

# Frequently Asked Questions

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## General FAQ

**1. Can more than one team apply from the same province, territory, region, service, municipality or organization?**

Yes. Multiple teams that belong to the same province, territory, region, municipality, service or organization can apply.

**2. Can more than one team register from the same organization?**

Yes, multiple teams that belong to the same organization or corporation can register for this pan-Canadian movement and any or all of the four distinct offerings. However, if a team submits to more than one offering (not including the Right Care Challenge), the improvement project for each team must be different, and any data on improvements and impact reported must be unique.

Data on patient reach may overlap if the improvement projects are benefitting the same patient population. There is an exception with the [Challenge offering](#) – the data reported by each team must not be the same given the awards model for access to the monetary prizes.

**3. If my team has multiple sites, does each site have to register separately?**

Not for most offerings. If the offering you are applying to allows for multiple sites, only one registration and application is required. Please refer to the Call for Applications for further details.

**4. Can my organization/team apply to join if we are participating in another Healthcare Excellence Canada (HEC) Program?**

Yes, an organization and/or team may apply and participate in multiple HEC offerings. Please see information in [question 2](#) as it relates to data across teams.

**5. Can I register if I am not currently part of a team?**

An individual can begin registration but will need to assemble a team to be eligible. Please review the eligibility requirements for the offering you are interested in.

**6. Who can be a team lead?**

A team lead must be a resident of Canada, have reached the legal age of majority in their province or territory and have the authority and approval of site and team members associated with their team. The team lead is required to register their team into the offering and identify their team members. For some offerings, there is also the option to share the team lead role with a second person (referred to as a co-lead). The team lead(s) will:

- be the primary point(s) of contact for HEC and for team members throughout the offering
- act as coordinator(s) for all the team's activities (including, but not limited to, submission before the appropriate deadlines, cooperation in any verification process and award distribution)
- agree to receive correspondence on behalf of the team at the email address(es) provided at registration, which serves as the primary mechanism through which HEC communicates with the team.

Please refer to the Call for Applications for further details.

## **7. Can additional team members be added after applying?**

Yes, for most of HEC's offerings additional team members can be added to the team at any point, if the team is accepted into the offerings. Do notify HEC of any changes.

Please refer to the [Call for Applications](#) for further details.

## **8. What is the role of the executive sponsor?**

This person champions the work of the team to ensure it is a strategic priority and ensures the team has protected time to devote to the work.

## **9. If my program has seed funding, how can it be used?**

Seed funding can be used to help offset costs associated with staff replacement, travel and accommodations for education sessions related to your project. Please refer [here](#) for a list of eligible and ineligible expenses.

## **10. What is the role of the coaches?**

Coaches bring a range of knowledge, experience and subject matter expertise, including in quality improvement and change management. Coaching (English and French) will be provided to teams in various ways, depending on the offering, such as coaching hub sessions (alongside other teams) or one on one coaching.

## **11. How will teams assess and report progress?**

Typically the offering will provide instructions and guidance via the Call for Applications, webinars and coaching to assist teams on how to assess progress in their improvement initiative.

Please refer to the [Call for Applications](#), as well as the offering deliverables, activities and [evaluation FAQ](#) for further details.

## **12. Do teams need to obtain ethics approval to participate?**

HEC does not require teams to complete an ethics approval. However, teams may wish to verify if this is required by their organization.

# Enhancing Integrated Care

## 1. Who is eligible to participate?

All multidisciplinary teams of health and/or social service providers, whether public or private (for-profit or not-for-profit), are eligible to participate in this offering.

Please refer back to the [Call for Applications](#) for details.

## 2. Is our team eligible for the offering if we already have an integrated care initiative underway?

Yes, we encourage all teams to join – whether you are in the early stages of an integrated care initiative or have an established initiative in place and are looking to make improvements.

## 3. What roles must be part of each site's team to apply?

Please refer to the team descriptions in the eligibility requirements in the [Call for Applications](#).

## 4. How do I apply?

Applications will open on May 12, 2025, at 12:00 a.m. Eastern Time (ET) on the [HEC Community Portal](#). Your team can apply any time up until **June 19, 2025**, at 11:59 p.m. ET.

## 5. When will I know if I have been accepted?

After all required information has been submitted, the team lead will be notified via email after July 2, 2025 regarding the status of their application, pending HEC's review of all information.

# Paramedics and Social Prescribing (PaSP)

## 1. Who is eligible to participate?

Please see the eligibility requirements in the [Call for Applications](#).

## 2. Is our site eligible to apply for the offering if we already have a social prescribing initiative underway?

Yes, we encourage all services to apply – whether you have already begun working towards implementing a social prescribing pathway, have a well-established social prescribing pathway or are just getting started on a new social prescribing initiative.

## 3. For the purpose of this offering, could you provide some examples of the organization and multi-sites?

The following are some examples:

- If a paramedic service operates community paramedicine programs in different geographical sites, an application could be submitted for each site independently, for some of the sites or for the community paramedic program as a whole (inclusive of all geographical sites where service is provided). Similarly, if a service operates a community paramedic program that has different teams supporting specific populations (older adults, people who use drugs, people requiring mental health support), applicants may choose to apply as a single service or submit independent applications for different areas of focus.
- Applicants can also apply as a team of organizations delivering care in a province, territory, health region or community, or to a targeted population – for example, a paramedic service and a senior centre partnering to manage social prescriptions.

In the case of either multi-site or multi-organization applications, the lead organization must be the paramedic service, and this service will be required to sign a collaboration agreement.

## 4. How can I join?

Applications will open on May 12, 2025 at 12:00 a.m. Eastern Time (ET) on the [HEC Community Portal](#). Your team can apply any time up until **June 27, 2025**, at 11:59 p.m. ET.

## **5. When will I know if I have been accepted?**

After all required information has been submitted, the team lead will be notified via email after July 31, 2025 regarding the success of their application, pending HEC's review of all information.

# Right Care Challenge

## 1. What is the difference between a Challenge and the other offerings?

In this Challenge, there is no guarantee of funding. Awards are distributed by chance (draws) or by merit. There is also a minimal registration process that follows an eligibility check by HEC before teams are enrolled in the Challenge.

## 2. What are the benefits of joining the Challenge?

Benefits include:

- being part of a broader community with opportunities for mutual support, idea-exchanges, and learnings
- connection with a community of innovators, including access to expert coach, peer support and networking opportunities
- opportunities to profile your work more broadly via HEC's communications channels
- tools to support improvement, as well as webinars and other ways to connect and learn across teams
- flexible participation, where you can choose the extent to which you take part in learning and exchanging opportunities

## 3. Who is eligible to participate?

All multidisciplinary teams of health and/or social service providers, whether public or private (for-profit or not-for-profit), are eligible to participate in the Challenge.

Please refer back to the [Call for Applications](#) for details.

## 4. What roles must be part of each site's team to apply?

Please see the [eligibility requirements for the Challenge](#).

## 5. What monetary opportunities are available?

Up to \$829,000 in awards are available. Participating teams are eligible to be awarded up to \$34,250 if all offers are maximized (see [Terms and Conditions](#) for full details).

**6. What are the odds that a participating team will receive monetary awards?**

Exact odds depend on how many teams register and how many participate in each challenge opportunity. The earlier teams register, the more award challenges teams can participate in – therefore, the greater chance of winning awards.

**7. How will the awards be determined?**

Awards will be determined through both random draws and merit scoring by judges, depending on the challenge.

For full details, please see Section 11 of the [Terms and Conditions](#).

**8. Am I required to track and report data as part of the Challenge?**

Teams are encouraged to participate in all the award opportunities. To be eligible for some of the awards, teams will be required to collect and share simple metrics with HEC.

**9. How do I join the Challenge?**

Your team can register [here](#).

Registration will open on May 12, 2025, at 12:00 a.m. Eastern Time (ET) and close on October 31, 2025 at 11:59:59pm ET on the [HEC Community Portal](#).

**10. What happens after I join?**

Once your team has been registered, as long as you meet eligibility requirements, you are in!



## Primary Care Access Improvement (PCAI)

### 1. Is our team eligible for the offering if we already have an Advanced Access initiative underway?

Yes, provided that the applicant demonstrates a challenge/problem that has potential to be solved by implementing strategies that improve access. Team selection criteria are outlined in the Call for Applications.

### 2. What roles must be part of each site's team to apply?

Please see the eligibility requirements in the [Call for Application](#).

### 3. Does the measurement lead need to be in a formal data role?

No. The individual does not need to be fully in a data role (for example, an admin person can pull this data). But they must be willing to ensure data is collected consistently over the course of the offering.

### 4. How do I apply?

Applications will open on May 12, 2025, at 12:00 a.m. Eastern Time (ET) on the [HEC Community Portal](#). Your team can apply any time up until **June 27, 2025**, at 11:59 p.m. ET.

### 5. When will I know if I have been accepted?

After all required information has been submitted, and pending HEC's review of all information, the team lead will be notified via email after July 31, 2025 about whether their application has been successful.