The Canadian Foundation for Healthcare Improvement (CFHI) is proud to play a role in supporting healthcare improvement projects across Alberta. Since 1997, CFHI has supported the work of 11 healthcare delivery teams in Edmonton, Calgary and Red Deer that are committed to improving services for patients. CFHI’s support for these teams has enabled change within their organizations and improved health outcomes for Albertans.
## Real-life Impacts

<table>
<thead>
<tr>
<th>Organization</th>
<th>Improvement Project</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta Health Services</td>
<td>Engage Patients to Improve Osteoarthritis Care</td>
<td>Tracy Wasylak and her team developed a novel approach for engaging patients in research. Since its launch in 2011, 22 patient researchers have been trained and nine are participating with AHS’ Strategic Clinical Networks. These patients are now involved in all aspects of osteoarthritis care research from setting agendas, to implementation through to uptake of research suggestions. The program is being rolled out with the Institute for Public Health and there have been requests for further collaborations.</td>
</tr>
<tr>
<td>Alberta Health Services</td>
<td>Improve Patient Flow in Emergency Departments</td>
<td>Dr. Flemons groundbreaking improvement work – GRIDLOC™ or Getting Rid of Inappropriate Delays that Limit Our Capacity to Care successfully reduced time physicians spent moving through hospital, enabling them to increase time they spent with patients. A scorecard worth celebrating: the time physicians spent with patients jumped from 14 percent to 59 percent, and the median wait time for patients’ initial assessments by emergency physicians decreased by 21 percent.</td>
</tr>
<tr>
<td>Alberta Health Services</td>
<td>Support Meaningful Patient Engagement from Patients, Family Members, Providers and Leaders</td>
<td>Jennifer Rees and her team developed a toolkit for patients, providers and health leaders that is now widely used throughout AHS. Since its introduction, the AHS Patient Engagement (PE) department has seen an increase in requests for the involvement of patients and families in the planning, delivery and evaluation of health services. Between January and June 2012, 11 Patient Engagement and Education Consultants have supported approximately 198 separate requests to the PE department.</td>
</tr>
<tr>
<td>Calgary Health Region, South Health Campus Department</td>
<td>Improve Health Services Delivery and Stakeholder Engagement During a Time of Transformation</td>
<td>CFHI’s EXTRA team set out to identify and fix areas where health service delivery could benefit from improved intra-departmental efficiencies and better use of space. They used a ‘Clinical Design Team’ and ‘Citizen Advisory Team’ approach to actively engage staff, clinicians, patients and decision-makers and simulated clinical situations in an ambulatory clinic room, inpatient room, Emergency Department and Intensive Care Unit. The suggested changes based on the teams’ feedback could save the new South Central Campus facility more than $1 M.</td>
</tr>
<tr>
<td>Alberta Health Services</td>
<td>Develop a Family-to-Family Support Program</td>
<td>Glenrose Rehabilitation Centre in Edmonton succeeded in creating a support program to meet its three-fold objectives of increasing parental empowerment, increasing social support and improving parents’ knowledge of community services. Implementation of the support program has since been spread to several rural settings within the province.</td>
</tr>
<tr>
<td>Alberta Health Services</td>
<td>Engaging Patients in Evaluating Patient Experience in Addiction and Mental Health</td>
<td>Shawn Currie and his team actively involved patient focus groups to better evaluate the addiction and mental health services in Calgary. Because of his work, patients are now involved in validating the content of the tools, in data collection and analysis, and providing recommendations through AHS’s newly established patient engagement department.</td>
</tr>
<tr>
<td>David Thompson Health Region (Clinical Breast Health Program)</td>
<td>Improve Wait Times for Breast Health Program Reduce the Emotional Impact that Diagnoses and Waits Have on Patients Dealing with Breast Cancer</td>
<td>Dr. Heisler’s project resulted in enhanced communication between departments, a centralized intake and information service, and a database for monitoring care and tracking patients and information. According to Leslie Lanis, a patient in the Clinical Breast Health Program, the program gives the patient the information they need so they can fit treatment into their life and their family.</td>
</tr>
</tbody>
</table>
The Change-Makers

Healthcare Improvement Leaders in Alberta

Collaborative Leadership

CFHI’s programs have attracted influential and committed health improvement leaders from a variety of senior-level management positions across the province. Capacity building at this level has helped us share evidence-based knowledge and build relationships between people engaged in healthcare improvement.

Going the EXTRA Mile

Now celebrating its 10th year, CFHI’s EXTRA program for healthcare improvement, supports teams of up to four health executives in the design, implementation and evaluation of an improvement project in their own organization or with multi-site teams. Eight EXTRA Fellows from Alberta have participated in seven different projects, generating improvements for themselves, their organizations’ and the Alberta healthcare system.

“CFHI made it possible for our Patient Engagement Researcher (PER) initiative to take flight. Since its introduction in 2011, the PERs approach has been embraced by many organizations in Alberta, including AHS, academic partners and community groups.”

– Tracy Wasylak, Vice-President, Strategic Clinical Networks, Alberta Health Services

EXTRA Alberta Fellows

James Haney, Executive Director, Corporate and Legislative Affairs, David Thompson Health Region (Cohort 5, 2008)

Tracy Wasylak, Vice President, South West Community Portfolio, Calgary Health Region (Cohort 4, 2007)

Dr. Theodore Braun, Executive Medical Director, Calgary Health Region (Cohort 4, 2007)

Ward Flemons, Vice-President of Health Outcomes Calgary Zone of Health Calgary (Cohort 3, 2006)

John Knoch, Executive Director, Clinical Support (Cohort 3, 2006)

Dylan Taylor, Site Medical Director, University of Alberta Hospital, Stollery Children’s Hospital (Cohort 2, 2005)

Owen Heisler Medical Director, Department of Medical Affairs, Red Deer Regional Hospital, David Thompson Health Region (Cohort 2, 2005)

Corinne Schalm, Vice-President, Business Planning & Resources, Shepherd’s Care Foundation (Cohort 1, 2004)
CFHI Supports Alberta Health Services in Delivering the Triple Aim

The Alberta Health Services’ Edmonton Zone and North Zone are among nine Canadian organizations CFHI is supporting in the 2013 Institute for Healthcare Improvement’s (IHI) Triple Aim Improvement Community. In this 14-month collaborative, participants learn how to move simultaneously toward improved results for their populations which includes better population health, better healthcare experience and better per capita cost of care.

CFHI has supported and continues to support leading healthcare organizations in Alberta including:

- Alberta Health Services (Edmonton Zone and North Zone as well as organizations formerly known as the Calgary Health Region, David Thompson Health Region, Capital Health Region and Red Deer Regional Hospital)

CFHI accelerates healthcare improvement by working with provinces, territories and other healthcare partners to promote efficient healthcare that delivers better outcomes. With a $10 million annual federal investment, CFHI supports the development of innovations that could save provincial-territorial healthcare budgets over $1 billion per year.