

Please distribute to all physicians, dentists, oral & maxillofacial surgeons and/or podiatrists.

**Date:** February 11, 2014

**To:** All AHS Medical Staff

**From:** Dr. Verna Yiu, Vice President Quality and Chief Medical Officer

**Re:** HQCA Continuity of Patient Care Study – Practitioner Responsibility

Dear Colleagues

This past December, the Health Quality Council of Alberta (HQCA) released a report titled *Continuity of Patient Care Study* ([www.hqca.ca/assets/files/December%202013/Dec19\\_ContinuityofPatientCareStudy.pdf](http://www.hqca.ca/assets/files/December%202013/Dec19_ContinuityofPatientCareStudy.pdf)). The report was completed after HQCA was made aware of the tragic story of Greg, a young man who died due to complications from testicular cancer following many gaps in receiving care. Numerous mishaps in coordinating Greg's care occurred and these delays ultimately appear to have cost Greg his life.

This month, Dr. Trevor Theman, Registrar for the College of Physicians and Surgeons of Alberta (CPSA) provided his take on the report and how we may be at risk of losing the public's trust and our right to self-regulate if we accept the status quo in our provision of healthcare. I encourage all AHS Practitioners to read Trevor's message here: [www.mailoutinteractive.com/Industry/LandingPage.aspx?id=1456259&lm=50189148&q=692771426&qz=6682d70654db614eec95789e5a7cfed6](http://www.mailoutinteractive.com/Industry/LandingPage.aspx?id=1456259&lm=50189148&q=692771426&qz=6682d70654db614eec95789e5a7cfed6).

As healthcare providers, every one of us has an obligation to learn from Greg's story.

Since the report was released, AHS has been working with the CPSA and the Alberta Medical Association (AMA) to explore ways in which we can improve our systematic processes. My hope for healthcare in Alberta is to shift our culture from a provider centric system to one that is patient focused and family centric.

However, this cannot be done without your help. We all need to be part of the solution in making our system better. And that means the entire system, not just within acute care with no connection to the community. We need to work together to improve the way that we deliver care as a whole and take responsibility for ensuring that our patients are not left to fall between the cracks.

I know that we each try to provide the best quality care possible to our patients and we must continue to strive for this through collaborative efforts. Let us honor Greg and his short life by doing what is right for patients and families and turn something tragic into making our practices and systems better.

Thank you for your time and attention to this very important matter.

Sincerely, Verna Yiu