

## HOW THE HQCA IS SUPPORTING QUALITY IMPROVEMENT IN PRIMARY CARE

The HQCA is working collaboratively with primary care physicians and other primary care stakeholders to support improvement efforts in primary care.

This improvement work is happening at the practice, clinic, PCN, and system-levels.

### Panel reporting

The HQCA provides PCNs, clinics, and physicians with confidential information about their patient panels, such as screening rates, number of annual patient visits, and patient utilization of services outside the clinic (emergency department visits, hospitalizations, and visits to other family physicians). The reports are used to help identify opportunities for quality improvement and help answer the strategic question, "what should I focus on?". The reports are in a digital format, allowing users to interact with their data and easily share their reports with their team.

Request your report at [www.hqca.ca/panelreports](http://www.hqca.ca/panelreports).

For more information contact Jody Pow, MA, Senior Data Manager & Lead, 1.855.508.8162.

### Primary Care Patient Experience Survey

Patient feedback can provide valuable insight into what is working well and what can be improved in the delivery of primary care. The HQCA has developed a standardized, made-for-Alberta patient experience survey for primary care that brings patients' voices directly to the provider. The survey results provide information for physicians, clinics and PCNs that help them to improve patient experience.

PCNs or clinics interested in participating in the survey can contact Roland Simon, MA, Senior Analyst, Health System Analytics, at 1.855.508.8162.

### FOCUS on Primary Healthcare

The FOCUS on Healthcare initiative is a new dynamic online reporting tool developed by the HQCA that combines narrative and visuals to present data objectively. Opinions, judgement, and jargon do not exist, keeping users engaged and open to continuous improvement. The tool fosters evidence-based conversations that support health system improvement for Albertans. FOCUS on Primary Healthcare can be found at <https://focus.hqca.ca/primaryhealthcare/>.



## THE HQCA AND PRIMARY CARE IN ALBERTA

### Patients Collaborating with Teams (PaCT)

The HQCA undertook work with a group of innovator physicians to develop a model care planning process for primary care, which informed Patients Collaborating with Teams (PaCT), a collaborative initiative between AMA-TOP, AHS Primary Care, and the HQCA. The PaCT initiative has developed resources to support improvement in care planning for patients with complex chronic conditions. Through PaCT, the model care planning process will be tested, refined, and incorporated into a broader initiative to strengthen development of the patient's medical home for Albertans.

### Data sharing standards for primary care

The HQCA participated in a collaborative initiative that included Alberta Health Services, Alberta Health and a variety of primary care system stakeholders to develop data sharing standards for primary care. A number of documents related to this initiative are available on the AMA website ([albertadoctors.org](http://albertadoctors.org)). Work is ongoing to refine the processes related to data sharing, and to continually review and update the standards and processes to meet increasing demand for data to support quality improvement, program planning and evaluation in primary care.

