

5TH ANNUAL
**Quality
Forum** QF
16
GROWING IDEAS FOR ACTION

February 24 - 26
Hyatt Regency Vancouver

**PROGRAM
GUIDE**



**BC PATIENT SAFETY
& QUALITY COUNCIL**
Working Together. Accelerating Improvement.



WELCOME TO QUALITY FORUM 2016!

Welcome to the fifth Quality Forum! Since 2012 we have been bringing together an ever-increasing number of individuals who are passionate about improvement and quality.



This year, 950 of us will spend the main two days of the Forum together, sharing our experiences, ideas, and inspiration. Many others are participating in one of Wednesday's three pre-Forum sessions, which dive deep into digital communication, First Nations health services, and the work of the Joint Collaborative Committees. At Health Talks, nine speakers will share their hopes for health care and seven Quality Award winners, including the first Quality Culture Trailblazer, will be honoured. It's fantastic to witness the growth of our community as we welcome so many new faces and friends to this year's events.

I've been eagerly anticipating our three plenary presentations, which embody this year's theme of growing ideas for action. Jim Easton was so popular at Quality Forum 2013 that we are excited to have him back to share his insights on how emerging technologies in health care are driving improvement and accelerating change. Lakshman Swamy, an internal medicine resident at Boston Medical Center, founded a medical student-run talk show, RadioRounds, in 2009; it has broadcast over 100 episodes to date and featured Pulitzer Prize winners, presidential candidates and NBA team physicians. And Cheryl Mitchell is a facilitator and consultant who has travelled across the globe creating solutions to complex workplace challenges.

We strive to make each Quality Forum an enriching and memorable experience for attendees. This year, we added a number of unique sessions that share lessons for health care from unexpected places: we are excited about our partnerships with the BC SPCA, Vancouver Whitecaps FC, and WestJet, as well as getting an update on our favourite friend Angus – the C. diff detection dog. One of the great strengths of the Quality Forum is the inclusion of these varied perspectives that combine in surprising ways to spark innovation and change. To that end, this year's event also features dozens of seeds – presentations about improvement initiatives that are just starting to break ground.

Take a minute in between activities to visit QualityForum.ca, where you'll find speaker presentations, storyboards, photos, and more. We'll also be sharing updates on our Twitter accounts, @BCQualityForum and @BCPSQC, so follow the hashtag #QF16 and share your own photos and tweets with us.

I'm confident that the four pre-Forum events and 58 sessions happening over the next three days will challenge, excite, and motivate you, and I hope you're looking forward to all the promising new connections and ideas that await you at this year's Forum.

Thank you for joining us.

DOUG COCHRANE

Chair, BC Patient Safety & Quality Council

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THANK YOU TO OUR SPONSORS



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Partnerships of Doctors of BC and the BC Government

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First Nations Health Authority
Health through wellness



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northern health
the northern way of caring



ACCREDITATION CANADA
Better Quality. Better Health.



BC NURSES' UNION
Standing up for health care



HQCA
Health Quality Council of Alberta

COLLEGE OF REGISTERED NURSES OF BRITISH COLUMBIA




Interior Health



doctors of bc



BC Health Regulators
Our Purpose, Your Safety



RL software for safer healthcare



Canadian Foundation for **Healthcare Improvement** / Fondation canadienne pour **l'amélioration des services de santé**

OUR GROWTH SO FAR

2014

QF14 FEB 26-28

Inspire. Collaborate. Act.

650 ATTENDEES

55 BREAKOUT SESSIONS

80 STORYBOARDS

1 PRE-FORUM SESSION

- Tough Choices: Values, Costs & Efficient Allocation to Improve Quality



QUIZ TIME! EACH WINNING TABLE WATCHED A PLENARY PRESENTATION FROM A COMFY COUCH – WITH SNACKS!

2013

QF13 FEB 27-MAR 1

Inspiring Improvement

600 ATTENDEES

63 BREAKOUT SESSIONS

87 STORYBOARDS

3 PRE-FORUM SESSIONS

- Academic Health Education: Building Quality Care from the Ground Up
- Patient and Family Centered Care: From Concept to Practice
- Quality Academy Graduate Workshop



STEVEN LEWIS GETS US TO “STAND UP, SIT DOWN.” WHAT’S THE DIFFERENCE BETWEEN CHINOOK AND KING SALMON?

2012

QF12 MARCH 7-9

Engage. Inspire. Lead

430 ATTENDEES

49 BREAKOUT SESSIONS

67 STORYBOARDS

3 PRE-FORUM SESSIONS

- Health Care 2.0: Social Media Camp
- Quality Academy Graduate Workshop
- Critical Care Network



OUR FIRST CONFERENCE – SO MANY NEW FRIENDS!



2016

QF16 FEB 24-26
Growing Ideas for Action

2015

QF15 FEB 18-20
Creating Connections

750 ATTENDEES
52 BREAKOUT SESSIONS
114 STORYBOARDS
2 PRE-FORUM SESSIONS

- School for Health Care Radicals
- Cross-Canadian Collaboration in Surgery: NSQIP as a Catalyst



THE WORLD MET ANGUS, THE C. DIFF DETECTION DOG!
(PSST – CHECK OUT SESSION C.4)

950 ATTENDEES
58 BREAKOUT SESSIONS
90 STORYBOARDS
3 PRE-FORUM SESSIONS

- National #hcsma Symposium for Health Care + Digital Communication
- Joint Collaborative Committees Showcase
- A View From the Inside: Community-Driven, Nation-Based Coast Salish Health and Wellness

WE CAN'T FIT ANY MORE PEOPLE IN THE HOTEL'S BALLROOM!

OUR BIGGEST PRE-FORUM DAY YET...

Here's what's happening on Wednesday, where participants dive deep into specific topics:

JOINT COLLABORATIVE COMMITTEES SHOWCASE

The Joint Collaborative Committees Showcase brings together the General Practice Services, Specialist Services, and Shared Care committees to highlight their varied and diverse work.

The showcase begins with an opening plenary presentation on the importance of collaboration before moving into 28 different breakout sessions, and additional presentations on leading for change and the importance of coming together to share initiatives. Afterwards, over 350 participants will network during a poster reception.

NATIONAL #HCSMCA SYMPOSIUM FOR HEALTH CARE + DIGITAL COMMUNICATION

This first-ever national gathering of the #hcsorca (Health Care Social Media Canada) community has drawn over 150 participants, all passionate about the intersection of health care and digital media. They're discussing how to push boundaries, build cyber bridges across the care continuum, and integrate evidence-based digital technologies into the health care system to support wellness and care.

Stay tuned for a document outlining some of these forward-thinking discussions and suggesting guidelines for how organizations across Canada can use digital communication to improve their care.

A VIEW FROM THE INSIDE: COMMUNITY-DRIVEN, NATION-BASED COAST SALISH HEALTH AND WELLNESS




Forty guests are visiting the Musqueam Cultural and Health Centres in this immersive session that focuses on a First Nations approach to health care. Participants will listen to an opening address from Musqueam Elder Jewel Thomas, engage in interactive presentations with Musqueam, Tsleil-Waututh and Squamish health directors, and experience a historical land tour of sacred sites.

HEALTH TALKS

Wednesday wraps up as over 350 people gather for an evening of inspiration and new ideas. The night kicks off as the BC Patient Safety & Quality Council celebrates the seven winners of its 2016 Quality Awards – outstanding people and projects that improved care for patients. Next come eight PechaKucha 20x20 presentations, where speakers tell us their hopes for health care. These engaging, image-based talks will touch on a variety of timely topics, including providing health care for immigrants and refugees, culturally-competent care for Vancouver's aging LGBTQ population, and better primary care throughout Northern BC.

Quality Forum 2016's Objectives



-  Inspire action to accelerate improvement in quality of care;
-  Create and strengthen connections and opportunities for collaboration across all areas of care; and
-  Share effective strategies and leading practices to stimulate lasting change.



STEERING COMMITTEE

ANDREW WRAY

BC Patient Safety & Quality Council

CATHERINE O'DONNELL

Fraser Health

CHELSEA HOCHFILZER

BC Patient Safety & Quality Council

CHRISTINA KRAUSE

BC Patient Safety & Quality Council

DAWN NEDZELSKI

Island Health

DOUG COCHRANE

BC Patient Safety & Quality Council

EDWINA KO

BC Patient Safety & Quality Council

EVAN ADAMS

First Nations Health Authority

GEORGE WATSON

Shared Care Committee

GEORGENE MILLER

Provincial Health Services Authority

JACQUELINE PER

Vancouver Coastal Health

JULIAN MARSDEN

Providence Health Care

JUSTIN SCOTT

College of Registered Nurses of BC

KATIE HILL

Shared Care Committee

KEVIN SMITH

BC Patient Safety & Quality Council

LISA BELISLE

Interior Health

MARISA ADAIR

Doctors of BC

MELISSA POPE

BC Patient Safety & Quality Council

RANDY FAUTEUX

Patient Voices Network

ROSS HAYWARD

BC Ministry of Health

SUSAN MORROW

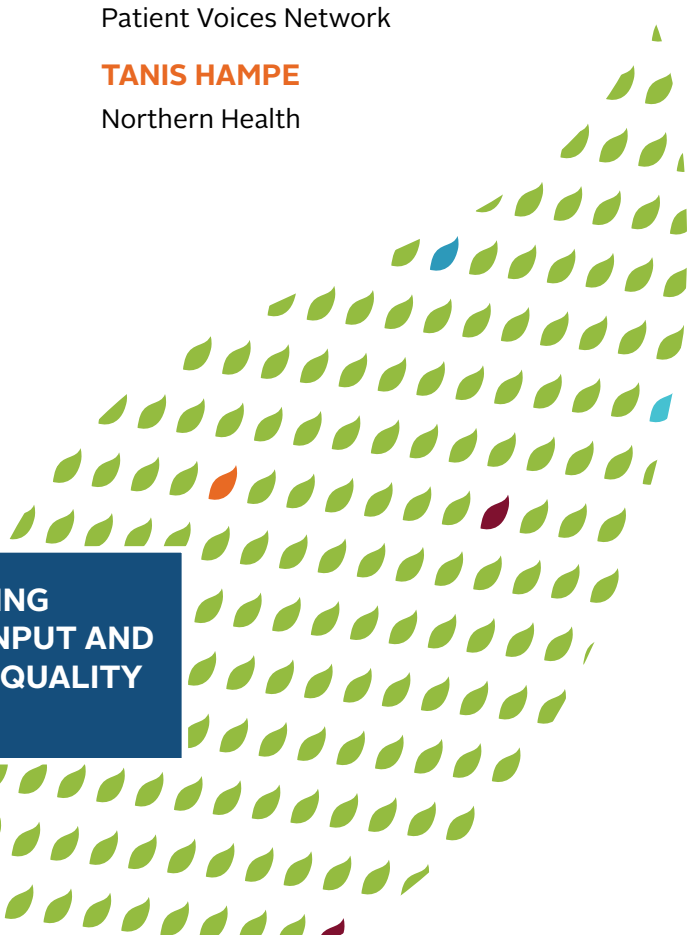
ImpactBC

SUSAN SCHIENBEIN

Patient Voices Network

TANIS HAMPE

Northern Health



THANK YOU TO THIS YEAR'S STEERING COMMITTEE MEMBERS FOR YOUR INPUT AND ONGOING SUPPORT TO HELP PLAN QUALITY FORUM 2016!

ABSTRACT REVIEW COMMITTEE

ANDREW WRAY

BC Patient Safety & Quality Council

ASMA FAROOQ

Chilliwack Division of Family Practice

BEN de MENDONCA

BC Emergency Health Services

CAMILLE CIARNIELLO

Providence Health Care

CATHERINE O'DONNELL

Fraser Health

CHRISTINA KRAUSE

BC Patient Safety & Quality Council

CHRISTINA PARSONS

Provincial Health Services Authority

ELIZABETH PEARCE

First Nations Health Authority

GAYLE VANAGS

Belvedere Seniors Living

JULIAN MARSDEN

Providence Health Care

LENORA MARCELLUS

University of Victoria

LIZ LAMB

BC Patient Safety & Quality Council

MARSHA WILSON

Interior Health

MARTA FILIPSKI

Vancouver Coastal Health

REBECCA TUNNAcliffe

BC Physiotherapy Association

RHONDA BERG

Vancouver Coastal Health

SARAH FIELDEN

Doctors of BC

SHANA OOMS

BC Ministry of Health

SHEILA LEADBETTER

Island Health

SPENCER WADE

College of Registered Nurses of BC

SUE FULLER BLAMEY

Provincial Health Services Authority

TAMARA CHECKLEY

Northern Health

YABOME GILPIN-JACKSON

Fraser Health



PROGRAM AT A GLANCE



PRE-FORUM DAY

WEDNESDAY, FEBRUARY 24

- | | |
|---|--|
| <p>0830 - 1700</p> <p>JOINT COLLABORATIVE COMMITTEES SHOWCASE
Reception 1700 - 1830</p> <hr/> <p>0845 - 1600</p> <p>NATIONAL #HCSMCA SYMPOSIUM FOR HEALTH CARE + DIGITAL COMMUNICATION
Reception 1600 - 1700</p> <hr/> <p>0900 - 1600</p> <p>A VIEW FROM THE INSIDE: COMMUNITY-DRIVEN, NATION-BASED COAST SALISH HEALTH AND WELLNESS</p> | <p>1800 - 1900</p> <p><i>Registration</i>
Cash Bar & Social Mixer</p> <p>1900 - 2045</p> <p>HEALTH TALKS</p> <p>2045 - 2130</p> <p>RECEPTION
Cash Bar & Social Mixer</p> |
|---|--|

QUALITY FORUM

THURSDAY, FEBRUARY 25

- 0645 - 0730 *Fitness Activities*
- 0700 - 0830 *Registration & Breakfast*
- 0830 - 0945 **PLENARY: JIM EASTON**
- 0945 - 1000 *Transition*
- 1000 - 1100 **BREAKOUT A**
- 1100 - 1130 *Break*
- 1130 - 1230 **BREAKOUT B**
- 1230 - 1330 *Lunch*
- 1330 - 1415 **QUIPS, QUANDARIES AND COMEBACKS: A QUALITY DEBATE**
- 1415 - 1430 *Transition*
- 1430 - 1530 **BREAKOUT C**
- 1530 - 1550 *Break*
- 1550 - 1650 **BREAKOUT D**
- 1700 - 1830 **STORYBOARD RECEPTION**
Cash Bar, Appetizers & Social Mixer

BOARD & EXECUTIVE QUALITY LEARNING SERIES 0830 - 1230

FRIDAY, FEBRUARY 26

- 0645 - 0730 *Fitness Activities*
- 0730 - 0840 *Breakfast*
- 0840 - 0930 **PLENARY: LAKSHMAN SWAMY**
- 0930 - 0945 *Transition*
- 0945 - 1045 **BREAKOUT E**
- 1045 - 1115 *Break*
- 1115 - 1215 **BREAKOUT F**
- 1215 - 1330 *Lunch*
- 1330 - 1430 **BREAKOUT G**
- 1430 - 1445 *Transition*
- 1445 - 1530 **PLENARY: CHERYL MITCHELL**

BREAKFAST MEETINGS
0745 - 0830
(SEE PAGE 25 FOR MORE DETAILS)

THURSDAY WORKSHOPS & FIELD TRIP
1000 - 1230
&
1430 - 1650

FRIDAY WORKSHOPS & FIELD TRIP
0945 - 1215

GENERAL INFORMATION

Registration Desk Hours

Wednesday, February 24 | 0700 - 2000

Thursday, February 25 | 0700 - 1830

Friday, February 26 | 0730 - 1530

EVALUATION FORMS

When you fill out a breakout session evaluation form, you help determine the type of content that Quality Forum participants find most valuable and let us know if the event is meeting the objectives set forth by its steering committee. Your feedback will be immensely valuable to us when planning the program for Quality Forum 2017.

There is also an evaluation form for the Quality Forum overall. To help us make the event better next year, please take time to complete the form – it is tucked into your program. You can return it to us at the Registration Desk when you leave or place it on your table after Friday afternoon's plenary presentation – we'll pick it up!

ACCREDITED BY UBC CPD

As an organization accredited to sponsor continuing medical education for physicians by the Committee on Accreditation of Continuing Medical Education (CACME), the UBC Division of Continuing Professional Development designates this educational program as meeting the accreditation criteria of the College of Family Physicians of Canada for up to **10.0 Mainpro-M1 credits**. This program is an Accredited Group Learning Activity eligible for up to **10.0 Section 1 credits** as defined by the Maintenance of Certification program of the Royal College of Physicians and Surgeons of Canada. This program has been reviewed and approved by UBC Division of Continuing Professional Development. Each physician should claim only those credits he/she actually spent in the activity. If you need a certificate, please let us know by either visiting the registration desk or emailing qualityforum@bcpsqc.ca.

JOIN THE CONVERSATION ON TWITTER!

Share your favourite Quality Forum moments on Twitter! Impactful comments made by plenary speakers, photos of slides from breakout session presentations, and ideas that participants can't wait to put into action when they return to work – there's a thriving conversation about the Quality Forum taking place on Twitter. Search for the hashtag #QF16 – and make sure to add it to your tweets.

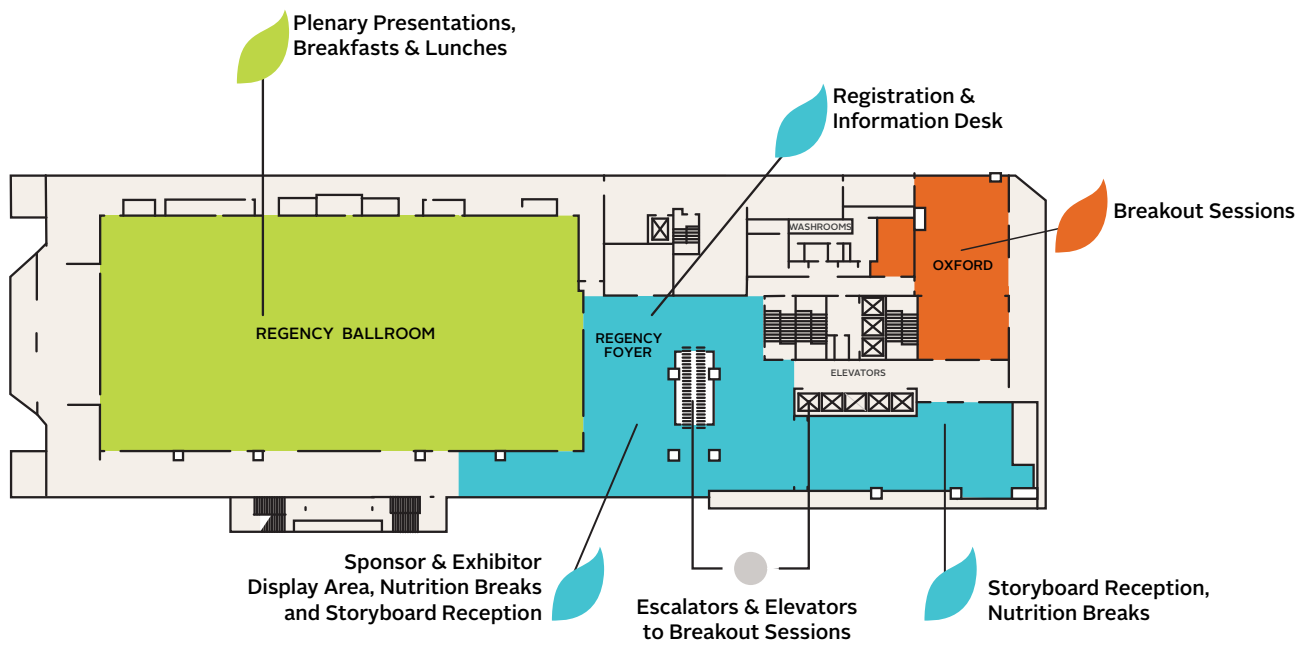
NEED HELP? HAVE A QUESTION?

Ask a Red Vest! A team member with the BC Patient Safety & Quality Council will be pleased to assist you.

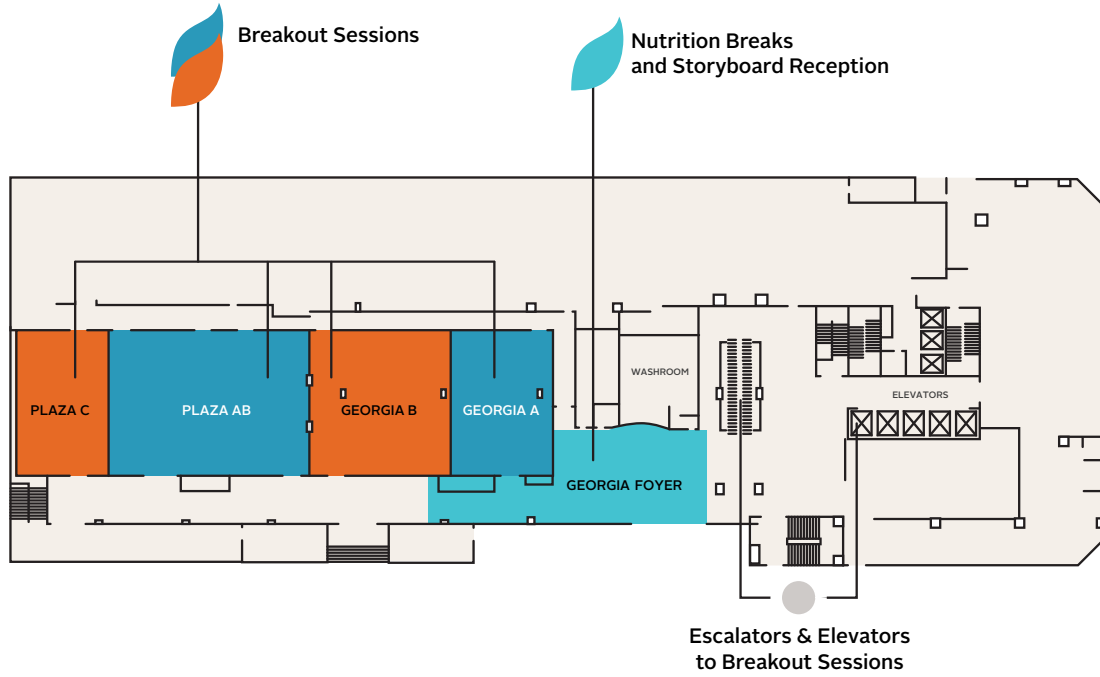


VENUE MAP

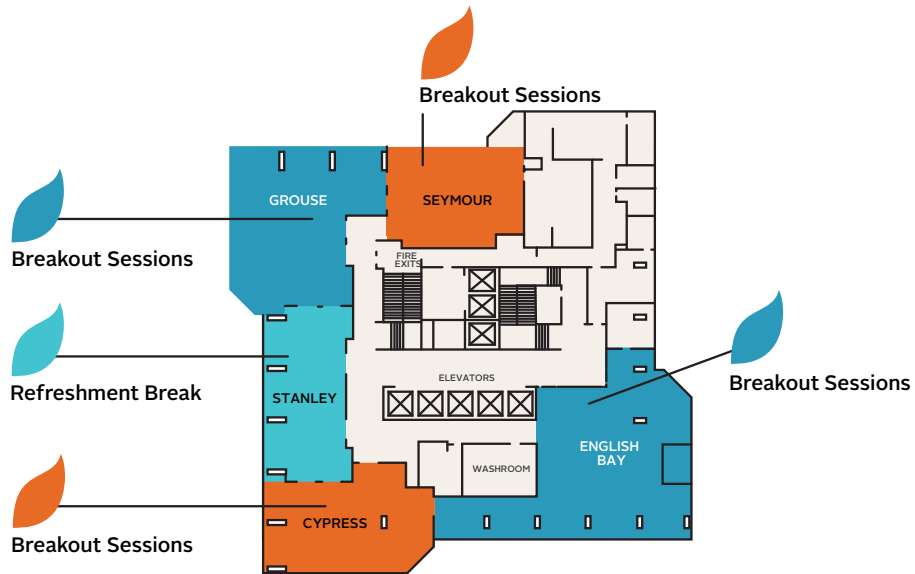
3RD FLOOR



2ND FLOOR



34TH FLOOR



EXHIBITORS

3M

ASSOCIATION OF REGISTERED NURSES OF BC

BC MEDICAL QUALITY INITIATIVE

BD CANADA

CANADIAN AGENCY FOR DRUGS AND TECHNOLOGIES IN HEALTH

CANADIAN INSTITUTE FOR HEALTH INFORMATION

CANADIAN MEDICAL VENTILATION

CANADIAN PATIENT SAFETY INSTITUTE

CARF CANADA

CREDE TECHNOLOGIES INC.

FUJITSU SYSTEMS EAST LIMITED

MANITOBA INSTITUTE FOR PATIENT SAFETY

SAGE PRODUCTS

SAUDER SCHOOL OF BUSINESS - UBC



STEVEN LEWIS

**PRESIDENT
ACCESS CONSULTING LTD.**



QUALITY FORUM 2016 MODERATOR

Steven Lewis is a health policy and research consultant based in Saskatoon, and Adjunct Professor of Health Policy at Simon Fraser University. Prior to resuming a full-time consulting practice he headed a health research granting agency and spent 7 years as CEO of the Health Services Utilization and Research Commission in Saskatchewan. His clients include governments and government agencies, health regions, policy-makers, regulators, and professional organizations.

Steven has served on various boards and committees, including the Governing Council of the Canadian Institute of Health Research, the Saskatchewan Health Quality Council, the Health Council of Canada, and the editorial boards of several journals. He writes, speaks, and conducts workshops on improving quality, equity, and performance in health care.

WE'RE HAPPY
TO WELCOME
STEVEN BACK FOR
HIS FIFTH TIME
MODERATING THE
QUALITY FORUM!

JIM EASTON

MANAGING DIRECTOR, HEALTH CARE
CARE UK

PLENARY SPEAKER

Beyond Quality Improvement - Change to Secure our Health Care Systems for the Next Generation

FEBRUARY 25 | 0830 - 0945

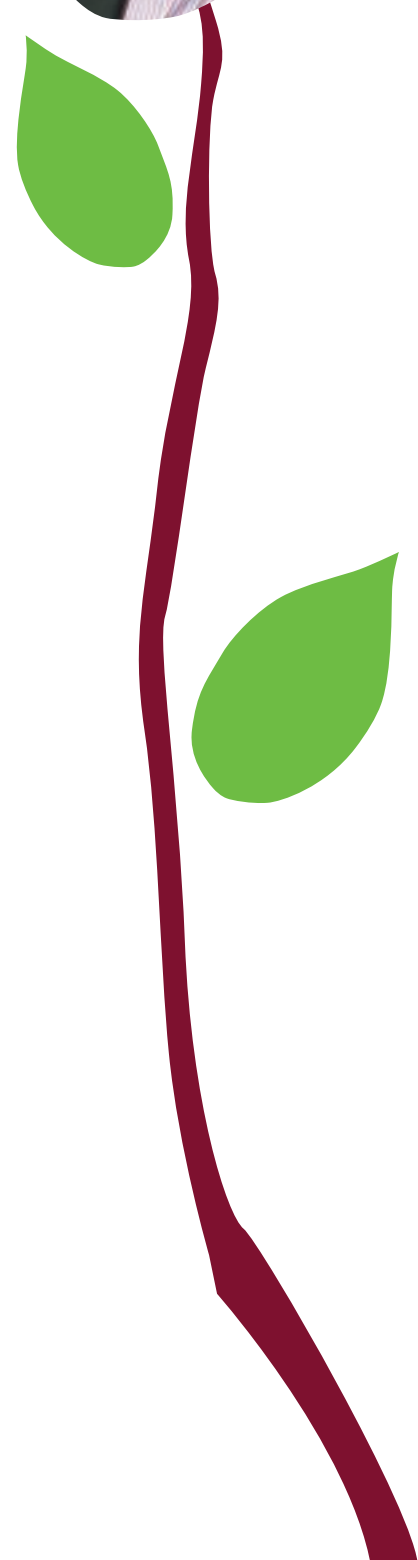
Jim Easton has been an executive in the health care system in England for over 25 years, where he has held leadership positions in hospital services, mental health, primary care and national policy.

He was the Chief Executive of York Hospitals NHS Foundation Trust, a high-performing 700 bed hospital in the north of England. He also held the Chief Executive position for the South Central Strategic Health Authority, where he was responsible for the delivery of all health care services for a population of 5 million people in the south of England.

In 2009 Jim took on the role of National Director of Transformation for the National Health Service (NHS) in England, responsible, amongst other areas, for the programme to deliver £20b of efficiency savings whilst improving quality across the whole range of NHS services nationally. He was also the national NHS Director responsible for the development of NHS 111, a non-emergency phone number that connects callers with highly-trained advisers that are, supported by health care professionals. When he left this role at the end of 2012 the National Audit Office independently assessed that the first three years of the programme had successfully delivered its challenging objectives.

In February 2012 Jim took up post as the Managing Director of Health for Care UK, a large privately-owned provider of health care services to the NHS in England, providing around £400m of surgical, primary care and urgent care services to the NHS. Care UK is innovating in new models of primary care and elective surgery across England.

Throughout his career, Jim has had a deep interest in the application of quality improvement approaches to the delivery of improved quality and value of health care services, and the role of leaders in achieving such improvement. He is regularly asked to speak nationally and internationally on these issues.



LAKSHMAN SWAMY

INTERNAL MEDICINE RESIDENT
BOSTON MEDICAL CENTER



PLENARY SPEAKER

Joy and Burnout on the Front Line

FEBRUARY 26 | 0840 - 0930

Lakshman Swamy received his MD/MBA from Wright State University in Dayton, OH and is now an internal medicine resident at Boston Medical Center in the QI Pathway. He has worked extensively with the Institute for Health Care Improvement's Open School, most recently as an alumni advisor.

Lakshman created and directs Radio Rounds, a non-profit which features interviews with leaders in health care (www.radiorounds.org). His scholarly work in the field of QI has included evaluations of student perceptions of quality and adverse event reporting by residents, and he recently co-authored a chapter on planning an improvement project in Wiley Blackwell's Patient Safety and Health Care Improvement at a Glance.

At Boston Medical Center, Lakshman serves on the Clinical Learning Environment committee with a focus on duty hours and fatigue management. He is a co-chair for the Institute for Health Care Improvement's 27th Annual National Forum on Quality Improvement in Health Care and, next year, he will be serving as a Chief Medical Resident in Quality & Patient Safety at the Veterans Affairs Boston Health Care System. He plans to pursue a career in teaching quality improvement to students and trainees.

CHERYL MITCHELL

FACILITATOR & CONSULTANT, ORGANIZATIONAL DEVELOPMENT
PRINCIPAL, RED BALL SOLUTIONS

PLENARY SPEAKER

Creating a Culture Where Ideas Grow

FEBRUARY 26 | 1445 - 1530

Cheryl Mitchell is a freelance facilitator and adviser in the health care industry and public service who has provided organizational systems solutions for more than 20 years. During that time, Cheryl has designed and facilitated hundreds of group programs for thousands of participants. Her initial focus was on experiential team-building and leadership development. This evolved to engagement and strategic planning, and moved to identity formation, change management and culture development. She is currently specializing in designing and facilitating multi-stakeholder collaborative processes to develop sustainable solutions to complex system issues.

Cheryl has a PhD in Human and Organizational Systems, where her dissertation research focused on blame in the health care system. She also has a Master's degree in Counselling Psychology with an emphasis on Jungian Depth Psychology. As well, Cheryl is a team coach and is qualified to deliver a wide range of assessments. Her academic research and interest in blame, group dynamics that impede collaboration, and processes that enhance solution-building ensure that her professional projects are evidence-informed and align with current research and literature.

Some of her more unique experiences which support her capacity for the ambiguity, paradox and uncertainty of complex systems include:

- Evacuating 500 CEOs and their families off of the Andaman Sea in Thailand when an unexpected typhoon came in during a Survivor-style event on islands off of Phuket.
- Leading a program for the Canucks for Kids Fund and Canuck Place that generated over \$38 million and resulted in Cheryl being recognized at Center Ice at a Vancouver Canucks home game.
- Developing Geocaching Amazing Race-style events in Vancouver, Dublin and Bangkok.
- Developing a high ropes course, and then designing and delivering programs which saw at least one Deputy Minister, several ADMs and their executive teams and staff venture to 40 feet in the air.

Overall, Cheryl is motivated by the privilege of being able to be of service, and she lives by the words "leave this world a little better than you found it."



QUIPS, QUANDARIES AND COMEBACKS: A QUALITY DEBATE

Listen in as four great speakers argue for and against this important – and contentious – motion related to improving the quality of care in BC’s health system: **Accountability hinders improvement.**

Who will have the last word?

Come find out - you decide the winner!

FOR



LAKSHMAN SWAMY
Internal Medicine Resident
Boston Medical Center



LINDA DEMPSTER
Vice-President
Patient Experience
Fraser Health



MODERATOR
STEVEN LEWIS
President
Access Consulting Ltd.

AGAINST



DAVID SWEET
Physician, Critical Care and
Emergency Medicine
Clinical Lead for Sepsis
BC Patient Safety & Quality Council



JIM EASTON
Managing Director, Health Care
Care UK

VS.

The Quality Forum's debate is meant to incite discussion and challenge commonly-held beliefs about a timely health care topic. We have assigned the debate's speakers to their teams; their positions do not necessarily reflect their personal views on the debate topic, nor those of their respective organizations.



FUN ACTIVITIES

Your Missions, Should You Choose to Accept Them

Looking for a little friendly competition during the Forum? Want to meet new people while having some fun? Then Quality Quest 16 is the activity for you. Quality Quest 16 is a friendly, team competition we've created for Forum participants – a mash up between a scavenger hunt and a scrapbook – using Forum-themed “missions.”

To accumulate points, your team has to complete photo-based missions throughout the Hyatt Regency Vancouver, and then upload them onto the Quality Quest 16 scoreboard using the GooseChase smartphone app.

We have some great book prizes to give away to the winning team – plus you'll win bragging rights, of course!

The game will run from 1530 on Thursday, February 25 until 1330 on Friday, February 26.

Want to play? Check out the blue insert included with this program for details!

Did You Make a Pledge for Change Day?

So did 7876 other people! And we've got a few of their inspiring stories hidden around the hotel, waiting to be discovered. Got your own Change Day story? Share it on Twitter with the hashtag #changedaybc.





Step Up to the Challenge

The Quality Forum is about inspiring action, creating connections, and sharing strategies to make change in health care. Where better to start than with you?

Is your image of a conference a boring event that involves little more than playing musical chairs from session to session? Think again! We want to get you energized, excited, and moving around. Clear your mind and stay active by joining the QF16 Step Challenge!

We invite you to walk as much as you can between midnight on Wednesday, February 24 and midnight on Thursday, February 25. In this 24-hour timespan, we encourage you to explore as many storyboards, visit as many exhibitors, view as many Change Day stories, and network with as many people as you can. Walk with a buddy to earn more points and have more fun!

Check out the yellow insert included with this program for details on how to participate, and keep yourself moving all day long on Thursday, February 25 for a chance to win a prize.



Join us Thursday and Friday for Our Morning Workouts

Walking Group

0645 – 0730

Running Group

0645 – 0715

Meet us in the main hotel lobby on the 1st floor.

QUALITY FORUM 2016 STORYBOARD RECEPTION



THURSDAY, FEBRUARY 25

Join us for the Storyboard Reception immediately following Breakout D. It's your chance to ask storyboard presenters about their projects.

The reception takes place in the foyers on both the 2nd and 3rd floors. Check out posters related to experience of care, population health, and cost and quality on the 2nd floor, and those related to clinical practice, improvement capability, and students on the 3rd floor. See pages 55-61 for a complete listing.

Your registration for the Forum includes entrance to the Storyboard Reception as well as complimentary (and delicious) hors d'oeuvres. A cash bar will also be available on both floors.

All storyboards will be reviewed by a panel of judges and winners will be announced Friday morning.

“

Good displays,
good networking
and very friendly
passionate people!”



BREAKFAST MEETINGS

FEBRUARY 26 | 0745 – 0830

THE 10K 10,000 Reasons to Race for Infection Prevention Room: Seymour

Each year, 10,000 patients in BC suffer from post-surgical infections. Supported by the BCPSQC and the Specialist Services Committee, the 10K is a provincial quality improvement initiative that aims to reduce surgical site and urinary tract infections in BC by 50% by November 2016. Come and hear more about how 13 teams are racing to prevent infections and discuss how it fits with other surgical improvement initiatives in our province.

Hosts

Kimberly McKinley	Quality Leader, Surgery BC Patient Safety & Quality Council
Geoff Schierbeck	Quality Leader, Surgery BC Patient Safety & Quality Council

FIND YOUR BREAKFAST
BUFFET IN THE STANLEY
ROOM UP ON THE
34TH FLOOR

Debunking the Denial about Antimicrobial Resistance Room: English Bay

This breakfast meeting is an opportunity to take part in a discussion around the realities of emerging antimicrobial resistance in hospitals, the community and the agri-food industry, and talk about ideas and strategies on how they can be addressed.

Hosts

Jim Hutchinson	Medical Microbiologist Island Health Clinical Lead, Antimicrobial Stewardship BC Patient Safety & Quality Council
Keith White	Physician Lead Shared Care Polypharmacy Risk Reduction in the Elderly Initiative Clinical Lead, Medication Reconciliation BC Patient Safety & Quality Council

FIND YOUR BREAKFAST
BUFFET IN THE STANLEY
ROOM UP ON THE
34TH FLOOR

Enjoy a Lean Breakfast Room: Oxford

The BC Provincial Lean Network would like to invite all Lean practitioners and enthusiasts for a breakfast networking session. Learn about initiatives across the health authorities and leave inspired to continue on your Lean journey.

Host

BC Lean Network

FIND YOUR BREAKFAST
BUFFET IN THE
REGENCY FOYER ON
THE 3RD FLOOR

QUALITY FORUM 2016 PROGRAM MATRIX

THURSDAY, FEBRUARY 25

Breakfast & Registration

0700-0830

OPENING REMARKS & PLENARY: JIM EASTON

0830-0945

Transition

0945-1000

1000-1100	W1 ENGLISH BAY GAME ON! USING GAMIFICATION TO MAXIMIZE MOTIVATION AND ENGAGEMENT FOR HEALTH IMPROVEMENT	W2 GEORGIA B WHAT I REALLY MEANT WAS... THE POWER OF LANGUAGE IN SHIFTING CULTURE	A1 OXFORD TACKLING MENTAL HEALTH STIGMA THROUGH EMPATHY	A2 PLAZA AB EFFECTIVE MEETING MANAGEMENT	A3 CYPRESS DO PEOPLE WANT TO AGE IN YOUR COMMUNITY?	A4 PLAZA C EMPOWERING PATIENTS TO BE ACTIVE IN THEIR CARE	A5 SEYMOUR OUTSMARTING BUGS: THE RIGHT DRUG TO WIPE OUT INFECTION	A6 GEORGIA A GENERALLY SPEAKING: IMPROVING PRIMARY CARE	B&E GROUSE BOARD & EXECUTIVE QUALITY LEARNING SERIES
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Break

1100-1130

1130-1230	W1 CONT.	W2 CONT.	B1 CYPRESS LESS IS MORE, MORE OR LESS - DEALING WITH POLYPHARMACY	B2 OXFORD SPREAD THE WORD! WE'RE TALKING ABOUT SPREADING IMPROVEMENT IDEAS	B3 PLAZA AB MY HEALTH DATA: PRIVACY IN THE ERA OF ONLINE SHARING	B4 SEYMOUR HIP HOP DON'T DROP: THREE STORIES HIGHLIGHTING HIPSTARS	B5 PLAZA C CARVING SPACE FOR COLLABORATION AND IMPROVEMENT	B6 GEORGIA A CARE FROM A DISTANCE	B&E CONT.
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Lunch

1230-1330

QUIPS, QUANDARIES AND COMEBACKS: A QUALITY DEBATE

1330-1415

Transition

1415-1430

1430-1530	W3 GEORGIA A PATIENT- AND FAMILY-CENTERED CARE UNPLUGGED	W4 ENGLISH BAY NAVIGATING DISCLOSURE: PREPARING FOR A CRITICAL CONVERSATION	C1 GROUSE LEADING A FRAMEWORK FOR CULTURAL SAFETY AND HUMILITY FOR FIRST NATIONS IN BC	C2 PLAZA AB ATTENTION!	C3 OXFORD CAPTURING NARRATIVE TO UNDERSTAND COMPLEX ISSUES: ADAPTIVE ACTION TO SHIFT CULTURE	C4 SEYMOUR NIPPING INFECTION IN THE BUD	C5 GEORGIA B RE-DESIGNING CARE FOR OLDER ADULTS	C6 CYPRESS INERTIA, SAY HELLO TO CHANGE	C7 PLAZA C PILOTING SOCIAL MEDIA CONVERSATIONS: LESSONS FROM WESTJET	FIELD TRIP SHARED GOALS: LESSONS IN TEAM BUILDING AND TEAM SUCCESS FROM THE VANCOUVER WHITECAPS FC
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Break

1530-1550

1550-1650	W3 CONT.	W4 CONT.	D1 OXFORD PLANNING FOR END OF LIFE: PERSPECTIVES FROM LGBT COMMUNITIES	D2 PLAZA C THIS NEW HOUSE: THE STORY OF HOW NORTHERN HEALTH STAFF AND PHYSICIANS ARE BUILDING PRIMARY CARE HOMES TO IMPROVE CARE	D3 PLAZA AB THE TOP 10 REASONS WHY HEALTH CARE LEADERS SHOULD EMBRACE SOCIAL MEDIA	D4 GROUSE MORE THAN NUMBERS: GETTING PATIENTS UP AND OUT OF HOSPITAL TO IMPROVE OUTCOMES	D5 CYPRESS PAIN: A FOUR LETTER WORD WE CAN'T IGNORE	D6 GEORGIA B WORKING TOGETHER TO IMPROVE CARE	FIELD TRIP CONT.
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Storyboard Reception & Networking

1700-1830

QUALITY FORUM 2016 PROGRAM MATRIX

FRIDAY, FEBRUARY 26

0730-0840

Breakfast

0840-0930

PLENARY: LAKSHMAN SWAMY

0930-0945

Transition

0945-1045

W5 GEORGIA B	W6 ENGLISH BAY
UNLOCKING NEW WAYS OF THINKING AT THE INNOVATION LAB	POWERING UP: BUILDING & SUSTAINING ENERGY FOR THE LONG HAUL

E1 PLAZA AB	E2 PLAZA C
BUT WHAT DO THESE NUMBERS REPRESENT?!	INNOVATIVE PARTNERSHIPS IN MENTAL HEALTH CARE

E3 GEORGIA A	E4 CYPRESS
THE GOLDLOCKS PARADOX: TOO MANY, TOO FEW...GETTING MEDICATIONS JUST RIGHT	HAVE A COMPLEX DECISION? CHOOSE YOUR TOOL

E5 OXFORD	E6 GROUSE
STAFFING FOR SUCCESS	CAN YOU HEAR ME? TURNING THE MESSAGE INTO ACTION IN RESIDENTIAL CARE

FIELD TRIP
PAWSITIVE STEPS TOWARD QUALITY CARE: LEARNING WITH THE BC SPCA

1045-1115

Break

1115-1215

W5 CONT.	W6 CONT.

F1 PLAZA AB	F2 PLAZA C
PLANNING FOR SUSTAINABILITY	PATIENT PERSPECTIVES ON ENGAGING PATIENTS

F3 GEORGIA A	F4 GROUSE
ROOT CAUSE ANALYSIS OF HEALTH CARE DEMAND: HOW THE DETERMINANTS OF HEALTH IMPACT HEALTH AND HEALTH SYSTEM UTILIZATION	THINKING CLEARLY IN RESIDENTIAL CARE

F5 CYPRESS	F6 OXFORD
LINKS IN THE HEALTH CARE CHAIN	LEARNING FROM EXPERIENCE IN CLINICAL CARE MANAGEMENT

FIELD TRIP CONT.

1215-1330

Lunch

1330-1430

G1 PLAZA AB	G2 OXFORD
SHARPENING OUR CHANGE AGENT EDGE	GROWING IDEAS AND TAKING ACTION TO CREATE SHIFTS... IN REAL TIME!

G3 PLAZA C	G4 GEORGIA B
THE BC MEDICAL QUALITY INITIATIVE	HELP! OUR PROJECT IS A ZOMBIE!

G5 ENGLISH BAY	G6 GEORGIA A
THE TRANSLATION CHALLENGE: LEARNING THE LANGUAGE OF PERSONAL CARE INTERACTIONS	NOTHING ABOUT ME WITHOUT ME

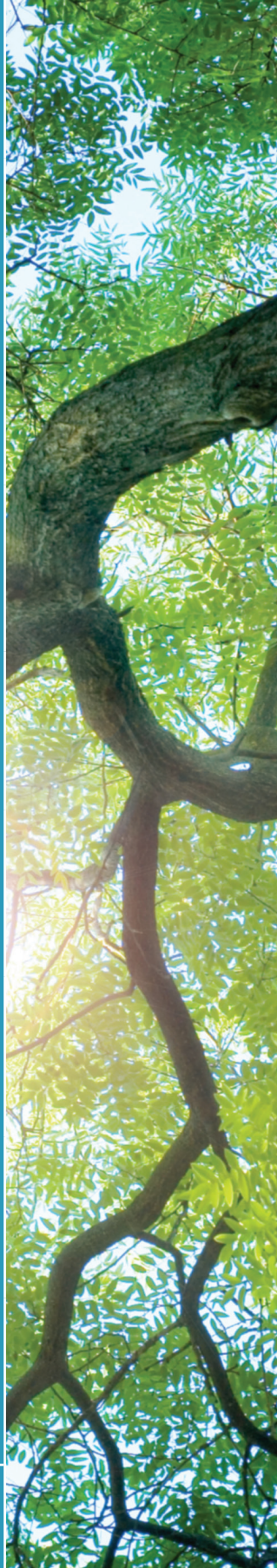
G7 CYPRESS	G8 GROUSE
IMPROVING MENTAL HEALTH FOR THE NEXT GENERATION	MAKING SENSE OF DELIRIUM

1430-1445

Transition

1445-1530

PLENARY: CHERYL MITCHELL & CLOSING REMARKS



QUALITY FORUM 2016 WORKSHOPS

 THURSDAY, FEBRUARY 25 | 1000 - 1230

W1 GAME ON! USING GAMIFICATION TO MAXIMIZE MOTIVATION AND ENGAGEMENT FOR HEALTH IMPROVEMENT *English Bay*

This workshop is designed to provide participants with an understanding of how motivational theory and game design can engage patients, families and those working within the health care system to improve care. Gamification is the use of game elements and design in non-gaming contexts, and is rapidly spreading internationally as an exciting way to change behaviour patterns. This workshop provides an opportunity to explore how gamification could be used in your own improvement initiatives.

Shari McKeown Director, Clinical Care Management
BC Patient Safety & Quality Council

Andrew Siu Campaign & Engagement Specialist
BC Patient Safety & Quality Council

W2 WHAT I REALLY MEANT WAS...THE POWER OF LANGUAGE IN SHIFTING CULTURE *Georgia B*

No wonder communication can be challenging - the feeling or intent of what we communicate is almost entirely dependent upon our non-verbal message, not on the words we actually say. Not only do our non-verbals influence how others perceive us, they actually influence how we see ourselves! Please join us for a fresh, interactive session to learn how we can harness and apply communication to improve teamwork and the quality and safety of care.

Geoff Schierbeck Quality Leader
BC Patient Safety & Quality Council

Allison Muniak Human Factors Specialist
Vancouver Coastal Health

Lead – Culture, Teamwork & Communication
BC Patient Safety & Quality Council

Colleen Kennedy Director, Innovation & Engagement
BC Patient Safety & Quality Council

Ron Collins Clinical Lead
BC Patient Safety & Quality Council

QUALITY FORUM 2016
WORKSHOPS

THURSDAY, FEBRUARY 25 | 1000 - 1230

BOARD AND EXECUTIVE QUALITY LEARNING SERIES**Grouse***By Invitation Only*

Health delivery organizations around the world are being faced with the need to provide more and better care today, while maintaining sustainable systems for tomorrow. Some have looked to meet this need by challenging current models of care through technology-enabled approaches. This session for health authority board and executive teams is a chance to hear practical examples of how technology is being used in innovative and meaningful ways by Care UK and Alaska's Southcentral Foundation. But rather than focusing on technology for advancements at the frontiers of medical science, these innovative organizations are seeking to use technological approaches to match their services to the needs of the population, and to figure out how we get the "basics" of health care right. Board and executive teams will have the opportunity to engage in dialogue with their peers on what this could mean for BC and discuss how similar change could be supported locally.

Jim Easton	Managing Director, Health Care Care UK
Steve Tierney	Medical Director & Chief Medical Information Officer Southcentral Foundation (Alaska)
Darci Nevzuroff	Improvement Advisor Southcentral Foundation (Alaska)

BREAKOUT A



THURSDAY, FEBRUARY 25 | 1000 - 1100

A1 TACKLING MENTAL HEALTH STIGMA THROUGH EMPATHY

Oxford

“One in four people have a mental health problem. Many more people have a problem with that.” - Stephen Fry. Why are people who are experiencing mental health problems looked upon differently from those with a physical or chronic illness? In this interactive session we will look at where we get our information about mental health – how it is portrayed in the media, and the language we use – to explore the concept of stigma and how it might affect the care we give. We’ll also work through an empathy mapping exercise to explore thoughts and feelings around mental health from a sufferer’s perspective. Participants will leave this session with a deeper understanding of things we can all do to improve care for those with mental health issues.

Liz Lamb	Leader, Innovation & Engagement BC Patient Safety & Quality Council
Allison McLeod	Child, Youth & Family Mental Health Consultant
Miki Talebi	Manager, Public Policy Department Canadian Mental Health Association, BC Division

A2 EFFECTIVE MEETING MANAGEMENT

Plaza AB

For many of us, meetings are a fact of life. Yet far too many leave us feeling like our time was not wisely spent. This session will offer some tips and tools for planning an effective meeting that makes sure participants leave feeling engaged. Make sure you get the most out of your next meeting with some effective facilitation techniques for managing disruptive behaviour and differing opinions, while keeping discussion on track.

Matt Summers	Advisor, Management Development Vancouver Coastal Health
Marta Filipski	Director, Regional Lean Transformation Services Vancouver Coastal Health

A3 DO PEOPLE WANT TO AGE IN YOUR COMMUNITY?

Cypress

Population aging is the reality across Canada, and Fraser Health has the fastest growing seniors population in BC. Communities across the Fraser Health region are transforming their environmental design, services, policies and priorities to promote healthy aging and better meet the needs of seniors now and in the future. Age-friendly principles can be successfully embedded at the regional, community and individual level - and benefit citizens of all ages. In this interactive session, learn how building on community strengths, collaborative planning, embracing diversity and identifying practical solutions can make all of our communities a desirable place to age well.

Marcus Lem	Medical Health Officer Fraser Health
Fabio Feldman	Manager, Falls & Injury Prevention Fraser Health

Continued on next page

BREAKOUT A



THURSDAY, FEBRUARY 25 | 1000 - 1100

John Stark	Senior Social Planner City of New Westminster
Heather Treleavan	Senior's Network Coordinator Maple Ridge, Pitt Meadows & Katzie Seniors Network
Lesley Visser	Community Recreation Manager City of Langley
Delaram Farshad	Community Health Specialist Fraser Health

A4 EMPOWERING PATIENTS TO BE ACTIVE IN THEIR CARE Plaza C | RAPID FIRE

iCHIP: An Innovative Solution for Patient-Centred Care



Harinder Gill	Senior Clinical Coordinator & Special Projects BC Provincial Blood Coordinating Office
Irene Pickell	Data & Technology Management Coordinator BC Provincial Blood Coordinating Office

The Choosing Wisely Campaign: Starting Conversations About Unnecessary Tests, Treatments and Procedures

Jessica Otte	Clinical Instructor University of British Columbia Clinical Leader, British Columbia Choosing Wisely Canada
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Using your BRAIN: A Patient- and Family-Centered Approach to Shared Decision Making

Sam Burnett	Co-Director Centre for Collaboration, Motivation and Innovation
Connie Davis	Co-Director Centre for Collaboration, Motivation and Innovation
April Lawrence	Engagement Content Lead Centre for Collaboration, Motivation and Innovation

A5 OUTSMARTING BUGS: THE RIGHT DRUG TO WIPE OUT INFECTION Seymour | RAPID FIRE

Provision of Antimicrobial Stewardship Support to Coastal Rural and Remote Hospitals

Tim Lau	Pharmacy Lead, ASPIRES Vancouver Coastal Health
Daljit Ghag	Antimicrobial Stewardship Pharmacist, ASPIRES Vancouver Coastal Health

Continued on next page

BREAKOUT A



THURSDAY, FEBRUARY 25 | 1000 - 1100

Antimicrobial Stewardship Rapid Rounds in the Vancouver General Hospital Intensive Care Unit

Daljit Ghag	Antimicrobial Stewardship Pharmacist, ASPIRES Vancouver Coastal Health
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Chlorhexidine Wipes Lower SSIs by 50% in Hernia Patients at Delta Hospital

Atit Walia	Surgical Clinical Nurse Reviewer Fraser Health
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A6 GENERALLY SPEAKING: IMPROVING PRIMARY CARE Georgia A | RAPID FIRE

Bringing Patients and Clinicians Together to Co-Create Primary Care Models

Kyle Pearce	Executive Director Vancouver Citizens Health Initiative
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Samiran Lakshman	Crown Prosecutor Vancouver Citizens Health Initiative
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Physician Leadership in Advancing Social Determinants of Health

Lee MacKay	Physician Lead Kootenay Boundary Division of Family Practice
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Andrew Earnshaw	Executive Director Kootenay Boundary Division of Family Practice
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Implementing Cognitive Behavioural Therapy (CBT) Skills Group Medical Visits within Primary Care

Christine Tomori	Project Manager Victoria Division of Family Practice
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Joanna Cheek	Psychiatrist
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Bill Bullock	Family Physician
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BREAKOUT B



THURSDAY, FEBRUARY 25 | 1130 - 1230

B1 LESS IS MORE, MORE OR LESS: DEALING WITH POLYPHARMACY Cypress

In this session participants will learn why the problem with “polypharmacy” is not so much the number of medications, but rather being on one or more inappropriate medications. The speaker will discuss problems associated with polypharmacy and use the interactive web-based polypharmacy tool at medstopper.com to provide practical tricks, tips and tools for how participants can become bona-fide MedStoppers. To “prepare” for the session participants are asked to check out the Bohemian Polypharmacy video at <https://youtu.be/Lp3pFjKoZl8> and be ready to sing at least one of the harmony parts upon request.

James McCormack Professor
University of British Columbia

B2 SPREAD THE WORD! WE'RE TALKING ABOUT SPREADING IMPROVEMENT IDEAS Oxford

So you've got a good idea for improvement, you've tested and applied it in your local environment with improved results, but it's not spreading to other areas like those hilarious (annoying?) cat videos that go viral. Don't worry, you're not alone! Spreading successful ideas and pilot projects is vital to transforming our health care system, yet remains elusive and a challenge in many settings. In this session, participants will learn key factors and practical tips for spreading ideas, and have the opportunity through a facilitated discussion to share their approaches, successes and failures in spreading ideas.

Ben Ridout Acting Director, Patient & Public Engagement
BC Patient Safety & Quality Council

B3 MY HEALTH DATA: PRIVACY IN THE ERA OF ONLINE SHARING Plaza AB

Thanks to the social Web, people are pushing the boundaries of privacy in health care, making health more open and connected. Patients connect in online social networks. Providers expand their communities of practice. Traditional silos of exchange are dismantled as online sharing permits quicker access and wider reach to people from different sectors, perspectives, expertise and experience in health care. But online sharing can create challenges for those whose prime directive is to protect patient confidentiality. Do the traditional concerns about privacy serve a useful purpose anymore, or are they more important than ever? Does privacy prevent harm or impede innovation? Let's explore these questions and the nuances of online sharing of medical data in the digital age.

Lori Campbell Registered Nurse
Vancouver Coastal Health

Pat Rich Former Communications Director
Canadian Medical Association

Carolyn Thomas Heart Attack Survivor
Mayo Clinic-Trained Patient Activist on Women's Heart Health Issues

Colleen Young Online Community Strategist
Mayo Clinic

Founder
Health Care Social Media Canada (#hcsmtca)

BREAKOUT B



THURSDAY, FEBRUARY 25 | 1130 - 1230

B4 HIP HOP DON'T DROP: THREE STORIES HIGHLIGHTING HIPSTARS Seymour | RAPID FIRE

Good to Go: Partnering with Patients and Families for an Improved Experience Transitioning Home

Dolores Langford Physiotherapy Practice Coordinator
Vancouver Coastal Health

Valerie MacDonald Clinical Nurse Specialist
Fraser Health

A Real-Time Reporting Tool: From Awesome Audit to Pleasingly Plotted

Janet Joy Director, Innovation and Evaluation
Vancouver Coastal Health

Carmen Dyck Quality Improvement Advisor
Vancouver Coastal Health

Tanya Dunne Regional Program Lead, Fall & Injury Prevention
Vancouver Coastal Health

Data-Driven Decision Making - The BC Hip Fracture Redesign (BCHFR) Initiative

Pierre Guy Executive Medical Lead
BC Hip Fracture System Redesign Initiative

B5 CARVING SPACE FOR COLLABORATION AND IMPROVEMENT Plaza C | RAPID FIRE

Improving Outcomes in Colorectal Surgery

Tom Wallace General Surgeon
Interior Health

Jumpstarting Quality Improvement in the Richmond Hospital Operating Room

Stephen Brady Surgeon and The Productive Operating Theatre (TPOT) Champion
Vancouver Coastal Health

Alison Altena Registered Nurse and The Productive Operating Theatre (TPOT) Ward Lead
Vancouver Coastal Health

Continued on next page

BREAKOUT B



THURSDAY, FEBRUARY 25 | 1130 - 1230

ERAS Collaborative: Learning from a Multi-Site Surgical Quality Improvement Initiative

Ahmer Karimuddin	Enhanced Recovery after Surgery Collaborative Co-Chair General Surgeon, St. Paul's Hospital Providence Health Care
Garth Vatkin	ERAS Collaborative Co-Chair, Nursing/Quality Quality Consultant – Surgical Interior Health
Angie Chan	Project Manager, Surgical Improvement Specialist Services Committee

B6 CARE FROM A DISTANCE Georgia A | RAPID FIRE

Someone On the Outside (SOS): Help for Recently Discharged Cardiology Patients

Annemarie Kaan	Clinical Nurse Specialist, Heart Failure and Transplantation Providence Health Care
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Island Health TeleMental Health Expansion Project - Removing Barriers to Care

Helen Campbell	Division Head, Collaborative Care Island Health
Jo-Lee Bertrand	Project Manager Island Health
Margarita Loyola	Manager, Telehealth Island Health

Telehealth Partnership for Delivery of Opioid Substitution Treatment in Prince Rupert

Chris Melenberg	Team Leader, Mental Health and Addictions Northern Health
Alan Brookstone	Medical Doctor Northern Health
Michael Melia	Health Services Administrator, Prince Rupert & Haida Gwaii Northern Health

QUALITY FORUM 2016 WORKSHOPS



THURSDAY, FEBRUARY 25 | 1430 - 1650

W3 PATIENT- AND FAMILY-CENTERED CARE UNPLUGGED *Georgia A*

Are you passionate about advancing patient- and family-centered care? Want to ensure that patients and families are collaborative partners in care and the design of the broader care system? Are you craving a provocative space to learn with your peers? If so, then this is the session for you! Join us for an interactive, dynamic experience where we will come together to co-create an agenda for an “unconference” to discuss, explore and create opportunities for patient- and family-centered care. Bring a burning question or issue related to patient- and family-centered care that you would like to discuss during this participant-driven session.

Anthony Gagne	Engagement Lead BC Patient Safety & Quality Council
Cathy Almost	Engagement Lead BC Patient Safety & Quality Council
Pat Owen	Patient Volunteer

W4 NAVIGATING DISCLOSURE: PREPARING FOR A CRITICAL CONVERSATION *English Bay*

Despite our best efforts to provide safe, high quality care, things can go wrong and patients may experience harm. When a patient is harmed, disclosure to the patient or family in an empathetic, timely, and transparent manner is the right thing to do. Disclosure can be difficult and a source of anxiety for providers, patients and families. Through case studies, this session will provide participants with insights into the patient and family experience following an unanticipated outcome and how providers can set and address expectations.

Camille Ciarniello	Director of Risk Management and Patient Safety Providence Health Care
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QUALITY FORUM 2016
FIELD TRIP

THURSDAY, FEBRUARY 25 | 1430 - 1650

FIELD TRIP  SHARED GOALS: LESSONS IN TEAM BUILDING AND TEAM SUCCESS FROM VANCOUVER WHITECAPS FC

Soccer teams and health care teams are not as dissimilar as one might think. Both rely on plans - whether they be game plans or care plans - to guide diverse teams comprised of people who have different roles and who speak different languages towards a shared purpose. This field trip will visit the Vancouver Whitecaps FC training facility in Burnaby, where participants will learn from Carl Valentine, a club legend, ambassador and staff coach, about his experiences leading teams past and present. We'll engage in team building exercises based upon the Whitecaps' approach and reflect on how what we learn translates to our work improving quality of care.

Carl Valentine

Whitecaps FC Ambassador and Staff Coach



DEPARTING FROM
HOTEL LOBBY
(MELVILLE STREET
ENTRANCE) AT
1430 SHARP!

BREAKOUT C



THURSDAY, FEBRUARY 25 | 1430 - 1530

C1 LEADING A FRAMEWORK FOR CULTURAL SAFETY AND HUMILITY FOR FIRST NATIONS IN BC

Grouse

Cultural safety and cultural humility are essential elements of quality care. By practicing cultural humility, which humbly acknowledges ourselves as learners when it comes to understanding another person's experience, we can create an environment that is free of racism and discrimination and where people feel safe receiving health care. Join First Nations Health Authority Chief Executive Officer, Joe Gallagher, to learn about the Cultural Safety and Humility Declaration, its importance and significance in our province and plans for advancing the cultural safety and humility framework.

Joe Gallagher	Chief Executive Officer First Nations Health Authority
Leslie Varley	Director, Aboriginal Health Provincial Health Services Authority

C2 ATTENTION! Plaza AB

How can we focus in a distracting and demanding environment? How can we change our distracting and demanding environment to focus our attention? In this interactive session we will explore how we respond to things that compete for our attention and how Human Factors principles can be applied to help us.

Allison Muniak	Human Factors Specialist Vancouver Coastal Health Lead – Culture, Teamwork & Communication BC Patient Safety & Quality Council
Emily Rose	Human Factors Specialist Vancouver Coastal Health

C3 CAPTURING NARRATIVE TO UNDERSTAND COMPLEX ISSUES: ADAPTIVE ACTION TO SHIFT CULTURE

Oxford

Delivering quality health care services is both a complicated and complex affair - we strive to develop a system that provides accessible, effective, seamless and safe health care. But in the real world, different attitudes, beliefs or circumstances can make the health care environment seem chaotic, uncertain, ambiguous and complex. Sometimes our systems or actions seem ill-suited to the moment. Through a number of case studies, we'll explore the mass capture of people's experiences (narrative capture) to gain deep insights into those big, sticky issues. And then, how adaptive action methods can be used to influence change in that same complex space.

Terry Miller	Principal Consultant TMiller & Associates
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BREAKOUT C



THURSDAY, FEBRUARY 25 | 1430 - 1530

C4 NIPPING INFECTION IN THE BUD Seymour | RAPID FIRE

Recognizing Early Sepsis Signs Improves Patient Care

Doris Bohl	Clinical Nurse Educator Vancouver Coastal Health
Jennifer Tabamo	Clinical Nurse Specialist Medicine Program, Vancouver Acute Vancouver Coastal Health

Angus - Who Said Training a *C. difficile* Dog Is Easy?

Markus Zurberg	Clinical Quality & Patient Safety Coordinator Vancouver Coastal Health
Teresa Zurberg	K9 Handler & Trainer
Elizabeth Bryce	Regional Medical Director for Medical Microbiology & Infection Control Vancouver Coastal Health

A Clinician-Led Quality Initiative - Enhancing Inpatient Sepsis Care

David Sweet	Clinical Lead, Sepsis BC Patient Safety & Quality Council
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C5 REDESIGNING CARE FOR OLDER ADULTS Georgia B | RAPID FIRE

Engaging the Community to Develop a Better Approach to Seniors Care

Belinda Boyd	Leader, Community Engagement Vancouver Coastal Health
JoAnne Douglas	Project Manager Vancouver Coastal Health

The Northern Way of Caring in a Geriatric Special Care Unit

Gregory Marr	Manager, Residential Services, Prince George Northern Health
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Palliative Care in Residential Care: A Practice Improvement Model

Umilla Stead	Regional Leader, End of Life Care Vancouver Coastal Health
Tim Sakaluk	Medical Director, Vancouver Home Hospice and Palliative Care Service Vancouver Coastal Health

BREAKOUT C



THURSDAY, FEBRUARY 25 | 1430 - 1530

C6 INERTIA, SAY HELLO TO CHANGE Cypress | RAPID FIRE

Lessons From a Unique “Mother and Daughter” Partnership for Change Day BC

Catherine O'Donnell	Quality Improvement Consultant Fraser Health
Hannah O'Donnell	Student
Chanteya Waterman	Student

Wise Crowds @ Quality Rounds

Sonya Chandler	Consultant, Quality and Patient Safety Island Health
Claire Nishimura	Consultant, Quality and Patient Safety Island Health

The Impact of an Engagement Radical Network

Carole Falkner	Organizational Development Consultant Fraser Health
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C7 PILOTING SOCIAL MEDIA CONVERSATIONS: LESSONS FROM WESTJET Plaza C

Aviation has long served as an example of efficiency and safety by health care professionals, but one Canadian airline is also a role model for trusted and transparent communications. Social media provides organizations with the opportunity to address critical topics directly with audiences, and WestJet's Twitter account, with more than half a million followers, has been called “a master class in crisis communications.” Hear how WestJet developed their communication strategy and online reputation by engaging in an accurate, timely and proactive manner. Learn how to be a leading voice in conversations about your organization; how to respond to patients and the public in the event of an emergency, such as an H1N1 outbreak or a tsunami; and the value of addressing patient concerns, complaints, and questions in real time.

Darren Hailes	Emerging Media WestJet
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BREAKOUT D



THURSDAY, FEBRUARY 25 | 1550 - 1650

D1 PLANNING FOR END OF LIFE: PERSPECTIVES FROM LGBT COMMUNITIES

Oxford

Lesbian, Gay, Bisexual and Transgender (LGBT) older adults are more likely to age alone, without partners and children (the primary providers of care to older adults), and more likely to call upon friend and community supports - in a stigmatizing environment wherein they are often discounted, discarded and/or dismissed.

Reviewing and considering the consequences of these conditions on later life and end-of-life planning for LGBT older persons form the basis of this session, with implications for those who may be looking to work on end of life care for any population.

Brian de Vries	Professor San Francisco State University
	Adjunct Professor Simon Fraser University
Gloria Gutman	Professor Emerita, Gerontology Department Simon Fraser University

D2 THIS NEW HOUSE: THE STORY OF HOW NORTHERN HEALTH STAFF AND PHYSICIANS ARE BUILDING PRIMARY CARE HOMES TO IMPROVE CARE

Plaza C

A Primary Care Home is the place where people establish a long-term relationship with a primary care provider and inter-professional team, and through this team receive seamless, coordinated, and longitudinal care. People are supported in managing their own health. In partnership with physicians, Northern Health is on a multi-year journey to restructure its services to support Primary Care Homes through the creation of inter-professional teams. These teams are embedded in a Health Community and health promotion and prevention are integral parts of the work. The presenters will describe the vision of the ideal system, the experience to date with a number of inter-professional teams, and the lessons learned across a range of communities.

Michael McMillan	Chief Operating Officer, Northern Interior Health Service Delivery Area Northern Health
Suzanne Campbell	Director, Community Services, Prince George Northern Health
Garry Knoll	Physician Lead Prince George Division of Family Practice

BREAKOUT D



THURSDAY, FEBRUARY 25 | 1550 - 1650

D3 THE TOP 10 REASONS WHY HEALTH CARE LEADERS SHOULD EMBRACE SOCIAL MEDIA

Plaza AB

For many health care organizations social media is an untapped resource. Many even have policies in place preventing themselves, as well as their employees, from harnessing its power. Let's change that! There are a myriad of reasons why health care leaders should direct their organizations towards embracing social media – from enhancing storytelling to fostering collaboration, and from improving culture to finding learning opportunities. Let's discuss the top 10!

Christina Krause	Executive Director BC Patient Safety & Quality Council
Kevin Smith	Communications Leader BC Patient Safety & Quality Council

D4 MORE THAN NUMBERS: GETTING PATIENTS UP AND OUT OF HOSPITAL TO IMPROVE OUTCOMES

Grouse | RAPID FIRE

A Simple Tool to Improve Patient Flow: Communication Design to Nudge Quality Improvement

Carmen Dyck	Quality Improvement Advisor Vancouver Coastal Health
Rich Dillon	Manager, Patient Flow & Care Transitions Vancouver Coastal Health
Guille Noel	Frascara-Noel Visual Communication Design

UP! Implementing Early Progressive Mobility in the ICU

Allana LeBlanc	Critical Care Registered Nurse Vancouver General Hospital Intensive Care Unit
Sandra Li	Critical Care Registered Nurse Vancouver General Hospital Intensive Care Unit



Improving Emergency Department Discharge Communication to Patients – Pilot Evaluation Results

JoAnne Douglas	Project Manager, Primary Health Care Integration Vancouver Coastal Health
Susan Lim	Project Manager, Primary Health Care Integration Vancouver Coastal Health

BREAKOUT D



THURSDAY, FEBRUARY 25 | 1550 - 1650

D5 PAIN: A FOUR LETTER WORD WE CAN'T IGNORE Cypress | RAPID FIRE

#ItDoesntHaveToHurt: Using Social Media Partnership to Improve Pain Management in Children

Christine Chambers	Professor Dalhousie University and IWK Health Centre
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Meeting Demand While Maintaining Quality: BC Women's Chronic Pelvic Pain Program

Caitlin Johnston	Program Manager BC Women's Centre for Pelvic Pain & Endometriosis
Holly Yager	Registered Physiotherapist BC Women's Centre for Pelvic Pain & Endometriosis
Susannah Britnell	Registered Physiotherapist BC Women's Centre for Pelvic Pain & Endometriosis

Evaluation of a Chronic Pain Education Workshop: Are We Meeting Patients' Needs?

Caitlin Johnston	Program Manager BC Women's Centre for Pelvic Pain & Endometriosis
Holly Yager	Registered Physiotherapist BC Women's Centre for Pelvic Pain & Endometriosis
Susannah Britnell	Registered Physiotherapist BC Women's Centre for Pelvic Pain & Endometriosis

D6 WORKING TOGETHER TO IMPROVE CARE Georgia B | RAPID FIRE

Reduced Length of Stay through Teamwork and Communication

Adele Harrison	Physician, Quality and Safety Island Health
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EAT NOW: Implementing a Sustainable Patient Protected Mealtime Program

Jacqueline Per	Clinical Quality & Patient Safety Director Vancouver Coastal Health
Theresa Cividin	Practice Leader, Clinical Dietetics Vancouver Coastal Health

When the Crime Scene is a Living Body: Understanding Sexual Assault Care

Nicola Piggott	Consultant, Quality & Patient Safety and Registered Nurse Island Health
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QUALITY FORUM 2016 WORKSHOPS



FRIDAY, FEBRUARY 25 | 0945 - 1215

W5 UNLOCKING NEW WAYS OF THINKING AT THE INNOVATION LAB

Georgia B

If improvement is doing things better, innovation is doing things differently. It is a complete rethink; it is about approaching a solution from a new direction. If you want to take your solutions and ideas to new heights then join us at the innovation lab! We will curate knowledge around innovation and design thinking and provide the opportunity to take some innovative approaches for a test run. Join us for an interactive session that will do things differently. Participants will learn to articulate the difference between improvement and innovation, explore key knowledge related to innovation and design thinking, and apply selected knowledge/design thinking tools and techniques.

Colleen Kennedy Director, Innovation & Engagement
BC Patient Safety & Quality Council

Andrew Siu Campaign & Engagement Specialist
BC Patient Safety & Quality Council

W6 POWERING UP: BUILDING & SUSTAINING ENERGY FOR THE LONG HAUL

English Bay

Why is building energy for change such a critical component of health care improvement? Energy is the capacity and drive of a team, organization or system to actively pursue and achieve its goals. It is a fundamental driver of everything we do, yet often takes a backseat to the more tangible aspects of our work. This session will provide an understanding of different types of individual and team energy, how positive and negative energy can drive or hinder efforts to improve quality of care, and strategies for tapping into energy to affect change.

Christina Krause Executive Director
BC Patient Safety & Quality Council

QUALITY FORUM 2016
FIELD TRIP

FRIDAY, FEBRUARY 25 | 0945 - 1215

**FIELD TRIP  PAWSITIVE STEPS TOWARD QUALITY CARE:
LEARNING WITH THE BC SPCA**

How do you care for patients who cannot tell you their needs? How do you work as a team to deliver this care in a constantly-changing and hectic environment? You are invited to the Vancouver Branch of the BC Society for the Prevention of Cruelty to Animals (SPCA) to hear about how they tackle these two important questions every day.

Join the staff and volunteers at their morning huddle, where they discuss what the animals need and how they plan to meet those needs, followed by an overview of the standards for animal care that are being implemented across the 37 shelter sites. Reflect on what could be extrapolated from the standards, as well as how the organization is seeking to engage staff in the changes and promote quality and safety as an inherent part of everyone's job - from volunteers and veterinarians to administrators and adopters. Finally, you'll have a chance to perform an actual walk-through and put your learning into action!

Kim Monteith

Manager of Animal Welfare
BC SPCA

DEPARTING FROM
HOTEL LOBBY
(MELVILLE STREET
ENTRANCE) AT
0945 SHARP!

BREAKOUT E



FRIDAY, FEBRUARY 26 | 0945 - 1045

E1 BUT WHAT DO THESE NUMBERS REPRESENT?!?

Plaza AB

Data in health care are used for a variety of purposes – research, evaluation, quality improvement, performance monitoring, accountability and more – yet each of these purposes have different implications for how we set up our measurement systems and select our indicators. This session will explore the different uses of data, the trade-offs we make when designing measurement systems and some key factors to keep in mind when interpreting data for various purposes. The focus will be on some practical questions that decision makers can ask to understand what the indicators they have represent.

Andrew Wray

Director, Learning & Strategic Initiatives
BC Patient Safety & Quality Council

E2 INNOVATIVE PARTNERSHIPS IN MENTAL HEALTH CARE

Plaza C

By expanding beyond traditional teams, the Vancouver Assertive Outreach Team (AOT) and Assertive Community Treatment (ACT) teams are successfully treating and reintegrating the city's addicted and mentally ill clients. This interdisciplinary partnership between Vancouver Coastal Health and the Vancouver Police Department makes the case for innovative outreach and assertive engagement in community practice. You are invited to hear about their strategies for optimizing collaboration, and to explore how their experiences can help anyone looking to create effective interdisciplinary environments or connect in non-traditional teams around common issues.

George Scotton

Manager, Vancouver Assertive Community Treatment
Vancouver Coastal Health

Lynn Nofle

Sergeant
Vancouver Police Department

Jodie Evans

Clinical Supervisor for Assertive Outreach Team (AOT)
Vancouver Coastal Health

Andrew Ryan

Educator and Resource Nurse for Assertive Community Treatment (ACT)
and Assertive Outreach Team (AOT)
Vancouver Coastal Health

Neil Arao

Team Lead for Assertive Community Treatment (ACT)
Vancouver Coastal Health

BREAKOUT E



FRIDAY, FEBRUARY 26 | 0945 - 1045

E3 THE GOLDILOCKS PARADOX: TOO MANY, TOO FEW...GETTING MEDICATIONS JUST RIGHT Georgia A | RAPID FIRE

MedRec - 50 First Dates at Vancouver Coastal Health

Karin Trapnell	Director, Clinical Supplies and Equipment & Regional MedRec Lead Vancouver Coastal Health
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High Alert Medication Quality Improvement Project for Warfarin

Cynthia Turner	Medication Safety Pharmacist Island Health
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Geriatric Polypharmacy Initiative: Improving Geriatric Outcomes

Heather Shivas	Pharmacist St. Joseph's General Hospital
Colleen Inglis	Clinical Pharmacist St. Joseph's General Hospital

E4 HAVE A COMPLEX DECISION? CHOOSE YOUR TOOL. Cypress | RAPID FIRE

Developing Training Materials in Completing Ambulance Safety Checks as a Best Practice

Katharine Chan	Leader, Quality, Patient Safety and Accreditation Provincial Health Services Authority
Teresa White	Education Officer, BC Emergency Health Services Learning Provincial Health Services Authority
Ken Wilcox	Education Officer, BC Emergency Health Services Learning Provincial Health Services Authority

Fraser Health Renal Foot Care Pilot Project

Sarah Lacroix	Registered Nurse, Project Coordinator Fraser Health
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Directions for Future Research: Adherence to the Canadian Computed Tomography Head Rules

Michael Ertel	Chief of Staff and Emergency Room Physician Kelowna General Hospital (KGH) Principal Investigator KGH Canadian Hospitals Injury Reporting and Prevention Program (CHIRPP)
Hannah Duyvewaardt	UBC Medical Student Research Assistant KGH Canadian Hospitals Injury Reporting and Prevention Program (CHIRPP)
Parmveer Brar	University of British Columbia Medical Student Research Assistant KGH Canadian Hospitals Injury Reporting and Prevention Program (CHIRPP)

BREAKOUT E



FRIDAY, FEBRUARY 26 | 0945 - 1045

E5 STAFFING FOR SUCCESS Oxford | RAPID FIRE

Lost No More: A Standardized Orientation Process for New Hires

Teresa Green	Occupational Therapy Regional Educator Vancouver Coastal Health
Sarah Sinanan	Occupational Therapy Practice Coordinator Vancouver Coastal Health

Role of the Mentor in Supporting Clinicians in Research & Quality Improvement

Agnes Black	Research Leader Professional Practice Providence Health Care
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Anesthesia Clinical Assistant Educational Program

Mandeep Thandi	Supervisor, Anesthesia Assistant Department Vancouver Coastal Health
Mitch Giffin	Anesthesiologist

E6 CAN YOU HEAR ME? TURNING THE MESSAGE INTO ACTION IN RESIDENTIAL CARE Grouse | RAPID FIRE

Residential Care for Me: Co-Creating “Home” with Residents, Families and Staff

Sonia Hardern	Research & Design Lead, Quality Improvement Specialist Providence Health Care
Jo-Ann Tait	Program Director - Elder Care and Palliative Services Providence Health Care

“Do You Want to Be Here?” Listening to Our Long-Term Care Residents

Isobel Mackenzie	BC's Senior Advocate
Lena Cuthbertson	Provincial Director BC Patient-Centred Measurement Working Group

Enhancing End of Life through Communication and Connections

Elaine Beattie	Recreation Therapist Hawthorne Seniors Care Community
Rhamona Vos-Browning	Lead Comfort Care Committee Volunteer
Michael Sochor	Music Therapist Hawthorne Seniors Care Community



BREAKOUT F



FRIDAY, FEBRUARY 26 | 1115 - 1215

F1 PLANNING FOR SUSTAINABILITY

Plaza AB

How often have you seen improvements introduced, only to have performance slide back to the way things were before? Sustainability is a key issue for any change agent, and teams often struggle to maintain the gains they have worked so hard for. This session will use the NHS Sustainability Model to explore how we can plan for sustainability from the outset, and challenge us to think of sustainability as a built in feature of the change rather than an activity once it has been implemented.

Martin Wale

Deputy Chief Medical Officer & Executive Medical Director, Medical Affairs & Research
Island Health

F2 PATIENT PERSPECTIVES ON ENGAGING PATIENTS

Plaza C

There is an increasing focus on engaging members of the public to guide policy, service delivery and quality improvement. As health care organizations seek to incorporate the patient voice, there is a need to ensure these engagements are authentic, collaborative and transparent. This session, led by a panel of experienced patient volunteers, will focus on what makes engagement opportunities successful, why they offer their time and their advice for organizations seeking to incorporate the patient voice.

Carolyn Canfield

Patient Volunteer

Joyce Sandercock

Patient Volunteer

Johanna Trimble

Patient Volunteer

F3 ROOT CAUSE ANALYSIS OF HEALTH CARE DEMAND: HOW THE DETERMINANTS OF HEALTH IMPACT HEALTH AND HEALTH SYSTEM UTILIZATION

Georgia A

The determinants of health are recognized as the major contributor impacting health care utilization, and a significant predictor of response to health care interventions. The session will review the foundations of understanding the determinants and their relevance to health planning and services. Using existing international evidence, the discussion will explore the role of the health system in supporting activities that improve these determinants and reduce health disparities that are known to exist between populations.

Paul Hasselback

Medical Health Officer - Central Island
Island Health

Victoria Lee

Chief Medical Health Officer
Fraser Health

BREAKOUT F



FRIDAY, FEBRUARY 26 | 1115 - 1215

F4 THINKING CLEARLY IN RESIDENTIAL CARE Grouse | RAPID FIRE

Reducing Antipsychotic Medication Use in a Long-Term Care Collaborative: Results and Improvement Approaches

Christine Quinn	Senior Improvement Lead Canadian Foundation for Healthcare Improvement
Anita Wahl	Clinical Nurse Specialist Fraser Health

Using P.I.E.C.E.S. to Improve Patient Safety in Older Adult Mental Health

Lillian Hung	Clinical Nurse Specialist Vancouver Coastal Health
Patience Lee	Social Work Vancouver Coastal Health
Andy Au-Yeung	Occupational Therapist Vancouver Coastal Health

Clearer Thinking from CLeAR: Reducing the Use of Antipsychotics in Residential Care

Ben Ridout	Acting Director, Patient & Public Engagement BC Patient Safety & Quality Council
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F5 LINKS IN THE HEALTH CARE CHAIN Cypress | RAPID FIRE

Rapid Access to Consultative Expertise in the Emergency Department: RACE ED

Nicki Ordano	Project Coordinator, Shared Care Providence Health Care
Sarah Riddell	Assistant Manager, Performance Audit Office of the Auditor General of BC
Eric Grafstein	Regional Department Head, Emergency Medicine Vancouver Coastal Health & Providence Health Care

Connecting Families: An Innovative Model of Group Postpartum and Newborn Care

Renee Fernandez	Chair, Family Practice Maternity Service BC Women's Hospital and Health Centre
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Rapid Access to Child and Adolescent Psychiatry

Matthew Chow	Co-Medical Director, Psychiatry Mood Disorders Association of BC
Ron Remick	Co-Medical Director, Psychiatry Mood Disorders Association of BC
Martin Addison	Executive Director Mood Disorders Association of BC

BREAKOUT F



FRIDAY, FEBRUARY 26 | 1115 - 1215

F6 LEARNING FROM EXPERIENCE IN CLINICAL CARE MANAGEMENT Oxford | RAPID FIRE

Using a Standardized VTE Prophylaxis Auditing Algorithm Improves Data Quality and Accuracy

Vandad Yousefi	Clinical Lead, Venous Thromboembolism (VTE) BC Patient Safety & Quality Council
	Hospitalist Vancouver Coastal Health

Shari McKeown	Director, Clinical Care Management BC Patient Safety & Quality Council
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A Collaborative Approach to Development and Implementation of Inpatient Code Stroke Protocol

Beena Parappilly	Clinical Nurse Specialist Providence Health Care
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48/6 Care Model: A Novel Approach for Devising a Potential Outcome Measure

Susan Goulding	Project Manager Vancouver Coastal Health
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BREAKOUT G



FRIDAY, FEBRUARY 26 | 1330 - 1430

G1 SHARPENING OUR CHANGE AGENT EDGE Plaza AB

Want to sharpen your edge as an agent of change? Want to explore some of the latest content on change and transformation? Looking for a chance to connect with other like-minded individuals for some collaboration and inspiration? Then join us for this dynamic session that will help keep you sharp in our ever-changing world!

Colleen Kennedy	Director, Innovation & Engagement BC Patient Safety & Quality Council
Liz Lamb	Leader, Innovation & Engagement BC Patient Safety & Quality Council

G2 GROWING IDEAS AND TAKING ACTION TO CREATE SHIFTS... IN REAL TIME! Oxford

In a complex health care environment, time is of the essence. Often we can't take as long as we would prefer to make decisions and take action, yet it's critical that real-time and just-in-time decisions and actions are still of the highest quality, especially in complex situations. In this session, you will learn and practice two simple frameworks for making high-quality task and leadership adaptive actions and decisions in real time.

Yabome Gilpin-Jackson	Managing Consultant, Organization Development Fraser Health
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G3 THE BC MEDICAL QUALITY INITIATIVE Plaza C

The Medical Quality Initiative is changing how physicians and other medical staff members are supported to improve, and the way the public is assured of, the quality of the services they individually and collectively provide. Join this session to learn about the Medical Quality Initiative, including the new credentialing and privileging system and supports for quality improvement and practice enhancement.

Martin Wale	Deputy Chief Medical Officer & Executive Medical Director, Medical Affairs & Research Island Health
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G4 HELP! OUR PROJECT IS A ZOMBIE! Georgia B

We've all been in the situation where an initiative is clearly not going to meet objectives but no one wants to be the one to pull the plug. So the project continues to grind along, burning limited resources because no one feels they have permission to face reality. The good news is that the early stage technology world has developed an approach where failure of an initiative does not mean destroyed relationships or a derailed career. Its more realistic treatment of failure is now being used in numerous unorthodox situations, including large corporations and governments. Join early stage technology entrepreneur and investment professional Bernd Petak in an interactive session exploring how startup thinking can help increase effectiveness in the health care sector.

Bernd Petak	Entrepreneur, Advisor, Consultant and Investment Professional
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BREAKOUT G



FRIDAY, FEBRUARY 26 | 1330 - 1430

G5 THE TRANSLATION CHALLENGE: LEARNING THE LANGUAGE OF PERSONAL CARE INTERACTIONS English Bay

Responsive behaviours that arise during personal care interactions between people with dementia and their caregivers can be traumatic and dangerous for both parties. Rarely “spontaneous,” early signs of distress are often communicated by the person we care for through a language that is influenced by his or her illness, life story, and recent caregiving interactions – a verbal or nonverbal language that is often not recognized or understood. This presentation will assist caregivers to learn to speak the “language of care interactions,” improving quality of life for both the person with dementia and his or her caregiver.

Elisabeth Drance	Geriatric Psychiatrist Providence Health Care
Kim Smith	Site/Operations Leader Youville Residence & Parkview Older Adult Tertiary Mental Health Intensive Support Program Providence Health Care

G6 NOTHING ABOUT ME WITHOUT ME Georgia A | RAPID FIRE

Honouring Women’s Voices - BC Women’s Neonatal Intensive-Care Unit Mother-Baby Care

Margaret Seppelt	Director, Patient Care Services BC Women’s Hospital and Health Centre
Julie De Salaberry	Programs Leader, Neonatal Program BC Women’s Hospital and Health Centre

Actions Are Better than Words! Implementing Improvements Recommended By Patients and Families

Sue Fuller Blamey	Corporate Director, Quality and Safety Provincial Health Services Authority
Kris Gustavson	Corporate Director, Accreditation and Patient Experience Provincial Health Services Authority
Tracy Lust	Quality, Safety and Accreditation Leader Provincial Health Services Authority

Planting Seeds to Ensure Patient- and Family-Centered Care for Hospital Redevelopment

Megan Stowe	Director and Clinical Lead, Royal Columbian Hospital Redevelopment Fraser Health
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BREAKOUT G

FRIDAY, FEBRUARY 26 | 1330 - 1430

G7 IMPROVING MENTAL HEALTH FOR THE NEXT GENERATION Cypress | RAPID FIRE

BC Children's Hospital's Health Literacy Team: Tools and Strategies to Support Children, Youth, Women and Families



Meredith de Freitas	Project Manager, Health Literacy Team BC Children's Hospital
Meagan Colenutt	Project Manager, Health Literacy Team BC Children's Hospital

NICYE - Naloxone and the Inner City Youth Experience

Keren Mitchell	Nurse Practitioner Providence Health Care
Elise Durante	Case Manager Providence Health Care
Katrina Pellatt	Peer Researcher

Centralized Collaborative Complex Care: Care Redesign Using the Triple Aim

Rita Janke	Patient Safety, Quality and Accreditation Leader BC Children's Hospital
Kate Thomas-Peter	Project Manager BC Children's Hospital
Tammie Dewan	Pediatrician, Complex Care Program BC Children's Hospital

G8 MAKING SENSE OF DELIRIUM Grouse | RAPID FIRE

SMH Delirium Study in Orthopedic Patients Suggests Lower than Anticipated Rates

Kim Macfarlane	Consultant, National Surgical Quality Improvement Program Fraser Health
Lisa Tai-Ling Ying	Second Year Medical Student University of British Columbia

Pain, Agitation and Delirium (PAD) - There Is an App for That!

Vinay Dhingra	Clinical Lead, Critical Care BC Patient Safety & Quality Council
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Royal Columbian Hospital Intensive Care Unit Delirium Quality Improvement Initiative

Sharon Hickin	Intensive Care Unit Nurse, Informatics Fraser Health
Sandra White	Intensive Care Unit Nurse Fraser Health

STORYBOARDS

Display Times:

THURSDAY, FEBRUARY 25 | 0830 - 1830

FRIDAY, FEBRUARY 26 | 0730 - 1530

Experience of Care 2ND FLOOR

1. **Improving Access to Cardiology Services through a Collaborative Model of ‘Shared Care’**
Moe Baloo Providence Health Care
2. **Cultivating the Patient Experience: Key Role of Clerks within the Interdisciplinary Team**
Linda Cheung Provincial Health Services Authority
3. **Brief Action Planning Training: A Practical Application for Patient and Family-Centred Care**
Connie Davis Centre for Collaboration, Motivation and Innovation
4. **A Stupendous Challenge: Creating ONE Interprofessional, Timely Discharge Report**
Karen Derry Provincial Health Services Authority
5. **The CARES Quality Improvement Project: Preventing Frailty in Seniors**
Antonina Garm Fraser Health
6. **The Effect of Interprofessional Shared Decision Making on Patient Safety Outcomes**
Farinaz Havaei University of British Columbia
7. **Successful Implementation of a Prostate Cancer Survivorship Program**
Celestia Higano University of Washington
8. **Improving Outcomes through Partner-Based Exercise Programming in Men with Prostate Cancer**
Celestia Higano University of Washington
9. **TeleMS: Bringing Multiple Sclerosis Care Closer to Home**
Amber Holden Island Health
10. **The Impact of Hospital Environment on Patient Safety for People with Dementia**
Lillian Hung Vancouver Coastal Health
11. **Smartphones to Work with Heart Failure Patients: Is It Possible?**
Annemarie Kaan Providence Health Care
12. **VHC/PHC Regional Mental Health & Addiction Program Patient Satisfaction Survey Projects**
Jan Kozicky Vancouver Coastal Health/ Providence Health Care
13. **A Study of Preferences Regarding Perioperative Resources for Patients Receiving Elective Surgery**
Justin Lambert Interior Health, Surgical Services Network

14. **Gentle Persuasive Approach: Evaluation of a Person-Centered Approach to Dementia Care**
Elizabeth Loewen Providence Health Care
15. **Emergency Department - Telehealth Provides Urgent TeleMental Health Care**
Nancy Mareck Island Health
16. **Uncovering the Experiences of Patients and Caregivers as Couples**
Annette Mckinnon Patient and Community Engagement Research (PaCER)
17. **Being ONTRAC: Methods for Integrating Transition Clinical Practice Guidelines and Tools**
Mary Paone BC Children's Hospital
18. **Bringing Patients and Clinicians Together to Co-Create Primary Care Models**
Kyle Pearce Vancouver Citizens Health Initiative
19. **How Do Patients and Families Experience your Quality/Safety Initiatives: An Ethical Perspective**
Brenda Sawatzky-Girling University of British Columbia, School of Population and Public Health
20. **The Impact of Structured Whiteboards on Patient Satisfaction in a Children's Hospital**
Michael Seear BC Children's Hospital
21. **Application of Cognitive Analysis in Emergency Health Services**
Daniel Sirivar BC Emergency Health Services
22. **The Road to Hope**
Tracy St. Claire South Okanagan Similkameen Division of Family Practice
23. **Demystifying Accreditation Canada's New Requirements for Client- and Family-Centred Care**
Kim Steger Provincial Health Services Authority
24. **eBooking at Steveston Medical Group Clinic**
Jennifer Tongol Vancouver Coastal Health
25. **Is Your Mom on Drugs? Ours Was. Here's What We Did.**
Johanna Trimble University of British Columbia Faculty of Medicine
26. **Transition Care Management Plans to Facilitate Transition of Youth into Adult Health Care**
Sandra Whitehouse University of British Columbia
27. **Youth Transition Initiative - Shared Care for Youth with Chronic Health Conditions**
Sandra Whitehouse University of British Columbia

Population Health 2ND FLOOR

- 28. **Not Just a Talk: Innovative Sexual Health Education**
Leta Burechailo Powell River Division of Family Practice
- 29. **Integrating Equity and Quality into Health Care Services**
Kamaljeet Guram Provincial Health Services Authority
- 30. **Newcomer Women's Health Clinic at BC Women's Health Centre**
Caitlin Johnston BC Women's Hospital and Health Centre
- 31. **Where is Public Health? Exploration of Canadian Quality and Safety Organization Websites**
Lenora Marcellus University of Victoria
- 32. **Improving Palliative Care in Powell River**
David May Powell River Division of Family Practice
- 33. **The End of Chronic Disease in BC**
Ella Young Vancouver Coastal Health

Cost and Quality 2ND FLOOR

- 34. **Choosing Wisely in Medical Imaging: Opportunities to Increase Value**
Vivian Chan Vancouver Coastal Health
- 35. **Ensuring Laboratory Reports are Delivered Accurately and Safely for Patients**
Cathy Chong Provincial Health Services Authority
- 36. **Experienced Resource Nurse Teams in Mental Health and Addictions Nursing in Vancouver**
Kathryn Embacher Vancouver Coastal Health
- 37. **LEAN Thinking in Cataract Surgery: Impact on Patient Safety, Waitlists and Resources**
Hamza Khan Island Health
- 38. **Right Care Right Place**
Grace Park White Rock South Surrey Division of Family Practice
- 39. **Nursing Staff to Inpatient Ratio-Development of a New Indicator**
Jacqueline Singer Canadian Institute for Health Information
- 40. **Integrating Electronic Records Management with Strategic Planning and Board Priorities to Achieve Maximum Value**
Ella Young Vancouver Coastal Health

Clinical Practice 3RD FLOOR

41. **Comparison of Thoracic Epidurals and Rectus Sheath Catheters within an Enhanced Recovery after Surgery Program**
James Arnold Department of Anesthesia and Perioperative Care
42. **A Targeted Pharmacist Intervention to Reduce Medication-Related Readmissions**
Karen Dahri Vancouver Coastal Health and University of British Columbia
43. **Patient Safety & Learning System Collaboration with Transfusion Medicine Enabling Cross-Health Authority Event Reporting**
Susanna Darnel Provincial Health Services Authority
44. **Emergency General Surgery National Surgical Quality Improvement Program Pilot Study**
Barbara Drake Vancouver Coastal Health
45. **Getting the Tube Out - What's Taking So Long?**
Lena Farina Providence Health Care
46. **National Surgical Quality Improvement Program and Infection Prevention and Control Surgical Site Infection Rates: Investigation of Variation Leads to Strengthened Collaboration**
Leslie Forrester Vancouver Coastal Health
47. **Promotion of Healthy Neonatal Skin: Development of Infant Skin Risk Assessment Tool**
Valoria Hait British Columbia Women's Hospital and Health Centre
48. **Safety Culture Experiences of Neonatal Intensive-Care Unit Parents: A New Angle of Safety Intelligence**
Valoria Hait British Columbia Women's Hospital and Health Centre
49. **Pharmacy Cleanrooms - How Clean is Clean Enough?**
Tony Howarth Vancouver Coastal Health
50. **Reducing Catheter-Associated Urinary Tract Infections in the Peri-Operative Area**
Nicky Huang Vancouver Coastal Health
51. **Variability in Reoperation Rates Following Initial Breast Conserving Surgery in British Columbia**
Lauren Hughes BC Cancer Agency
52. **Implementation of a Reserved Antibiotic Drug Pre-Printed Order at Vancouver General Hospital**
Tim Lau Vancouver Coastal Health
53. **Right Orders & Right Tubes for Patient Safety**
Ada Leung Provincial Health Services Authority Lower Mainland Labs
54. **Audit of Multimodal Pain Management with Implementation of an Enhanced Recovery After Surgery Program**
Kelly Mayson Department of Anesthesia and Perioperative Care, Vancouver General Hospital
55. **Telepharmacy Model Supporting 24/7 Pharmacist Medication Order Review in Community Hospitals**
Kevin McDonald North West Telepharmacy Solutions

56. **3-Year Retrospective Review of Efficacy of a Remote Pharmacist-Directed Warfarin Service**
Kevin McDonald North West Telepharmacy Solutions
57. **Integrating Self-Management Support into Diabetes Clinical Practice**
Patrick McGowan University of Victoria, School of Public Health and Social Policy
58. **Evaluating the Impact of a Quality Improvement Initiative Using Time Series Analysis**
Salomeh Shajari Vancouver Coastal Health
59. **Improving Patient Result Turnaround Times - Lab Workflow Redesign at Mount Saint Joseph Hospital**
Baljit Singh Lower Mainland Laboratories
60. **Emergency to Inpatient: Sharing Pediatric Transfer of Care**
Mary Spencer Fraser Health
61. **CollaborACTION: Collaboration, Education and Support between Intensive Care Unit and Lab
Increasing Patient Safety**
Janie Venis Providence Health Care
62. **Feasibility of Implementing Chlorhexidine Gluconate (CHG) for Pre-Operative Cleansing in Pediatrics**
Irena Zivkovic BC Children's Hospital, Office of Paediatric Surgical Evaluation and Innovation

Improvement Capability 3RD FLOOR

63. **Quality Month 2015: So Long Silos, Hello Synergy!**
Jennifer Aitken Island Health
64. **Ethics and Decision-Making at BC Emergency Health Services**
Kimberly Banfield BC Emergency Health Services
65. **Integration of General Practitioners in Disaster Planning**
Ian Bekker Victoria Division of Family Practice
66. **Optimizing Residential Care**
Ian Bekker Victoria Division of Family Practice
67. **Improving Tertiary Capacity for Seniors Mental Health Patients on Vancouver Island**
Lorrie Brooks Island Health
68. **Enhanced Recovery after Surgery Collaborative: Local Lessons Learned through a Provincial, Surgical,
Quality Improvement Initiative**
Angie Chan Specialist Services Committee, Doctors of BC
69. **Building a Maternity Care Network in Urban Family Practice**
Renee Fernandez Vancouver Division of Family Practice
70. **Patient-Centered Island-Wide: A New Model for Connecting Quality across Island Health**
Adele Harrison Island Health

71. **Quality and Safety: Lessons Learned from National Accreditation Canada Data**
Qendresa Hasanaj Accreditation Canada
72. **The BC Inherited Arrhythmia Program: Evidence-Based, Accessible, Family-Centered Approach to Quality Care**
Julie Hathaway BC Inherited Arrhythmia Program
73. **LEANing System Reviews at Island Health**
Bart Johnson Island Health
74. **Storytelling, the Health Care Business Way**
Gina Lam Vancouver Coastal Health
75. **The Gentle Persuasive Approaches (GPA) in Dementia Care: Applying Knowledge into Practice**
Elizabeth Loewen Providence Health Care
76. **Building Skilled Care Teams for Seniors' Needs**
Mona Mattei Shared Care - Kootenay Boundary Division of Family Practice
77. **Lost in Translation: Making Strategic Planning Meaningful**
Karen Nesbitt Vancouver Coastal Health
78. **A New Kind of Rounds: Delivering the Right Amount of Care**
Jessica Otte Division of Family Practice
79. **Readiness – Has This Been Overlooked?**
Denise Ralph Richmond Division of Family Practice
80. **Developing a Super Team for Continuous Improvement**
Kristal Speed Island Health
81. **Blending Graduate Studies and Workplace Needs for Quality Improvement**
Sue Stanton University of British Columbia
82. **50 Shades of System Transformation: Into the Future with Royal Columbia Hospital Leadership Institute**
Megan Stowe Fraser Health
83. **Clinical Teaching Unit Quality Council: A Multi-Disciplinary Team Approach for Quality Improvement**
Jenifer Tabamo Vancouver Coastal Health
84. **Achieving Safer Hospital Stays: A Deep Dive into Care-Sensitive Adverse Events Rates & Causes**
Tracey Thompson-Franson Island Health

Students 3RD FLOOR

85. **IHI Open School Canadian Region: Early Beginnings for the Newest IHI Region**
Andrea Jones Institute for Healthcare Improvement Open School
86. **IHI Open School Change Agent Network (I-CAN) Pledge to Improve Health Initiative**
Andrea Jones Institute for Healthcare Improvement Open School
87. **IHI Open School UBC Chapter: Building Capacity for Change**
Jenna Smith-Forrester Institute for Healthcare Improvement Open School: University of British Columbia Chapter
88. **IHI UBC Student Practicums: Immersed in Clinical Quality Improvement**
Melissa Wan Institute for Healthcare Improvement Open School: University of British Columbia Chapter
89. **Developing a Student-Led Hand Hygiene Program in Acute Care Facilities**
Amani Kafesity Fraser Health
90. **Supporting Improvements in Physicians' Hand Hygiene Compliance**
Barbara Stroud Fraser Health

UPCOMING LEARNING OPPORTUNITIES @BCPSQC



IN-PERSON WORKSHOPS

MARCH 22

Data-Driven Improvement
Vancouver

APRIL 25

Game On! Using Gamification for Health Improvement
Kelowna

JUNE 2

How to Be an Effective Change Agent
Vancouver

SEPTEMBER 26

Unleashing Creative Action
Location TBD



CLINICIAN QUALITY ACADEMY

UNTIL FEBRUARY 28

Clinician Quality Academy Cohort 1
Registration open!

APRIL - NOVEMBER

Clinician Quality Academy Cohort 1
Vancouver



QUALITY FORUM 2017 MARCH 1 - 3 SAVE THE DATE!



QUALITY CAFÉ ONLINE WEBINARS

APRIL 20

Linking Ideas to Action with Driver Diagrams

MAY 18

Growing Ideas & Taking Action to Create Shifts...in Real Time

JULY 20

Design Principles for Health Care

AUGUST 17

Effective Meeting Management

NOVEMBER 16

CLeARing a Path to Improved Care for Residents with Dementia

JANUARY 18

The Patient Voice as a Co-Leader



QUALITY ACADEMY

APRIL - SEPTEMBER

Quality Academy Cohort 12

MAY

Quality Academy Cohort 13
Registration opens!

OCTOBER - MARCH

Quality Academy Cohort 13

For more details on upcoming learning opportunities with BCPSQC, check out our website:

bcpsqc.ca/learning

BCPSQC RESOURCES

Need a little help improving quality of care? Here are just a few of the BC Patient Safety & Quality Council's most popular resources, available online at www.bcpsqc.ca or at our resource table at Quality Forum 2016:

BC Health Quality Matrix

The BC Health Quality Matrix is a framework aimed at providing a common language and understanding about health care quality. It can be used from patient, population, and system-wide perspectives for strategic planning, quality improvement program planning, measurement, and evaluation. An accompanying handbook includes expanded definitions of the dimensions of quality, as well as examples of how the matrix can be applied to different health care contexts.



Culture Change Toolbox

The Culture Change Toolbox is a collection of tools and interventions for improving your workplace's culture. It's full of ideas, examples, and exercises for improving every component of culture: from working conditions and organizational fairness to teamwork and communication, learning and improvement, and leadership.



Twitter for Health Care Professionals

Twitter has the power to help you engage with colleagues, spread important and timely news and resources to large audiences, increase awareness of issues, and build and strengthen networks. Tailored to those in the health care professions, this booklet is a step-by-step guide for everything from how to get started on Twitter to following conversations about health care and starting your own.



BCPSQC YouTube Account

Check out www.youtube.com/BCPSQC to watch over 40 presentations from past Quality Forum and Health Talks events. Stay tuned for uploads from this year! The account also features numerous videos about sepsis care, teamwork and communication, and other topics related to improving quality of care.



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Do you want to re-watch a plenary presentation from one of our previous Quality Forums? Or seek a sub-seven-minute dose of innovation, courtesy of a past Health Talks speaker? Perhaps you'd like to review the PowerPoint from a particularly impactful presentation. Visit www.QualityForum.ca, where you can browse through past Forums' webpages for hundreds of videos, presentation files, and storyboards.