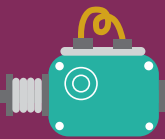


# Quality Forum 2018

## People-Powered Improvement



### A LOOK BACK AT 2018



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

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## ABOUT THE QUALITY FORUM

**“The organizers do an incredible job. This is the highlight of my entire year. I love the opportunities to network and share ideas with colleagues in other agencies across the province.”**

– QF18 participant

The Quality Forum is an annual conference hosted by the **BC Patient Safety & Quality Council** that brings together British Columbia’s health care community. The event spans three days and welcomes more than 1,200 participants from across the continuum of care.

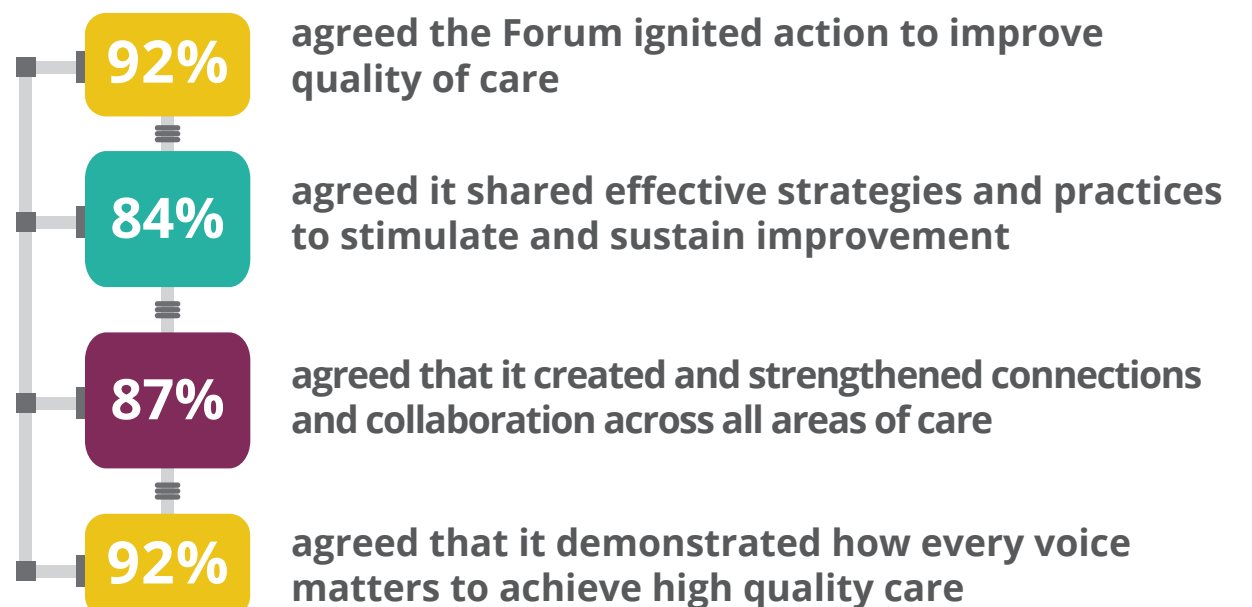
The first day of the Forum hosted two full-day sessions that explored timely topics in-depth, as well as an evening event. Days two and three featured the Forum’s main programming and sold out for the seventh straight year and earlier than ever before.

The support of 17 sponsors and 15 exhibitors made the event accessible by helping us provide low registration costs for participants, discounted student rates and bursaries for patient partners. The Forum’s content was guided by representatives from dozens of partner organizations who participated on the steering or abstract review committees. And numerous individuals volunteered their time as session moderators, storyboard judges, mentors and presenters. We thank each of you for making Quality Forum 2018 possible.

**“I felt this Forum really emphasized relationships, which is really applicable to everyone in health care.”**

– QF18 participant

Quality Forum 2018 had four primary objectives. Below is how well they were accomplished according to participants who completed a post-event evaluation:



“

**The Forum reinforced the idea that everyone’s voice is important. We need to work collaboratively if we want positive change.**

– QF18 participant



## PRE-FORUM EVENTS

On the first day of the Quality Forum, we featured two full-day “deep dives” on timely topics related to improving care, each guided by input from our **steering committee** and planned by working groups. That evening, we also hosted Health Talks, where we celebrated the achievements of our 2018 **Quality Award** winners and heard from eight diverse speakers on their hopes for health care.

### DESIGNING & DELIVERING SUSTAINABLE IMPROVEMENT

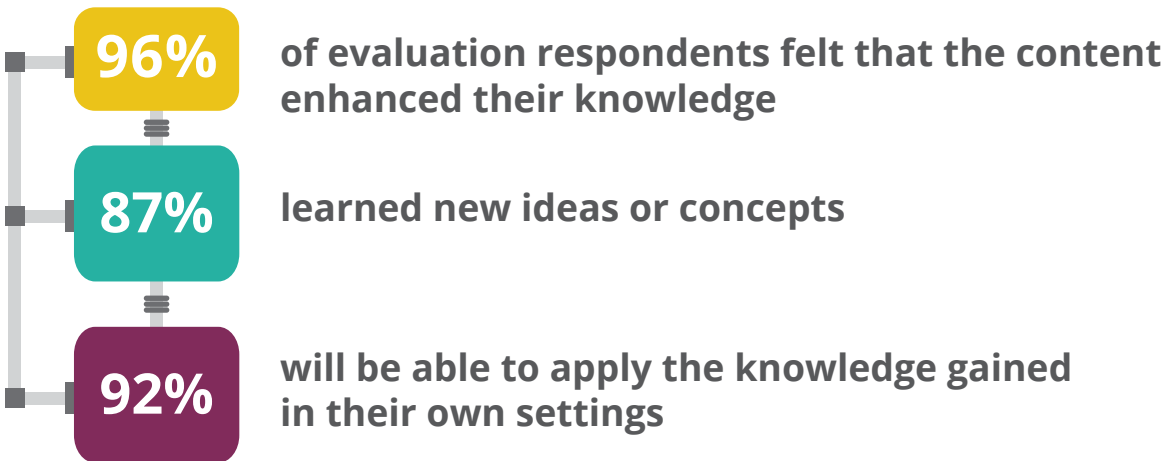
Sustainability is one of the most significant challenges currently facing our health care system, so 180 participants spent a full day learning how to plan for and assess lasting change. This workshop-based session brought together project, clinical and organizational leaders, patient partners and students for an in-depth look at what can be done within our quality endeavours to make sure improvements stick.

Participants grew their knowledge around each of the six learning objectives for the day, leaving better able to:

- Recognize sustainability as an inherent part of how improvements should be designed, introduced and monitored;
- Define and differentiate between the concepts of spread, scale and sustainability;
- Describe the factors that impact the sustainability of quality improvement initiatives;
- Apply a sustainability assessment tool to an improvement initiative;
- Describe approaches to testing changes in a sustainable manner; and
- Identify practical considerations for transitioning from an improvement initiative to a new way of working.

“Excellent practical information”

– QF18 pre-Forum participant



“Great to have one day focused on one topic”

– QF18 pre-Forum participant





# PRE-FORUM EVENTS

## CHAMPIONS OF CHANGE

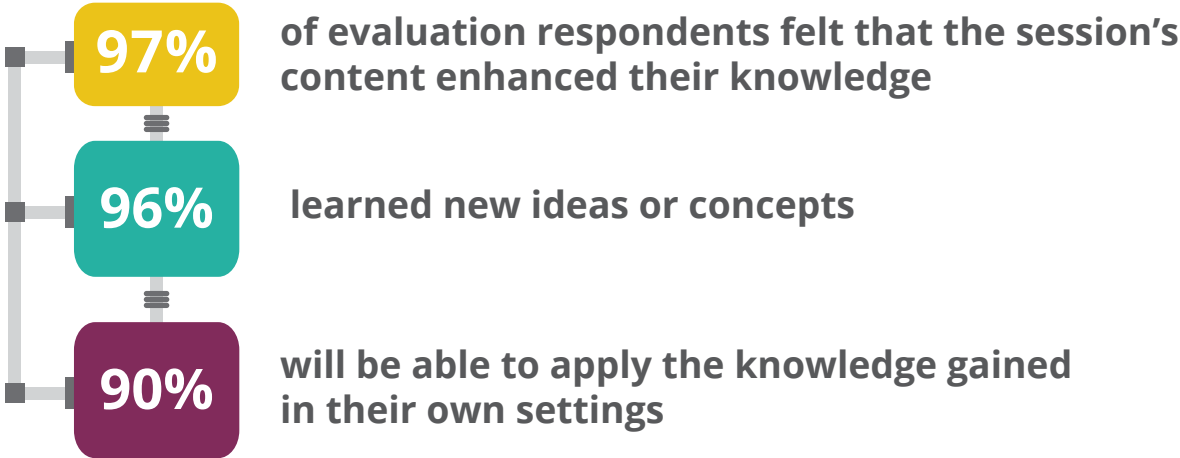
We were pleased to once again partner with the Joint Collaborative Committees, a collaboration between the BC government and the Doctors of BC, to host an interactive day for over 450 physicians, allied health providers, system leaders and patient partners from across the province. Through a series of rapid fire and storyboard presentations sourced through a call for abstracts (more on this on page 8) as well as a plenary presentation, participants engaged in lively dialogue around successful and emerging initiatives and collaborative approaches for patient care.

The day was structured to support four objectives:

- Help define the future of integrated patient care by sharing experiences and ideas with colleagues, other health professionals, and system leaders;
- Strengthen relationships across the health care system for better care;
- Create a space to coach one another as a community of change leaders and quality champions; and
- Provide opportunities to spread successful improvements and innovations.

**“The breakout sessions were very energizing and informative. It was exciting to see what people had accomplished.”**

– QF18 pre-Forum participant



**“It was a wonderful event to connect with colleagues from other parts of BC. I have made connections for possible future collaboration/projects.”**

– QF18 pre-Forum participant







## HEALTH TALKS

Health Talks takes place annually on Wednesday evening of the Forum. It started with a ceremony to recognize the eight winners of the Council's annual Quality Awards, which celebrate improvements in quality of care.

Then eight speakers, including an Indo-folk singer, patient partner, geneticist and emergency physician, told us about their hopes for health care. They used the PechaKucha 20X20 format (each presentation contained 20 photos displayed for exactly 20 seconds each) to speak about topics such as person-centred care, medical assistance in dying, the overdose epidemic, and music as medicine.

This year 300 people attended Health Talks; they were joined by more than 1,200 others who streamed the event live on Facebook or have since watched a recording.

[Click here to watch videos of the Health Talks presentations](#)

**This year's Health Talks Student Contest winner was Candy Tran, a nursing student at BCIT. Candy's entry was an essay about mentorship and relationships between health care professionals and students – a topic she expanded upon with her Health Talks presentation.**



**"The Health Talks are a great way to launch into the Quality Forum - thanks!!"**

– QF18 Health Talks audience member

**100%**

**of evaluation respondents were inspired by Health Talks' presentations**

**97%**

**heard perspectives they hadn't previously considered**

**“**

**My role often requires me to ask physicians to incorporate more technology in their practice, or utilize technology more effectively in order to increase efficiency. Dr. Campana's talk reminded me to not forget about the 'people' side of primary care while coaching physicians through quality improvement. In a nutshell, Dr. Campana's talk left a lasting impact on me, and has inspired me to challenge myself to more frequently consider the 'people' side of care.**

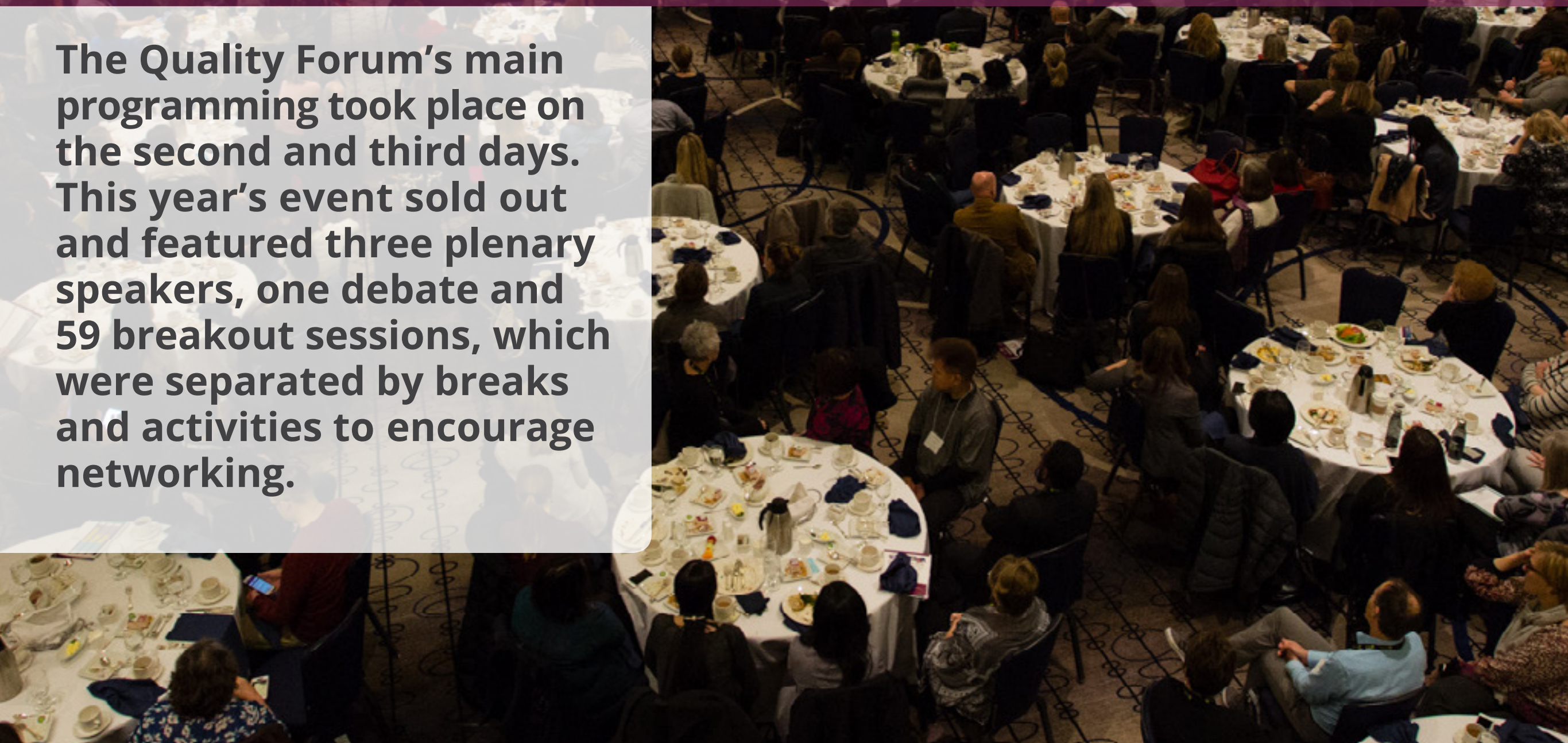
**Mai Bennett** | Coordinator, Regional Support Program, Community Health and Care | Island Health





## MAIN TWO DAYS

The Quality Forum's main programming took place on the second and third days. This year's event sold out and featured three plenary speakers, one debate and 59 breakout sessions, which were separated by breaks and activities to encourage networking.

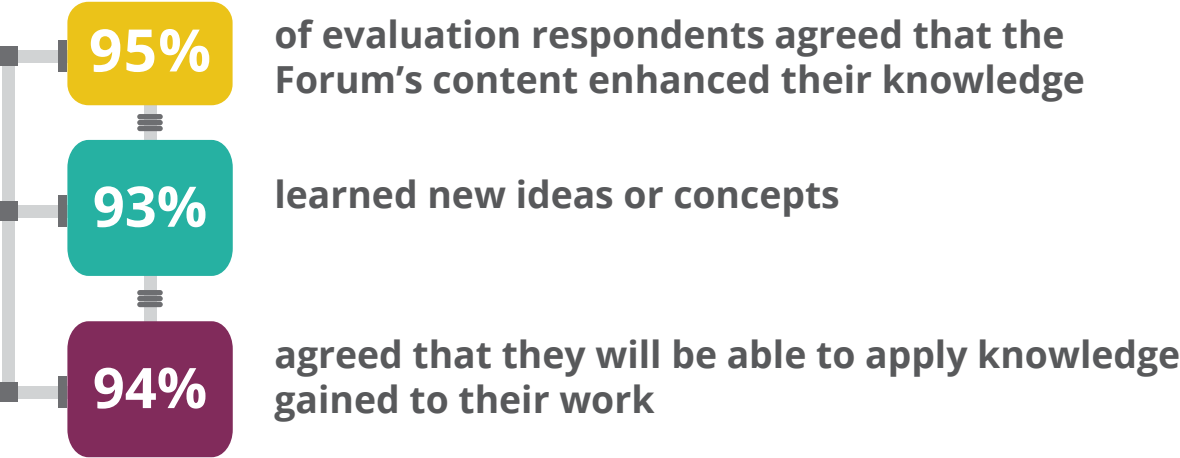






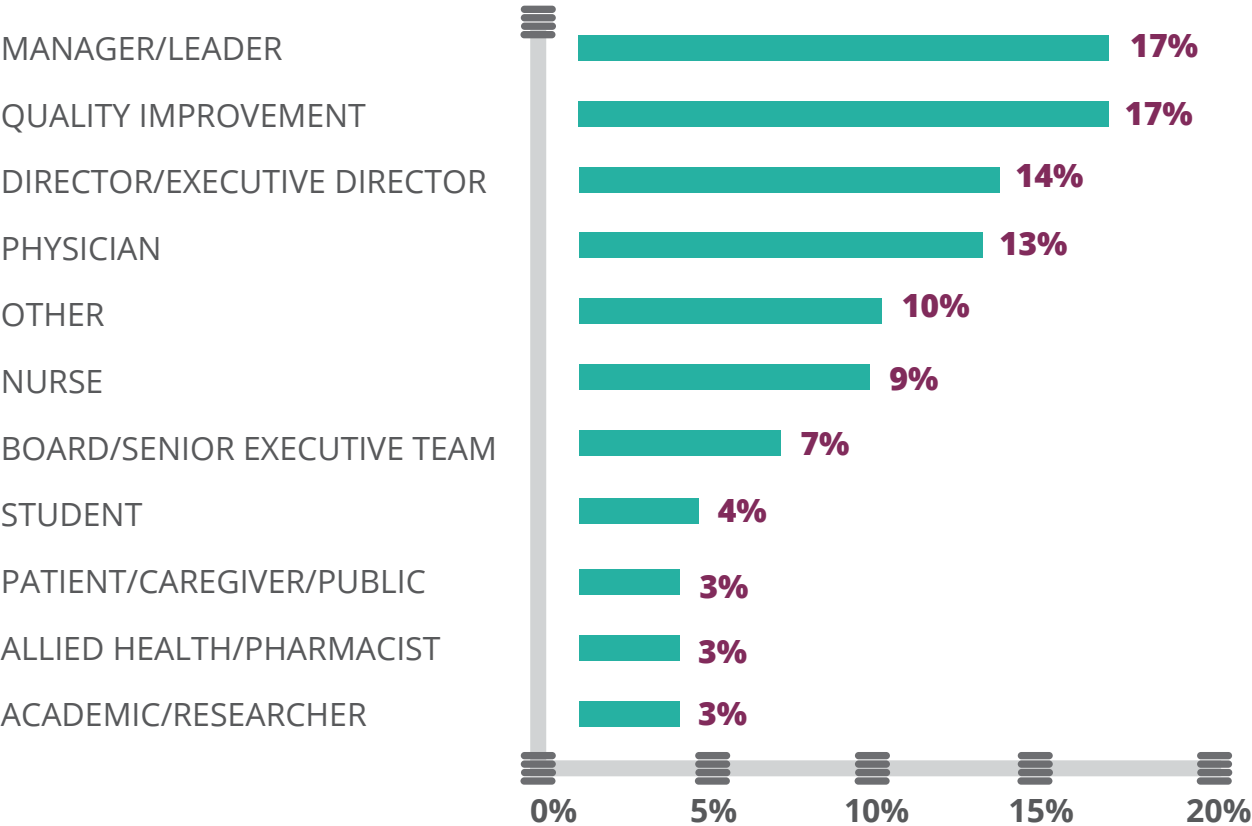
# PARTICIPANTS

950 people – a uniquely diverse cross-section of British Columbia’s health care system – attended the Forum’s main two days, representing an increased number of point-of-care clinicians, 482 participants who attended their first Forum, more than 180 organizations, as well as a numerous provinces and countries.



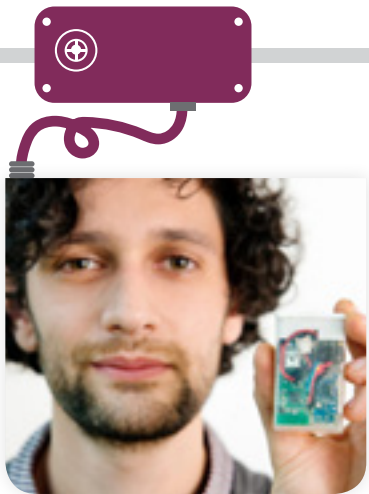
“I thought the presentations were thorough. It was easy to network with other individuals. I enjoyed being able to bounce off ideas and opinions with other members in the health care field. I liked that there were health care providers from various fields.”  
– QF18 participant

## Primary Roles of Participants of QF18’s Main Two Days

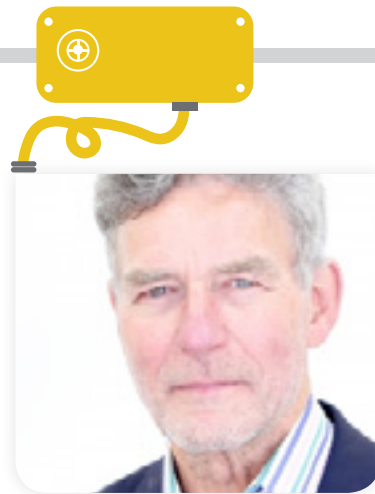


Three global thought leaders shared their visions and experiences around patient-driven improvement, compassionate leadership, and what disasters can teach us about resilience. In evaluations, 86% of participants agreed that the three plenary speakers stretched their thinking around health care quality.

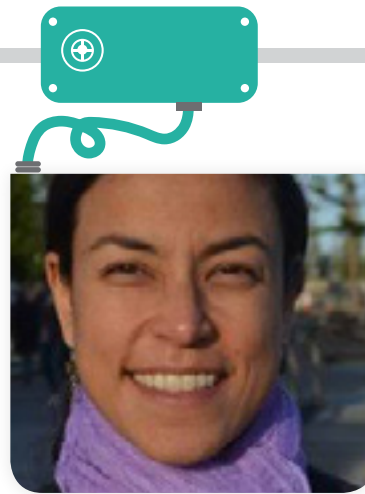
## PLENARY SESSIONS



**TIM OMER** shared his journey as a Type 1 Diabetic rebel working with the international #WeAreNotWaiting movement of citizen “Health Hackers” to free his data and proactively manage his condition.



**MICHAEL WEST**, Head of Thought Leadership with the King’s Fund in England, focused on the value of developing cultures of continuous improvement, innovation and compassion in order to foster environments that support both staff and patients.



**CAMILA LAJOLO** recounted what she has learned as a global expert in outbreak and emergency situations about what it takes to ensure high quality care in the most ordinary and extraordinary circumstances.

“The plenary speakers were great, both engaging and thought-provoking. The debate was very well-presented. All the participants brought their own unique knowledge and passion, combined with humorous and good natured debate that didn’t take itself too seriously, but still made me think about the issues debated!”

- QF18 participant

The annual debate was another entertaining-but-serious examination of an important motion related to improving quality of care. **This year’s debaters** argued whether or not advances in technology and artificial intelligence are putting the art of medicine at risk. Afterwards, 74% of participants agreed that the debate stretched their thinking around health care quality.

[Click here to watch videos of the plenary presentations and debate.](#)





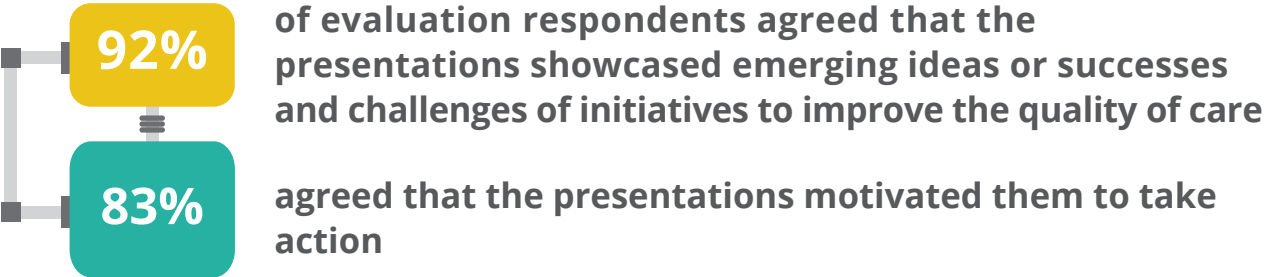


# RAPID FIRE SESSIONS & STORYBOARDS

A significant portion of the programming was sourced through a Call for Abstracts, through which a record-breaking 344 submissions were received. A diverse, province-wide committee of individuals who are experienced in quality improvement reviewed the submissions and ultimately invited 63 presenters to deliver an oral rapid fire presentation and another 100 to display storyboards.

Webinars were delivered for rapid fire and storyboard presenters prior to the Forum offering tips on how to effectively convey information and engage with the Forum’s participants. These were very well attended and 94% of those who attended agreed that it was a good use of their time.

On average, across all rapid fire presentations:



[Click here to download over 130 presentation and storyboard files.](#)



“I learned about the importance of patient and staff participation in planning programs and projects. This has been an area of focus for our team, and it was nice to hear about how other agencies have successfully engaged staff and patients in different initiatives.”

– QF18 participant





## INVITED SPEAKER SESSIONS

The Forum's steering committee identified topics of particular significance based on what its members were observing within the health care system as well as feedback from previous years' participants. Opportunities to address these areas were created within 23 one-hour sessions, three field trips and seven 2-hour workshops. Additionally, a Board & Executive Quality Learning Series brought together nearly 80 senior leaders to discuss their role in unleashing the BC health system's greatest strength – its people.

Overall, participants' evaluations of these focused breakout sessions was very positive, in particular regarding the quality of speakers and diversity of content. While sessions that offer practical tips and maximize the opportunities for interactive learning continue to be among the most impactful, participants also valued learning from perspectives that they don't often encounter or hear, including:

- Other industries
- Indigenous lens
- Patient partners and those with lived experience

“

**“I really enjoyed the sessions from presenters outside of health care. I think there is so much to learn from other industries.”**

– QF18 participant

On average, across all 33 invited speaker sessions:

**88%**

**of evaluation respondents agreed they learned new ideas that they would be able to apply**

**89%**

**agreed that their session showcased leading practices, tools and techniques to improve health care quality**

**91%**

**agreed that the sessions inspired action to address existing challenges and opportunities**

**93%**

**of field trip participants agreed that the session increased their knowledge on how to improve quality of care**

**“Participating in the workshops is where I find I take the most value of attending Quality Forum. Hands on and the opportunity to share ideas and learn from others is what I enjoy the most.”**

– QF18 participant





## BUILDING ENERGY & CONNECTIONS

Forty participants signed up for a **Mealtime Match-Up** and were connected with a senior leader to be mentored in an area in which they wanted to gain insight. These were scheduled during lunch to allow for informal conversation. Afterward, 81% of mentees agreed that this mentorship opportunity was a good use of their time.

This year's **Randomized Coffee Trials** (RCTs) paired participants at random and asked them to schedule a 30-minute time slot to get together during the event to talk about...whatever! RCTs have been used in many organizations to build relationships and provide opportunities to connect and collaborate. Among the 108 individuals who signed up to participate, 100% indicated that they enjoyed their experience and 97% recommended that RCTs be offered again at future Quality Forums.

87%

of evaluation respondents found there were sufficient networking opportunities

We also hear annually about the value of being able to move around and practice self-care during the event, in order to stay energized and maximize their learning. This year, we organized four **Recharge Sessions** aimed at rejuvenating participants in body and mind, and teaching them how to do so after the Forum. They were very well-attended (among the first sessions to fill up!) with 97% of participants reporting that their session was a good use of their time and 100% agreeing that similar sessions should be offered at future Forums.

**"I liked the opportunity to engage in yoga and meditation in the midst of all of the information intake. I think this was a gift."**

– QF18 Recharge Session participant

**"It is wonderful to be connected with someone and learn about the work they do, their initiatives, approaches to quality/patient safety, etc."**

– QF18 Randomized Coffee Trial participant





## PATIENTS INCLUDED

The Forum's main two days provided plenty of opportunities for participants to make connections during long breaks, optional group activities, and a lively Storyboard Reception.

The Forum was honoured to welcome patients, family members, caregivers and members of the public at the event, many of whom were able to attend with support from health care projects and organizations.

Through the **Patient Voices Network**, the BC Patient Safety & Quality Council was able to engage two individuals to participate on the Forum steering committee and to provide full bursaries for an additional 20 people from across BC to attend the Forum's three days. A number of patient partners and individuals with lived experiences also presented and helped to facilitate sessions. Through these steps and more, the Forum was proudly self-accredited as **Patients Included**.

### VIRTUAL PARTICIPATION

Recognizing that not everyone is able to attend the Forum in person, this year featured more opportunities for virtual participation than ever before. Over 4,000 viewers tuned in to watch Health Talks, the three plenary speakers, the debate and six of the breakout sessions live on the **BCPSQC Facebook Page** or watched a recording shortly after the event. Through social media and Sli.do, an online audience interaction platform, people at the event and those participating from afar were able to share information with one another in real time throughout the event.

People are welcome (and encouraged!) to continue to watch videos, download presentation files and learn more about Quality Forum 2018 **online**.

**"I enjoyed having the patient voice there. Their stories and contributions as participants was empowering. They brought it back for all of us as health professionals, why we do what we do and how."**

– QF18 participant



“

**"Over 1,000 attendees and my lived experience as a patient and caregiver was just as valued as other experts. It was an empowering and humbling feeling in equal measure; I felt heard and my patient and caregiver experience respected."**

– Chad Dickie | Patient Partner



**SAVE THE DATE!**  
Quality Forum 2019 takes  
place February 26 – 28  
(Tuesday to Thursday)  
in Vancouver.

## BEYOND THE FORUM

*We asked participants to tell us about how they share their learning after attending the Quality Forum:*



**We schedule a 'lunch and learn' where our team members and other staff who were able to attend the Forum share their highlights and resources.**

– Connie Chong, Registrar/Executive Director, College of Opticians of BC



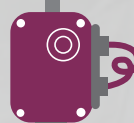
**I have shared the stories that I heard last year that, if anything, give people an understanding that they are not alone in the struggle for quality care and also the struggle is felt on both sides of the table.**

– Duane Jackson, Patient Partner



**We always come back with a new idea to try. We share with our colleagues, implement something new and see how it goes!**

– Alice Gelpke, Executive Director, Island Health



**I tweet during the event when I can. Then I follow up with my colleagues to see how we can apply what I've learned and discovered.**

– Kim Brooks, Department Head, Yúustway Health Services




**I will be blogging about the Forum, sharing it with everyone I talk to on Facebook, tweeting about it and in general, that's all people will be hearing from me!!!**

– Laura Brotherston, Quality Management Coordinator, HealthLink BC



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