

An orange circle containing the text "Registration Guide".

**Registration  
Guide**

A large white circle containing the main title and subtitle.

**QUALITY  
FORUM  
2025**

**Embracing Human Connection**

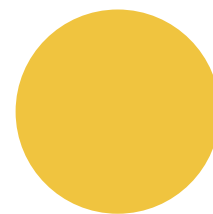
The logo for Health Quality BC, featuring the letters "HQBC" in a bold, purple font. The letter "Q" is stylized with a white outline and contains a small icon of a person with arms raised. Below the letters, the words "HEALTH QUALITY BC" are written in a smaller, purple, sans-serif font.

**HQBC**  
HEALTH QUALITY BC

A purple circle containing the event dates and location.


**MARCH 11 – 13  
VANCOUVER  
CONVENTION  
CENTRE**

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An aerial photograph of a dense forest of evergreen trees. The trees are mostly dark green, but some on the right side are illuminated by sunlight, appearing in shades of yellow and orange. A large, semi-transparent green circle is centered over the image, containing three paragraphs of white text.

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 xʷməθkʷəyəm (Musqueam), Skwxwú7mesh (Squamish), and səliwətał (Tsleil-Waututh) Nations, on which the Quality Forum takes place.

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



# Quality Forum 2025 is proudly brought to you by Health Quality BC.

We have developed this guide to help you create your schedule for the Quality Forum, including step-by-step instructions for registering and descriptions of our program for this year. There's much to choose from and we're excited about the conversations we'll have when we gather at our new venue, the Vancouver Convention Centre.

**We look forward to seeing you in March!**

## About Health Quality BC

Our purpose is improving health care quality across British Columbia.

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

We do this by delivering 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.

To learn more about our work and how we help improve the quality of care, visit [healthqualitybc.ca](http://healthqualitybc.ca).



## EVENT OBJECTIVES

1

Ignite action and learning to improve quality of care

2

Create and strengthen relationships and collaboration across all areas of care

3

Share effective strategies and leading practices to stimulate and sustain improvement

4

Demonstrate how every voice matters to achieve high-quality care

# Program at a Glance

## PRE-FORUM

**TUESDAY, MARCH 11**

0700 — 0830 Registration & Breakfast

0830 — 1700 **FULL-DAY DEEP DIVE SESSIONS**

- **The Future of Change: Creating the Context & Strategies for Improvement**

*In partnership with Health Quality BC and Healthcare Excellence Canada  
Facilitated by Helen Bevan, NHS, UK*

- **Walking Together: Strengthening the Indigenous Health Workforce Through Connection, Reflection & Cultural Inclusion**

**FULL-DAY FIELD TRIP** *Held offsite*

- **Métis 101: Ta Saantii Métis-Specific Cultural Wellness Education for Health Care Professionals**

*In partnership with Métis Nation BC and Amelia Douglas Institute*

## MAIN FORUM

**TUESDAY, MARCH 11 EVENING**

1745 — 1845 **OPENING CELEBRATION RECEPTION**  
*Cash Bar*

1845 — 2100 **BC QUALITY AWARDS & HEALTH TALKS: BOLD IDEAS, STORIES THAT INSPIRE**

2100 — 2130 Reception Continues  
*Cash Bar*

**WEDNESDAY, MARCH 12**

0630 — 0800 Registration & Breakfast

0800 — 0830 Opening, Territorial Welcome & Coast Salish Anthem

0830 — 0915 **PLENARY PRESENTATION**

0915 — 0945 Transition

0945 — 1045 **Breakout A**

1045 — 1115 Break

1115 — 1215 **Breakout B**

1215 — 1310 Lunch

1310 — 1355 **DEBATE**

1355 — 1415 Transition

1415 — 1515 **Breakout C**

1515 — 1545 Break

1545 — 1645 **Breakout D**

1645 — 1800 Storyboard Reception  
*Appetizers & Cash Bar*

**THURSDAY, MARCH 13**

0700 — 0800 Breakfast

0800 — 0830 Territorial Welcome

0830 — 0915 **PLENARY PRESENTATION**

0915 — 0945 Transition

0945 — 1045 **Breakout E**

1045 — 1115 Break

1115 — 1215 **Breakout F**

1215 — 1310 Lunch

1310 — 1330 Transition

1330 — 1430 **Breakout G**

1430 — 1445 Transition

1445 — 1530 **PLENARY PRESENTATION**

1530 — 1600 Traditional Closing

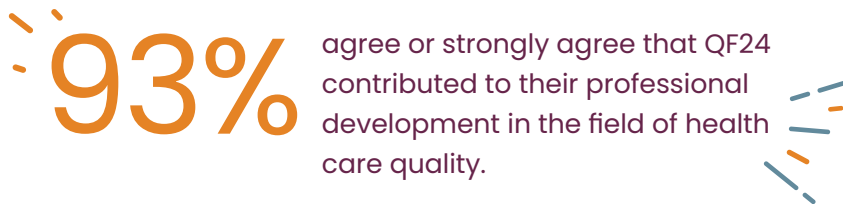
Last year we sold out in 22 hours ... make sure to secure your spot early!

# Venue

## Quality Forum 2025 is moving to Vancouver Convention Centre!

We're excited to expand our annual event, which will allow more people to experience three days of learning new skills and strategies, discussing opportunities and challenges, and networking with others interested in improving health care.

The Vancouver Convention Centre is located centrally in downtown Vancouver. The East Building, where the Quality Forum will be held, is located within the iconic white sails of Canada Place, right on the Pacific Ocean – a stunning backdrop for our annual Forum. We can't wait to see you there!



Book early as room blocks have sold out in the past.

### Book Your Accommodations

Discounted rates are available at the below hotels. Each will give you convenient access to all that Quality Forum 2025 has to offer.

#### PAN PACIFIC VANCOUVER

300-999 Canada Place  
Vancouver, BC  
*Attached to venue*

**\$299 / night\***

[\*\*Book Here\*\*](#)

#### FAIRMONT WATERFRONT

900 Canada Place  
Vancouver, BC  
*Adjacent to venue*

**\$289 / night\***

[\*\*Book Here\*\*](#)

#### COAST COAL HARBOUR VANCOUVER HOTEL

1180 West Hastings St.  
Vancouver, BC  
*Approx. 10-minute walk*

**\$199 / night\***

[\*\*Book Here\*\*](#)

# Sponsors

We can't do this without the partnership of our sponsors.  
Thank you for joining us in 2025!

## PLATINUM



## GOLD



## SILVER



## BRONZE





# Your Registration Checklist

## Step 1 – Review the Quality Forum 2025 Program

The first step in registering is to check out the [Program at a Glance](#) to help you decide which events you may want to attend. Next, review the [‘How to Choose a Breakout Session’](#) on page 18, then read the session descriptions starting on page 22. You can also visit the interactive schedule on our [website](#).

Make sure you have a backup choice for each breakout session as they fill up quickly.

## Step 2 – Review the Registration Rates

### MARCH 11

Full-Day Pre-Forum Events: **\$499 +GST**  
Opening Celebration Reception, with BC Quality Awards and Health Talks: **\$49 +GST**

### MARCH 12 & 13

**Main Forum**  
In-Province: **\$849 +GST**  
Out-of-Province: **\$999 +GST**  
Student: **\$499 +GST**  
Field Trips: **\$49 +GST**

## Step 3 – Start Your Registration

Once you enter the registration form, you will be asked to create and complete your profile before proceeding to the ‘Registration Fees’ page. On this page you will choose all the events you wish to attend. Be sure to scroll all the way to the bottom to review all the events over the three days of the Quality Forum.

If you purchase a Main Forum (in-province, out-of-province or student) fee, you will choose your breakout sessions after you complete the payment step.



## Step 4 – Complete Your Registration

Be sure to select your breakout sessions before leaving, as sessions fill up fast! Your registration is complete once you have completed payment and selected all your breakout sessions.

Once your registration is complete, you will have the option to print your receipt and your personalized schedule from your confirmation page.

Visit our [website](#) for additional details and the link to register!





# Pre-Forum

Participants can choose one of three options: either of the two full-day sessions held on site or the field trip.

## The Future of Change: Creating the Context & Strategies for Improvement

*In partnership with Health Quality BC and  
Healthcare Excellence Canada*

**March 11 | 0830 – 1700**

Join us for a deep dive into the systems of change necessary to advance quality in this ever-changing environment. In this highly interactive workshop, we will explore the six interdependent conditions that typically play a role in holding big system problems in place. Helen, an innovator and international leader of large-scale change, will guide us as we also explore the levers for change, identify the strategies to advance system improvement efforts and consider who needs to be involved in change efforts. We will invite participants to identify topics where change is needed most, such as team-based care, emergency department closures, and recruitment and retention strategies – as these topics will define the focus of the day's discussions.

- Facilitated by Helen Bevan, Strategic Advisor, National Health Service Horizons



## Walking Together: Strengthening the Indigenous Health Workforce Through Connection, Reflection & Cultural Inclusion

**March 11 | 0830 – 1700**

Join us for a full-day event designed for health directors, Indigenous board members and Indigenous health team members. This gathering offers a unique opportunity for deep discussions around Indigenous health roles, responsibilities and collaborative efforts. Throughout the day, participants will reflect on the current progress and landscape of Indigenous health, while role modeling cultural safety, shared ownership and meaningful partnerships.

Key themes include navigating the responsibilities of Indigenous health teams, building shared ownership and system accountability, and reflecting on balance and well-being in these critical roles. Participants will explore how to measure success, strengthen connections and advocate for Indigenous health rights. Discussions will focus on understanding the roles of Indigenous and non-Indigenous partners in disrupting harmful systems and promoting cultural safety. Through open dialogue, ceremony and shared experiences, this event aims to foster meaningful partnerships and provide practical insights into advancing Indigenous health initiatives.

- Duane Jackson, Indigenous Patient Partner
- Mark Matthew, Director, Patient & Public Engagement & Indigenous Health, Health Quality BC

# Field Trip: Metis 101: Ta Saantii Métis-Specific Cultural Wellness Education for Health Care Professionals

March 11 | 0830 - 1700 | Offsite

This unique learning experience is hosted at Métis Nation BC's (MNBC) headquarters on the unceded territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen and Qayqayt First Nations, and treaty lands of the Tsawwassen First Nations in Surrey, BC. We also acknowledge the local chartered community, the Surrey Delta Métis Association. This session aims to deepen health staff's understanding of Métis culture and wellness perspectives. Participants will gain valuable insights into the rich Métis culture, history and governance, as well as the critical role MNBC plays in advocating for Métis rights and self-determination in British Columbia. This session serves as a critical resource for frontline health workers in British Columbia, including nurses, allied health professionals and physicians to provide culturally appropriate care for Métis People. Participants will have the opportunity to visit the Amelia Douglas Institute (ADI), the centre for Métis culture and language in British Columbia, and tour the latest cultural exhibit on display for 30 minutes. Participants will also join in a cultural beading activity, led by Elder Barb Hulme.

- Stephen Thomson, Director of Health Governance, Métis Nation BC
- Métis Elder Barb Hulme
- Eva Habib, Métis Health Equity Manager, Metis Nation BC





# Main Forum

Our main Forum program will feature a mix of plenary speakers, workshops, focus sessions, rapid fire presentations, storyboards, field trips and more.

## Opening Celebration

March 11 Evening | 1745 – 2130

The main Forum will kick off with the Opening Celebration on the evening of Tuesday, March 11. It will include a networking welcome reception prior to our evening events:

### BC Quality Awards

A ceremony to recognize the winners of our annual BC Quality Awards, which celebrate the people and projects that are improving the quality of care in our province. Because of their work, people in BC have better quality health care.

### Health Talks

Our annual event featuring a diverse group of speakers who will all answer the question: What are your hopes for health care? These are not to be missed – our speakers' stories will encourage, inspire and move you, and they are powerful because of the format that Health Talks follows.

As a Powered by PechaKucha event, Health Talks' speakers use visual storytelling that simplifies the artful process of inspiring others. The 20×20 format is short and simple: each presentation contains 20 photos, and each photo is displayed for exactly 20 seconds before automatically advancing to the next one.





# Breakout Sessions

Main Forum also offers a variety of breakout sessions. Each breakout timeslot has up to 15 different sessions you can attend. Formats include workshops, focus sessions, rapid fire sessions, recharge sessions and field trips.



# Overview of Session Types

## 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.

## FOCUS

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

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

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 offsite.



## How to Choose Your Breakout Sessions

Over the next few pages, please review the breakout sessions being offered at Quality Forum 2025. Within each double time block, attendees will choose between two one-hour sessions or one two-hour workshop or a field trip.

Read full descriptions of each breakout session starting on page 22

### BREAKOUT SESSIONS: MARCH 12 | 0945 – 1215

Within the time slot 0945 – 1215, you will either choose a one-hour session from breakout A **AND** a one-hour session from breakout B **OR** you will choose a two-hour workshop.

#### March 12 | One-Hour Sessions

##### Breakout A | 0945 – 1045

- A1:** The Provincial Goals of Care Initiative: A Province-Wide QI Partnership
- A2:** Shaping the Future of Connected Experience: Inside BC's Digital Health Initiatives
- A3:** Enhancing Feedback & Complaint Processes for Indigenous People in BC Health Care
- A4:** Nanaimo Social Prescribing Program: Collaborative Partnerships for Enhanced Health & Social Care
- A5:** Reinventing the Hospital Tray for Healthier Patients & a Healthier Planet
- A6:** Patient Real Time Data: People, Advancements & Action
- A7:** Building Blocks for Mental Health
- A8:** Virtually There: Revolutionizing Care With Digital Solutions
- A9:** Helping Hand for a Healthier & Happier Workforce
- A10:** Designing Together: Engaging Communities for Healthier Futures



##### Breakout B | 1115 – 1215

- B1:** Effective Patient Engagement: Harmony like the "Beatles" Without "Blood, Sweat & Tears"
- B2:** Using the Patient Safety Learning System to Identify & Eliminate Harm From Indigenous-Specific Racism & Discrimination
- B3:** Interoperability Saves Lives: Health Data & Quality Care
- B4:** Care4All: A Game to Inspire Change
- B5:** Frailty & Menopause: The Hidden Health Crisis for Women
- B6:** The Kindness Paradox: How We Can All Make Small Changes to Create a Big Impact
- B7:** Surgical Success: Cutting Wait Times & Boosting Recovery
- B8:** Equity in Action: Walking the Talk for Inclusive Care
- B9:** Planetary Health Heroes
- B10:** Award Winning Strategies in Quality

# OR

#### March 12 | Two-Hour Sessions

##### Workshop | 0945 – 1215

- W1:** Say YES to Storytelling
- W2:** A Critical Connection: How Patient Safety Culture Can Be Enhanced Through Team Civility
- W3:** Board & Executive Quality Learning Series: How Do You Know if We Are Providing Safe Care? The Critical Role of Governors

## BREAKOUT SESSIONS: MARCH 12 | 1415 – 1645

Within the time slot 1415 – 1645, you will either choose a one-hour session from breakout C **AND** a one-hour session from breakout D **OR** you will choose a two-hour workshop or field trip.

### March 12 | One-Hour Sessions

#### Breakout C | 1415 – 1515

- C1:** Metabolic Mental Health: Looking Beyond Brain Chemistry
- C2:** Planning Hospital Services Together: Introducing the Provincial Tiers of Service Framework
- C3:** Reducing Administrative Burden in the Health Care System
- C4:** It's a Win-Win! Measuring Improvements in Quality & Environmental Sustainability
- C5:** The Escape Room: How Breaking Out Can Advance Quality
- C6:** The Power of Small Data: How Local Data Collection Can Drive QI
- C7:** Home Sweet "Long-Term Care" Home
- C8:** Decolonizing Care: Transforming Health for Indigenous Communities
- C9:** Emergency Care Crew: Strengthening Support With Teamwork
- C10:** Scope It Out: Leveraging Roles to Bridge Care Gaps
- R1:** Métis Cultural Recharge



#### Breakout D | 1545 – 1645

- D1:** Linking Ideas to Action With Driver Diagrams
- D2:** Appropriate Use: Coast-to-Coast
- D3:** High-Performing Health Care: Refreshing Tools for Sustained Improvement
- D4:** Diving Deep into BC's 10 Year Cancer Action Plan to Improve Quality of Care
- D5:** Quality Practice & Learning Environments: Supporting Nurse Leadership & Best Practice for Optimal Patient Care
- D6:** Navigating Climate Anxiety: Practical Discussions & Strategies
- D7:** Uprooting Racism: How to Create Culturally Safe Care
- D8:** Keeping an Eye on Patient Safety
- D9:** Guiding the Way in Medical Governance
- D10:** Tech Talk: Using AI to Improve Care
- R2:** Chair-ish Your Calm

# OR

### March 12 | Two-Hour Sessions

#### Workshop | 1415 – 1645

- W4:** Leading Transformational Change
- W5:** Building a House of Trust: Insights From 25 Flemish Hospitals on Co-Creating Quality Management Systems
- W6:** Taking Care of Ourselves to Care for Patients: Creating a Sustainable Workplace

# OR

#### Field Trip | 1415 – 1645

- FT1:** Providing Healthy Food to Those in Need

## BREAKOUT SESSIONS: MARCH 13 | 0945 – 1215

Within the time slot 0945 – 1215, you will either choose a one-hour session from breakout E **AND** a one-hour session from breakout F **OR** you will choose a two-hour workshop or field trip.

### March 13 | One-Hour Sessions

#### Breakout E | 0945 – 1045

**E1:** Independent Rights Advice Service as a Catalyst for QI in BC's Mental Health & Substance Use System

**E2:** Reimagining Team-Based Primary Care: Nuka-Inspired Integrated Care Teams

**E3:** Patients, Not Numbers: Data Strategies to Enhance Safety & Equity

**E4:** Ratio Resolution: Strategies & Incentives to Meet Minimal Nurse to Patient Ratios

**E5:** Strengthening Public Health Initiative: Advancing BC's Population & Public Health Framework Through Action

**E6:** Prescription for Change: Solutions to Physician Capacity Challenges

**E7:** Nurturing the Next Wave of Health Care Heroes

**E8:** Saving Cents & Sense in Health Care

**E9:** Navigating the Road to Substance Use Treatment

**E10:** Leveling Up End of Life Care

**R3:** Paws Your Stress



#### Breakout F | 1115 – 1215

**F1:** What's the Problem With Mid-Sized EDs?

**F2:** Not Your Average Agenda: Harnessing Liberating Structures to Amplify your Daily Work

**F3:** Implementing an Evidence-Based Hospital at Home Program in Your Community to Fit Local Context: An Urban & Rural Example From Vancouver Island

**F4:** Building a Stigma-Free Tomorrow: Dismantling MHSU-Related Structural Stigma in Health Care

**F5:** When Frailty Meets Mental Health: Navigating Complex Care for Older Adults

**F6:** Opening the Doors to Specialized Care

**F7:** Creating Comfort in Critical Care Recovery

**F8:** The Quest for Going Digital

**F9:** Crafting Care for New Beginnings

**F10:** Wellness Wins: Cultivating Joy in the Workplace

**R4:** Relax & Unwind Through Creative Expression

# OR

### March 13 | Two-Hour Sessions

#### Workshop | 0945 – 1215

**W7:** When Less Is More: How to De-Implement When It Is No Longer Needed

**W8:** Building Shared Understanding: Assessing the BC Cultural Safety & Humility Standard

**W9:** Understanding Human Factors! Applying a Human-Centred Approach to Health Care

# OR

#### Field Trip | 0945 – 1215

**FT2:** Love the Land: Talaysay Cultural Tour of Stanley Park

## BREAKOUT SESSIONS: MARCH 13 | 1330 – 1430

Within the time slot 1330 – 1430, you will choose a one-hour session from breakout G.

### March 13 | One-Hour Sessions

#### Breakout G | 1330 – 1430

<b>G1:</b> Disparaging Dimensions: Ableism, Colonialism & What's MAiD in Canada
<b>G2:</b> Indigenous Patient Experience: Measuring Cultural Safety in Health Care
<b>G3:</b> Using AI to Advance the Battle Against Cancer
<b>G4:</b> Mitigating the Damage of Online Harassment for Health Workers
<b>G5:</b> For the Collective Good: How Local Governments & Health Care Organizations Can Chart a Path Paved With Promise for Health Care in BC
<b>G6:</b> Comings & Goings: Improving Hospital Patient Transitions
<b>G7:</b> Safe & Sound: Cultivating a Safe Workplace
<b>G8:</b> All Access Pass: Unlocking the Door to Primary Care
<b>G9:</b> Putting Patients & Families in the Driver's Seat
<b>G10:</b> Teamwork Makes the Dream Work: Redefining Care Beyond Boundaries



## WORKSHOP

### **W1: Say YES to Storytelling**

Unlock the power of storytelling! Vancouver's top improv performers invite you to immerse yourself in this fun and dynamic session where improv tools become your guide to uncovering authentic narratives. Discover the art of connection and relationship building through storytelling, exploring techniques to engage and captivate your audience. Specifically tailored for health care professionals, this session will go beyond the theory, providing opportunities for you to practice and master the five essential stories that will become the foundation for your leadership practice. Say YES to the transformative world of storytelling!

- Dan Dumsha, President, Improv for Work & Wellness
- Victoria Souter, Director & Facilitator, Improv for Work & Wellness

## WORKSHOP

### **W2: A Critical Connection: How Patient Safety Culture Can Be Enhanced Through Team Civility**

We know that a critical foundation of patient safety is the ability for team members to speak up for safety – evidence has long shown that good teams save lives. But what happens when clinical teams display incivility towards each other? How does incivility in teams impact clinical performance and patient safety? In this session, participants will learn how civility in health care increases productivity, promotes team learning, protects cognitive function and improves clinical outcomes for patient safety. Learn how the level of civility on teams directly impacts the way we learn, the way we perform and our ability to keep patients safe.

- Nichole Pereira, Director, Policy Stewardship, Risk Management Advisory & Patient Safety, Island Health
- Jennie Aitken, Director, Medical Staff Quality & Improvement, Island Health
- Ava Butler, Emergency Medicine Physician & Site Scholarship Lead, Island Health & University of British Columbia

WORKSHOP

### **W3: Board & Executive Quality Learning Series: How Do You Know if We Are Providing Safe Care? The Critical Role of Governors**

*This session is designed for those who govern health service delivery organizations. Registration is limited to Health Authority Boards and Senior Executive Teams.*

The pivotal Canadian Adverse Events Study highlighted that roughly one in 13 (7.5%) patients admitted to Canadian hospitals encountered a preventable adverse event during their care. This equated to an estimated 9,000 to 24,000 patient deaths per year during the study period – and that was 20 years ago! However, in the two decades since, and despite continued efforts and research, we have not made enough progress. Patient safety issues persist with harm occurring in at least one in 17 hospital stays (CIHI, 2024).

No patient should experience harm, and we know those who govern health service delivery play a key role in achieving success. You are integral to the collaborative effort this requires, one that also involves health care workers, patients, families, administrators, and policy makers. We need a systems approach, recognizing that most errors result from flaws in care delivery systems rather than individual negligence.

Join us for this interactive session where we will hear from internationally recognized experts in patient safety and governance, and have the opportunity to dive deep into how we can take action to address this ongoing critical issue.

- Ross Baker, Professor Emeritus, Institute for Health Policy, Management & Evaluation, Dalla Lana School of Public Health, University of Toronto
- Lynn Stevenson, Health Care Consultant & Chair, Health Employers Association of BC
- Devin Harris, Chair, Health Quality BC



## FOCUS SESSION

**A1: The Provincial Goals of Care Initiative: A Province-Wide QI Partnership**

The Provincial Goals of Care Initiative aims to reshape health care delivery in British Columbia by ensuring that advance directives and goals of care are understood, respected, and seamlessly integrated with patient care. Time-efficient solutions with a Focus Session on open standards and interoperability will ensure that up-to-date goals of care are both accessible and secure. This interactive workshop will engage participants to discuss how the current state of goals of care affects clinicians and the general population, how health care in British Columbia will change to better align with patients' values and preferences, and how we can work together to advocate for our patients, our loved ones, and ourselves.

- Ross Taylor, Physician, Vancouver Coastal Health
- Andrew Hurlburt, Critical Care Medicine Fellow, University of British Columbia
- Sophie McGregor, Internal Medicine Resident, University of British Columbia
- Anthon Meyer, Rural Personal Health Record Lead & Data Informatics & AI Physician Lead, Rural Coordination Centre of BC
- David Sweet, Executive Medical Director, Health Quality BC

## FOCUS SESSION

**A2: Shaping the Future of Connected Experience: Inside BC's Digital Health Initiatives**

Join us for an engaging session to experience how the BC Digital Health Strategy is shaping a seamless patient journey and enhancing health care delivery. This session builds on feedback from the 2024 Quality Forum, where we outlined upcoming objectives, goals, and intentions. This year, presenters will highlight the exciting current initiatives and innovative tools which are underway through live demonstrations. Learn how BC's Provincial Digital Health Team is collaborating with patients, providers, and health partners, integrating their feedback to develop impactful digital health solutions.

- Shannon Malovec, Executive Vice President, Provincial Digital Health & Information Services, Provincial Health Services Authority
- Michael Tatto, Chief Digital Innovation Officer, Provincial Digital Health & Information Services, Provincial Health Services Authority
- Heidi Giesbrecht, Senior Executive Director, Strategy, Innovation & Portfolio Management, Provincial Health Services Authority



**FOCUS SESSION****A3: Enhancing Feedback & Complaint Processes for Indigenous People in BC Health Care**

The Sharing Concerns Principles represent the first province-wide effort in British Columbia to improve complaint and feedback processes for Indigenous People, aligning with In Plain Sight Recommendation 5. Initially released in 2022 with nine guiding principles, this initiative has since been updated in 2024 with input from all BC health authorities and professional colleges. The updated version reflects collective advancements across the health care system in response to Indigenous-specific complaints, emphasizing a commitment to culturally safe care. Ongoing convening and collaboration on implementing these principles will further support Indigenous voices in health care feedback processes.

- Mark Matthew, Director, Patient & Public Engagement & Indigenous Health, Health Quality BC
- Adam Finch, Leader, Indigenous Health, Health Quality BC

**FOCUS SESSION****A4: Nanaimo Social Prescribing Program: Collaborative Partnerships for Enhanced Health & Social Care**

Starting from the need to rethink delivery models of health and social care, this session will offer a framework for improvement that reviews how Nanaimo set up a social prescribing program based on a foundation of intersectoral partnerships and collaboration in the community and primary care. The session will review how the project was incorporated within an existing assessment and referral system to set up a single point of access to triage and deliver appropriate and timely patient care. Participants will be offered the opportunity to engage in co-production by participating in an activity focused on the importance of connection in social health and well-being.

- Shelley Gallant, Executive Director, Primary & Community Care & Clinical Operations, Island Health
- Joanne A. Schroeder, Professor, Recreation & Tourism & Chair, Vancouver Island University & World Leisure Organization
- Polina Petlitsyna, Patient Partner, Patient Voices Network
- Adam Hoverman, Family Physician & Public Health Specialist, Nanaimo Division of Family Practice
- Sandra Allison, Family Physician & Public Health Specialist, Nanaimo Division of Family Practice
- Kirsten Schuld, Shared Care Project Lead, Nanaimo Division of Family Practice

**FOCUS SESSION****A5: Reinventing the Hospital Tray for Healthier Patients & a Healthier Planet**

Hospital food often has a bad reputation, yet food plays a key role for health and healing, and centres our everyday lives. In this session, the speakers will share how an interdisciplinary team at Vancouver Coastal Health reimagined hospital food with their Planetary Health Menu project. The project featured a diverse selection of new, delicious, nutritious, more culturally diverse, and more environmentally sustainable menu items. Through this interactive session, the team will describe their approach to designing, implementing, and measuring the impact of this novel menu, which significantly reduced greenhouse gas emissions, while supporting patient satisfaction and minimizing food waste.

- Annie Lalonde, General Surgery Resident & PhD Student in Resources, Environment & Sustainability, University of British Columbia
- Tiffany Chiang, Registered Dietitian & Director, Food Service Transformation & Strategic Projects, Vancouver Coastal Health
- Elaine Eppler, Clinical Dietitian, Neurosciences Unit, Vancouver General Hospital
- Ned Bell, Chef & Culinary Director, Planetary Health Menu Project, Hatch Hospitality

**FOCUS SESSION****A6: Real Time Data: People, Advancements & Action**

We all know patient and family feedback is essential to improving care. However, the success to improving the care experience relies on the ability to collect and adapt to real-time feedback, and to use patient experience data to re-build and strengthen relationships among patients and providers. This session will introduce participants to Fraser Health's Real Time Patient Experience Survey (RTPES) tool and explore opportunities and barriers to applying feedback in a timely way to improve the quality, safety and experience of health care.

- Mandy Lindsay, Director, Patient Experience, Fraser Health
- Ashifa Ahmed, Leader, Patient Experience, Fraser Health

**RAPID FIRE SESSION****A7: Building Blocks for Mental Health**

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**Adult ADHD Screening: Quality Improvement in a Rural Mental Health Centre**

- Ariel Gabriel, Clinical Services Manager, Red Fish Healing Centre for Mental Health & Addictions, Provincial Health Services Authority
  - Jan Madayag, Manager, Quality, Patient Safety & Accreditation, Provincial Health Services Authority
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**From Mental Health Crisis to Independence**

- Alanna Summers, Manager, Bridging Care Program, Island Health
  - Jennifer Sandberg, Team Lead, Bridging Care Program, Island Health
  - Clara Rubincam, Learning Health System Facilitator, Island Health
  - Tasha McKelvey, Executive Director, Mental Health & Substance Use, Island Health
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**Reducing AWOLs at a Mental Health & Addictions Facility**

- Betty Tang, Psychiatrist, Vancouver Coastal Health
- Shren Chetty, Psychiatrist, Vancouver Coastal Health

**RAPID FIRE SESSION****A8: Virtually There: Revolutionizing Care With Digital Solutions**

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**Long-Term Care Virtual Physician Services: Timely Access to Care**

- Gita Rafiee, Regional Clinical Nurse Specialist, Fraser Health
  - Nick Petropolis, Physician & Long-Term Care & Assisted Living Regional Transformational Care Lead, Fraser Health
  - Raymi Komal, Project Leader, Fraser Health
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**Implementation of the Virtual Multidisciplinary Asthma Education Clinic in Interior Health**

- Julia Pritchard, Respiriologist, Okanagan Lung Centre
  - Natasha Espinosa, Respiratory Therapist, Interior Health
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**Implementing a Virtual Support for Hospitals: A Provincial Framework**

- Lori Korchinski, Executive Director, Emergency Care BC, Provincial Health Services Authority
- Robyn Emde, Senior Clinical Leader, Provincial Health Services Authority
- Stacey Cotter, Director, Provincial Partnerships, Provincial Virtual Health, Provincial Health Services Authority

**RAPID FIRE SESSION****A9: Helping Hand for a Healthier & Happier Workforce**

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**Moral Distress in Health Care: Supporting Quality of Care & Staff's Moral Empowerment**

- Esther Davies, Ethicist, Vancouver Coastal Health
  - Kim Jameson, Ethicist, Vancouver Coastal Health
  - Kris Smith, Ethicist, Vancouver Coastal Health
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**Building Support for Effective Team-Based Care With Clinical Operations & Logistics**

- Karen McIntire, Vice President of Workforce, Southcentral Foundation
  - Steve Tierney, Senior Medical Director of Quality Improvement, Southcentral Foundation
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**Moral Empowerment Program: Enhancing Health Care Workforce Well-being & Sustainability**

- Esther Alonso-Prieto, Regional Lead, Ethics Service, Northern Health

**RAPID FIRE SESSION****A10: Designing Together: Engaging Communities for Healthier Futures**

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**Promising Practices for Strengthening Engagement in Public Health Decision-Making**

- Rebecca Hasdell, Lead, Initiatives & Innovation, BC Centre for Disease Control
  - Tiffany Barker, Director, Quality, Safety & Accreditation, BC Centre for Disease Control
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**Empowering the Citizen Patient: Enhancing Community Health Through Patient Education**

- Leora Gesser, Patient Partner, Kootenay Boundary Patient Advisory Committee & Community
  - Mindy Smith, Patient Partner, Kootenay Boundary Patient Advisory Committee & Community
  - Leila Dale, Evaluation & QI Lead, Kootenay Boundary Division of Family Practice
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**Strengthening Emergency Health Services Through Innovation in Rural & Remote British Columbia**

- Ashmita Rai, Project Coordinator, University of British Columbia Okanagan
- Nelly Oelke, Associate Professor, University of British Columbia Okanagan

## FOCUS SESSION

**B1: Effective Patient Engagement: Harmony like the “Beatles” Without “Blood, Sweat & Tears”**

Patient Partner engagements can only be successful when expectations are clear on “Both Sides Now.” When successful, health care and patient partners make remarkable improvements. In this session, participants will “Come Together” to learn key actions that will lead to effective engagements, all with a rock’n roll twist.

- Hugh Alley, Patient Partner, Patient Voices Network
- Sandy Ketler, Patient Partner, Patient Voices Network

## FOCUS SESSION

**B2: Using the Patient Safety Learning System (PSLS) to Identify & Eliminate Harm From Indigenous-Specific Racism & Discrimination**

Indigenous-specific racism in health care often results in harm to Indigenous patients, families, and staff. At BC Children’s and BC Women’s Hospitals, operational leaders, clinical teams, and the Provincial Health Services Authority (PHSA) Indigenous Health team are collaborating to address ISRD through improved reporting and response processes. With enhanced Patient Safety Learning System (PSLS) tools, staff can now report ISRD-related events, which can better inform an understanding of how systemic racism manifests. Guided by the six Coast Salish Teachings and supported by PHSA’s Thee Eat “Truth” committee, the initiative includes daily reviews of self-identified Indigenous patient safety events and weekly huddles to drive systemic change. Indigenous Patient Navigators (IPNs) play a crucial role, offering culturally safe support and building trust with patients and families, enabling transparent, impactful conversations toward cultural safety and improved health care equity.

- Felicia Laing, Director, Quality, Patient Safety & Accreditation, BC Children’s Hospital & BC Women’s Hospital
- Trish Collison, Team Lead, Indigenous Patient & Family Experience, Quality & Safety, Indigenous Health Program, BC Children’s Hospital & BC Women’s Hospital
- Terrace Desnomie, Program Manager, Quality & Safety Indigenous Health, BC Children’s Hospital & BC Women’s Hospital
- Liz Lamb, Manager, Quality, Patient Safety & Accreditation, BC Children’s Hospital & BC Women’s Hospital
- Andrea Walker, Chief, Quality, Patient Safety & Experience Officer, Provincial Health Services Authority
- Penny Cooper, Senior Director, Cultural Safety & Transformation, Provincial Health Services Authority

**FOCUS SESSION****B3: Interoperability Saves Lives: Health Data & Quality Care**

There is a growing consensus that shortfalls in the design and use of health data in Canada are resulting in health system dysfunction and preventable harm to Canadians. Framed around patient stories, Ewan Affleck will explain what has led to this situation, how we in Canada have legislated the failure of digital health systems, and in doing so are violating our core accountability to the provision of quality care. Dr. Affleck will also explain why he is more optimistic now than he has been in 30 years that Canada can finally reimagine its use of health data, and realize the promise of digital health technology.

- Ewan Affleck, Senior Medical Advisor, Health Informatics, College of Physicians & Surgeons of Alberta

**FOCUS SESSION****B4: Care4All: A Game to Inspire Change**

Imagine being on a desert island with limited resources and one goal: ensuring access to primary care for all who need it. The Care4All game is an interactive, hands-on experience that challenges players to find innovative, collaborative solutions to the primary care crisis using real community data. Players work in small groups to explore options like task shifting, artificial intelligence, policy change and patient triage, using tokens, cards, and figurines with a goal of ensuring that everyone receives high-quality primary care before time runs out.

- Jen Ellis, Primary Care Network Lead, Kootenay Boundary Division of Family Practice
- Andrew Earnshaw, Executive Director, Kootenay Boundary Division of Family Practice
- Mona Mattei, Shared Care Lead, Kootenay Boundary Division of Family Practice
- Leila Dale, Evaluation & QI Lead, Kootenay Boundary Division of Family Practice

**FOCUS SESSION****B5: Frailty & Menopause: The Hidden Health Crisis for Women**

Did you know that women are significantly more likely than men to develop frailty and even dementia due to untreated hormone loss during menopause? This one-hour session will uncover the vital connection between perimenopause, menopause and frailty, offering health care workers and physicians key insights into the signs, symptoms and risks. Explore the latest research, learn practical screening and treatment strategies, and engage in a thought-provoking Q&A to bring impactful, informed care to your patients.

- Michele Thomson, Vice-President, Operations, Buron

**FOCUS SESSION****B6: The Kindness Paradox: How We Can All Make Small Changes to Create a Big Impact**

Kindness isn't just a nice-to-have; it's a critical leadership strategy that has an outsized return on investment for preventing burnout, promoting well-being and enhancing engagement (thus performance). We all have the opportunity to show leadership in how we engage and connect with others. In this interactive session, learn how to leverage the benefits of kindness within your teams by focusing on increasing clarity, consistency and civility.

- Adam King, Founder & Managing Partner, BeThink



**RAPID FIRE SESSION****B7: Surgical Success: Cutting Wait Times & Boosting Recovery**

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**Optimizing Recovery: Same-Day Discharge for Total Joint Arthroplasty at Canadian Community Hospital**

- Jennifer Watters, Nurse Practitioner, Fraser Health
  - Reza Faraji, Anesthesiologist, Fraser Health
  - Tim Kostamo, Orthopedic Surgeon, Burnaby Hospital, Fraser Health
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**Improving the DeLiVeRy of Care: Reducing Wait Times for BC Provincial Liver Transplant**

- Maja Segedi, Surgeon, Liver Transplant, Vancouver General Hospital
  - Octavian Turner, Research Student, Vancouver General Hospital
  - Vanessa Kong, Medical Student, University of British Columbia
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**Using Quality Standards to Improve Care: Spotlight Report on London Health Sciences Centre**

- Jenny Thain, Geriatric Medicine Physisican, London Health Sciences Centre
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**RAPID FIRE SESSION****B8: Equity in Action: Walking the Talk for Inclusive Care**

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**Striving for Equity, Diversity, Inclusion & Cultural Safety: An Innovative Policy Process**

- Avanti Haque, Policy Lead, Indigenous Cultural Safety, Fraser Health
  - Kamal Arora, Lead, Organizational Equity, Diversity & Inclusion Support, Fraser Health
  - Sarah Willoughby, Clincial Practice Consultant, Fraser Health
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**Power & Perspectives: Using Equity Walk Throughs to Inform Equity-Oriented Approaches at BC Cancer**

- Perla Araiza, Research Project Coordinator, BC Cancer
  - Sarah Stern, Lived Experience Advisor, BC Cancer
  - Summer Konechny, Living Experience Advisor, BC Cancer
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**Establishing a Perinatal Mental Health & Substance Use Engagement Network: A Peer-Led Initiative**

- Ashlee Jubb, Patient & Family Advisor, Mental Health & Substance Use, Provincial Health Services Authority
- Melissa Dreyer, Peer Engagement Leader, Mental Health & Substance Use, Provincial Health Services Authority



**RAPID FIRE SESSION****B9: Planetary Health Heroes**

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**Designing Processes for Home Health Staff & Clients in Extreme Heat Emergencies**

- Elaine Heffel, Manager, Community Health Services Business Processes & Function, Island Health
  - Matt Carlson, Manager, Community Health Services Data Quality & Operational Reporting, Island Health
  - Saskia Wald, Clinical Initiatives Lead, Island Health
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**How to Build a Primary Care Disaster Response System**

- Ian Bekker, Physician, Island Health & Victoria Division of Family Practice
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**Greening the Lab: Interior Health Clinical Laboratories Adopt Sustainable Solutions**

- Christine Henderson, Clinical Sustainability Coordinator, Interior Health
  - Launny Lowden, Diagnostic & Clinical Pathologist & Medical Director of Patient Safety, Interior Health
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**RAPID FIRE SESSION****B10: Award Winning Strategies in Quality**

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**Inter- & Intra-Health Authority Relocation (IIHAR) Working Group**

- Gloria Hertz, Health Emergency Management Lead, Vancouver Acute, Vancouver Coastal Health & Health Emergency Management British Columbia
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**Bridging Care Program**

- Clara Rubincam, Quality Improvement Professional, Royal Jubilee Hospital, Island Health
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**Cowichan COPD Program**

- Donna Jouan-Tapp, Director Cowichan Health & Care Plan, Island Health
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**FIELD TRIP**

## **FT1: Providing Healthy Food to Those in Need**

Participants will enjoy a guided tour of the Greater Vancouver Food Bank’s primary warehouse, curated to showcase our impact on the health and well-being of our community. During this tour, we will share our story, including our daily operations, our commitment to fresh, healthy food, and our efforts to reduce surplus food waste.

Greater Vancouver Food Bank

**WORKSHOP**

## **W4: Leading Transformational Change**

Back by popular demand, hear from Helen Bevan on how we can grow both our inner and outer skills to increase the chances of success in large complex change. How we as leaders see the world makes a significant difference in our ability to deliver transformational change. In this provocative workshop, we will look at different mindsets and worldviews of change and how these impact on our ability to deliver large-scale change. We will explore how leaders who have a more developed worldview have a greater capacity to deal with complexity, are more welcoming of diverse ideas and perspectives and can see more patterns and interconnections, which lead to more effective transformational solutions. We will consider actions to build our own inner skills for change, based on new ways of seeing the world.

- Helen Bevan, Strategic Advisor, National Health Service Horizons



### WORKSHOP

#### **W5: Building a House of Trust: Insights From 25 Flemish Hospitals on Co-Creating Quality Management Systems**

In this interactive workshop, Kris will delve into the transformative journey of 25 Flemish hospitals that shifted from traditional accreditation to a new, collaborative quality management model: the Flanders Quality Model (FlaQuM). Guided by the foundational principles of the House of Trust, these hospitals are using a structured co-creation roadmap to embed quality into daily practice sustainably. Participants will learn how hospitals employ peer review challenges, co-design workshops, monthly inspiration sessions, and scientific research to drive continuous, in- and inter-hospital learning and improvement.

- Kris Vanhaecht, Full Professor, Leuven University

### WORKSHOP

#### **W6: Taking Care of Ourselves to Care for Patients: Creating a Sustainable Workplace**

As we continue to face challenges with adequate staffing and the wellness of those working in health care, there also continues to be significant gaps in care for the communities we serve. Our system has historically relied on health professionals who stretch themselves to bridge the system gaps in a way that is rarely sustainable. There remain elements of health care culture that hero-worships this non-sustainable martyrdom. Burnout, apathy and disengagement continue to be a struggle for those working within the health care system.

- Christina Krause, Chief Executive Officer, Health Quality BC
- Hussein Kanji, Executive Medical Director, Critical Care BC, Provincial Health Services Authority & Co-Lead, #SynergyHUB, Doctors of BC
- Lawrence Yang, Family Physician, Gateway Medical & Co-Lead, #SynergyHUB, Doctors of BC

## FOCUS SESSION

**C1: Metabolic Mental Health: Looking Beyond Brain Chemistry**

New research shows that the way our body processes energy and nutrients is closely linked to mental health conditions, suggesting we need to look beyond just brain chemistry. This talk examines how problems with blood sugar control, cellular energy production and body inflammation may lead to conditions like depression, anxiety and serious mental illness. Studies show that improving physical health through diet changes, exercise and certain medications can help reduce mental health symptoms. We present a new approach to treating mental health that considers both mind and body, backed by patient examples and scientific studies. This new way of thinking offers hope for patients who haven't responded well to traditional treatments.

- Elisa Brietzke, Professor, Department of Psychiatry, Queens University
- Sean McKelvey, Chief Executive Officer, Institute for Personalized Therapeutic Nutrition
- Jonny Morris, Chief Executive Officer, Canadian Mental Health Association BC Division

## FOCUS SESSION

**C2: Planning Hospital Services Together: Introducing the Provincial Tiers of Service Framework**

As health systems worldwide face unprecedented resource challenges, planning hospital services thoughtfully and in a coordinated manner has become more important than ever. This session provides an overview of the Provincial Tiers of Service framework, a planning tool designed to meet these challenges. Discover the thinking behind this approach, its development and progress, and how it can enhance service planning across diverse hospitals and health centres – from rural and remote communities to urban settings.

- Joanne Shum, Executive Lead, Tiers of Service, Provincial Health Services Authority
- Maureen O'Donnell, Executive Vice President, Provincial Clinical Policy, Planning & Partnerships, Provincial Health Services Authority & Associate Professor, Department of Pediatrics, University of British Columbia
- Jim Kim, Chair, Anesthesiology, Providence Health Care & Vancouver Coastal Health & Clinical Associate Professor, University of British Columbia
- Shallen Letwin, Vice President, Clinical Operations, Interior Health

**FOCUS SESSION****C3: Reducing Administrative Burden in the Health Care System**

The cumulative workload from unnecessary and duplicative administrative tasks can impact a care provider's mental health and their ability to provide care for patients. Do you want to know how to identify and address administrative burdens in your workplace? Come and join this interactive session, where you will learn about human and system level administrative burdens, and how you can work towards reducing and eliminating them!

- Kate McCammon, Leader, Strategic Initiatives, Health Quality BC
- Leanne Griffiths, Leader, Strategic Initiatives, Health Quality BC
- Lisa Gaede, Family Physician, Doctors of BC

**FOCUS SESSION****C4: It's a Win-Win! Measuring Improvements in Quality & Environmental Sustainability**

Green care is good care, making it an easy choice to improve environmental sustainability in health care. When designing improvements, incorporating environmentally sustainable measures will help realize the co-benefits of improving care at a lower environmental cost. We'll take you through the steps to putting environmental impacts to your quality improvement initiatives so that you can show meaningful progress to a low-carbon, resilient and sustainable health system.

- Ilona Hale, Family Physician, Clinical Assistant Professor, Department of Family Practice, University of British Columbia & Clinical Advisor, Health Quality BC
- Arianna Cruz, Strategy & Innovation Lead, CASCADES Canada
- Andrea Wnuk, Leader, Health System Improvement, Health Quality BC
- Amanda McKenzie, Manager, Environmental Sustainability, Interior Health

**FOCUS SESSION****C5: The Escape Room: How Breaking Out Can Advance Quality**

When every minute counts, even one small communication breakdown can have serious and sometimes life-threatening consequences. However, the worst time to build teamwork and collaboration is when the pressure is highest – such as when a patient is experiencing postpartum hemorrhage. With this in mind, and recognizing that information is better remembered when learning is fun, Port Alberni’s West Coast General Hospital decided to turn a simulation workshop into an Escape Room! The aim was to increase effectiveness of care by practicing evidence-based interventions that lead to positive patient outcomes, and to build a collaborative culture between perinatal nurses, physicians, and midwives. In this session, you’ll see the escape room in action and have the opportunity to see how it creates an environment for learning and team building. Participants will also have time to reflect on how an escape room could help advance their own area of work.

- Danielle Eely, Pediatric & Perinatal Educator, West Coast General Hospital, Island Health
- Glenda Bertolucci, Nurse, West Coast General Hospital & Rural Surgical Obstetrical Network, Island Health & Rural Coordination Centre of BC

**FOCUS SESSION****C6: The Power of Small Data: How Local Data Collection Can Drive QI**

Automated indicators, reports or dashboards are a great resource for monitoring our performance, but often lack the specificity, timeliness or widespread access to support change at the local level. And they rarely provide the meaningful feedback loop to those delivering care if their efforts to improve are working. Join this session to learn ways of using simple data collection methods – pen and paper by the team at a local level – to get meaningful insight about our improvement efforts. This small-scale measurement, when defined, collected and shared by the care team, can ensure an outsized impact on improvement efforts through team engagement.

- Andrew Wray, Executive Director, Health Quality BC

**RAPID FIRE SESSION****C7: Home Sweet “Long-Term Care” Home**

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**Reducing Transfers from Long-Term Care to Emergency Departments**

- Amber Jarvie, Physician Lead, Fraser Health
  - Alana Stuart, Project Leader, Fraser Health
  - Michiko Mazloum, Program Director, Fraser Northwest Division of Family Practice
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**Relational Connections Help Reduce Behavioural Symptoms of Dementia & Antipsychotic Use**

- Charles Gali, Clinical Operations Supervisor, Minoru Residence, Vancouver Coastal Health
  - Kiran Kooner, Nurse Educator, Minoru Residence, Vancouver Coastal Health
  - Marlene Parsons, Spiritual Health Practitioner, Minoru Residence, Vancouver Coastal Health
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**Innovations in Long-Term Care: The Pines Resident Engagement Ambassador Student Position**

- Arkell Wiley, Regional Quality Improvement Advisor, Northern Health
- Arlene Buckham, Recreational Therapist, Long-Term Care, Northern Health

**RAPID FIRE SESSION****C8: Decolonizing Care: Transforming Health for Indigenous Communities**

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**Enhancing Emergency Care in Remote First Nations Communities: A Pathway to Equity**

- Alexandra Kent, Postdoctoral Fellow, University of British Columbia Okanagan
  - Megan Muller da Silva, Postdoctoral Fellow, University of British Columbia
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**Quality Improvement: De-Stigmatizing & Decolonizing Health Care at Central Interior Native Health Society**

- Oliveth Orjiocha, Research & Development Coordinator, Central Interior Native Health Society
  - Shobha Sharma, Executive Director, Central Interior Native Health Society
  - Jennifer Hoy, Healthcare Access & Stabilization Program Coordinator, Central Interior Native Health Society
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**Indigenous Patient Navigator Integration in the BC Children’s Hospital Emergency Department**

- Renae Nyce, Indigenous Patient Navigator, BC Children’s & Women’s Hospital
- Trish Collison, Team Lead, Indigenous Patient & Family Experience, Quality & Safety, Indigenous Health Program, BC Children’s & Women’s Hospital
- Yass Amir Rahmani, Quality, Patient Safety & Accreditation Lead, Emergency & Trauma Services, BC Children’s & Women’s Hospital

**RAPID FIRE SESSION****C9: Emergency Care Crew: Strengthening Support With Teamwork**

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**Innovating Emergency Care: Implementing a Substance Use Nurse to Improve Patient Outcomes**

- Anna Waters, Registered Nurse, Substance Use, Island Health
  - Meghan Leahy, Registered Nurse, Island Health
  - Sara Healing, Project Manager, Victoria Division of Family Practice
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**Team-Based Primary Care to Support the Emergency Department**

- Amber Hay, Director, UPCC Optimization, South Island UPCCs, Island Health
  - Elizabeth Mcgrath, Site Director, Saanich Peninsula Hospital, Island Health
  - Thuy Nga Pham, South Island UPCC Co-Medical Director, South Island UPCCs, Island Health
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**Regional Emergency Department Surge Protocol Implementation**

- Megan Butler, Access & Efficiency Clinical Specialist, Interior Health
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**RAPID FIRE SESSION****C10: Scope It Out: Leveraging Roles to Bridge Care Gaps**

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**Introducing a Mobile Integrated Health Falls Team**

- David Brown, Manager, Strategic Clinical Operations, BC Emergency Health Services
  - Michelle Brittain, Director, Transformation Projects, BC Emergency Health Services
  - Ford Smith, Director, Clinical Hub, BC Emergency Health Services
  - Anne Hung, BC Emergency Health Services
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**Bridging the Gap: Collaborative Care Transformation With a Nurse Practitioner**

- Jessica Barker, Clinical Operations Manager, Interior Health
  - Crystal Grymaloski, Nurse Practitioner, Interior Health
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**Integration of Licensed Practical Nurses into Emergency Departments**

- Chandell Kelly, Clinical Nurse Educator, Providence Health Care
  - Emily Tang, Specialty Nursing Faculty, BC Institute of Technology
  - Manu Gill, Practice Consultant, Nursing & Interprofessional Practice, Providence Health Care
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**RECHARGE SESSION****R1: Métis Cultural Recharge**

The Métis Cultural Recharge session will be a revitalizing experience led by Maddy McCallum, an inspiring energy mover and dancer. Combining a short, insightful talk with movement, the session will offer participants a chance to connect with Métis cultural roots and harness the healing power of physical expression. Maddy's unique approach, rooted in Indigenous teachings and personal journey, will leave attendees feeling rejuvenated and deeply connected to themselves and their surroundings.

- Maddy McCallum, Energy Mover



## FOCUS SESSION

**D1: Linking Ideas to Action With Driver Diagrams**

Looking for a quality improvement tool that will help take your lofty aim and break it down into manageable change ideas? Need a method that will help move your team from vision to action? Searching for an approach that is agile and can change as rapidly as the complex, adaptive systems we work in? Then driver diagrams are the tool for you! In their simplest form, driver diagrams help link high-level improvement goals to specific project activities. In this interactive session, you will have an opportunity to learn more about this powerful tool and start to build the framework for your very own driver diagram.

- Leanne Griffiths, Leader, Strategic Initiatives, Health Quality BC
- Kate McCammon, Leader, Strategic Initiatives, Health Quality BC

## FOCUS SESSION

**D2: Appropriate Use: Coast-to-Coast**

While prescription medications play an important role in Canadians' health, when used inappropriately harms can outweigh benefits. It is estimated that 1.9 million seniors in Canada regularly use at least one inappropriate medication and Canadians between 40 and 79 years of age take five or more prescription medications (polypharmacy), which is associated with drug interactions and increased risks of negative health outcomes, such as falls. There is an opportunity to improve quality of care by increasing the appropriate use of medications. In this session, leaders in appropriate use from Canada's Drug Agency (CDA-AMC) and across Canada will provide an overview of CDA-AMC's early vision and strategy on appropriate use, and feature appropriate use initiatives in different parts of Canada.

- Stephen Samis, Co-Chair, Appropriate Use Advisory Committee, Canada's Drug Agency
- Jonathan Lam, Director, Appropriate Use Advisory Committee, Canada's Drug Agency
- David Gardner, Professor, Dalhousie University
- Colin Dormuth, Associate Professor, Department of Anesthesiology, Pharmacology & Therapeutics, University of British Columbia & Co-Managing Director, Therapeutics Initiative

**FOCUS SESSION****D3: High-Performing Health Care: Refreshing Tools for Sustained Improvement**

The Accelerating Healthcare Improvement Organizational Assessment tool is an evidence-informed assessment tool developed by Healthcare Excellence Canada to support action-oriented health system improvements needed to become a high-performing health care organization. The tool has been refreshed to reflect the evolving understanding of factors that support high-performing, improvement-oriented health care organizations and systems. Participants will be invited to reflect on the refreshed levers and help shape the assessment supports and supportive pathways to shape a future of health care so that everyone has safe and high-quality care.

- Maria Judd, Vice-President, Strategic Initiatives & Programs, Healthcare Excellence Canada

**FOCUS SESSION****D4: Diving Deep into BC's 10 Year Cancer Action Plan to Improve Quality of Care**

Cancer is a major public health problem and will affect one in two British Columbians in their lifetime. Cancer care touches every aspect of the health system and demand is growing driven by an increasing and aging population, new treatment options and improved outcomes. In this session, we will explore BC's 10-Year Cancer Action Plan to better prevent, detect and treat cancers and identify opportunities to improve the quality of cancer care in the province.

- Speaker TBA

**FOCUS SESSION****D5: Quality Practice & Learning Environments: Supporting Nurse Leadership & Best Practice for Optimal Patient Care**

Advancing quality to achieve patient outcomes requires a systematic focus on the conditions and factors that support effective and optimal delivery of care in clinical settings. Known as Quality Practice and Learning Environments (QPLE), this session will share the components of QPLE and how they are being leveraged to lay a foundation for the implementation of minimal nurse to patient ratios in BC.

- Kerry Morrison, Executive Director, Nursing Policy Secretariat & Provincial Chief Nursing Officer, BC Ministry of Health
- Linda Dempster, Provincial Executive Lead, Nursing Ratios, BC Ministry of Health

**FOCUS SESSION****D6: Navigating Climate Anxiety: Practical Discussions & Strategies**

In this session, participants will learn about climate anxiety and how it is currently impacting BC health care. Discussions will focus on acknowledging how climate anxiety may disproportionately affect certain individuals over others (e.g., those who live in rural communities and regions that experience recurring extreme weather events). Participants will also have the opportunity to engage in action-oriented brainstorming to discuss how BC health care can prepare to address climate anxiety for both health care employees and the people they serve.

- Emily Pletsch, Climate Emergencies & Mental Health Advisor, Canadian Mental Health Association BC Division
- Matt Treble, Manager of Suicide Prevention & Life Promotion, Canadian Mental Health Association BC Division
- Jonny Morris, Chief Executive Officer, Canadian Mental Health Association BC Division

**RAPID FIRE SESSION****D7: Uprooting Racism: How to Create Culturally Safe Care**

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**Can a Tree Eradicate Indigenous-Specific Racism & Discrimination?**

- Fairouz Devji, Clinical Education Consultant, Provincial Health Services Authority
  - Lisa Jang, Nurse Educator, Provincial Health Services Authority
  - Simmie Kalan, Senior Director, Provincial Health Services Authority
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**Creating Culturally Safe & Welcoming Spaces With Host Nations Partners**

- Emina Dervisevic, Manager, Community Engagement, Vancouver Coastal Health
  - Jill Brimacombe, Senior Project Director, Lions Gate Hospital Redevelopment Project, Vancouver Coastal Health
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**Embedding the HSO BC Cultural Safety & Humility Standard into VCH Professional Practice**

- Dacia Howard Jovanović, Strategic Lead, Professional Practice, Vancouver Coastal Health
  - Jonathan Beaumier, Nursing Practice Initiatives Lead, Vancouver Coastal Health
  - Kathleen Harris, Director, Indigenous Patient Experience & Professional Practice, Vancouver Coastal Health
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**RAPID FIRE SESSION****D8: Keeping an Eye on Patient Safety**

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**CICLOP: An Eye to Support Quality Improvement in Pre-Hospital Care**

- Camille Ciarniello, Director, Risk Management, BC Emergency Health Services
  - Ole Olsen, Director, Quality, Patient Safety & Accreditation, BC Emergency Health Services
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**Enhancing Emergency Department Safety Through Establishing a PSLS Review Club**

- Lori Quinn, Operations Director, Emergency, Trauma, Critical Care & Respiratory Therapy, Vancouver Coastal Health
  - Sherry Moon, Quality Leader, Vancouver Coastal Health
  - Lara Gurney, Clinical Nurse Specialist, Emergency, Vancouver Coastal Health
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**Using Safety-II to Study Medication Safety Following Electronic Health Record Implementation**

- Nichole Pereira, Director, Patient Safety, Risk Management Advisory, & Policy Stewardship, Island Health

**RAPID FIRE SESSION****D9: Guiding the Way in Medical Governance**

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**Primary Care Governance: Minding the Gap**

- Emma Isaac, Director, Primary Care Support & Resources, Island Health
  - Pam Sterling, Manager, Primary Care Priorities, Island Health
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**Transforming Medical Affairs: An Indigenized Approach to Supporting Medical Staff**

- Terri Aldred, Executive Medical Director, First Nations Health Authority
  - Trish Howard, Director of Operations, Medical Affairs & Wellness Office, First Nations Health Authority
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**Leading With Equity: A Framework for CPSBC's Policy Development**

- Bria Luis, Policy Coordinator, College of Physicians & Surgeons of BC
- Hope Moir, Policy Analyst, College of Physicians & Surgeons of BC

**RAPID FIRE SESSION****D10: Tech Talk: Using AI to Improve Care**

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**Improving Lung Cancer Detection & Early Diagnosis Through AI & Collaboration**

- Rableen Nagra, Operations Director, BC Cancer Lung Screening Program, BC Cancer
  - Stephen Lam, Medical Director, BC Cancer Lung Screening Program, BC Cancer
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**AI-Driven One-Year Mortality Risk Prediction**

- Amir Parizi, Data Scientist, Fraser Health
  - Hamidreza Eslami, Director, Data Science, Advanced Analytics, Fraser Health
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**AI-Scribes in Palliative Care Specialty Consultations**

- Jessica Otte, Physician, Department of Family Practice & Division of Palliative Care, University of British Columbia & Island Health

**RECHARGE SESSION****R2: Chair-ish Your Calm**

Join Kenzie Pattillo, yoga instructor at Every Day Counts Program, North Shore Hospice, for a chair-based yoga practice that aims to calm the nervous system and improve functional strength and range of motion, all from the stable, accessible comfort of a chair.

- Kenzie Pattillo, Yoga Instructor, Every Day Counts Program, North Shore Hospice

**FIELD TRIP**

## **FT2: Love the Land: Talaysay Cultural Tour of Stanley Park**

“Love the Land” is a philosophy and way of life that emphasizes a profound, reciprocal relationship with the Earth. Rooted in Indigenous values in Stanley Park, it represents a deep respect for nature, viewing the land not as property but as a living entity that sustains and connects all beings. This concept honours the land’s history, recognizing it as a source of spiritual wisdom, cultural identity, and sustenance. “Love the Land” calls for careful stewardship, sustainability, reconciliation, and the preservation of natural and cultural heritage for future generations; emphasizing balance, gratitude, and the interconnectedness of all life.

**WORKSHOP**

## **W7: When Less Is More: How to De-Implement When It Is No Longer Needed**

Improving the quality of care most often involves the introduction or something new or changing what already exists. Yet sometimes achieving improvements requires us to reduce or eliminate programs, services or practices that are no longer working or serving their purpose. This subtraction is vital for sustainability and creating manageable workloads that maximizes the use of our resources – whether financial, human or material. In this workshop, we will explore how an appreciation of workload in quality improvement contributes to success and dives into the concrete steps to de-implement an intervention or service that no longer meets the need.

- Christina Krause, Chief Executive Officer, Health Quality BC
- Andrew Wray, Executive Director, Health Quality BC

### WORKSHOP

#### **W8: Building Shared Understanding: Assessing the BC Cultural Safety & Humility Standard**

A global first, the BC Cultural Safety and Humility (CSH) Standard was developed by Indigenous thought leaders, patient partners, knowledge keepers, clinicians, and academics and sets a clear standard of care for health care systems and organizations to ensure Indigenous People living in BC are treated with dignity and respect, have access to culturally safe care and services, and achieve greater self-determination in the design, delivery, and experience of care. Métis Nation British Columbia and First Nations Health Authority have partnered with Health Standards Organization (HSO) and Accreditation Canada to ensure the BC CSH Standard is assessed in a culturally safe way and the health system is supported in self-assessment. This presentation will highlight lessons learned through the joint work to develop an implementation strategy, including a maturity assessment tool, the introduction of cultural safety and humility accreditation surveyors, and a mock-survey evaluation. Concurrent to the pathbreaking work on the BC Cultural Safety and Humility Standard, HSO has launched the development of a National Standard of Canada on Cultural Safety and Humility to scale the impact of the BC standard for health care systems across Canada.

- Danielle Prandoczky, Manager, Standards & Accreditation, First Nations Health Authority
- Vishal Jain, Director, Cultural Safety & Humility, Health Standards Organization
- Stephen Thomson, Director, Health Governance, Métis Nation British Columbia

### WORKSHOP

#### **W9: Understanding Human Factors! Applying a Human-Centred Approach to Health Care**

Human Factors Engineering is the science of designing tasks, processes, environments, and systems that help to drive optimal human performance. In this fun, interactive and skill-building workshop, we will discuss the principles of human factors that should be considered when making decisions as health care leaders. Further, we will explore human capabilities and limitations that impact the way people interact with the health care system and the way services, processes, tasks and environments are experienced. Come and join us as we help you learn how to apply Human Factors principles while taking a human-centred approach to the development of a system that improves patient safety.

- Allison Muniak, Executive Director, Health Quality BC
- Leanne Griffiths, Leader, Strategic Initiatives, Health Quality BC



## FOCUS SESSION

**E1: Independent Rights Advice Service as a Catalyst for QI in BC's Mental Health & Substance Use System**

Launched in February 2024, the Independent Rights Advice Service provides information and support to people who are detained and experiencing involuntary treatment under BC's Mental Health Act. Rights Advisors have specialized training and provide access to unbiased information and support from someone who is not involved in decisions about the patient's care or treatment. This new provincial service aims to enhance the protection of patient rights and improve the patient's experience of care within the involuntary mental health system.

- Sarah Irving, Provincial Manager, Independent Rights Advice Service, Canadian Mental Health Association BC Division
- Christina Griffiths, Rights Advisor, Independent Rights Advice Service, Canadian Mental Health Association BC Division
- Jonny Morris, Chief Executive Officer, Canadian Mental Health Association BC Division

## FOCUS SESSION

**E2: Reimagining Team-Based Primary Care: Nuka-Inspired Integrated Care Teams**

At the heart of Southcentral Foundation's (SCF) Nuka system of care is the foundation of building strong relationships between primary care teams and patients to support optimal health and wellness. Team-based primary care has been identified as a viable option to support provider satisfaction, decrease burnout and improve patient outcomes. Join us for this interactive session, where we will analyze best practices, uncover foundational tools for managing change and team dynamics and begin to reimagine shifting to a more integrated approach to health care delivery in BC.

- Jennifer Ross, Family Physician, Pacific Family Services Association
- Karen McIntire, Vice President, Workforce, Southcentral Foundation
- Jamie Duteil, Director, Health Quality BC

**FOCUS SESSION****E3: Patients, Not Numbers: Data Strategies to Enhance Safety & Equity**

Often, the health care system uses data to understand performance or to track progress on change and improvement initiatives. However, this can sometimes take the person, or patient, or provider, out of the conversation. Using different kinds of data effectively can enrich the narrative with deeper insights, allowing us to focus improvement efforts and ensure equity in patient safety. By incorporating people's perspectives through data, we can target efforts to make meaningful changes for those who need it most. This session will explore the uses of qualitative data and data blending (integrating different data sets) to support improvement efforts.

- Dana Riley, Program Lead, Population Health, Canadian Institute for Health Information
- Dallas Smith, Director, Analytics & Strategic Initiatives, Health Quality BC

**FOCUS SESSION****E4: Ratio Resolution: Strategies & Incentives to Meet Minimal Nurse to Patient Ratios**

In March 2024, BC became the first jurisdiction in Canada to announce minimum nurse-to-patient ratios (mNPR) – a significant step toward improving health care for nurses and patients. mNPR has been shown to improve workforce well-being and lead to higher-quality patient outcomes. Improved staffing levels support nurses to dedicate more time to their patients. In this session, you'll learn about innovative strategies to help resolve health human resources for nursing, hear about successful experiences in nurse-patient ratios from Australia, and understand how mNPR fits into a larger nursing retention strategy in Canada including the Retention Toolkit.

- Linda Dempster, Provincial Executive Lead, Nursing Ratios, BC Ministry of Health

**FOCUS SESSION****E5: Strengthening Public Health Initiative: Advancing BC's Population & Public Health Framework Through Action**

Public health, primary care and acute care are key partners in the prevention of disease, illness and injury for all people in British Columbia. In this interactive session, we will explore opportunities to strengthen partnerships between these sectors of the health system. Your ideas will help inform the development of an action plan to improve population health and increase health equity in BC.

- Meaghan Thumath, Executive Director, Strategy, Planning & Evaluation Branch, Population & Public Health Division, BC Ministry of Health
- Lara Miramontes, Senior Director, Strategy, Planning & Evaluation Branch, Population & Public Health Division, BC Ministry of Health

**RAPID FIRE SESSION****E6: Prescription for Change: Solutions to Physician Capacity Challenges****Urban Locum Program Pilot: Innovative Pathway to Longitudinal Family Practice**

- Becky Litt, Urban Locum Program, Pilot Lead, Victoria Division of Family Practice
- Helen Welch, Director, Victoria Division of Family Practice

**From Burnout To Balance: MOAs as Scribes Eases Physician Workload & Boosts Professional Fulfilment**

- Laurie Main, Physician, Interior Health
- Lindsey Boulet, Data Analyst, Interior Health
- Sandy Ketler, Patient Partner, Patient Voices Network

**Move Fast & Fix Things: Improving Primary Care by Paying Doctors Differently**

- Renee Fernandez, Chief Medical Officer, BC Family Doctors

**RAPID FIRE SESSION****E7: Nurturing the Next Wave of Health Care Heroes**

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**Learnings from the Implementation of a Clinical Nurse Mentor Program**

- Jessica Kromhoff, Leader, Career Pathways & Advanced Training, Fraser Health
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**Engaging Future Health Care Staff: Step Up Youth Volunteers Making a Difference**

- Andrea Pipes, Director, Volunteer Resources & Engagement, Island Health
  - Breyanna Hiebert, Social Work Educator, Island Health
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**Supporting New Graduates: Developing Allied Health New Graduate Support Programs**

- Alison Browes, Allied Health Education Lead, Vancouver Coastal Health
- Nabeela Rasool, Regional New Grad Educator, Vancouver Coastal Health
- Teresa Green, Allied Health Education Lead, Vancouver Coastal Health

**RAPID FIRE SESSION****E8: Saving Cents & Sense in Health Care**

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**Accessing Patient Level Data for Providers Through a Web-Based Interactive Tool**

- Adele Harrison, Medical Director, Medical & Academic Affairs, Island Health
  - Jacquie Gregory, Clinical Analytics Consultant, Island Health
  - Sarah Porter, Information Consultant, Island Health
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**A Patient & Family Cost Calculator Called GEOFFE**

- David Yang, University of British Columbia
  - Sonya Cressman, Evaluation Lead, University of British Columbia
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**Cost Savings from Prehabilitation: A Tertiary Centre's Experience With Surgical Optimization**

- Kelly Mayson, Anesthesiologist, Vancouver Coastal Health
- Timothy Frewin, Medical Student, University of British Columbia

**RAPID FIRE SESSION****E9: Navigating the Road to Substance Use Treatment**

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**Opioid Replacement Therapy in North Shore Police Cells**

- Brigid Cassidy, Emergency & Addictions Physician, North Shore Division of Family Practice
  - Cynthia Buckett, Director, Health Care Initiatives, North Shore Division of Family Practice
  - Michelle Brousson, Family Physician, North Shore Division of Family Practice
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**Team-Based Quality Improvement to Improve Care for Our Clients With Alcohol Use Disorder**

- Cole Stanley, Quality Improvement & Innovation Lead, Hope to Health Research & Innovation Centre, BC Centre for Excellence in HIV/AIDS
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**Virtual Addiction Medicine**

- Alison Kyte, Manager, Substance Use Team, Interior Health
  - Daniel Grigat, Lead, Substance Use Strategies, Interior Health
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**RAPID FIRE SESSION****E10: Leveling Up End of Life Care**

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**Cards for Humanity: An Educational Game about Hospice Palliative Care Ethics**

- Christine Jones, Medical Director, Victoria Hospice Society
  - Michelle Bahena-Olivares, Research Quality & Safety Manager, Victoria Hospice Society
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**Playing With Goals of Care: Engaging Clinicians in New Ways**

- Alexandra Hogg, Palliative Clinical Resource Nurse, Vancouver Coastal Health
  - Monica Kelly, Lead, Regional Palliative Approach to Care Education, Vancouver Coastal Health
  - Steven Chi, Palliative Clinical Resource Nurse, Vancouver Coastal Health
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**Palliative ASTaR pathway**

- Stuart Woolley, Paramedic Practice Leader, BC Emergency Health Services
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**RECHARGE SESSION****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!

- Stacy Mccririck, Coordinator, Volunteer Resources, BC Children's Hospital
- Cynthia Vallance, Patient & Family Engagement Advisor, BC Children's Hospital

## FOCUS SESSION

**F1: What's the Problem With Mid-Sized EDs?**

This immersive and educational session will introduce the significant challenges facing mid-sized emergency departments (EDs) across BC, and will ask participants to collaboratively generate potential solutions using improvement methodology. Participants will explore some of the main drivers of emergency department capacity issues, and seek to answer the question: What are three key actions to stabilize your mid-size ED?

- Todd Ring, Provincial Medical Director, Emergency Care BC, Provincial Health Services Authority
- Elizabeth Stacy, Provincial Lead, Clinical Initiatives & Innovation, Emergency Care BC, Provincial Health Services Authority

## FOCUS SESSION

**F2: Not Your Average Agenda: Harnessing Liberating Structures to Amplify Your Daily Work**

Liberating Structures are a series of effective and engaging facilitation techniques that can be used to move past tricky problems or long-standing issues by inviting everyone to think creatively and focus on opportunities for innovation. Long used in improvement work, Liberating Structures can also be valuable tools in daily activities and work. Whether you are leading focused improvement work, engaging communities and partners, leading strategic planning or planning a team meeting, this workshop provides a valuable opportunity to practice these techniques that can help spark new ideas in your daily work.

- Jennie Aitken, Director, Medical Staff Quality & Improvement, Island Health
- Adele Harrison, Medical Director, Medical & Academic Affairs, Island Health

**FOCUS SESSION****F3: Implementing an Evidence-Based Hospital at Home Program in Your Community to Fit Local Context: An Urban & Rural Example From Vancouver Island**

This session will provide details on how an international Hospital at Home (HaH) model was adapted to a tertiary setting on Vancouver Island as a pilot project, and how those learnings were applied/adapted in replication to a community hospital/rural setting. Discussion will highlight successes including how HaH in the respective settings impacts patient flow, implementation (and ongoing) challenges, leverage of virtual care technology, commonalities between programs, as well as adaptations made to fit local context and resources.

- Melanie Cyr, Tertiary Clinical Director, Emergency & Medical Services, Royal Jubilee Hospital, Island Health
- Donna Jouan-Tapp, Director, Cowichan Health & Care Plan, Island Health

**FOCUS SESSION****F4: Building a Stigma-Free Tomorrow: Dismantling MHSU-Related Structural Stigma in Health Care**

Join this interactive session to learn about applying key principles for transformative change to dismantle structural stigma in the clinical setting. Dive into the Mental Health Commission of Canada's "Dismantling Structural Stigma in Health Care: An Implementation Guide" and hear about real initiatives' innovative approaches to quality improvement. We'll cover the foundational steps to effecting change across three main domains: the necessary conditions for change to occur, success factors for change, and key ingredients for sustaining change.

- Hannah Kohler, Program Manager, Mental Health Commission of Canada
- Stephanie Knaak, Senior Research Consultant, Mental Health Commission of Canada
- Rachel Grimminck, Psychiatrist, Island Region

**FOCUS SESSION****F5: When Frailty Meets Mental Health: Navigating Complex Care for Older Adults**

Explore the intricate intersection of frailty and mental health in older adults, and discover how these overlapping conditions create unique challenges in care delivery and family support. In this session, we will uncover strategies for health care providers to enhance decision-making processes while supporting both patients and their families through complex care journeys.

- Michele Thomson, Vice-President, Operations, Buron

**RAPID FIRE SESSION****F6: Opening the Doors to Specialized Care****RARE Re-Think: Optimizing the Penticton Rapid Access Respiratory Evaluation Clinic**

- Bradly Biagioni, Respirologist, Interior Health

**Improving Access to Care: Creating a Virtual Specialist Service in Long-Term Care**

- Erin Ballard, Clinical Practice Educator, Wound Ostomy & Continence, Island Health

**PROactive Specialist Engagement & Recruitment: Regional Specialist Access Collaborative**

- William Brown, Physician Lead, East Kootenay Division of Family Practice
- Elizabeth Fradgley, Project Lead, East Kootenay Division of Family Practice

**RAPID FIRE SESSION****F7: Creating Comfort in Critical Care Recovery****Increasing Spontaneous Awakening & Breathing Trials to Reduce Mechanical Ventilation Days**

- Stuart Munger, Quality Improvement Specialist, Island Health

**Improving Pain, Agitation & Delirium Assessments in Critical Care**

- Stuart Munger, Quality Improvement Specialist, Island Health

**The Role of Family Caregivers in Patient Recovery Following Critical Illness**

- Fuchsia A. Howard, Associate Professor, University of British Columbia
- Kelsey Lynch, Research Manager, University of British Columbia



**RAPID FIRE SESSION****F8: The Quest for Going Digital**

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**A Sociotechnical Analysis of Technology-Related Harm in Cancer Care**

- Chantelle Recsky, Postdoctoral Fellow, University of British Columbia
  - Michelle Tam, Quality Leader, BC Cancer
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**Digital Remote Symptom Monitoring for Chemotherapy Patients at Richmond Cancer Clinic**

- Jeremy Ho, Physician, Richmond Hospital
  - Tamsin Morgana, Leader, Virtual Health, Vancouver Coastal Health
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**BC Emergency Health System's Innovative Approach for Enhanced Quality Assurance**

- Jimmy Gorecki, Dispatch Practice Educator, BC Emergency Health Services
- Joel Herrod, Senior Leader of Practice Education, BC Emergency Health Services
- Michael Coffey, Manager of Dispatch Solutions, BC Emergency Health Services

**RAPID FIRE SESSION****F9: Crafting Care for New Beginnings**

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**Skin-to-Skin for Caesarean Section: Within Five Minutes of Delivery & the Golden Hour**

- Andrea Steyn, Anesthesiologist, Interior Health
  - Cynthia Barton, Director, Clinical Operations, Women & Children's Health, Interior Health
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**Finding Prenatal Care: A Patient's Perspective**

- Jane McGregor, Family Physician, Coastal Maternity Care
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**Perinatal Penicillin Allergy De-Labeling Clinic**

- Chelsea Elwood, Medical Lead Oak Tree Clinic & Antimicrobial Stewardship, BC Women's Hospital & Health Centre & Clinical Assistant Professor, University of British Columbia

**RAPID FIRE SESSION****F10: Wellness Wins: Cultivating Joy in the Workplace**

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**Boosting Staff Engagement Through Quality Improvement Huddles in Victoria**

- Clara Rubincam, Learning Health System Facilitator, Island Health
  - Alisha Bains, Pharmacist, Island Health
  - Bree Zehm, Clinical Pharmacy Specialist, Island Health
  - Tasha McKelvey, Executive Director, Mental Health & Substance Use, Island Health
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**Using Relationships to Address Compassion Fatigue & Bring Joy to Work**

- Karen McIntire, Vice President of Workforce, Southcentral Foundation
  - Steve Tierney, Senior Medical Director of Quality Improvement, Southcentral Foundation
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**Mapping the Path to Joy: Enhancing Well-Being With the Team Well-Being Matrix**

- Marianne Morgan, Physician, Interior Health
- Jessica Barker, Clinical Operations Manager, Interior Health

**RECHARGE SESSION****R4: Relax & Unwind Through Creative Expression**

Iceberg Counselling presents an open studio designed to promote relaxation, mindfulness, and playfulness. Studies have shown how engaging in the creative process can enhance a person's physical, mental and emotional well-being. Your age, profession, or skill set does not matter when engaging in the creative process. Join us as we explore the practice of mindfulness and art therapy, which combines the process of creative art expression. Everyone is welcome – no previous artistic experience is required!

- Sun Lee, Integrative Somatic Breathwork Practitioner & Faculty Teacher & Supervisor, Iceberg Counselling Inc.

## FOCUS SESSION

**G1: Disparaging Dimensions: Ableism, Colonialism & What's MAiD in Canada**

How can we avoid causing harm in the implementation of Bill C-7 and Medical Assistance in Dying (MAiD)? What we need to know about our patients' lived experiences to understand the impact of marginalization, vulnerability and structural inequality, and in order to recognize and dismantle implicit biases as we seek to safeguard against lethal harm. Learn from presenters whose lived experience places them at risk.

- Spring Hawes, Regional PLEX Liaison, Praxis Spinal Cord Institute
- Rheanna Robinson, Associate Professor, Department of First Nations Studies, University of Northern British Columbia

## FOCUS SESSION

**G2: Indigenous Patient Experience: Measuring Cultural Safety in Health Care**

For nearly 20 years, the British Columbia Patient-Centred Measurement (BCPCM) Steering Committee operated without Indigenous representation in assessing health care quality and safety. In 2020, BCPCM established an Indigenous Advisory Committee (IAC) to bridge this gap and integrate Indigenous knowledge and perspectives into health care measurement. The IAC developed a module with self-report questions designed to capture Indigenous patients' experiences across five domains of culturally safe care: Relationship-Based Care, Identity, Respect, Self-Determination and Equity, and Discrimination. This module, now used in provincial health care surveys, provides timely insights that support quality improvement, address Indigenous-specific racism and enhance cultural safety. Early analyses suggest these measures effectively capture "cultural safety," providing data that informs systemic improvements and policy changes to better meet Indigenous patients' needs.

- Alison Hill, Lead, Indigenous Patient Experience & Cultural Safety Measurement, BC Office of Patient-Centred Measurement
- Jenny Morgan, Assistant Teaching Professor, University of Victoria

**FOCUS SESSION****G3: Using AI to Advance the Battle Against Cancer**

The battle to defeat cancer has a new, state-of-the-art warrior in artificial intelligence! In this session, we'll explore the use of artificial intelligence (AI) and natural language processing (NLP) to advance the cancer care system. Partners from BC Cancer and the University of British Columbia will share how AI is being used to accelerate processes within the BC Cancer Registry (BCCR) to detect reportable tumours, and we'll discuss the value of collaborations between cancer system partners. We'll also demonstrate how quality assurance can be done for such AI powered tools, and discuss the issue of using sensitive patient data to train such models.

- Raymond Ng, Director, Data Science Institute, & Professor, Computer Science, University of British Columbia
- Lovedeep Gondara, Research Scientist, Data, Analytics, Reporting, & Evaluation, Provincial Health Services Authority

**FOCUS SESSION****G4: Mitigating the Damage of Online Harassment for Health Workers**

Online harassment is a growing problem for the health care community. Both in Canada and abroad, we have witnessed a worrying escalation of harassment, abuse and threats aimed at health care practitioners and communicators when they attempt to share their expertise in media interviews or correct misinformation on social media. As a community, how do we respond? What can be done to better support and protect one another from the harms of online harassment, and continue to do important health communication work? In this workshop, we will explore answers to these questions through in-depth discussion of practical strategies that individual targets, colleagues, managers and organizations can use to support members of the health care community who are targeted with online abuse.

- Jaigris Hodson, Canada Research Chair (Tier II) in Digital Communication for the Public Interest Associate Professor, College of Interdisciplinary Studies, Royal Roads University
- Victoria O'Meara, Lecturer in Digital Media, School of Arts, Media and Communication, University of Leicester

**FOCUS SESSION****G5: For the Collective Good: How Local Governments & Health Care Organizations Can Chart a Path Paved With Promise for Health Care in BC**

This interactive session explores how local governments and health care organizations can work together to improve health care in their communities. Each of us brings unique skills and experiences to the health care improvement table. Local governments bring in-depth knowledge of their communities, while health care organizations offer valuable improvement methodologies. The magic happens when we channel our passion and collective strengths toward meaningful improvements. What does it take to elevate cooperation? How do you get started? What lessons have others learned along the way? Using real-world examples and insights from lived experiences, you'll gain practical knowledge and be ready to apply these strategies to your work. Come prepared to explore how we can create a healthier future together.

- Speaker TBA

**RAPID FIRE SESSION****G6: Comings & Goings: Improving Hospital Patient Transitions****Addressing a Known Problem Area: Intake Improvement Project in the Lions Gate Hospital ED**

- Kayla Brolly, Quality Clinical Resource Nurse, Vancouver Coastal Health
- Sarah Paterson, Program Manager, Emergency Department & Trauma Services, Vancouver Coastal Health

**Leveraging Health Care Volunteers to Enhance Patient Transition Outcomes: Insights from ERH**

- Marilyn Douglas, Manager, Volunteer Resources, Fraser Health
- Milthon Nevy, Volunteer Resources, Coordinator, Fraser Health
- Nikita Bhatia, Co-op Student, Simon Fraser University
- Gilma Johnston, Clinical Operations, Project Leader, Fraser Health

**Improving Discharge Planning for Acute Inpatient Units**

- Adam Corrie, Manager, Clinical Risk Groups, Island Health
- Stuart Munger, Quality Improvement Specialist, Island Health

**RAPID FIRE SESSION****G7: Safe & Sound: Cultivating a Safe Workplace**

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**Impact of Dedicated De-Escalation Staff in Vancouver Coastal Health Emergency Departments: Patient Experience Survey Pilot**

- Michelle La, Person Centred Measurement Leader, Vancouver Coastal Health
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**Co-Designing Trauma-Informed & Person-Centred Security Practices in Pediatric Mental Health**

- Aidan Scott, Project Manager, Person-Centred Systems, Provincial Health Services Authority
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**Beyond the Chaos: Implementing Violence Prevention Strategies in an Acute Emergency Department**

- Lara Gurney, Clinical Nurse Specialist, Emergency, Vancouver Coastal Health
- Jennifer LeSage, Vancouver Coastal Health
- Kaela Pozgay, Nurse Clinician, Vancouver Coastal Health
- Krista McCallum, Head Nurse Educator, Vancouver Coastal Health

**RAPID FIRE SESSION****G8: All Access Pass: Unlocking the Door to Primary Care**

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**Bringing Health Access to Urban Environments With Community Paramedicine-Led Care**

- Amy Poll, Director Community Paramedicine, BC Emergency Health Services
  - Monica Morgan, Manager, Community Programs, BC Emergency Health Services
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**Access is Key! A High School Medical Clinic Improves Youth Health Outcomes**

- Suzanne Campbell, Family Physician, St. John Hospital
  - Heather Goretzky, Practice Improvement Coach, Doctors of BC
  - Michelle Roberge, Facility Engagement Project Manager, St. John Hospital
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**Partnership in Action: Community-Led Approach to Increasing Access to Neurodevelopmental Assessments**

- Claire Chadwick, Project Manager, Sunny Hill Health Centre, BC Children's Hospital

**RAPID FIRE SESSION****G9: Putting Patients & Families in the Driver's Seat**

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**The Round Table Approach: Redesigning Care to Prioritize Patient Voices**

- Nicole Gorman, Nurse Practitioner, Interior Health
  - Laurie Main, Physician, Interior Health
  - Sandy Ketler, Patient Partner, Patient Voices Network
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**Activating Harm Reduction-Based Systems Change on a Site Level Within Island Health**

- Sharon Karsten, Michael Smith Health Research BC Scholar, Coordinator, Walk With Me, Vancouver Island University
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**Car to OR: An Anesthetic Induction Revolution**

- Drea Newman, Clinical Program Manager, BC Children's Hospital
- Katie Cochran, Clinical Program Manager, BC Children's Hospital

**RAPID FIRE SESSION****G10: Teamwork Makes the Dream Work: Redefining Care Beyond Boundaries**

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**Connections: Integrated Health Outreach Team's Primary Care for Non-Traditional Settings**

- Saran Mallinson, Project Lead, Health & Housing, Population Health, Interior Health
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**Team-Based Care Will Save Specialists & Their Patients**

- Julian Sernik, Orthopedic Surgeon, Dr. Julian B. Sernik Inc.
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**PIVOTing from Hospital to Home: How Small Teams Can Affect Big Change**

- Amanda Doucette, Nurse Clinician, BC Children's Hospital
- Tom McLaughlin, Medical Director, PIVOT, Hospitalist Pediatrician, BC Children's Hospital



# Questions?

Please reach out below



 [healthqualitybc.ca/quality-forum](https://healthqualitybc.ca/quality-forum)

 [qualityforum@healthqualitybc.ca](mailto:qualityforum@healthqualitybc.ca)

 604.668.8225

 @healthqualitybc

We acknowledge that the Quality Forum takes place on the traditional, unceded territory of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and səilwətat (Tseil-Waututh) Nations.