement
5. Meeting Basic Needs
Long-term care

- The family survey has been extensively validated and used in Alberta in the long-term care context.
- Instrument covers a number of themes related to the family’s experience including:
  - Care and services
  - Visits
  - Staff relations
  - Staff responsiveness
  - Communication
  - Meals
  - Laundry
  - Medication, and
  - Environment
Home care

- Focus on Long Term and Maintenance
- Initial survey based on Home Health CAHPS
- Expanded focus to include non-professional home care (home health Aids) and case management
  - Additional content based on a number of surveys and literature
  - Content expert and client feedback on items development
  - Initial Cognitive testing phase 2013 – cognitive able home care
  - Revision and second round of testing with cognitively limited
Primary Care

- QualicoPC study (Quality and Cost in Primary Care)
  - National / International collaboration
    - 8 provinces, 30 countries
      - Canadian Primary Healthcare and Research Network
      - Canadian Foundation for Health Improvement
  - What practice characteristics yield better quality and cost?

- Patient Experience Survey
- Practice and Provider Surveys
- Administrative Data
Continuity of patient care study: Background

Over the years, the HQCA has heard from many Albertans about their concerns with breakdowns in the continuity of care:

- people contacting the HQCA with their stories
- through surveys
  - < 50% felt their coordination of their healthcare by professionals was excellent / very good
  - ~ 50% reported their physician not informed by ED care
  - ~ 35% reported their physician not informed by specialist or hospital care
  - 10 to 15% report their physician not informed about DI results and MRI scans they had undergone
The study: Greg Price’s care

- In depth study of an individual’s care
- Info from:
  - Patient health records
  - Interviews
  - Detailed flow mapping
  - Literature review
  - Review of leading patient portal practices (Mayo, Geisinger, Kaiser)
  - Information technology experts
  - Published documents (e.g., CPSA Standards of Practice)

- Analysis broadly inform recommendations that will improve continuity of patient care
- Focus is the system
Patient Engagement?

The ‘System’
Patient / Family Safety Advisory Panel
Patient / Family Safety Advisory Panel

- Established in 2010
- Mandate: identify, study, review, advocate, and advise the HQCA on patient safety & quality issues from a citizen, patient, and family perspective
Continuity of Care Experiences in Alberta
Repeated population survey issues
- Information continuity
- Continuity and coordination
- Access (associated with continuity)
- Greater need >> more negative experience
- Importance of family doctors

Primary Care Measurement Initiative
- Degree of attachment to GP (continuity)
  - Associated with lower ED and Hospital Use
  - Associated with lower GP use
Stages

- Extensive literature review on continuity
  - Concepts and dimensions of continuity
  - Conceptual model / interview guide
  - Involvement of patient advisory council
- 40 in depth qualitative interviews
  - Purposeful sampling – diverse experiences and context
  - Themes by levels of need / use characteristics
Stages

- Feedback
  - Patient advisory council
  - Provider interviews and focus groups
  - Patient focus group

- Survey Item Development
  - Scales developed from initial work
  - Traditional psychometric testing / IRT
  - Inclusion in provincial population survey

- Structural Equation Modeling
  - The impact of continuity in patient experience
Access

Quality

Quality of Relationship with Family Doctor

Management / Coordination of Care

Information Continuity

Self-Reported Health State

Safety

Satisfaction
Support of PROMS in Alberta
Support of EQ-5D / PROMS

- “Patient Reported Outcomes in Alberta and the EQ-5D”: Collaborative Planning Workshop – 2010 Edmonton
  - Presenters from UK, Netherlands, Spain, Canada, Alberta
  - Meeting with Euroqol Foundation on potential collaborations

- “Patient-Reported Outcome Measurement in Alberta: Potential of the EQ-5D” – 2012 Canmore
  - Organized by HQCA, IHE, and AHS
  - Presenters from UK, Netherlands, USA, Canada, Alberta
  - PROM, Economic, Population Health Applications

EQ-5D Norms

- Data from HQCA Population Survey
  See: [http://hqca.ca/studies-and-reviews/health-outcomes-measurement/](http://hqca.ca/studies-and-reviews/health-outcomes-measurement/)

- Publications
  (related to HQCA population data set)
PROMS unit

- Proposal to establish PROMS unit in Alberta
- Collaboration with School of Public health, UofA
  - Joint funding / governance by HQCA, AHS, AH & SPH
  - Support research agenda around EQ5D instruments
  - Support related PROMS work (including other tools)

- Agreement with Euroqol Foundation
  - Negotiation stage
  - Provincial agreement to use EQ5D instruments in Alberta
  - Collaborative research with Euroqol Fellows and working groups
  - Funding to commence 4th Quarter
Questions

Promoting and improving patient safety and health service quality across Alberta