

## APPLICANT GUIDE & APPLICATION FORM

The Patient Experience Awards were established by the Health Quality Council of Alberta (HQCA), in collaboration with the HQCA's Patient/Family Safety Advisory Panel, to recognize and celebrate initiatives that improve the patient experience in accessing and receiving healthcare services.

**Patient experience** is “the sum of all interactions, shaped by an organization’s culture that influences patient perceptions, across the continuum of care.”<sup>1</sup> It is how a patient perceives the care they received and plays a major role in the patient’s overall satisfaction and relationship with healthcare services.

### Who can apply?

Any individual or team of healthcare workers in Alberta involved in designing and implementing an initiative that promotes a positive patient experience in accessing or receiving healthcare services.

### What types of initiatives qualify for submission?

Initiatives in any healthcare setting including, but not limited to: primary care, acute care, home care, transitions in care, and continuing care. The initiatives that will be considered must have resulted in a significant positive impact on the patient experience. [Click here](#): to learn about the 2016 and 2017 award recipients.

### How do I apply for the award?

Applications must be completed using the form starting on page 4. **Please email completed applications to the Health Quality Council of Alberta at [info@hqca.ca](mailto:info@hqca.ca)**

**The closing date for applications is February 11, 2018.**

### What is being awarded?

The selected initiative will receive a plaque and funding (to a maximum total of \$2,500) to attend or host a patient experience, quality, or patient safety education event, to be completed by March 15, 2018. The HQCA must approve the event in advance and invoices must be submitted according to the HQCA's Allowable Expenses Policy by March 31, 2019.

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For this program the term **patient** refers to a patient, resident, or client who is receiving, has received, or has requested services from a healthcare organization, health service provider, or health professional.

The term **family** refers to a person (relative, friend, guardian, agent, or legal representative) providing support to a patient and is defined and chosen by the patient, not by the service provider.<sup>2</sup>

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### Are there any rules and regulations that should be considered?

- The decision of the Patient Experience Awards judging panel is final and the HQCA reserves the right to not grant an award. Evaluations of the applications will not be provided.
- The successful applicants may be asked for further information and additional resources, such as photographs and their organization’s logo for publishing purposes.
- One team representative from each successful application will be invited to participate in the HQCA Patient Experience Awards webcast on June 1, 2018 to speak about their initiative.
  - Travel expenses to present at this webcast, hosted at the HQCA Calgary office, will be reimbursed by the HQCA.
  - The HQCA will provide assistance for preparation of the webcast presentation.

### How will the applications be assessed?

The panel of judges will include representatives from the HQCA's Patient/Family Safety Advisory Panel, the HQCA Board of Directors, and the HQCA's Health System Improvement team.

This awards program is all about the patient experience, therefore it's important to capture this in your application.

## Elements of Patient Experience

Research tells us patient experience can be defined by elements such as relationship, planning of services, delivery of services, and environment. Examples of elements that make for a better patient experience<sup>3-8</sup> include:

### Relationship

Patients and families are treated with dignity, respect, empathy, and provided with emotional support in a way that:

- enables them to feel acknowledged and respected for their preferences, values, and perspectives
- encourages and facilitates their participation in the planning and delivery of their care at a level that is appropriate and that they are comfortable with
- addresses the patient perspective and uses words and phrases the patient understands
- is unbiased and provides patients and families with information that is useful, specific for them, builds trust, and addresses their emotional needs
- encourages and welcomes feedback from patients and families
- facilitates open communication with disclosure and apology when appropriate
- welcomes family, friend, and caregiver involvement if wished by the patient

### Planning of services

Patients and families are treated as partners in the healthcare system through:

- patient engagement and the use of patient feedback in the decision making, planning and development of policies, services, programs and professional education
- a focus on measurement, learning, and improvement through transparent patient feedback

### Delivery of services

Patients have timely access to safe, reliable and comprehensive healthcare and services (e.g., food, rehabilitation, social work, psychology) that:

- provides effective treatment that results in the outcomes of care that were expected
- coordinates care with smooth transitions
- builds a patient's trust and confidence through the use of an individualized care plan that is planned and shared with all of the care team as well as the patient and family
- adequately prepares and supports patients to self-manage their care in a way that is appropriate for them and their situation
- provides opportunities for enrichment of a patient's experience by providing for their physical and emotional wellbeing and spiritual needs

### Physical environment

Patients are cared for in a physical environment that supports healing and physical comfort that:

- is clean, safe, and inviting
- supports a positive patient experience and efficient delivery of services

**RECOGNIZING INITIATIVES THAT IMPROVE THE PATIENT EXPERIENCE** SUBMIT: January 8 to February 11, 2018

3

## APPLICATION FORM

Please complete *all* the following sections and email the completed form to the Health Quality Council of Alberta at [info@hqca.ca](mailto:info@hqca.ca).

Initiative title:

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Name of individual submitting the application (lead/key contact if this application represents a team):

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Position title:

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Organization and clinical area, unit or department:

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Telephone number:

Email:

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The name of the individual who will be presenting on behalf of the application, if successful, at the webcast on June 1, 2018:

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Position title:

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Telephone number:

Email:

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If this application represents a team, please list contributing team members.

	<b>Name</b>	<b>Position title</b>	<b>Organization and clinical area/unit/department</b>
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2.			
3.			
4.			
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10.			

## 2018 HQCA APPLICATION GUIDE QUESTIONS

If you submitted an application in 2016 or 2017 and didn't receive an award, you may re-enter that initiative using the 2018 application form.

### THE ENVIRONMENT (word limit 150)

Describe the setting in which you and your team deliver care to help the judges understand the context of the initiative.

### THE CHALLENGE (word limit 200)

How did you identify the need for this initiative?

(e.g., informal feedback from patients, meetings with patients, family advisory groups, patient satisfaction surveys, staff, management, etc.)

**THE SOLUTION** (word limit 400)

Describe how your initiative addressed one or more of the elements\* of patient experience.

- What was your overall goal/what did you do?
- Who was impacted by this initiative (e.g., explain patient or family population affected)?

\*Examples of elements that make for a better patient experience are described in the guide section (page 2) of this application.

**THE EVALUATION** (word limit 400)

To what degree did you achieve your goal, including:

- What evidence do you have that demonstrates patients are having a better experience (e.g., informal feedback from patients, patient experience survey results, or other types of measures)?
- Approximately how many patients were impacted by this initiative initially?
- Approximately how many patients are likely to be impacted by this initiative in the future?



**SUSTAINABILITY AND SPREAD** (word limit 300)

**Sustainability:**

- What is being done to sustain or enhance this initiative?

**Spread:**

- Does this initiative have applicability to other units, programs sites, or sectors? If yes, have the learnings from this initiative been implemented in other areas as a result of your work?
- What would be the challenges/barriers to spreading this initiative?
- What resources would be required to sustain and spread this initiative (e.g., financial, staff, and other)?



## REFERENCES

- <sup>1</sup> The Beryl Institute. Defining patient experience. Southlake, Texas, USA. Available from: <http://www.theberylinstitute.org/?page=DefiningPatientExp>
- <sup>2</sup> Balik B, Conway J, Zipperer L, Watson J. Achieving an exceptional patient and family experience of inpatient hospital care. IHI Innovation Series white paper. Cambridge, Massachusetts: Institute for Healthcare Improvement; 2011. Available from: [http://www.ihl.org/education/IHIOpenSchool/Courses/Documents/CourseraDocuments/05\\_IHI%20Patient%20Family%20Experience%20of%20Hospital%20Care%20White%20Paper%202011.pdf](http://www.ihl.org/education/IHIOpenSchool/Courses/Documents/CourseraDocuments/05_IHI%20Patient%20Family%20Experience%20of%20Hospital%20Care%20White%20Paper%202011.pdf).
- <sup>3</sup> Health Quality Council of Alberta. Satisfaction and experience with healthcare services: a survey of Albertans technical report. Calgary, Alberta, Canada: Health Quality Council of Alberta; December 2014. Available from: [https://d10k7k7mywg42z.cloudfront.net/assets/54e3b14cc0d6714a57020b51/HQCA\\_2014\\_Satisfaction\\_Report\\_\\_\\_FINAL.pdf](https://d10k7k7mywg42z.cloudfront.net/assets/54e3b14cc0d6714a57020b51/HQCA_2014_Satisfaction_Report___FINAL.pdf)
- <sup>4</sup> Wolf J.A., Niederhauser V., Marshburn D., & LaVela S.L. (2014). Defining patient experience. *Patient Experience Journal*, 1(1), 7-19. Available from: <http://pxjournal.org/journal/vol1/iss1/3/>
- <sup>5</sup> The Beryl Institute. Guiding principles. Southlake, Texas, USA. Available from: <http://www.theberylinstitute.org/?page=GuidingPrinciples>
- <sup>6</sup> Jenkinson C, Coulter A, Bruster S. The Picker patient experience questionnaire: development and validation using data from in-patient surveys in five countries. *Int J Qual Health Care* 2002; 14 (5). Available from: <https://academic.oup.com/intqhc/article/14/5/353/1800673/The-Picker-Patient-Experience-Questionnaire>
- <sup>7</sup> Johnson B, Abraham M, Conway J, Simmons L, Edman-Levitan S, Sodomka P, Schlucter J, Ford D. Partnering with Patients and Families to Design a Patient and Family Centered Health System: Recommendations and Promising Practices. Bethesda, MD. Institute for Healthcare Improvement; April 2008. <http://www.ihl.org/resources/Pages/Publications/PartneringwithPatientsandFamiliesRecommendationsPromisingPractices.aspx>
- <sup>8</sup> Health Quality Council of Alberta. Understanding patient and provider experiences with relationship, information, and management continuity. Calgary, Alberta, Canada: Health Quality Council of Alberta; August 2016. Available from: [https://d10k7k7mywg42z.cloudfront.net/assets/57b633e8a0b5dd12760bf7b8/Relationship\\_Information\\_Management\\_Continuity\\_Aug2016.pdf](https://d10k7k7mywg42z.cloudfront.net/assets/57b633e8a0b5dd12760bf7b8/Relationship_Information_Management_Continuity_Aug2016.pdf)