



PROGRAM GUIDE

QUALITY FORUM 2023

Connect • Energize • Achieve

June 6 – June 8 | Vancouver, BC

HQBC
HEALTH QUALITY BC

The Quality Forum is a great chance to learn from one another and make new connections.

Here are some thought-provoking conversation starters that you can use as you network throughout the week...

- Besides more money, if you could change one thing to make BC's health care system better, what would it be?
- What is better about working in health care since COVID-19?
- What is the most impactful health care experience you've ever had?

Welcome to the Quality Forum!

In just nine days, more than 1,100 people from across British Columbia were registered to attend our 12th annual Quality Forum, which sold out our main Forum programming in record-breaking time! Whether you've attended the event before or you're among the more than 500 participants that are attending for the first time – welcome to Quality Forum 2023. A lot has changed in the past year, and we are so happy to see you.

You have likely now heard that after 15 years, the BC Patient Safety & Quality Council is now Health Quality BC. This change was meant to affirm our identity and our place in BC's health care landscape and more succinctly reflect what we do. Alongside our name change, we're also excited to be releasing our new strategic plan, which reflects what we heard from the health care system on where we can add the greatest value to advance quality of care. We invite you to visit our booth in the Regency Foyer (third floor) for a copy of this new strategic plan and to further discuss our strategic direction for the next three years.

This is our first Quality Forum under our new name, but our goal for the event remains the same – to bring BC's health care community together to share knowledge and spark ideas on how to improve quality across the continuum of care. Our theme this year is **Connect, Energize, Achieve**. It is our hope that your time at Quality Forum 2023 leaves you feeling more connected and re-energized and that you return to your role with the knowledge, skills and confidence needed to achieve your goals.

The Quality Forum provides a unique opportunity to connect with people working across the health care system. We welcome participants who work in academia, quality improvement, administrative and senior executive roles, as well as physicians, nurses, pharmacists, allied health professionals, students, patients and individuals from communities throughout BC. You'll have the chance to learn from international experts on improvement, local champions for better care, and, importantly, from each other. Quality Forum 2023 also broke the record for most abstracts received through the Call for Abstracts, with more than 400 projects submitted for consideration. This is a direct reflection of the great work that is taking place within our province to improve the quality of care.

We are coming out of the pandemic into a new era in health care. People are looking at things differently and are energized to do things better. There's a continued spotlight on primary care and prevention, conversations on planetary health, and a renewed focus on engaging the community in health care design, taking the question of "What matters to you?" to the next level. You'll find all these topics and more at this year's Quality Forum through the various pre-Forum activities, workshops, focus sessions, plenary speakers, field trips, rapid fire presentations and storyboards.

We'll also be talking about the challenges we're still facing. But those challenges don't feel insurmountable. It's why we're excited to be partnering with SWITCH BC to host the premiere screening of *Caring Unmasked 2: From Crisis to Connection – Discovering BC Health Care's Vulnerable Resurgence* on June 7. This film builds upon *Caring Unmasked* which we debuted last year to honour and bear witness to all that we, as a health care community, have gone through since 2020. Please join us for the screening and help us reflect on the way to move forward, together.

Finally, we want you to know how much we appreciate you and all you do to improve health care in BC. Your efforts and dedication have not gone unnoticed. This week, we celebrate you and everything you do.




Devin Harris
Chair




Christina Krause
Chief Executive Officer

We would like to acknowledge that we are living and working with humility and respect on the traditional territories of the First Nations peoples of British Columbia.

We specifically acknowledge and express our gratitude to the keepers of the lands of the ancestral and unceded territory of the xʷməθkʷəy̓ ʼəm (Musqueam), Skwxwú7mesh (Squamish), and səl' ilwətaʔɫ (Tseil-Waututh) Nations, on which the Quality Forum takes place.

We also recognize Métis people and Métis Chartered Communities, as well as the Inuit and urban Indigenous peoples living across the province on various traditional territories.

Coast Salish Anthem

CURIOUS ABOUT THE COAST SALISH ANTHEM?

Our territorial welcome on the first day of the main Forum includes singing the Coast Salish Anthem. This song is very close to our hearts and we take pride in singing it to represent our dedication to cultural safety and humility.

Leonard George joined us at Quality Forum 2017 and shared the vision for the Coast Salish Anthem: that all people (both settlers and Indigenous) on Coast Salish land would come together to sing this song in solidarity. As part of the First Nations Health Authority's adoption into the Tseil-Waututh First Nation's Wolf Clan, staff sing the Coast Salish Anthem together during their weekly morning prayer. We are deeply moved by the First Nations Health Authority's invitation to sing this song as part of their family. When we sing the Coast Salish Anthem during the Quality Forum, it serves as a symbol of our commitment to cultural safety and humility and of our role as allies in this work.



Program at a Glance

PRE-FORUM

TUESDAY, JUNE 6

Full-Day Sessions

- 0700 – 0900 Registration & Breakfast
- 0800 – 1600 **LEADING PATIENT SAFETY: PEOPLE AT THE CORE OF CARE**
- 0800 – 1630 **JCC PRE-FORUM: COLLABORATIVE COMPASSION: THE POWER OF CONNECTEDNESS**
In collaboration with the Joint Collaborative Committees (JCCs)
- 0850 – 1630 **ALL ABOARD THE ALLY-SHIP**
Held off-site at the Musqueam Cultural Centre

Health Talks: Bold Ideas, Stories That Inspire

- 1800 – 1900 Networking Reception | Cash Bar
- 1900 – 2100 **BC QUALITY AWARDS & PECHAKUCHA PRESENTATIONS**
- 2100 – 2130 Networking Reception | Cash Bar



MAIN FORUM

WEDNESDAY, JUNE 7

- 0700 – 0800 Registration & Breakfast
- 0800 – 0830 Opening, Territorial Welcome & Coast Salish Anthem
- 0830 – 0915 **PLENARY PRESENTATION**
- 0915 – 0930 Transition
- 0930 – 1030 **Breakout A**
- 1030 – 1100 Break
- 1100 – 1200 **Breakout B**
- 1200 – 1315 Lunch
- 1315 – 1345 **LOW-CARBON, HIGH-QUALITY CARE: A CALL TO ACTION**
- 1345 – 1400 Transition
- 1400 – 1500 **Breakout C**
- 1500 – 1530 Break
- 1530 – 1630 **Breakout D**
- 1630 – 1745 **Storyboard Reception**
Hors d'oeuvres & Cash Bar
- 1900 – 1915 Light Snack & Cash Bar
- 1915 – 2045 **PREMIERE SCREENING**
Caring Unmasked 2: From Crisis to Connection -
Discovering BC Health Care's Vulnerable Resurgence

THURSDAY, JUNE 8

- 0700 – 0815 Breakfast
- 0815 – 0840 Opening & Territorial Welcome
- 0840 – 0915 **PLENARY PRESENTATION**
- 0915 – 0930 Transition
- 0930 – 1030 **Breakout E**
- 1030 – 1100 Break
- 1100 – 1200 **Breakout F**
- 1200 – 1300 Lunch
- 1300 – 1315 Transition
- 1315 – 1415 **Breakout G**
- 1415 – 1430 Transition
- 1430 – 1515 **PLENARY PRESENTATION**
- 1515 – 1530 Traditional Closing

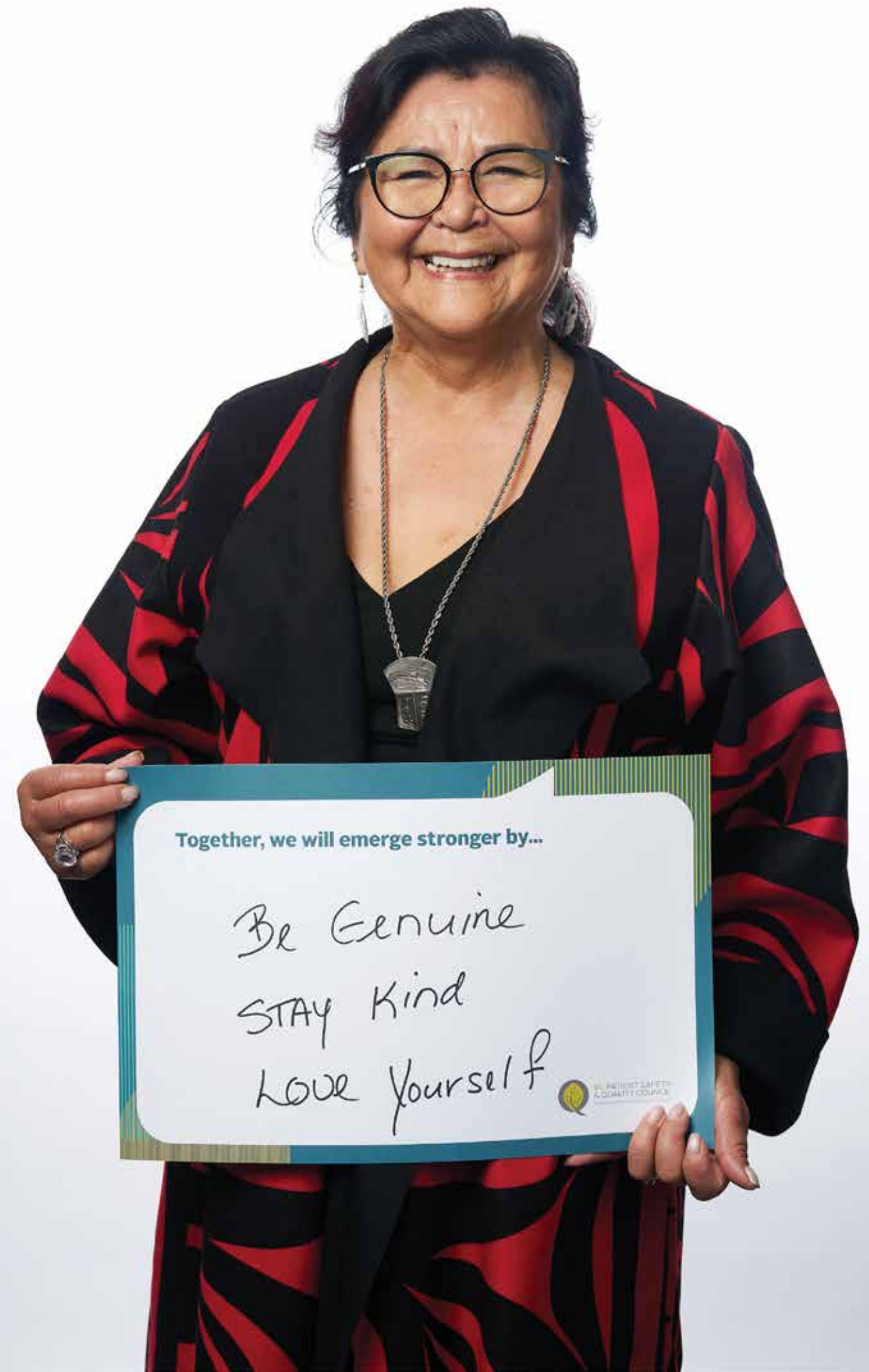


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Be sure to stop by the Regency Foyer to share your ideas!

“My big dream for health care is...”

Event Objectives



Ignite action and learning to improve quality of care;



Create and strengthen relationships and collaboration across all areas of care;



Share effective strategies and leading practices to stimulate and sustain improvement; and



Demonstrate how every voice matters to achieve high-quality care.



HEALTH QUALITY BC

Quality Forum 2023 is proudly brought to you by Health Quality BC.

While our name has changed, we have not. Our goal and purpose remains constant: We relentlessly pursue the provision of quality health care that is sustainable for all British Columbians.

For the last 15 years, we have delivered the latest knowledge from home and abroad to champion and support high-quality care for every person in BC. This system-wide impact requires creativity, innovative thinking, and evidence-informed strategies to shift culture, improve clinical practice and accelerate health care partners' improvement efforts.

We are uniquely positioned to build strong partnerships with patients and communities,

care providers, health leaders, policymakers, senior executives, academics and others. These connections enable us to nurture networks, recognize the needs of BC's health care system and build capacity where it is needed the most. We provide advice and make recommendations to the health system, including the Minister of Health, on matters related to quality of care across the province.

Our work is to build a foundation of quality, and our impact means better health care for British Columbians.

Visit us at our booth in the Regency Foyer (third floor) to learn more about our current initiatives and grab a copy of one of our many resources!

Our Purpose

To improve health care quality across British Columbia.



WHAT WE DO



ADVISE

We provide thought leadership and analytics related to health care quality.



CONVENE

We bring health system partners together to accelerate action on key quality of care issues.



EQUIP

We build capability for people to improve and deliver high-quality care.

Visit healthqualitybc.ca to access programs and resources that can help you improve BC's health care system!

Thank You to Our Sponsors

PLATINUM



SILVER



GOLD



BRONZE





Dear valued Quality Forum attendees,

I am thrilled to welcome you back to Hyatt Regency Vancouver for the Quality Forum 2023! I know you will have a wonderful time learning and connecting with colleagues and friends this week.

We are pleased to share that rooted in our longstanding commitment to celebrating and honouring the diversity of our guests, colleagues and community, we have been doing some exciting work to further advance care for our Indigenous community over the past year. We started a journey of reconciliation in 2022, having all of our leaders complete the Four Seasons of Reconciliation training offered by the First Nations University of Canada. This year, we are collaborating with educator and change agent Len Pierre to bring reconciliation and cultural safety training to all of our current and new colleagues, so all have the opportunity to learn. This work is meaningful and important to us, as we work to honour the rich culture of our Vancouver community and its people.

I trust you'll enjoy your time with us, and if there is anything we can do to make your stay even more comfortable and memorable, please don't hesitate to let us know.

Patrick Gosselin
General Manager
Hyatt Regency Vancouver



Exhibitors

- BC Centre for Palliative Care
- BC Chiropractic Association
- BC Family Doctors
- BC Guidelines
- BC Public Advisory Network
- Canadian Accreditation Council
- Canadian Institute for Health Information
- College of Physicians and Surgeons of BC
- Doctors Technology Office & Practice Support Program (Doctors of BC)
- Family Caregivers of British Columbia
- Health Data Coalition
- Nurses & Nurse Practitioners of BC
- REACH BC

Steering Committee

Addie Pryce	Interior Health
Alan Ruddiman	Joint Standing Committee on Rural Issues
Allison Muniak	Vancouver Coastal Health
Andrea Walker	Provincial Health Services Authority
Andrew Wray	Health Quality BC
Bev Holmes	Michael Smith Health Research BC
Briar Mayoh	Health Quality BC
Camille Ciarniello	Providence Health Care
Christina Krause	Health Quality BC
Danica Tuden	BC College of Nurses and Midwives
Dermot Kelly	Fraser Health
Jonny Morris	Canadian Mental Health Association (BC Division)
Leesa Lyster	Ministry of Health
Linda Dempster	ImmunizeBC
Margaret English	Shared Care Committee
Mitchell Fagan	Family Practice Services Committee
Monica McAlduff	First Nations Health Authority
Reena Khurana	Specialist Services Committee
Scott Fielding	Island Health
Simmie Smith	Patient Voices Network
Tanya Davoren	Métis Nation BC
Terry Browne	Patient Voices Network
Vash Ebbadi-Cook	Northern Health
Victoria Schmid	SWITCH BC

Thank you to the Steering and Abstract Review Committees for your input and support in planning Quality Forum 2023!

Abstract Review Committee

Alexandra Patrich	First Nations Health Authority
Allison Muniak	Vancouver Coastal Health
Amani Kafeety	BC Centre for Disease Control
Andrew Wray	Health Quality BC
Brett Butchart	Interior Health
Caitlin Grisak	SWITCH BC
Camille Ciarniello	Providence Health Care
Christina Krause	Health Quality BC
Darcie Smith	Northern Health
Darlene Secong	BC College of Nurses and Midwives
Deanne Taylor	Rural Coordination Centre of BC
Eman Hassan	BC Centre for Palliative Care
Emily Stewart	Health Quality BC
Erin McGarvey	Interior Health
Hamid Ghanbari	Patient Voices Network
Hugh Alley	Patient Voices Network
Jason Curran	Rural Coordination Centre of BC
Jennifer Cochrane	First Nations Health Authority
Kelsi Rivers	Vancouver Coastal Health
Kim Williams	Rural Coordination Centre of BC
Laura Becotte	Doctors of BC
Leesa Lyster	Ministry of Health
Lesli Matheson Jennings	Fraser Health
Lisa Stewart	Vancouver Coastal Health
Michaela Watson	Provincial Health Service Authority
Rachel Nolte-Laird	Doctors of BC
Salimah Lalli	Doctors of BC
Stefanie Bliss	BC Cancer
Valerie Ehasoo	Health Quality BC

Did you know?

We received 438 abstracts for Quality Forum 2023!



What Matters to You?

We are excited to celebrate the annual “What Matters to You?” Day with all of you at Quality Forum!

“What Matters to You?” Day started in Norway in 2014, with the goal of encouraging meaningful conversations between patients, caregivers, families and their health care providers. A decade later, we now know how powerful this question can be.

- When a health care provider starts a conversation by asking what really matters, it helps ensure care is aligned with patient priorities – because knowing what matters to your patient supports the right care at the right time, which can improve health outcomes.
- Patients can also start a “What Matters to You?” conversation. It allows them to share their goals, hopes and stories of care experiences, as well as discuss treatment options and what they value in relation to their care.
- Health organizations can also ask staff “What Matters to You?” to better understand what’s important to their health care teams. When leadership takes the time to listen and do what matters, it increases engagement and promotes joy in work.

As you can see, “What Matters to You?” is a simple question that can have a big impact on care!

On June 6, we celebrated the 10th International “What Matters to You?” Day – and you can still join in!

- Take part in a one-person challenge: Either ask one person “What Matters to You?” or share information about the movement with one person and then let us know what happened as a result of this conversation by sharing your story at healthqualitybc.ca under the Advance the Patient Voice tab.
- Use #WMTY on social media to join the conversation.

Spreading ideas and stories of empathy, compassion, innovation and creativity inspires others and demonstrates the impact of “What Matters to You?” for patients, families, caregivers and health care providers.

Visit healthqualitybc.ca to find resources that will help you have a “What Matters to You?” conversation today!

JUNE 6 IS THE 10TH INTERNATIONAL “WHAT MATTERS TO YOU?” DAY!

Asking “What Matters to You?” can also be beneficial to the joy and engagement of health care providers! We know engaged providers are a crucial component of person- and family-centred care and joy in work has a direct link to improved patient experience, productivity, work satisfaction and quality and safety within the health care system.

Pre-Forum Events

TUESDAY, JUNE 6

Before the main two days of programming, Quality Forum 2023 features several pre-Forum events for participants to choose from. During the day, there are two pre-Forum sessions taking place at the hotel as well one that will travel off-site.

FULL-DAY SESSIONS

- **Leading Patient Safety: People at the Core of Care**
- **JCC Pre-Forum: Collaborative Compassion: The Power of Connectedness**
In collaboration with the Joint Collaborative Committees (JCCs)
- **All Aboard the Ally-Ship**
Held off-site at the Musqueam Cultural Centre

Following these full-day pre-Forum sessions is our annual Health Talks event, which is an exciting and inspiring way to end the first day of Quality Forum 2023.

HEALTH TALKS: BOLD IDEAS, STORIES THAT INSPIRE

1900 – 2100 | REGENCY AB



The evening kicks off with a ceremony to honour the nine winners of Health Quality BC’s annual BC Quality Awards, which celebrate people and projects that have improved the quality of health care in BC (read more on pages 20-21).

Next, a diverse group of speakers representing a range of professions and perspectives from across the province will take the stage to tell you about their hopes for health care using the PechaKucha 20x20 format. This simple yet unique presentation style requires presenters to show 20 images for 20 seconds each, encouraging a rare combination of brevity, creativity and energy and is sure to be the talk of the Quality Forum for the next two days.

Can’t make it to Health Talks? We’ve got you covered! All presentations will be streamed live at healthqualitybc.ca and recorded for viewing after the event.



2023 BC Quality Awards Winners

The BC Quality Awards are presented annually by Health Quality BC to recognize and raise the profile of improvements to the quality of care in our province.

Excellence In Quality: Optimizing The Early Years

Roots to Read is a newborn literacy program created by Island Health that educates, equips and empowers families in Nanaimo with information and tools to promote literacy and language development in their child, beginning at birth – because the way families interact with their children from the moment they are born matters immensely to how they develop language and interact socially.

This project is being presented in A4.

Excellence in Quality: Strengthening Health & Wellness

The Real-Time Virtual Support Network and First Nations Health Authority Virtual Health & Wellness Services is a team-based, wrap-around service that links rural health care providers and patients to virtual physicians, psychiatrists, mental health clinicians, care coordinators and specialists via Zoom videoconferencing or telephone. It also offers multiple ways for patients and providers to access culturally safe care and support.

This project is being presented in F6.

Excellence in Quality: Strengthening Health & Wellness - COVID-19

The BC Centre for Disease Control's COVID-19 Rapid Response Team is a robust suite of provincial health services, staffed by 824 registered nurses, licensed practical nurses, contact tracers, data entry clerks, operations staff, and clinical and non-clinical leaders. It supported the entire province by providing key critical COVID-19 services, ensuring the availability and accessibility of care across BC when it was needed most.

This project is being presented in G7.

Excellence in Quality: Returning to Health & Wellness

Vancouver Coastal Health's Virtual Interpreter provides on-demand, live medical interpreters through a wi-fi enabled tablet in care locations across the health authority. It has led to better care decisions and outcomes for patients who have benefited from its use.

This project is being presented in A5.

Excellence in Quality: Living with Illness or Disability

The BC Adult Remote Cochlear Implant Program, based at St. Paul's Hospital, enables implant recipients to undergo mapping of the device through a virtual platform. It means patients outside of Greater Vancouver either no longer need to leave their home community for follow-up visits, or have a closer health care centre for their appointments.

Excellence in Quality: Coping with Transition from Life

Through the Indigenous Palliative Care Projects, Tsleil-Waututh Nation and Vancouver Coastal Health identified gaps, barriers and priorities to improving palliative care services. With this information in hand, they set a plan in motion to integrate VCH and Tsleil-Waututh Nation resources so that individuals are fully supported in their final journey.

This project is being presented in E4.

Doug Cochrane Leadership in Quality Award

Described by colleagues as a visionary leader, innovator, mentor, genius, and one-half physician/ one-half IT techie, Bill Clifford is the cultivator of the health information technology that physicians across BC use to improve patient care – a user-friendly, electronic medical record system called the Medical Office Information System, which the retired Chief Medical Information Officer for Northern Health launched in 1990.

Everyday Champion

Viva Swanson's three-decade career at Northern Health has significantly improved how people are cared for in BC's northeastern communities, which are among the most culturally diverse and remote in the province, with residents facing daily challenges accessing health care.

Quality Culture Trailblazer

Elizabeth Baron is a regional director for Vancouver Coastal Health's Experience in Care program – a program she pioneered. She built a comprehensive strategy for improving care experiences that centres on human connections and fostering a culture where everyone feels valued and empowered to make a positive impact.

Leadership in Advancing the Patient Voice

Michel White has been an outspoken advocate for including the patient voice in health care since volunteering with the Patient Voices Network in 2008. Over the years, she has added her insights to many initiatives, particularly Fraser Health's Physician Quality Improvement program, originally as a patient advisor for individual projects and then as a PQI Steering Committee member, enabling her to add the voice of the patient to decisions affecting quality improvement throughout the health authority.

Read more about this year's winners and runners-up at healthqualitybc.ca

Nominations for the 2024 BC Quality Awards will open in June – winners will receive a \$2,500 sponsorship! To be the first to know when nominations open, subscribe to our newsletter or follow us on social media (@healthqualitybc).

General Information

REGISTRATION DESK HOURS

June 6 | 0700 – 2100

June 7 | 0700 – 1900

June 8 | 0700 – 1630

WIFI

Connect with us! The network is Hyatt_Meeting and the password is QF2023.

FREE VIRTUAL ACCESS

As we do every year, we're making Quality Forum 2023 accessible virtually so anyone can participate. Do you have a friend or colleague who wasn't able to attend in person? Let them know to visit healthqualitybc.ca to access 20+ hours of programming for free!

DESIGNATED SEATING & SPACE

Each room will have designated seating and space reserved in the front row, around the perimeter and/or on the end of aisles for those that need it.

WASHROOMS

We strive to ensure that the Quality Forum is inclusive and accessible to everyone who attends. There are universal (open to all genders), single-stall washrooms available on the second, third and fourth floors.

Multi-stall, gendered washrooms are also available on the lobby, second, third, fourth and 34th floors, with designated wheelchair accessible stalls on the lobby, second and third floors. There are two gendered, multi-stall washrooms on the 34th floor, however, these spaces are not wheelchair accessible.

AMERICAN SIGN LANGUAGE (ASL) INTERPRETATION

ASL interpreters will be present at selected breakout sessions, as well as during the plenary presentations taking place during the main Forum programming on June 7 & 8.

**Need help?
Have a question?
Find a red vest!**

**A Health Quality BC team
member will be pleased
to assist you.**

LUGGAGE STORAGE

If you are checking out of the hotel during the event, please leave your luggage with the hotel concierge.

COATS

You will find coat racks at the back of the Regency Ballroom on the third floor.

CATERING

Buffet breakfasts will be available in the Regency Foyer on the third floor, with seating available in the Regency Ballroom. Every effort has been made to accommodate special dietary requests submitted by participants during registration. Please talk to a hotel staff member if you require something different than what is available on the buffet.

Plated lunches will be served to participants in the Regency Ballroom on the third floor. If you submitted any special dietary requests, you would have received two tickets with your name tag. Please place one ticket at your place setting at each lunch for a hotel staff member to see.

Nutrition breaks and refreshments are hosted in the Georgia and Regency Foyers on the second and third floors, as well as the Stanley Room on the 34th floor.



**Need a certificate of
attendance?**

Scan this QR code to request
yours starting June 8.

WHAT'S WITH THE SNEAKERS?

You may have noticed people wearing funky or colourful sneakers today. This is no accident! We're wearing sneakers as a symbol for health care change agents throughout our province. They are a visual identity to represent bold steps (excuse the pun) we are taking together to improve care and we want to inspire those around us to join in.



OUR GREEN STRATEGY

We are continually trying to reduce our carbon footprint and be mindful of our environmental impact.

Here are some of the actions we've taken, and how you can also contribute to our green efforts:

- We've reduced the number of printed items. Instead, we have posted QR codes so you can make them readily accessible on your phone or tablet. The program information is also available in the Quality Forum 2023 app (see page 26).
- Water stations are available throughout the meeting space on each level of the hotel. Use your reusable water bottle and fill up!
- Sort your waste into the separate garbage, recycling and compost bins, so we can minimize the impact on our landfills.
- We've eliminated plastic name tag holders and opted for a recyclable alternative. Look for name tag dedicated recycling bins after the event.
- If you want to keep the lanyard your name tag is on, please do. If you don't, you can return it to us when you leave instead.

Wellness Checklist

We get it – all these sessions are awesome, but all the information you're absorbing can also be taxing on the mind and body!

In order to make the most of your days at the Quality Forum, it's important to stay energized. Participating in breakouts and getting to know the great work and people you're surrounded with will be invaluable! But if your energy reserves start to run low, you're encouraged to take the breaks you need.

Here are some ideas for taking care of yourself during the Quality Forum:

Stay hydrated by drinking plenty of water. There are water filling stations situated around the hotel – fill up often with your reusable water bottle!

Try a grounding exercise!

- Get up and walk around. Take the time to notice each step as you take one, then another.
- Splash some water on your face. Notice how it feels. Notice how the towel feels as you dry. Use words in your mind to describe the sensations.
- Look around you, notice what is front of you, to each side, and behind you. Name the large objects and then smaller ones.

Step outside for a change of scenery and take a walk around downtown Vancouver!

- Add some fun to your travels by challenging yourself to some games through the QF23 app. Learn more on page 27.

And if you just need a minute to yourself, we have quiet spaces available where you can relax and recharge from the sights and sounds of the Quality Forum. They can be found on the fourth floor, in the Tennyson and Dover rooms..

Download Our App

HERE ARE SOME FEATURES YOU MIGHT ENJOY...

Personal Schedule

Access your personal schedule, including session locations and speaker details.

Announcements

Stay informed of all Quality Forum 2023 updates in one convenient location.

Venue Maps

View maps of the Quality Forum venue, including the location of storyboard presentations and our exhibitor booths.

Documents

Open session-specific documents on your device for easy viewing.

Evaluations

Skip the paper evaluation form and provide your feedback right in the app.

Networking

Explore who else is attending and connect through real-time chat.



GAMIFICATION

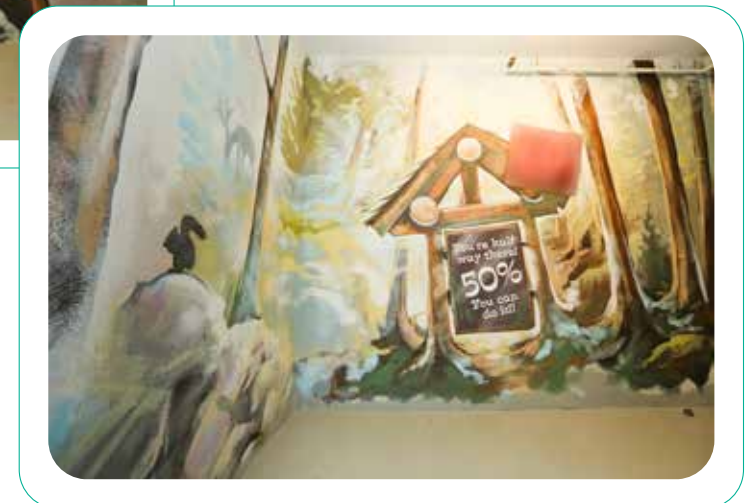
This year, Quality Forum 2023 will be using the gamification feature in our event app to increase engagement among participants to interact and connect.

Join us in the app to play games, complete fun tasks and earn points during the event including welcome points and photo scavenger hunt points!

The participants with the most points will have the chance to win prizes.

HERE IS YOUR FIRST TASK

When you find these photos scan the QR codes to claim your points!



A CHANCE TO WIN!

Throughout the event, there will be many chances to win a copy of our amazing plenary speakers' books!



**Five Days at Memorial:
Life and Death in a Storm-
Ravaged Hospital**

by Sheri Fink



**The Connected Community-
Discovering the Health, Wealth,
and Power of Neighborhoods**

by Cormac Russell

HOW TO GET THE APP

Step 1:

Get connected! The WiFi network is Hyatt_Meeting and the password is QF2023.

Step 2:

Visit the Apple App Store (iPhone and iPad users) or the Google Play store (Android users) and search "Quality Forum 2023". Look for the icon to the right and install the application.



Step 3:

Open the app and enter your email and password to login – this was emailed to you before the event.

Moderator



STEVEN LEWIS

Steven Lewis is a Canadian health policy and health services research consultant, and Adjunct Professor of Health Policy at Simon Fraser University.

He led a health research granting agency and created the first applied health research organization in Saskatchewan, was a research director for major provincial and national health care commissions, and served on the National Forum on Health, Health Council of Canada, and the inaugural Board of the Canadian Institutes of Health Research. He thinks, reads, writes, speaks and occasionally teaches about health and public policy, distributive justice, quality improvement, and what makes systems work. He recently returned to Canada after a three-year stint in Australia.

Did you know?

Steven has been a Quality Forum moderator for 12 years, since its inauguration

Plenary Speaker



JIM EASTON

Chief Executive
Practice Plus Group

Jim Easton has been an executive in the health care system in England for over 30 years.

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 held the Chief Executive position for the South Central Strategic Health Authority, where he was responsible for the delivery of all healthcare services for a population of 5 million people in the south of England managing a health care budget of £8b.

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. 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 2013 Jim took up post as the Chief Executive of Health for Care UK, a large privately owned provider of health care services to the NHS in England, providing around £500m 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 and has rebranded on 01 October 2020 to The Practice Plus Group.

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 healthcare services, and the role of leaders in achieving such improvement. He is regularly asked to speak nationally and internationally on these issues. In 2023 he was asked by UK Prime Minister, Rishi Sunak, to advise nationally on the post pandemic recovery of the NHS alongside his current role.

Plenary Speaker



CORMAC RUSSELL

Managing Director & Founder
Nurture Development

Cormac is a social explorer, an author and a much sought-after speaker.

He is the Founding Director of Nurture Development and a member of the Asset-Based Community Development (ABCD) Institute, at DePaul University, Chicago. Over the last 25 years, Cormac's work has demonstrated an enduring impact in 35 countries around the world. He has trained communities, agencies, NGOs and governments in ABCD and other community-based approaches in Africa, Asia, Australia/Oceania, Europe and North America.

His most recent books are *The Connected Community- Discovering the Health, Wealth, and Power of Neighborhoods* (Coauthor John McKnight); Berrett-Koehler Publishers, 2022, and *Rekindling Democracy – A Professional's Guide to Working in Citizen Space*; Cascade Books, 2020.

Plenary Speaker



SHERI FINK

New York Times Best-Selling Author

Sheri Fink is a Pulitzer Prize-winning journalist, Emmy-nominated television producer and the author of the New York Times bestselling nonfiction book *Five Days at Memorial: Life and Death in a Storm-Ravaged Hospital* about choices made in the aftermath of Hurricane Katrina.

She is a producer of the *Five Days at Memorial* limited series on Apple TV+. Fink's work has often explored the impact of crises on health care and is informed by her background as an MD and former relief worker in disaster and conflict zones (she also holds a PhD in neuroscience).

Five Days at Memorial, the recipient of eight book awards, was based on an article investigating patient deaths at Memorial Medical Center. Co-published by ProPublica and the New York Times Magazine, the article won both a Pulitzer Prize and National Magazine Award.

As a news reporter, Fink extensively covered the COVID pandemic and, earlier, the Ebola outbreak in West Africa, sharing Pulitzer Prizes in 2021 and 2015 with New York Times colleagues. Fink's investigation into how the Ebola epidemic began in Sierra Leone and why it wasn't stopped in time for the PBS Frontline episode *Outbreak* received an Emmy nomination for outstanding research in 2016.

Fink's first foray into television producing was as a co-creator and an executive producer of the Emmy-nominated documentary television series *Pandemic: How to Prevent an Outbreak* (2020). Filmed the year prior to the COVID-19 pandemic, it featured the intertwining stories of scientists and doctors around the world fighting to stop the next outbreak. Her first book, *War Hospital: A True Story of Surgery and Survival*, is about medical professionals under siege during the genocide in Srebrenica, Bosnia-Herzegovina.

Fink often lectures on topics ranging from emergency preparedness to journalism and is an adjunct associate professor at the Tulane School of Public Health and Tropical Medicine. She is at work on a book about the global COVID pandemic.

Low-Carbon, High-Quality Care: A Call to Action

JUNE 7 | 1315 – 1345
Regency Ballroom

We've discussed the impact of climate change on health service delivery at the Quality Forum over the last several years. We've heard from plenary speakers such as Diarmid Campbell-Lendrum from the World Health Organization and Courtney Howard, an emergency physician from Yellowknife and the first female board President of the Canadian Association of Physicians for the Environment (CAPE). We've also featured focus sessions and rapid fire presentations highlighting provincial responses to climate events such as wild fires, as well as local initiatives to promote a greener health care system.

This year, Health Quality BC is partnering with Vancouver Coastal Health to launch a new initiative focused on low-carbon, high-quality care. We know that clinical service delivery within the health care system is a large consumer of energy and resources and a major producer of emissions and waste. Accounting for and decreasing the environmental costs to how we deliver care is a necessary step forward to ensure a sustainable health care system. We will be focused on areas where efforts to reduce the environmental impacts of clinical care have a positive impact on the quality of care that is delivered.

Join us for this call to action where we invite you to consider what is possible when it comes to low-carbon, high-quality care and how you can join this exciting work to take action on climate change.

Caring Unmasked 2: From Crisis to Connection

Discovering BC Health Care's Vulnerable Resurgence



JUNE 7
1900 – 1915 | Light Snacks & Cash Bar
1915 – 2045 | Premiere Screening
Regency Ballroom

At Quality Forum 2022 we premiered Caring Unmasked to honour and bear witness to all we have gone through since 2020. This acknowledgment also brought on important reflection and curiosity. Looking back, what have we learned? How can we make sense of all this and, most importantly, how can we move forward, together, better than before?

We heard from many of you who said the need for stories like this has never been greater. At Quality Forum 2023, and in partnership with SWITCH BC, we are presenting Caring Unmasked 2: From Crisis to Connection – Discovering BC Health Care's Vulnerable Resurgence.

We are at a lynchpin moment and the stakes are high, but we may just be the solution we are looking for. Caring Unmasked 2 hears from those working across our province to discover how we can move forward together.



Overview of Session Types

TWO-HOUR WORKSHOPS

These two-hour sessions allow you to immerse yourself in a specific topic and span two breakout time slots. For example, workshop W1 takes place during breakout A and B.

ONE-HOUR SESSIONS

These sessions are structured around specific topics and will include a mixture of presentation and interactive learning. You can find detailed descriptions of each within this guide.

RAPID FIRE SESSIONS

Projects throughout the province that are underway or complete, as well as original thinking, promising practices or emerging ways to improve care are showcased in these hour-long sessions. You can expect three rapid fire presentations per session, which were sourced through a call for abstracts.

RECHARGE SESSIONS

These sessions take place during breakout C, D, E and F and aim to keep you rejuvenated in body and mind.

FIELD TRIPS

Field trips provide an excellent opportunity to learn from other organizations and industries. Like workshops, these also span two breakout sessions, but take place off-site.

STORYBOARD BREAKOUT SESSIONS

New this year! These sessions are an opportunity for presenters to give a five-minute oral presentation at their storyboard as part of a breakout session. You can expect four storyboard breakout presentations per session, which were sourced through a call for abstracts. These sessions take place during breakout C and E. You will find these storyboards within the Storyboard Listing on pages 69-75.

BC Quality Award Winners

Some of our Excellence in Quality winners for the 2023 BC Quality Awards are presenting rapid fire presentations at this year's event and we think you should hear about their great work! Look for these award-winning projects throughout pages 38-67.



Program Matrix

- Workshop
- Focus Session
- Rapid Fire Session
- Recharge Session
- Storyboard Session
- Board & Executive Quality Learning Series
- Field Trip

MAIN FORUM DAY 1 | WEDNESDAY, JUNE 7

0700 – 0800	Registration & Breakfast									
0800 – 0915	OPENING, TERRITORIAL WELCOME & COAST SALISH ANTHEM PLENARY PRESENTATION JIMEASTON									
0915 – 0930	Transition									
BREAKOUT A	W1	W2	A1	A2	A3	A4	A5	A6	BEQLS	FT1
0930 – 1030	I Think We Have Our Wires Crossed: How Does Your Team Communicate?	Moving the Work Together: HSO Cultural Safety & Humility Standard	Compassionate Disclosure	How Can I Walk With You if I Don't Know Where You Want To Go?	Cracking Care Collaboration: Bringing the Patient into the Circle of Care Leveraging a PHR	Oh Baby! High Quality Care from the Start	Nothing About Me, Without Me	Take Me Home, Discharge Road	Board & Executive Quality Learning Series (By invitation)	Behind the Scenes with the Vancouver Symphony Orchestra
1030 – 1100	Break									
BREAKOUT B	W1	W2	B1	B2	B3	B4	B5	B6	BEQLS	
1100 – 1200	(continued)	(continued)	The Pandemic of Change: How Can We Reimagine Public Health for the Future?	Developing & Disseminating Measures to Support Improved Chronic Disease Management	Medical Assistance in Dying & Mental Health	The Cutting Edge: High Quality Surgical Care	Next: Stop: Supporting Patients Through the System	Mental Health Care Takes a Village	(continued)	
1200 – 1315	Lunch									

1315 – 1345 LOW-CARBON, HIGH-QUALITY CARE: A CALL TO ACTION

1345 – 1400	Transition										
BREAKOUT C	W3	W4	C1	C2	C3	C4	C5	C6	S1	R1	FT2
1400 – 1500	Shifting Tides: Creating Work Environments to Foster Energy within Teams	Applying Human Factors Principles in Health Care	Learning More About First Nations-Led Restorative Approaches	Youth Mental Health & Wellness in a Changing World	Quality Framework for a Learning Health System: Turning Provider Compassion into Action	Matching Care to Patient Needs	It's Easier Than You Think to be Green	The More You Know: New Approaches to Learning	LTC: Ideas for New & Improved Seniors' Care	Dance Like No One's Watching: It's Bhangra Time!	Walk Through the Doors to a New Era of Mental Health Care: The Joseph & Rosalie Segal & Family Health Centre
1500 – 1530	Break										
BREAKOUT D	W3	W4	D1	D2	D3	D4	D5	D6	R2		
1530 – 1630	(continued)	(continued)	Responding to the Toxic Drug Crisis with Safer Supply	Team-Based Care Roll Call: Tools to Integrate Your Team!	Adopting Machine Learning & AI to Reduce Adverse Outcomes for Hospitalized Patients	Conversation Corner: Communicating Effectively About Goals of Care	Health for the Hard to Reach	Caring for Care Providers	Métis Cultural Recharge		

1630 – 1745 STORYBOARD RECEPTION

1900 – 1915 Light Snack & Cash Bar

1915 – 2045 PREMIERE SCREENING | CARING UNMASKED 2: FROM CRISIS TO CONNECTION - DISCOVERING BC HEALTH CARE'S VULNERABLE RESURGENCE

MAIN FORUM DAY 2 | THURSDAY, JUNE 8

0700 – 0815	Breakfast										
0815 – 0915	OPENING & TERRITORIAL WELCOME PLENARY PRESENTATION CORMAC RUSSELL										
0915 – 0930	Transition										
BREAKOUT E	W5	W6	E1	E2	E3	E4	E5	E6	S2	R3	FT3
0930 – 1030	Creating a Connected Community	Investigating Patient Safety Events for Improvement	Embedding Environmental Sustainability into Quality	Made to Measure: How BC Physicians & Health Systems Leaders are Collaborating on MSPQI	Drone Transport Initiative: How Co-Creation & Technology May Bridge the Gaps in Rural Medicine	Dying with Dignity: Innovations in End-of-Life Care	Lifelong Learning: Indigenous Cultural Safety & Humility	Quality Care in the Midst of an Overdose Crisis	Opioids & the Overdose Crisis: From Treatment & Beyond	Paws Your Stress	Not Like the Movies: A Real Life Look into British Columbia's 9-1-1 Emergency Communications Centre
1030 – 1100	Break										
BREAKOUT F	W5	W6	F1	F2	F3	F4	F5	F6	R4		
1100 – 1200	(continued)	(continued)	Unrealized Potential: When the Spread of Successful Improvements Does Not Deliver	Launching the Ally-Ship	Community as Medicine: Social Prescribing for Chronic Disease Management	Living a Fulfilling Life in Long-Term Care	New Technology for Old Challenges	Our New (Virtual) Reality	Get Moving & Learn to Defend Yourself: A Personal Safety Lesson with the Vancouver Police Department		

1200 – 1300 Lunch

1300 – 1315 Transition

BREAKOUT G	G1	G2	G3	G4	G5	G6	G7	G8
1315 – 1415	High-Value Conversations to Address Low-Value Care	The Rise of Health Misinformation, the Consequences & the Cures	Strengthening Team-Based Collaborative Care for Rural & Remote Communities with Virtual Care	Learning from Excellence: Focusing on What Works Well	Health Care that Works for All: People & Community Partnerships	Building Strong Communities for Frail Seniors	Teamwork Makes the Dream Work	Honouring Traditions: Indigenous-Led Approaches to Quality

1415 – 1430 Transition

1430 – 1530 PLENARY PRESENTATION | SHERI FINK

TRADITIONAL CLOSING

Workshops & Field Trip

JUNE 7 | 0930 – 1200

W1 Think We Have Our Wires Crossed: How Does Your Team Communicate?

Communication is the bedrock of teamwork. Yet, communication is so much more than the words that come out of our mouths. It is an interplay of what we say, how we say it (verbal and non-verbal messaging) and the context in which it occurs. On the receiving side, there are an equal number of factors at play. If you want to speak to be heard and listen to understand, join us for an interactive session on communication and its power in helping teamwork come to life!

● WORKSHOP | PLAZA AB

Allison Muniak
Health Quality BC

Emily Stewart
Health Quality BC

Jamie Duteil
Health Quality BC

W2 Moving the Work Together: Health Standards Organization Cultural Safety & Humility Standard

Last June, the Cultural Safety and Humility Standard was officially launched as a “reference” standard. A year later, various efforts across the province are taking place to align with the Standard. Organizations embarking on this work may each have their own approach. In this session, you will hear from key partners regarding their efforts thus far, anticipated timelines and wise practices. The workshop will also provide an opportunity to share and reflect on the desire for common tools and tactics to advance this important work in a coordinated way.

● WORKSHOP | GROUSE

Mark Matthew
(Facilitator)
Health Quality BC

Laurie Edmundson
First Nations Health
Authority

Stephen Thomson
Métis Nation BC

Vishal Jain
Health Standards
Organization

BEQLS Board & Executive Quality Learning Series (By Invitation Only)

We believe it is important for senior leaders to stay up to date with the latest knowledge and thinking related to effectively governing and leading for quality and safety. That’s why, on an annual basis, we invite board members and executives within the province’s health authorities and organizations to learn about and discuss timely health quality topics at our Board & Executive Quality Learning Series during the Quality Forum.

A recent national gathering of health system leaders sought to engage participants in setting the “simple rules” to drive health system transformation for the future. This year’s Board & Executive Quality Learning Series will seek to continue this discussion and reflect on the challenges of health system transformation in our current environment. Join this interactive discussion to hear how health system leaders from across Canada and in the UK have been considering these questions. This discussion-based session for local leaders will reflect on the outcomes of the national dialogue, how we can optimize our current context and lean into the developing the future of health care quality with fellow attendees.

● WORKSHOP | ENGLISH BAY

Christina Krause
Health Quality BC

Jim Easton
Practice Plus Group

Stephen Samis
Samis Health Policy

FT1 Behind the Scenes With the Vancouver Symphony Orchestra

Musicians make magic when they work together. They learn to be responsive and listen to others through practice and coaching on the technical and artistic aspects of their craft to achieve individual and group excellence.

The GRAMMY and JUNO Award-winning Vancouver Symphony Orchestra (VSO) was founded in 1919 and has since become the largest performing arts organization in Western Canada and one of the few orchestras in the world to have its own music school. They present passionate, high-quality live performances of classical, popular, and culturally diverse music to create meaningful engagement with audiences.

We have a special opportunity to go behind the scenes with the VSO at the Orpheum to discover what it takes for the musicians, conductors, and members of the production team to prepare for a world-class concert. Let’s discover together what can be borrowed for the world of health care to foster teamwork and excellence!

This field trip departs from the lobby level (Melville Street entrance) at 0930 sharp!

● FIELD TRIP



See this icon beside a session title? Tell your colleagues! Presentations will be streamed live at healthqualitybc.ca.

A1 Compassionate Disclosure

If we truly embrace the idea that our mission in health care is to serve those who come to us seeking help, then there can be no question that compassionate and honest disclosure to patients and their family members is mandatory when patient safety incidents, including harmful incidents, no-harm incidents and near misses, occur. However, creating a culture that embraces instead of hides from this disclosure to patients is often fraught with challenges and concerns by those within the system – even though the concept of disclosure is supported by ethical, legal and professional authorities. This session will explore the Canadian-specific guidelines related to disclosure of patient safety incidents, illustrate how disclosure conversations can be used to address these events and discuss how you can work to embed a culture that embraces compassionate disclosure in your organization.

● FOCUS SESSION | GEORGIA A

Camille Ciarniello

Providence
Health Care

A2 How Can I Walk With You if I Don't Know Where You Want To Go?

Although everyone's health is an individual journey, no one does it alone. We all need people to walk alongside us in our healthy times, when we experience illness, and as we approach the end of life. Part of sharing the journey is knowing what really matters to us and to the other person. In this workshop, we will explore the many points in a person's life when it is essential to have conversations about goals, values and wishes for health care. Since these conversations can be difficult, we will practice using tools and resources to help individuals, families, communities, health care organizations and clinicians to talk about what really matters.

● FOCUS SESSION | SEYMOUR

Kathleen Yue

BC Centre for
Palliative Care

Melody Jobse

BC Centre for
Palliative Care

A3 Cracking Care Collaboration: Bringing the Patient into the Circle of Care Leveraging a Personal Health Record

Through the Rural Coordination Centre of BC (RCCbc), the rural personal health record (PHR) project is supporting the development and standardized approach to a PHR product with rural communities to identify needs, benefits, challenges and successes to integrating patients into team-based care. Efficiencies gained, support needs and opportunities were identified by patient groups, MOAs and providers. Join this session to hear how we partnered with RCCbc, MoH, NHA and Bright Health to crack integration of patients leveraging technology and change management success factors.

● FOCUS SESSION | GEORGIA B

Anthon Meyer

Rural Coordination
Centre of BC

Bill Clifford

Rural Coordination
Centre of BC

Brigitte Mettler

Rural Coordination
Centre of BC

Jess Rothenburger

Rural Coordination
Centre of BC

A4 Oh Baby! High Quality Care from the Start

1. Interprofessional Collaboration in Maternity Care

Rebecca Psutka | South Okanagan Maternity Centre

Susie Lobb | South Okanagan Maternity Centre

Taunya Cossentine | South Okanagan Similkameen Division of Family Practice

2. Roots to Read (BC Quality Award Winner | Optimizing the Early Years)

Jane Pegg

3. Deliver Close to Home: How a Rural Hospital Reduced Unnecessary Maternity Patient Transfers & Created a Sustainable Maternity Service

Jacqueline Arling | Elk Valley Medical Staff Association

● RAPID FIRE SESSION | CYPRESS

A5 Nothing About Me, Without Me | STREAMED LIVE

1. Transforming Virtual Patient Education Using Concepts of Design, Empathy & User Experience: A New Methodology?

Cara Bethel | Fraser Health

Christy Boyce | Fraser Health

2. Partnering with Patients with Living & Lived Experience of Eating Disorders to Improve Inpatient Care on an Acute Pediatric Medicine Unit

Rabiah Dhaliwal | Health Quality BC (Student Intern) & BC Children's Hospital Research Institute

3. The Virtual Interpreter (BC Quality Award Winner | Returning to Health & Wellness)

Kevin Waldorf | Vancouver Coastal Health

● RAPID FIRE SESSION | OXFORD

A6 Take Me Home, Discharge Road | STREAMED LIVE

1. Improving Patient Discharge Sheets in Collaboration with the BC Emergency Medicine Network: A Quality Improvement Initiative

Elizabeth Stacy | Provincial Health Services Authority & Emergency Care BC

Emily Stewart | Health Quality BC & Interior Health

2. Implementing a Standardized Process for Cardiology Follow-Up Post Cardiac Admission to Hospital

Stefanie Macleod | Providence Health Care

3. Avoiding the Needle: Direct-Acting Oral Anticoagulants (DOAC) for Extended Venous Thromboembolism Prophylaxis After Major Gynecologic Cancer Surgery

Kimberly Stewart | University of British Columbia

● RAPID FIRE SESSION | PLAZA C

B1 The Pandemic of Change: How Can We Reimagine Public Health for the Future?

The pandemic forced our society and individuals to change in many ways. Public Health was a guiding force to protect us from this virus. We had to change the way individuals behaved and how our society functioned to adapt to the virus and to the changes that were introduced to reduce the impact of this virus. What exactly did we change? What is still different? What should we keep? And is Public Health ready to tackle the wicked challenges left behind by this pandemic and better equipped to tackle other wicked problems? Is the public and our society ready for more changes? Bring your thoughts and lessons learned and help us on our journey of discovery and self-transformation.

● FOCUS SESSION | GEORGIA B

Martin Lavoie
Interior Health &
Office of the Provincial
Health Officer

B2 Developing & Disseminating Measures to Support Improved Chronic Disease Management

Effective management of chronic diseases is a fundamental element of high-quality health care for many British Columbians. BC Guidelines offers evidence-based recommendations to support providers caring for patients with many chronic conditions, yet it is not always clear how often they are followed. The BC Ministry of Health is leading an effort seeking to understand the application of the BC guidelines, and to identify measures that can inform where there may be opportunities for improvement. Join this interactive session to learn about this effort and inform how measures can be shared to help identify opportunities to improve quality of life and prevent morbidity/mortality for people experiencing chronic diseases.

● FOCUS SESSION | CYPRESS

Brandon Wagar
BC Ministry of Health

B3 Medical Assistance in Dying & Mental Health

Under Canada's medical assistance in dying (MAiD) legislation, individuals who have a mental disorder as their sole underlying medical condition are currently excluded from eligibility for MAiD, but this exclusion will be repealed on March 17, 2024. Implementing this change in BC will require careful consideration to ensure that MAiD is provided in a safe and appropriate manner. Join this session for an interactive discussion about the implications of this legislative change for health care in BC.

● FOCUS SESSION | GEORGIA A

Razvan Diacu
BC Ministry of Health

B4 The Cutting Edge: High Quality Surgical Care

1. Identification & Minimization of Preventable Disruptions in the Operating Room

Adrienne Melck | Providence Health Care

2. Bringing Shoulder Surgeries to North West British Columbia

Ashley Van Der Meulen | Northern Health

Elena Raykov | Northern Health & Rural Coordination Centre of BC

3. Regional Anesthesia For Ambulatory Breast Cancer Surgery

Christopher Prabhakar | Providence Health Care

Trina Montemurro | Providence Health Care & University of British Columbia

● RAPID FIRE SESSION | SEYMOUR

B5 Next Stop: Supporting Patients Through the System | STREAMED LIVE

1. Improving the Experience of Transition from Pediatric to Adult Services for Users of Long-Term Ventilation & Their Health Care Providers

Kerry Koke | BC Children's Hospital

Marie Wright | BC Children's Hospital

2. Physician Tarmac Assessment & Site By-Pass to Reduce Secondary Ambulance Transfers

Bbandama Makwati | Kootenay Boundary Division of Family Practice

Leila Dale | Kootenay Boundary Division of Family Practice

Mona Mattei | Kootenay Boundary Division of Family Practice

3. Ensuring Integrated Transitions for Palliative Clients from Acute Care to the Community

Kathy Sheng | Vancouver Coastal Health

Laura White | Vancouver Coastal Health

Michelle Orr | Providence Health Care

● RAPID FIRE SESSION | PLAZA C

B6 Mental Health Care Takes a Village | STREAMED LIVE

1. Reducing Coercive Care in Emergency Psychiatry

Brenda Aguiar | Island Health

Rachel Grimmick | First Nations Health Authority & Island Health

Terra Lee | Island Health

2. Building Capacity Through Providing Virtual Mental Health & Substance Use Services: Advancing System Change within the Fraser Health Authority

Zohreh Yaghoub Zadeh | Fraser Health

3. The Super Feelers Club: Successes of Virtual Peer Support for Borderline Personality Disorder

Laurie Edmundson | University of British Columbia

● RAPID FIRE SESSION | OXFORD

W3 Shifting Tides: Creating Work Environments to Foster Energy within Teams

The health care system continues to face staffing and workload challenges. In addition, we are experiencing the consequences of the pandemic, widespread mental illness, the prolonged opioid crisis, cultural upheaval of colonial systems, extreme weather events, and global political and financial uncertainty. How can leaders reset the pace of work to build strong foundations of trust, engagement, retention and the power of community? This session will explore how to create work environments that acknowledge the challenges and re-engage the workforce to celebrate teamwork, communication and patient safety as essential to growth and recovery. Join us for this interactive workshop to share learning and take away concrete ideas to support teams to thrive.

● WORKSHOP | PLAZA AB

W4 Applying Human Factors Principles in Health Care

Human factors is about designing tasks, processes, environments and systems to help drive optimal human performance. This is especially important in health care today as our systems are even more challenged with many complexities. A better understanding of how people interact, problem solve, make decisions, and perform with varying expertise is essential for safe and effective care. This interactive skill-building workshop will focus on human factors principles and safety approaches, guidance of how and when participants can apply these principles, and when it is best to pause and collect more information before making changes or recommendations to various health care situations. Join us to build new skills in learning to apply human factors.

● WORKSHOP | GEORGIA A

Christina Krause
Health Quality BC

Sybil Hoiss
Health Quality BC

Allison Muniak
Health Quality BC

Andrea Piche
Healthcare Excellence
Canada

FT2 Walk Through the Doors to a New Era of Mental Health Care: The Joseph & Rosalie Segal & Family Health Centre

The Joseph & Rosalie Segal & Family Health Centre opened its doors in 2017 as the largest purpose-built facility of its kind in British Columbia for mental health and substance use treatment. Located at Vancouver General Hospital, the state-of-the-art healing environment includes 100 private patient rooms with ensuite washrooms, outdoor balconies and courtyards, exercise facilities and communal therapy areas. By consolidating access, assessment and administrative centres with inpatient and outpatient services under one roof, they have been able to maximize efficiency while ensuring environmental sustainability. Clients are also better able to receive the treatment and skills-training needed to successfully return to their lives in the community. You are invited to tour the facility and reflect on how the organizational culture, core values and principles of patient- and family-centred care served as fundamental drivers from the stages of initial design through to ongoing operations.

This field trip departs from the lobby level (Melville Street entrance) at 1400 sharp!

● FIELD TRIP



C1 Learning More About First Nations-Led Restorative Approaches

To understand restorative resolution processes, we must begin with a foundation of cultural humility, which leads to cultural safety. This session will offer a wise practice model to bring forward key considerations and reflections on how this can help develop safe processes for how we heal from health care harms. The session dialogue will focus on how you might apply and incorporate these wise practices for restorative approaches into your work.

● FOCUS SESSION | GEORGIA B

Mark Matthew
(Facilitator)
Health Quality BC

Alexandra Patrich
First Nations Health Authority

Katelyn Moon
First Nations Health Authority

Logan Billard
First Nations Health Authority

C2 Youth Mental Health & Wellness in a Changing World

Improving access to high-quality mental health and wellness supports for youth is a priority for communities and health systems across Canada. Acknowledging both the long-standing gaps and unique challenges resulting from the pandemic and climate crisis, innovative approaches are happening in BC. This session will explore the opportunities to create and spread practices that help our young people be well and thrive.

● FOCUS SESSION | PLAZA C

Abby McCluskey
Person with Lived or
Living Experience

Ebony Rosa
Canadian Mental Health
Association, BC Division

Lian Lo
Person with Lived or
Living Experience

Shaely Ritchey
Person with Lived or
Living Experience

Shauna Kazeil
Island Health

C3 Quality Framework for a Learning Health System: Turning Provider Compassion into Action

Interested in understanding the various levers to advance quality in the health care system? This session will present an overview of a draft Health Systems Quality Framework for BC that aims to create environments that advance everyone's ability to improve the quality of care. The session will explore practical applications of the framework to help you apply it to your own work context from microsystem to macrosystem.

● FOCUS SESSION | GROUSE

Dallas Smith
Health Quality BC

Harsh Hundal
Consultant

C4 Matching Care to Patient Needs

1. Pharmacist-Led Virtual Group Appointments for Complex Health Conditions with High Medication Burden

Sonia Sharma | University of British Columbia
Tiana Tilli | University of British Columbia

2. Spreading & Empowering Diabetes Knowledge Across the Fraser Health Region

Reena Khurana | Fraser Health

3. Safe & Understood: Nurse Key Worker to Improve Care Coordination for Children with Health Complexity

Amie Nowak | BC Children's Hospital
Esther Lee | BC Children's Hospital

● RAPID FIRE SESSION | CYPRESS

C5 It's Easier Than You Think to be Green | STREAMED LIVE

1. Inhalers Deserve Special Attention: An Evaluation Plan for Hospitals to Identify Problems & Possible Solutions

Aaron M Tejani | Lower Mainland Pharmacy Services

2. A Toolkit for Environmentally Sustainable Primary Care

Ilona Hale | Kimberley Medical Clinic, Kimberley BC
Lisa Larkin | East Kootenay Division of Family Practice

3. Climate Conscious Inpatient Prescribing

Celia Culley | Island Health
Valeria Stoyanova | Island Health

● RAPID FIRE SESSION | OXFORD

C6 The More You Know: New Approaches to Learning**1. Improving the Flow of an OB Patient from the Maternity Ward to the Operating Room at the Elk Valley Hospital**

Christina Pukalla | Rural Surgical Obstetrical Networks

2. Strengthening Your Core: Developing, Piloting & Assessing Interactive Learning for All Health Care Providers in the Palliative Approach

Kathleen Yue | BC Centre for Palliative Care

Stephanie Stuerle | BC Centre for Palliative Care

3. Simulations in Psychiatry: A New Way of Learning

Oshin Maheshwari | University of British Columbia

Rachel Grimmick | First Nations Health Authority & Island Health

● **RAPID FIRE SESSION** | ENGLISH BAY**S1 Long-Term Care: Ideas for New & Improved Seniors' Care****A. Seasonal Heat Events: An Approach to Identifying High-Risk Long-Term Care & Assisted Living Homes to Minimize Emergency Department Visits**

Angela Mitchell | Fraser Health

B. Improving Person-Centered Care & Supporting the Workforce in Long-Term Care

Andrea Piche | Healthcare Excellence Canada

C. Toward Inclusive & Meaningful Partnerships with South Asian Communities in Fraser Health Long-Term Care & Assisted Living Research

Sherin Jamal | Fraser Health

D. Small Spoons: Exploring & Reinforcing Feeding Tools & Strategies to Optimize Long-Term Care Cultures & Outcomes

Heather Leduc | Northern Health

Tanis Mihalynuk | Northern Health

● **STORYBOARD BREAKOUT** | REGENCY FOYER**R1 Dance like No One's Watching: It's Bhangra Time!**

Come and learn the basic steps of Bhangra, a traditional high energy Punjabi dance that's been known to spark joy around the world. Dr. Birinder Narang, Board Chair of the Divisions of Family Practice is setting down his stethoscope for the day to teach us Bhangra, along with live dhol drumming. Have two left feet? Not to worry, this class is designed for beginners and the focus will be on having fun. You'll leave with some killer new dance skills and a smile on your face.

● **RECHARGE SESSION** | REGENCY HALLWAY ROOM

Birinder Narang
REACH Community Health
Centre & Burnaby Division
of Family Practice

D1 Responding to the Toxic Drug Crisis with Safer Supply

The toxic drug crisis continues to take lives, cause harm and deepen inequities throughout BC. Innovative practices are emerging to reduce those harms and improve the health and wellness of people who use drugs and their loved ones. Join for a discussion around the opportunities, ethics, efficacy and models of care for providing alternatives to toxic street drugs to save lives.

● FOCUS SESSION | GROUSE

Alice Virani
Provincial Health Services
Authority

Dylan Griffith
Kootenay Independent Safe
Supply Society

Erin Thomson
ANKORS

Lindsay Mackay
Vancouver Coastal Health

Donald Scott MacDonald
Providence Crosstown Clinic

D2 Team-Based Care Roll Call: Tools to Integrate Your Team!

Are you getting ready for team-based primary care? Or are you in the thick of teaming up already? Not sure how to effectively integrate your team members? Join us as we explore team-based primary care, what it is and tools to bring your team together. This workshop-based session will apply to any team-based care setting at various stages of development.

● FOCUS SESSION | ENGLISH BAY

Erin Lutz
Doctors of BC

Jamie Duteil
Health Quality BC

Sarah Fletcher
University of British
Columbia

Tlell Elviss
University of British
Columbia

D3 Adopting Machine Learning & Artificial Intelligence to Reduce Adverse Outcomes for Hospitalized Patients | STREAMED LIVE

Machine Learning & Artificial Intelligence (ML/AI) can improve quality of care by predicting patient outcomes, identifying high-risk patients, and enabling personalized treatment plans. This can lead to more effective and efficient care, lower administrative workload for providers, fewer errors, and better patient outcomes. By utilizing large sets of patient data and advanced algorithms, health care providers can identify high-risk patients earlier and intervene before complications occur. In this session, we will showcase Fraser Health's ML/AI capabilities, and our journey to develop predictive models for urinary tract infections, pneumonia, and delirium. Attendees will gain insights into what ML/AI is, the potential it holds in quality improvement, recommendations for implementation in clinical practice, and what health care organizations can do to enable its full transformative impact.

● FOCUS SESSION | OXFORD

Casper Shyr
Fraser Health

Dimple Prakash
Fraser Health

D4 Conversation Corner: Communicating Effectively About Goals of Care

 STREAMED LIVE

1. Goals of Care Conversations: Building Provider Skills & Learning from the Patient Experience

John Vyselaar | Vancouver Coastal Health
Sherry Moon | Vancouver Coastal Health

2. Utilizing Simulated Learning to Develop Non-Clinical Skills: A Unique Approach to Improving Advance Care Planning Processes

Shay Behrens | Fraser Health

3. The Two Question Challenge: Embedding Goals of Care Conversations into Everyday Care

Dara Lewis | Vancouver Coastal Health
Umilla Stead | Vancouver Coastal Health

● RAPID FIRE SESSION | PLAZA C

D5 Health for the Hard to Reach

1. Bringing Wound Care to the Community for People Without Homes

Agnes Black | Providence Health Care

2. Low-Barrier Home Support: New Approaches to Providing Care to Marginalized Populations

Krista Carlson | Vancouver Coastal Health

Mariner Janes | Vancouver Coastal Health

3. Transforming Gendered Data Collection for an Online Testing Service for Sexually Transmitted Infections

Heather Pedersen | BC Centre for Disease Control

● RAPID FIRE SESSION | CYPRESS

D6 Caring for Care Providers

1. Job Accepted...But Where Will We Live? Healthcare Homes App: A Community Engagement Approach to Support Health Care Providers with Housing Options

Colleen Enns | Pacific Northwest Division of Family Practice

Tanya Kutenics | Pacific Northwest Division of Family Practice

2. A Data-Driven HA-MSA Collaboration: Tackling the Physician Wellness Crisis

Andrew Pinfold | Vancouver Physician Staff Association

Fahreen Dossa | University of British Columbia & Vancouver Coastal Health

Ka Wai Cheung | Vancouver Coastal Health

3. How to Infuse Joy Into Your Workplace & Spread It Around!

Jessica Barker | Interior Health

Marianna Morgan | Interior Health

● RAPID FIRE SESSION | GEORGIA B

R2 Métis Cultural Recharge

In this recharge session, we invite you to discover and celebrate Métis culture through a jigging workshop with Marion Gonneville. Métis jigging is a lively dance with fancy footwork influenced by Scottish highland dancing, First Nations and Celtic dancing, and French-Canadian step-dancing. Métis people have lived in what is now referred to as BC for generations. Today there are many Métis people in BC who trace their roots back to ancestors who lived across the Métis homeland. This is your opportunity to learn more about the Métis in an interactive and fun format.

Marrion Gonneville
Métis Nation BC

● RECHARGE SESSION | REGENCY HALLWAY ROOM

W5 Creating a Connected Community

Building strong, connected communities is essential for creating a more just and equitable world. In this workshop, you will be taken through a profoundly accessible process by which we can support neighbourhoods and rural communities to become more connected and vibrant.

Traditional top-down approaches to community development, in which experts and professionals come in to “fix” a community’s problems need to be shifted away from and move towards a three-staged approach: Discover, Connect, Mobilise. You will learn to take action on what you already deeply know – that neighborliness is not just a nice-to-have personal characteristic but essential to living a fruitful life and a powerful amplifier of community change and renewal.

● WORKSHOP | GROUSE

Cormac Russell
Nurturing Development
Limited

W6 Investigating Patient Safety Events for Improvement

This skill-building workshop will focus on some practical ideas, and highlight potential pitfalls, when investigating patient safety incidents in health care. Join this session to learn about the many interconnected parts of safety incident investigations that support learning, engagement and improvement.

● WORKSHOP | GEORGIA A

Nichole Pereira
Island Health

Shari McKeown
Interior Health

FT3 Not Like the Movies: A Real Life Look into British Columbia’s 9-1-1 Emergency Communications Centre

During this field trip, you’ll visit BC’s largest emergency communications centre where 99% of the province’s 9-1-1 calls are answered. With more than 5,700 emergency calls being answered every day at this centre, you’ll get to see firsthand how these 9-1-1 calls are subsequently transferred to requested police, fire or ambulance agencies. In addition to 9-1-1 call-taking, many E-Comm emergency communications professionals are specifically trained to call take and dispatch for 73 police and fires agencies across BC. Join us on this field trip to gain an insider’s perspective on a 9-1-1 call – from the moment someone in an emergency dials 9-1-1, to the moment a call taker answers that call and dispatchers send first responders to arrive on scene.

Attendees will be split into two groups – each group will have the opportunity to learn about E-Comm’s history and overview in a joint presentation by the Communications and Public Affairs and Operations teams, followed by a real life look at our emergency communications centre where all of the magic happens. This field trip will leave you with a newfound perspective on the critical role emergency communications plays in public safety and more knowledge on how you can use 9-1-1 responsibly.

This field trip departs from the lobby level (Melville Street entrance) at 0930 sharp!

● FIELD TRIP

E-Comm 9-1-1
Helping to Save Lives and Protect Property

E1 Embedding Environmental Sustainability into Quality

The health care system is extremely carbon intensive, with clinical service delivery being a large consumer of energy and resources and a major producer of emissions and waste. This session will consider how sustainability is an interconnected, cross-cutting theme across all dimensions of quality, making the case that environmental sustainability is a pre-requisite, goal and outcome of high-quality care. Join us to learn how sustainability practices through a quality lens can help support and scale up existing and new efforts to reduce the environmental impact of care.

● FOCUS SESSION | PLAZA AB

Andrea Wnuk
Health Quality BC

Gillian Ritcey
Dalhousie University

E2 Made to Measure: How BC Physicians & Health Systems Leaders are Collaborating on Measurement System for Physician Quality Improvement (MSPQI)

Whether as an individual physician reflecting on the quality of care your patients receive, or as a health systems leader working to make meaningful improvements to quality, having the right vantage point on available data is essential. Learn how Doctors of BC, the Ministry of Health, and BC's health authorities are working together on a province-wide system of quality measures, and how that partnership is providing physicians with new insight into their practice.

● FOCUS SESSION | GEORGIA B

Devin Harris
Health Quality BC

Hayley Tomkins
BC Ministry of Health

Sean Ebert
Doctors of BC

E3 Drone Transport Initiative: How Co-Creation & Technology May Bridge

The presentation will share what the Drone Transport Initiative (DTI) phase one achieved, and the breadth and depth of the lessons learned operating a project in a rural and remote First Nation. Last-mile delivery in the rural context complements the overall health ecosystem in the Northern region. It adds to the tools that can support communities in achieving self-determination and accessing services closer to home. This presentation will engage the audience on how technology like the DTI can continue forging ahead in addressing the wicked problem of timely access and the unique needs of communities from the First Nation Perspective on health and wellness.

● FOCUS SESSION | ENGLISH BAY

John Pawlovich
University of British Columbia

Sandy Lee
University of British Columbia

E4 Dying with Dignity: Innovations in End-of-Life Care | STREAMED LIVE

1. Improving Access to Community Palliative Care Physicians
Nori MacGowan | Vancouver Community Palliative Care Program

2. Paramedics & Palliative Care: Keeping Patients at Home: A Collaboration Between BC Emergency Health Services & Home & Community Care Teams
Stuart Woolley | British Columbia Emergency Health Service

3. The Indigenous Palliative Care Projects (BC Quality Award Winner | Coping with Transition from Life)
Andrea Aleck | Tsleil-Waututh Nation
Anis Lakha | Every Day Counts Program
Sierra Roberts | Vancouver Coastal Health

● RAPID FIRE SESSION | PLAZA C

E5 Lifelong Learning: Indigenous Cultural Safety & Humility | STREAMED LIVE

1. A Cross-Organizational Partnership Advancing Indigenous Cultural Safety & Meaningful Truth & Reconciliation in Health Care
Anne-Marie Jamin | University of British Columbia
Suzanne Ng | University of British Columbia

2. Unique Challenges & Community-Driven Solutions for First Responder Care in Remote Indigenous Communities: Progress from Kwiis-hen-niip (Change)
Alexandra Kent | Simon Fraser University
Nicole Malcomson | Nuu-chah-nulth Tribal Council

● RAPID FIRE SESSION | OXFORD

E6 Quality Care in the Midst of an Overdose Crisis

1. An Exploratory Analysis of Post-Surgical Discharge Opioid Prescriptions & Consumption Patterns in a Canadian Setting

Arielle Beauchesne | Providence Health Care

Tamara Mihic | Providence Health Care & BC Centre on Substance Use

2. Understanding the Scope of Anoxic & Hypoxic Brain Injury Due to Non-Fatal Toxic Drug Poisoning in British Columbia

Aysha Basharat | BC Ministry of Health

3. Implementation of Episodic Overdose Prevention Services in Primary Care Settings: Lessons Learned

Julie Balderston | Vancouver Coastal Health

Serena Eagland | Vancouver Coastal Health

● RAPID FIRE SESSION | CYPRESS

S2 Opioids & the Overdose Crisis: From Treatment & Beyond

E. Creation of an Opioid Stewardship & Pain Management Mobile App as a Knowledge Translation Tool

Karen Ng | Fraser Health

Kseniya Chernushkin | Fraser Health

F. Improving Community Follow-Up for Patients Initiating Opioid Agonist Therapy in the Emergency Department

Kristin Atwood | Victoria Division of Family Practice

G. Implementation & Evaluation of an Inpatient Opioid Stewardship Program at St. Paul's Hospital in Vancouver, BC

Arielle Beauchesne | Providence Health Care

Tamara Mihic | Providence Health Care & BC Centre on Substance Use

H. Expanding Opioid Stewardship: Hospital & Primary Care Pharmacist Collaboration

Tiana Tilli | University of British Columbia

● STORYBOARD BREAKOUT | GEORGIA FOYER

R3 Paws Your Stress

Join the Pet Visitation Program for a rejuvenating recharge session with pet therapy dogs! These animals are known to reduce stress for patients staying at the hospital and provide distraction from their health issues. This is your opportunity to learn more about this amazing program in an interactive, fun and furry way!

● RECHARGE SESSION | SEYMOUR

Pet Visitation Program
BC Children's Hospital

F1 Unrealized Potential: When the Spread of Successful Improvements Does Not Deliver

It is all too common to have successful improvement in a local area, only to have the spread efforts deliver diminishing returns. Was the original effort overblown? Did we do a poor job of spread? Does the solution not transfer? Too often, promising pilots have little impact when delivered at scale. This session will explore some of the common reasons why a promising intervention can fail when expanded, and offer tangible tips for increasing the chances of success.

● FOCUS SESSION | PLAZA AB

Andrew Wray
Health Quality BC

F2 Launching the Ally-Ship

Active allyship is critical to the realization of cultural safety through cultural humility. The time has come to translate our intentions into action. Join us for learning and an interactive dialogue as we explore non-Indigenous perspectives and experiences in moving from self-reflection to positive action.

● FOCUS SESSION | ENGLISH BAY

Jodi Latremouille
Vancouver Island University

Mark Matthew
Health Quality BC

F3 Community as Medicine: Social Prescribing for Chronic Disease Management

Social determinants of health have become more well understood as a holistic approach to understanding one's well-being. This interactive workshop will explore social prescribing as a way to address social determinants, by increasing patient self-determination and autonomy and addressing the underlying issues that may be contributing to poor health such as socioeconomic factors, isolation, grief and loss, lack of access to nature, community and psychosocial support. This concept explores a more holistic approach to health care, which promotes community-based integrated care, and helps to demedicalize health service provision.

● FOCUS SESSION | GEORGIA B

Adam Hoverman
Wellington Medical Clinic

Amie Hough
Health Quality BC

F4 Living a Fulfilling Life in Long-Term Care

1. "I Can't Wait to Harvest the Next Zucchini!": Engaging Residents & Improving Our Food Systems Using On-Site Gardens

Erin Branco | Northern Health
Robyn Turner | Northern Health

2. Embedding Joy in Work: A Mindfulness-Based Practice: Colouring in Dogwood Lodge for Staff & Residents

Evelyn Chan | Vancouver Coastal Health

3. Joy on the Menu: Enhancing the Dining Experience of Residents in Long-Term Care

Simran Dhadda | Fraser Health

● RAPID FIRE SESSION | CYPRESS

F5 NEW TECHNOLOGY FOR OLD CHALLENGES | STREAMED LIVE

1. Implementing Remote Video Monitoring at Kelowna General Hospital to Reduce Inpatient Falls & Added Care Hours

Daniela Zipis | Interior Health
Jill Sinton | Interior Health
Kelly Wilson | Interior Health

2. Detection of Acute Illness With Novel Software: A Retrospective Quality Improvement Initiative

Andrew Neitzel | Fraser Health
Nimrit Sidhu | Fraser Health

3. The Impact of Implementing Telepresence Robots for Virtual Family Connections in Long-Term Care

Joey Wong | University of British Columbia
Mario Gregorio | University of British Columbia

● RAPID FIRE SESSION | PLAZA C

F6 OUR NEW (VIRTUAL) REALITY | STREAMED LIVE

1. A Novel Geospatial Method for Estimating the Costs that Patients & Their Families Pay for Virtual Versus In-Person Care Across British Columbia

Graham Mainer-Pearson | University of British Columbia

2. Virtual Emergency Department Intake (VEDI): A Patient- & Family-Centered Approach

Biljana Vasiljevic | Fraser Health

Liz Scofield | Fraser Health

3. Real-Time Virtual Support (RTVS) & First Nations Virtual Doctor of the Day (BC Quality Award Winner | Strengthening Health & Wellness)

John Pawlovich | Rural Coordination Centre of BC

Ray Markham | Rural Coordination Centre of BC

Terri Aldred | First Nations Health Authority

RAPID FIRE SESSION | OXFORD

R4 Get Moving & Learn to Defend Yourself: A Personal Safety Lesson with the Vancouver Police Department

Join members of the Vancouver Police Department's Women's Personal Safety Team to learn and take ownership of your safety during this fun and informative recharge session. The concepts taught are designed to be easily learned and remembered by anyone – no prior training is required! Actions may include standing, kneeling and/or lying down. You are encouraged to wear something you feel comfortable moving around in.

Cathy Hill

Vancouver Police Department

Colleen Yee

Vancouver Police Department

RECHARGE SESSION | KENSINGTON

G1 High-Value Conversations to Address Low-Value Care

Appropriateness – or care that is specific to a person’s or community’s context – invites us to weigh benefits and risks of interventions to prevent the overuse or underuse of treatments and services. More often than not, we hear four words in response to this Dimension of Quality: easier said than done! In this interactive breakout, participants will work together to identify system- and individual-level factors that contribute to the prevalence of unnecessary tests and treatments, delve into how personal narratives influence how we engage in even the smallest exchanges about appropriateness and develop critical skills and insights to help conduct high-value conversations about low-value care – from the perspective of both the patient and the provider.

● FOCUS SESSION | GROUSE

Adele Harrison
Island Health

Jennie Aitken
Island Health

G2 The Rise of Health Misinformation, the Consequences & the Cures

From drinking bleach to believing COVID-19 is a hoax and vaccines are unsafe, health misinformation has rapidly overtaken our digital spaces over the past three years. During this session, we will explore health misinformation’s long history; how and why people get sucked in; the consequences; and finally, what we can do to counter misinformation. We will also hear from Tyrone Joseph, who will reflect on the loss of his sister due to misinformation’s disproportionate impact on Indigenous communities.

● FOCUS SESSION | PLAZA AB

David Sweet
Health Quality BC

Hannah Lawrie
Health Quality BC

Tyrone Joseph
Tl’azt’en Nation

G3 Strengthening Team-Based Collaborative Care for Rural & Remote Communities with Virtual Care

This presentation will explore a brief history of virtual care to present day and reflect on the delivery of virtual care in a rural and remote community context. We will present and discuss virtual care strategies and programs from across the province, and collaboratively define the guiding principles behind safe and effective team-based care supported virtually. A live simulation with a Virtual Physician from the Real-Time Virtual Support (RTVS) program modelling principles of quality virtual care will be followed by an opportunity for audience members to ask questions and a discussion of next steps in virtual and hybrid care’s long-term integration into the larger health care ecosystem.

● FOCUS SESSION | PLAZA C

John Pawlovich
University of British Columbia

Kim Williams
Rural Coordination Centre of BC

Ray Markham
University of British Columbia

G4 Learning from Excellence: Focusing on What Works Well

Do you prefer to get a compliment verses a complaint? Do you want to understand why focusing on what works well provides greater system learning? Join us for this interactive session where we will focus on reframing our approach to reinforce the behaviours and actions that are successful when things go well in a system. Complexity safety science principles like repeatability, reliability and confidence will be examined in more detail so participants have the tools to know that they can do the “right thing” in a system again and again. Participants will learn why theories of focusing on the positive are important, provide real-life case examples and PDSAs, build a structure on exploring what works well, and have tangible tools to bring back to their own workplace.

● FOCUS SESSION | GEORGIA B

Allison Muniak
Health Quality BC

Amrish Josh
Vancouver Coastal Health

Barinder (Bindi) Brar
University of British Columbia

Lisa Stewart
Vancouver Coastal Health

G5 Health Care that Works for All: People & Community Partnerships

The health care challenges we face are complex and solving them requires building partnerships with people and communities. When we work together, there are no challenges we can’t solve. When we focus our collective strengths and wisdom, we have the power to change health care for the better. Join us as we explore people and community partnerships. This interactive session will share examples of partnerships in action, tap into ideas and ways to contribute your skills and experience, and explore opportunities to build partnerships in your own work. We hope you also leave inspired and energized!

● FOCUS SESSION | GEORGIA A

Cassy Mitchell
Health Quality BC

Charmaine Niebergall
Health Quality BC

Emina Dervisevic
Vancouver Coastal Health

Jami Brown
Health Quality BC

Jeff Malmgren
Burnaby Primary Care Networks

Stephanie Massot
Vancouver Coastal Health

Tammy Hoefler
Health Quality BC

G6 Building Strong Communities for Frail Seniors

1. The Cowichan Health & Care Plan: A Community-Based Initiative to Enhance System-Wide Flow

Brenda Aguiar | Island Health

Donna Jouan-Tapp | Island Health

2. Co-Creating Supportive Neighbourhood Built Environment Through the Lens of People Living with Dementia: DemSCAPE Study

Kishore Seetharaman | Simon Fraser University

3. Community Patient in Acute Team (CPAT)

Liz Ford | Vancouver Coastal Health

● RAPID FIRE SESSION | ENGLISH BAY

G7 Teamwork Makes the Dream Work

1. One of a Kind! What an Interdisciplinary Allied Health Resource Team Can Accomplish

Judy April | Northern Health

Sasha Wade | Northern Health

2. Building Team-Based Care from the Ground Up

Davana Harlow | Island Health

Elizabeth Mcgrath | Island Health

Julie Grant | Island Health

3. The COVID-19 Rapid Response Team

(BC Quality Awards Winner | Strengthening Health & Wellness – COVID-19)

Alexandra Sojo | BC Centre for Disease Control

Mandy Deresh | BC Centre for Disease Control

● RAPID FIRE SESSION | CYPRESS

G8 Honouring Traditions: Indigenous-Led Approaches to Quality | STREAMED LIVE

1. Indigenous-Led Quality: A BC First Nations Perspective & Pathway for Improvement

Darlene Green | Wilp Si'Satxw Community Healing Centre

Madeleine Drew | Health Standards Organization

Parm Poonia | First Nations Health Authority

2. Bringing Tradition Home: Tauhx Gadx

Duane Jackson | Prince Rupert Port Authority

3. Finding Our Way Home: Cultural Connections to Improve the End of Life Journey of Urban Indigenous Patients

Susan Burgess | Vancouver Coastal Health

● RAPID FIRE SESSION | OXFORD

STORYBOARD RECEPTION

JUNE 7 | 1630 – 1745

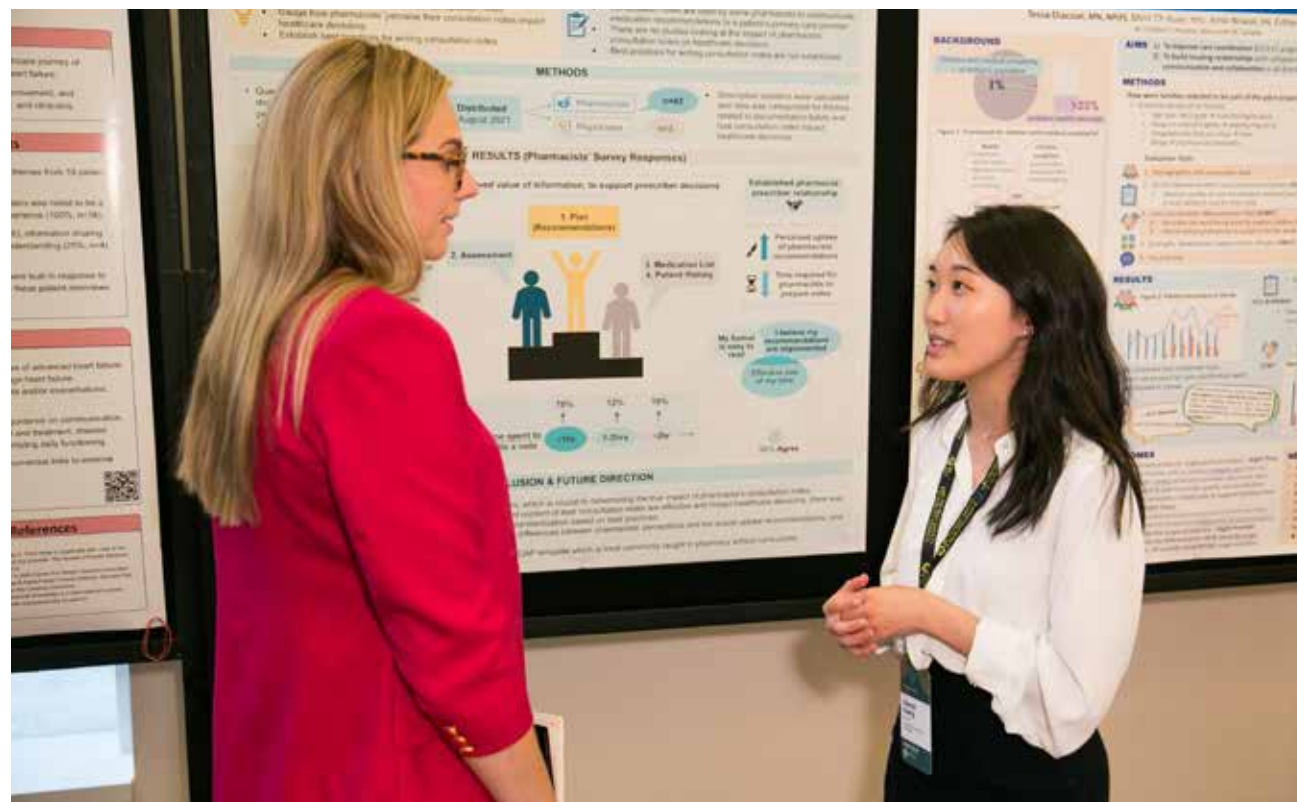
Join us for the Storyboard Reception immediately following breakout D. This is your chance to network and ask storyboard presenters about their projects.

You will find storyboards numbered 1 – 43 on the second floor and storyboards numbered 44 – 79 on the third floor. See pages 69-75 for a complete listing.

All storyboards will be reviewed by a panel of judges and winners will be announced Thursday at lunch.

Entrance to the Storyboard Reception is included in your registration. Complimentary hors d'oeuvres and a cash bar will be available on each floor.

Storyboards will be on display throughout the Georgia and Regency Foyers on the second and third floors.



Storyboard Listing

JUNE 7 & 8

FIND STORYBOARDS 1 – 43 IN THE GEORGIA FOYER (SECOND FLOOR)

1. Frontline Perspectives Considering the Dual Experience of Homelessness & Bereavement	Joshua Black Centre for Palliative Care
2. Project Joy: Delivering Opportunities for Employees at Island Health to Experience Joy	Sarah Burrell Island Health
3. MHSU Adult Guardianship Quality Improvement Project	Brett Butchart Interior Health
4. IH Renal Services Patient Journey Map	Karin Chand Interior Health
5. Advancing Self-Management Support in Adults with Chronic Kidney Disease	Helen Chiu BC Renal
6. Embedding Culturally Safe Practice Considerations into the BCCDC Immunization Competency Course	Julene Cranch BC Centre for Disease Control
7. Interprofessional Team-Based Group Medical Visits for Chronic Pain Patients at the Blue Pine Clinic	Deanna Dacxnskin Northern Health
8. Making Sense of Pain: Respectfully & Effectively Culturally Tailoring a Program	Helena Daudt Pain BC
9. Remote Patient Monitoring Collaboration Between BCEHS & PHSA's Office of Virtual Health	Kelly Dickinson BC Emergency Health Services
10. Virtual Psychiatry Consultations	Claire Doherty Providence Health Care

11. Making it Real: Using Practice Based Descriptors to Assess Standards	Rachel Douglas Fraser Health
12. Translating Patient Journey Maps to Improve Care: From Paper to Practice	Sandie Du Fraser Health
13. What Role Do Urgent & Primary Care Centres Play in Chronic Disease Screening & Prevention?	Daisy Dulay Island Health
14. A Delirium Reduction Strategy for the Surgical High Acuity Unit	Javiera Errazuriz St. Paul's Hospital
15. What are the Health Effects of a Dietary & Educational Intervention Provided in Primary Care?	Janet Evans CGB Medical
16. Implementing the Serious Illness Conversation (SIC)	Laura Finkler-Kemeny BC Centre for Palliative Care
17. Optimizing Workplace Education: An Innovative Strategy to Recruit, Support & Retain Nurses	Harinder Gill Vancouver Coastal Health
18. Reducing Time to Full Septic Workup & Antibiotics in Neonates with an Abnormal Temperature	Meghan Gilley Provincial Health Services Authority
19. Every Move Matters: Royal Inland Hospital Patient Activation Team Keeps Patients Moving Forward	Ron Gorospe Interior Health
20. C.A.R.E.: An Experience Bundle to Improve Resident-Centered Care Conferences	Lara Gurney University of British Columbia & Vancouver Coastal Health
21. Much More than Turnover Time in a Rural OR	Krista Hakeman Interior Health
22. Nawh whu'nus'en: We See in Two Worlds: Developing a Curriculum for Trauma Sensitive Practices & Collective Healing in Relationship	Alisa Harrison University of British Columbia
23. The Client Service Index: Developing a Data-Driven Tool to Inform Service Planning in Community Settings	Ken Hawkins Vancouver Coastal Health
24. Dashboard Development for Obstetric Anesthesia Quality Indicators	Elise Hindle BC Women's Hospital
25. Breathing Easy: Reducing Post-Operative Pneumonia Rates in Ridge Meadows Hospital Surgical Patients	Emily Horton Fraser Health

26. Nurse-Led Quality Improvement Project Decreasing Delirium Using Electroencephalogram Monitors to Guide Titration of Sedation in Ventilated Patients	Fiona Howarth Fraser Health
27. Staff Recruitment & Retention at Port Moody Urgent & Primary Care Centre & Eagle Ridge Hospital Emergency Department Through Shared RN Rotations	Ross Howell Fraser Health
28. The Greener Inhaler Project: Reducing Inhaler-Related Carbon Footprint in a Multidisciplinary Lung Health Clinic	Phil Hui Fraser Health
29. Evaluation of Discharge Opioid Prescription Practices in the Orthopaedic Surgery Department	Kamola Ismadiyarova St. Paul's Hospital
30. Novel Idea for Quality Improvement for Anti-Psychotic Use in Long-Term Care	Jae Yon Jones Island Health
31. Building Trust & Fostering Healing through Cultural Practices in the Patient Care Quality Office Process	Tasleem Juma Fraser Health
32. Development of Inter-Professional Models of Care	Janine Kegler Fraser Health
33. Expanding Critical Care Services Beyond the PICU Walls: Implementation of a Nurse-Led Critical Care Outreach Service at BC Children's Hospital	Michelle Kennedy BC Children's Hospital
34. Transitions of Care Between Hospital & Home: Hospital Pharmacist & Primary Care Clinical Pharmacist Collaboration	Tory Kim University of British Columbia
35. Evaluation of a New Consultation-Liaison Psychology Role in Fraser Health	Kevin Kristjanson Fraser Health
36. Addressing Indigenous Specific Racism & Enhancing Cultural Safety & Humility in Fraser Health	Amanda LaBoucane Fraser Health
37. Promoting Oral Care on an Acute Care for Elders (ACE) Unit: A Mixed Methods Study	Kathy Le Providence Health Care
38. Human - Data Partnerships: Adopting Industry Best Practices to Optimize Analytics & Drive Transformative Changes	Sara Lees Fraser Health
39. Patient-Centred Rehabilitation in the ICU: A Quality Improvement Project	Allana Leblanc Vancouver General Hospital

40. Palliative Care & Advance Care Planning: Using Workbooks to Facilitate Conversations in Family Practice Settings	Brian Li University of British Columbia
41. Enhancing Compassion in the Emergency Department with Spiritual Health Presence	Mandy Lindsay Fraser Health
42. Friendly Forms, not Rude Reports: Building Communications Tools on Relational Principles	Kristin Atwood Victoria Division of Family Practice
43. Consideration of an Automatic Stop Order Strategy to Promote Safe Opioid Prescribing	Karen Ng Fraser Health

STORYBOARD BREAKOUT
S2 Opioids & the Overdose Crisis: From Treatment & Beyond

E: Improving Community Follow-Up for Patients Initiating Opioid Agonist Therapy in the Emergency Department	Kristin Atwood Victoria Division of Family Practice
F. Creation of an Opioid Stewardship and Pain Management Mobile App as a Knowledge Translation Tool	Karen Ng & Kseniya Chernushkin Fraser Health
G: Implementation & Evaluation of an Inpatient Opioid Stewardship Program at St. Paul's Hospital in Vancouver, BC	Arielle Beauchesne Providence Health Care Tamara Mihic Providence Health Care & BC Centre on Substance Use
H: Expanding Opioid Stewardship: Hospital & Primary Care Pharmacist Collaboration	Tiana Tilli University of British Columbia

FIND STORYBOARDS 44 – 79 IN THE REGENCY FOYER (THIRD FLOOR)

44. Chasing the Dream: Reducing Wait Times from 90 to 0 days	Charlene Lui Fraser Health
45. Peer Coaching in the Operating Room: Enhancing Quality of Care, Well-Being & Connection Between Specialists	Allison Macbeth University of British Columbia
46. Mentoring Clinical Managers: A Strategic Approach to Recruitment & Retention	Colleen McEwan Interior Health
47. Enhanced Recovery After Surgery for Minimally Invasive Mitral Valve Repair or Replacement at Vancouver General Hospital	Julie Nakahara Vancouver Coastal Health
48. Extended Lengths of Stays in Patients Admitted for Medical Stabilization of Eating Disorders: What Can We Learn to Individualize Care?	Xiu Yi (Grace) Nie University of British Columbia

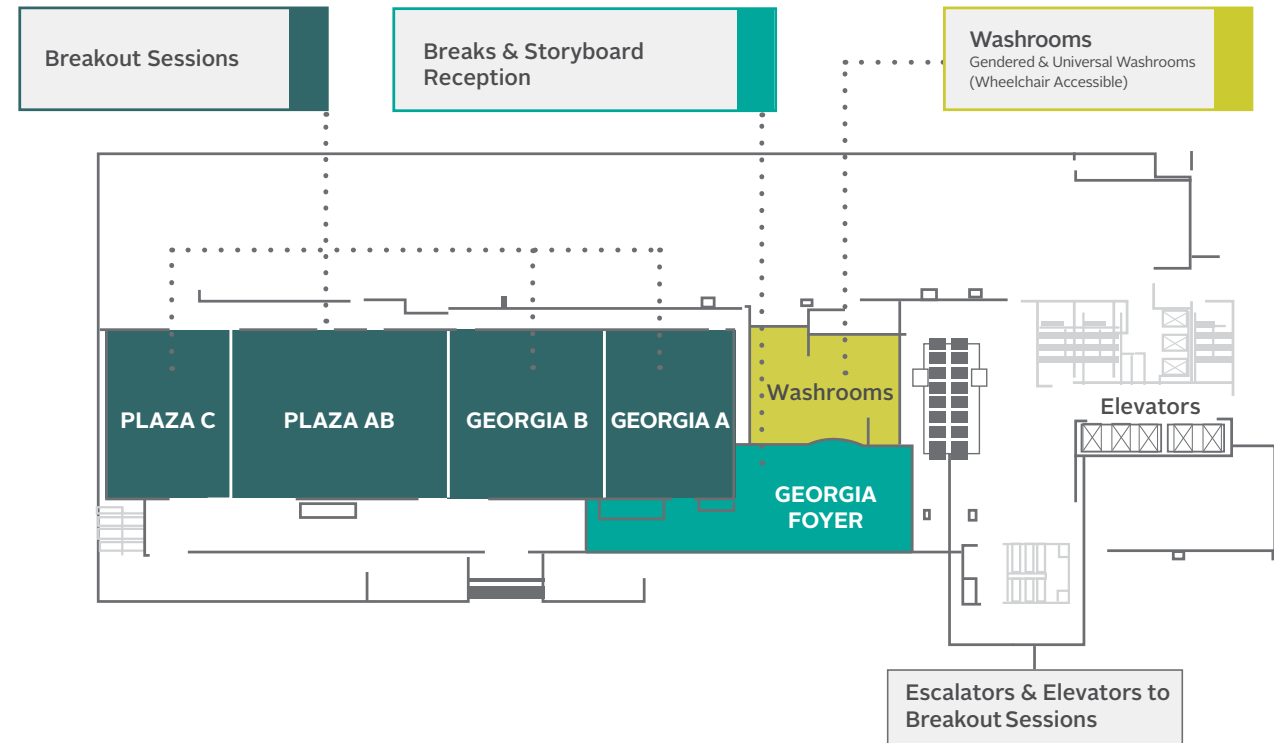
49. Patients & Pharmacists Partnering in Virtual Hypertension Management: An Update With Preliminary Results	Allison Nourse University of British Columbia
50. Building Capacity through Partnerships: A Primary Care Framework Supporting School Oral Health in Northern Rural Communities in Canada	Onuora Odoh Northern Health
51. Family Physician-Led Primary Care Pulmonary Rehabilitation Model for COPD Patients in Rural Canadian Communities	Onuora Odoh Northern Health
52. Use of Vital Sign Monitoring Technology to Support Older Adults Age in Place	Sarah Park University of British Columbia
53. The Northern BC Allergy Outreach Clinic: Improving Access & Equity for Northern Patients	Laura Parmar Northern Health
54. Good Call: From Exploration to Action	Julia Porter Island Health
55. Endoscopy Day Process Mapping	Nancy Rainey Nancy Rainey Consulting Services
56. Ensuring Indigenous Cultural Safety Through Storytelling	Jaclyn Robinson Vancouver Coastal Health
57. Identifying, Supporting & Evaluating Recovery Progress in Patients with Post-Stroke Fluent Receptive Aphasia	Sharon Reisdorf Interior Health
58. Overcoming Barriers in Generating & Evaluating Public Awareness	Charuta Sahasrabudhe Health Quality BC (Student Intern) & Island Health
59. Improving Bronchiolitis Management at BC Children's Hospital: Standardizing Care Through a Pre-Printed Order	Claire Seaton BC Children's Hospital
60. Preventative Care with Machine Learning & Artificial Intelligence: Delirium & UTI	Casper Shyr Fraser Health
61. Well Woman Exams in Fraser Lake: Improving the Experience for Both Patients & Providers	Navpreet Sidhu Doctors of BC
62. Streamlining Access Through Virtual Services for Urgent & Primary Care Centres in Fraser Health	Sarah Siebert Fraser Health
63. Reducing Disruption of Skin to Skin Time & Improving Patient Satisfaction in Caesarean Births	Tom Skinner Rural Coordination Centre of BC

64. Interior Health Long-Term Care Virtual Reality Initiative: Bringing the World to People Living in Long-Term Care Homes to Improve Quality of Life	Michelle Smith Interior Health
65. Co-Creating Resources to Support Mental Health Challenges in Individuals Affected by Brain Tumours	Claire Snyman Two Steps Forward
66. After the Outbreaks: Long COVID in Long-Term Care Home Residents	Janice Sorensen Fraser Health
67. Community Health Worker Education & Engagement	Jennifer Stieda Interior Health
68. Streamlining Testing: Introducing the Infectious Diarrhea Panel	Kennard Tan Guideline and Protocol Advisory Committee
69. Examining the Rollout of a Convalescent Plasma Trial for COVID-19 in BC to Inform Improvements to Clinical Trial Implementation During Pandemics	Krisztina Vasarhelyi Vancouver Coastal Health
70. Pain as a Factor in PSLS	Mariana Veiga BC Children's Hospital
71. Oral Care Mobile Microlearning in Long Term Care	Sasha Wade Northern Health
72. Learnings for Establishing an Appeals' Committee for First Nations Health Authority Delivered Programs	Elsie Wang Health Quality BC (Student Intern) & First Nations Health Authority
73. Provincial Quality Improvement: A Post-Pandemic Approach to Enhancing Stroke Unit Care	Katie White Stroke Services BC
74. A Pilot of Remote Patient Monitoring (RPM) For Immunotherapy Patients at BC Cancer Kelowna	Paul Willinsky Provincial Health Services Authority
75. Community Food Action Initiative: Applying an Equity Lens for Quality Improvement by Strengthening Indigenous Relations & Building Trust	Jill Worboys Interior Health
76. Increasing Longitudinal Primary Care Capacity at Surrey UPCC	Alexander Yang Fraser Health
77. Code Blue Extravaganza	Tamara Young Island Health

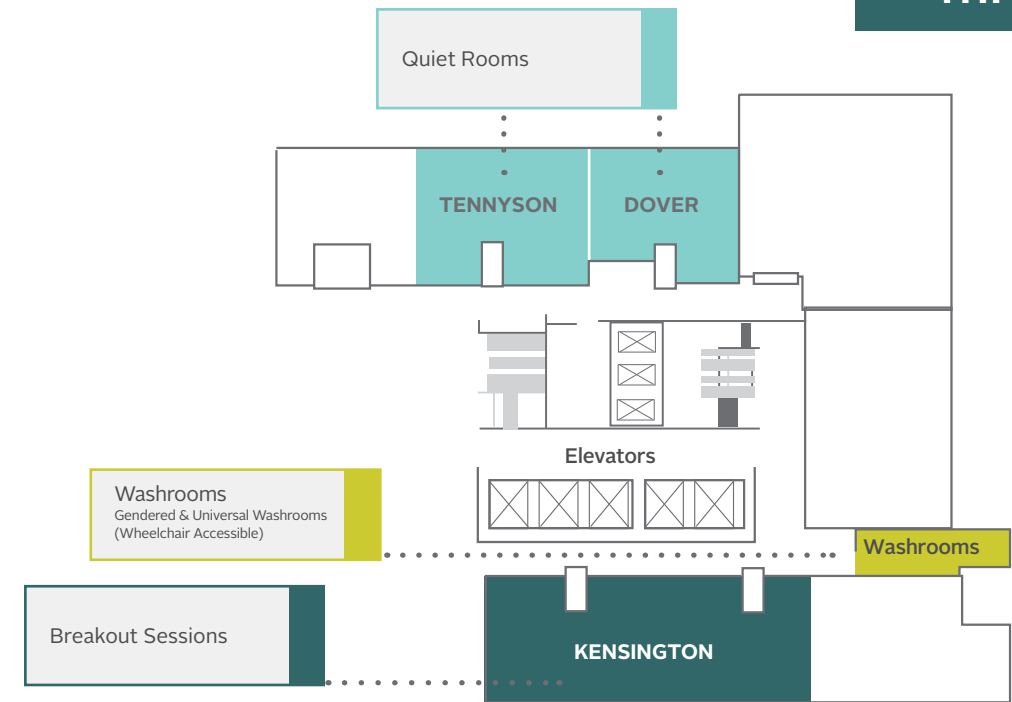
78. Integration of Community Respiratory Services (CRS) into the Chronic Disease Management (CDM) Program	Jody Yuzik Fraser Health
79. Improving Transitions from Acute Care to Long-Term Care	Angela Mitchell Fraser Health
STORYBOARD BREAKOUT S1 Long-Term Care: Ideas for New & Improved Seniors' Care	
A: Seasonal Heat Events: An Approach to Identifying High Risk Long-Term Care & Assisted Living Homes to Minimize Emergency Department Visits	Angela Mitchell Fraser Health
B: Improving Person-Centered Care & Supporting the Workforce in Long-Term Care	Andrea Piche Healthcare Excellence Canada
C: Toward Inclusive & Meaningful Partnerships with South Asian Communities in Fraser Health Long-Term Care & Assisted Living Research	Sherin Jamal Fraser Health
D: Small Spoons: Exploring & Reinforcing Feeding Tools & Strategies to Optimize Long-Term Care Cultures & Outcomes	Heather Leduc & Tanis Mihalynuk Northern Health

Venue Maps

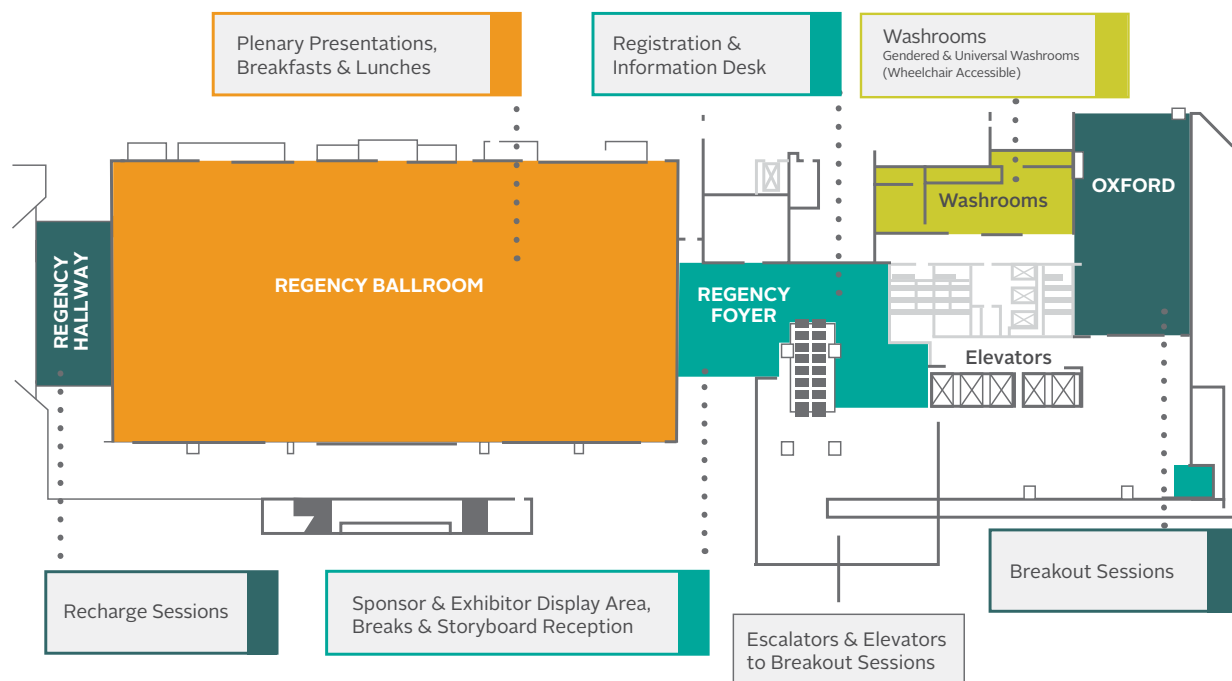
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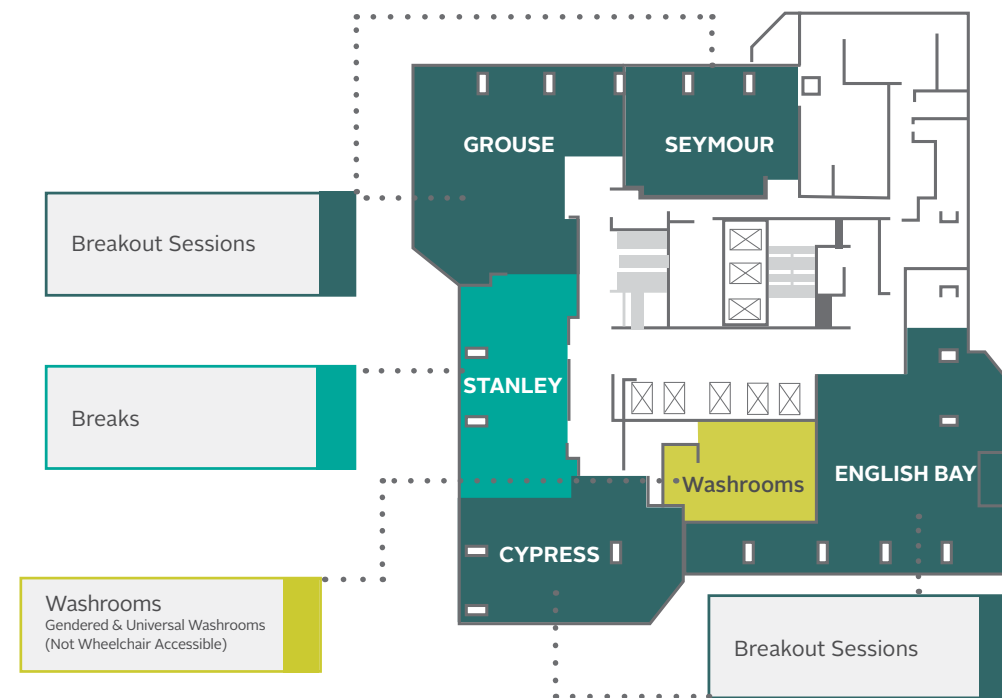
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Save the Date!

Quality Forum 2024

April 23 – 25 | Vancouver, BC

Can't wait until then to talk quality?

Visit the Sharpen Your Skills tab at healthqualitybc.ca to check out upcoming learning opportunities:

Quality Academy

Applications are now available to participate in Quality Academy this fall. Quality Academy is a professional development program that helps participants build the knowledge, skills and confidence to lead quality and safety initiatives in health care, including the teaching and advising of others. Delivered over a six-month period, Quality Academy consists of three in-person residency sessions, online classes and learning activities. Learners apply their skills and knowledge with an improvement project and are supported by faculty and mentors throughout the program.

Quality Café

Quality Café is a free monthly one-hour lunch-and-learn series that is a popular and low-barrier learning opportunity for all. Each session features a new guest and topic related to improving quality of care.

Workshops

We are excited to offer a series of workshops starting this fall on a variety of topics. Workshops will be offered in both in-person and online formats, with locations across BC.

Stop by our booth in the Regency Foyer (third floor) to learn more!
