



QF 2012

Quality Forum
Engage. Inspire. Lead.

REGISTRATION GUIDE

March 7 - 9, 2012
Four Seasons Hotel
Vancouver, BC



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We would like to invite you to join us at the first annual **Quality Forum 2012, Engage. Inspire. Lead.** This year's Forum will provide you with a unique opportunity to connect, share ideas, and learn from fellow health care providers.

We are thrilled to have four internationally recognized Plenary Speakers. Join us to hear the experiences and stories from Helen Bevan - Chief of Service Transformation, NHS Institute for Innovation & Improvement; Dave Ford - Chief Executive Officer, CareOregon; Ruth Anderson - Virginia Stone Professor, Duke University School of Nursing; and Kishore Visvanathan - Head of Urology, Saskatoon Health Region and Clinical Professor, College of Medicine at the University of Saskatchewan.

In addition, we have over 50 rapid fire presentations, over 100 storyboards as well as numerous invited speakers, a Pecha Kucha style Health Talk and various full day deep-dive sessions to choose from.

This Registration Guide will give you descriptions of the many amazing sessions being offered. Use it to help plan your registration process by selecting the breakout sessions you would like to attend. Register soon to avoid disappointment, some breakout sessions may fill quickly!

Come join us March 7 - 9th in Vancouver, BC at Quality Forum 2012

[➤ CLICK HERE TO REGISTER NOW!](#)



Program at a Glance

MARCH 7, 2012

Deep Dive Sessions

Health Care 2.0: Social Media Camp

Registration 8:00 am – 8:30 am
Session 8:30 am – 5:00 pm

Quality Academy Graduate Workshop

Registration 7:30 am – 8:30 am
Session 8:30 am – 4:00 pm

Critical Care Network

Registration 8:30 am – 9:30 am
Session 9:30 am – 4:00 pm

Pecha Kucha Style Evening Event

Health Talks: Bold Ideas to Transform Health Care

Event 6:30 pm – 10:00 pm

MARCH 8, 2012

6:30 – 8:00 am

Registration & Breakfast

8:15 – 8:30 am

Welcome Message

8:30 – 9:30 am

Plenary

Organizational Energy: The Fuel of High Performance

Helen Bevan

Chief of Service Transformation

NHS Institute for Innovation & Improvement

9:30 – 9:40 am

Transition

9:40 – 10:40 am

Breakout Session A

10:40 – 11:00 am

Break

11:00 – 12:00 pm

Breakout Session B

12:00 – 1:00 pm

Lunch & Storyboards

1:00 – 2:00 pm

Breakout Session C

2:00 – 2:20 pm

Break

2:20 – 3:20 pm

Breakout Session D

3:20 – 3:30 pm

Transition

3:30 – 4:30 pm

Plenary

Transformational Change in Oregon, 19% Fewer Dollars than Last Year

Dave Ford

Chief Executive Officer

CareOregon

4:30 – 6:00 pm

Storyboard Reception

MARCH 9, 2012

6:45 – 8:00 am

Breakfast

8:00 – 9:00 am

Plenary

Connecting Care and Outcomes through Local Interaction in Nursing Homes

Ruth Anderson

Virginia Stone Professor

Duke University School of Nursing

9:00 – 9:15 am

Transition

9:15 – 10:15 am

Breakout Session E

10:15 – 10:35 am

Break

10:35 – 11:35 pm

Breakout Session F

11:35 – 12:45 pm

Lunch & Storyboards

12:45 – 1:45 pm

Breakout Session G

1:45 – 2:00 pm

Transition

2:00 – 3:00 pm

Plenary

Let's Get it Together!: Exploring Variation in Clinical Practice

Kishore Visvanathan

Head of Urology

Saskatoon Health Region and Clinical Professor

College of Medicine at the University of Saskatchewan



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Pre-Forum Deep Dive Sessions

MARCH 7, 2012

Quality Forum participants are encouraged to attend one of the pre-Forum deep dive sessions. These events are an opportunity to enhance your Forum experience by immersing in a day-long learning session geared around specific topics in health care quality. Three deep-dives are offered at the Quality Forum 2012.

HEALTH CARE 2.0: SOCIAL MEDIA CAMP

Registration 8:00 am – 8:30 am
Session 8:30 am – 5:00 pm

Cost: \$100

Want to better understand how to leverage social media for your work? Social media is exploding in use across the world for a wide range of areas from social change in the Middle East to health care professionals in the United States using it to disseminate timely health care information. How do health care professionals in British Columbia measure up?

Health care 2.0: Social Media Camp is a one-day learning experience to engage with health care communicators, inspire participation and share knowledge in health care using social media. This session will equip you with the toolbox for developing and growing an online community with a focus on health. After this full-day of social media immersion you will possess the tools to harness the power of social media for your important work.

The session consists of four components:

Keynotes & Panel Discussions

Highly respected Keynote Speakers from abroad and inspiring panellists will set the stage for social media exploration, sharing & teaching.

Rapid Fire Presentations

Rapid fire presentations provide an opportunity for

participants to share their work and to engage in short discussion with Forum participants. Oral presentations may be accompanied by PowerPoint slides. Presenters will have 20 minutes; 10 minutes for formal presentation, followed by time for discussion/questions. **If you want to present a rapid-fire, please email us at qualityforum@bcpsqc.ca before February 6, 2012.**

Social Media 101 Workshops

These workshops will target specific components in social media to address questions and challenges and review the purpose and functions. Some of the topics we will cover include Twitter, blogging, video, photo, email and presentations.

World Café

The World Café is a system of exchange based on social café conversations where you and fellow participants can explore a chosen topic. You are encouraged to both listen and talk, and not edit your thinking or to worry about saying the 'correct' thing. Participants swap tables, taking ideas to a new group, while a permanent host remains at each table. As the ideas move about the room, they bear fruit in unexpected ways and networks are both bolstered or established and knowledge is shared.

This all-day session is geared for:

- Health care Communicators
- Quality Forum Participants
- Social Media experts with health focus.

Join the conversation. #BCHealth

MARCH 7, 2012

QUALITY ACADEMY GRADUATE WORKSHOP

Registration 7:30 am – 8:30 am
Session 8:30 am – 4:00 pm

Cost: \$100

Registration is limited to Quality Academy graduates.

This session will bring together past cohorts of the Quality Academy professional development program for a day of learning, sharing and networking. The workshop will deliver a review of key quality improvement concepts and additional content building on the Quality Academy curriculum. In addition, workshop participants will have the opportunity to network with fellow improvement leaders while sharing progress and lessons learned in improving health care.

A detailed agenda will be developed with input from participants over the coming months.

CRITICAL CARE NETWORK

Sponsored by Ministry of Health

Registration 8:30 am – 9:30 am
Session 9:30 am – 4:00 pm

Registration is by invitation only to ensure a broad provincial representation.

This session will enable information sharing, networking and collaboration amongst critical care professionals around the province and demonstrate the utility of a provincial critical care database. This session is co-sponsored by the Ministry of Health and the Critical Care Working Group, whose mandate includes facilitating a provincial critical care network to think and work collaboratively on issues that extend beyond local or health authority boundaries as well as to increase communication and learning between sites and regions.

Pecha Kucha Style Evening Event

HEALTH TALKS: BOLD IDEAS TO TRANSFORM HEALTH CARE

March 7, 2012
6:30 pm - 10:00 pm

Cost: \$15

What are your hopes for better health care?

This is the question we've asked our guest presenters and for you to reflect on. You're invited to an engaging evening to hear inspiring ideas from speakers on a variety of topics in health care. Guest speakers will share their stories, whether they are personal or professional, which envision an improved health care system. Speakers will be using a unique presentation style based on the Pecha Kucha methodology. That is, visual storytelling where each speaker has 20 slides, shown for exactly 20 seconds each to explain their bold ideas for health care. Our hope is that Health Talks will leave you feeling inspired on what a patient-centered, quality health care system could look like.

Speakers to be announced soon!

What is [Pecha Kucha](#)?

[➤ CLICK HERE TO REGISTER](#)

Plenary Speakers



**Organizational Energy:
The Fuel of High
Performance**

March 8

8:30 – 9:30 am

Helen Bevan

**Chief of Service Transformation
NHS Institute for Innovation & Improvement**

Helen Bevan is Director of Service Transformation at the NHS Institute for Innovation and Improvement. This is a government body that supports the 1.3 million staff to the NHS to accelerate the delivery of world-class health and health care by encouraging innovation and developing capability at the frontline of patient care.

Over the past 15 years Helen has led change initiatives at local and national level which have created improvements for millions of patients. Her current role is to keep NHS improvement knowledge fresh, relevant, impactful at the leading edge.

She holds a first degree in social science, an MBA and a doctorate from Henley Management College. In 2001, she was made an OBE (officer of the Order of the British Empire) by Queen Elizabeth for service to health care.

Helen is currently working with a group of senior leaders from ambitious, high performing hospitals in England to develop transformation strategies. She is also leading programmes to improve the quality, safety and efficiency of frontline patient care in hospital and community settings.

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**Transformational
Change in Oregon,
19% Fewer Dollars
than Last Year**

March 8

3:30 – 4:30 pm

Dave Ford

**Chief Executive Officer
CareOregon**

As President and Chief Executive Officer of CareOregon, David Ford is a member of all six standing committees of the Board of Directors. David has occupied health care insurance leadership roles for more than 30 years. He is an ardent advocate in national and international arenas for creating world class health care, building learning organizations, and integrating vision and practice. A specialist in turnarounds, he has served as consultant and advisor for various venture capital firms, for-profit and non-profit health care entities, and as president and CEO of health care organizations.



Ruth Anderson

**Virginia Stone Professor
Duke University School of Nursing**

Dr. Anderson has extensive clinical experience in nursing homes. She began her career as a nursing assistant. After becoming a RN she worked as a staff nurse and nurse manager and after obtaining an MSN she worked as a clinical specialist in a skill nursing facility. Since obtaining a PhD in 1987, she has been studying how management practice in nursing homes relates to better resident outcomes and lower nursing staff turnover. In her prior work, she and her team developed a new intervention, CONNECT, for improving staff interactions and information exchange in long term care settings and is currently funded by NIH-National Institute of Nursing Research the VA to test the intervention for its impact on reducing resident falls in nursing homes. She is published in nursing and health care management journals. She received her BSN from Stockton State College (New Jersey), her MSN and MA in Social Gerontology from the University of Pennsylvania and her PhD in Nursing from The University of Texas at Austin. She is a Senior Fellow, Center for the Study of Aging and Human Development.

**Connecting Care and
Outcomes through
Local Interaction in
Nursing Homes**

March 9

8:00 – 9:00 am



Kishore Visvanathan

**Head of Urology, Saskatoon Health Region and
Clinical Professor, College of Medicine at the University of Saskatchewan**

Kishore Visvanathan graduated from the College of Medicine at the University of Saskatchewan, where he is now Clinical Professor of Surgery. He completed his urology residency at the University of Ottawa. Since 1992, he has practiced in the Saskatoon Health Region where he is head of the Division of Urology. He is a physician consultant with Saskatchewan's Health Quality Council, and leads Saskatoon Urology Associates' Clinical Practice Redesign initiative. Kishore is a faculty member of the Canadian Medical Association's Physician Management Institute and teaches its course on Quality Improvement to clinicians and administrators across the country.

Kishore's interests are quality improvement and clinical practice redesign. He enthuses about these topics in his blog "Adventures in Improving Access" (Google it!)

**Let's Get it Together!:
Exploring Variation in
Clinical Practice**

March 9

2:00 – 3:00 pm

[➤ CLICK HERE TO REGISTER](#)

Breakout Sessions

BREAKOUT SESSION A MARCH 8 9:40 - 10:40 AM

Session A1

Rapid Fire: Infection Control Striving for Zero

Scottie's Septic September: Implementation and Sustainment of Pediatric Severe Sepsis Guidelines at BCCH/SHHC

Jamie Lepard
Facilitator, imPROVE
Provincial Health Services Authority

Deb Scott
Professional Practice Leader, Nursing
BC Children's Hospital

Changing the Way We Do Business: A New Approach to Reducing Health Care-Associated Infections (HAIs)

Deborah Daniel
Quality and Patient Safety Fellow
ARAMARK and Vancouver Coastal Health

Elizabeth Bryce
Regional Medical Director, Infection Control
Vancouver Coastal Health

Kiwanis Care Centre Hand Hygiene Resident Team, Creating a Culture of Quality

Shahla Banki
Resident Care Coordinator
Kiwanis Care Centre
North Vancouver

Session A2

Rapid Fire: Taking Action on Adverse Events

Managing Recommendations to Improve Quality and Safety

Annemarie Taylor
Provincial Director
BC Patient Safety Learning System

Tamara MacDonald
Quality Improvement/Patient Safety Consultant
Fraser Health Authority

Cathy Weir
Director, Quality Improvement & Patient Safety
Fraser Health Authority

Analysis of Actions Following Adverse Patient Safety Events: Lessons Learned for Preventing Reoccurrence

Trish Hunt
Director, Risk Management
Provincial Health Services Authority

Jessica Jaiven
Director, Quality, Safety and Outcome Improvement
Provincial Health Services Authority

Session A2
(continued)

Less is More: Simplified Patient Safety Event Reporting in the Perioperative Suites at BC Children's Hospital

Warren Hill

Patient Safety, Quality and Accreditation Leader, Surgical Suites
BC Children's Hospital

Denise Hudson

Leader, Learning and Change Management
BC Patient Safety and Learning System

Session A3

Rapid Fire: Managing the Medication Danger Zone

Improving Opioid Safety in Critically Ill Children

Roxane Carr

Supervisor, Clinical Pharmacy Critical Care Services
Children's & Women's Health Centre of BC

Tracie Northway

Project Manager, Strategic Implementation
BC Children's & Sunny Hill Health Centre

Kristine Thibault

Quality & Safety Leader, Pediatric Intensive Care Unit
BC Children's Hospital

Variance Request Tool to Stock High Alert Medications on Units at the Vancouver Island Health Authority

Cynthia Turner

Medication Safety Pharmacist, Pharmacy Services
Vancouver Island Health Authority

Standard Concentrations for Continuous Infusions

Roxane Carr

Supervisor, Clinical Pharmacy Critical Care Services
Children's & Women's Health Centre of BC

Tracie Northway

Project Manager, Strategic Implementation
BC Children's & Sunny Hill Health Centre

Kristine Thibault

Quality & Safety Leader, Pediatric Intensive Care Unit
BC Children's Hospital

Session A4

Integrating a Seamless Measurement Plan - Mini Course - Part 1

How will you know if the changes you are making are an improvement? Simple: you measure! Building a comprehensive measurement plan is vital to see the results of your improvement project quickly and adapt your interventions accordingly. This mini-course will cover the elements of a comprehensive measurement plan including: process, outcome and balancing measure; operational definitions; sampling strategies; data collection; and data display.

Melanie Rathgeber
Principal, Merge Consulting
Faculty, Quality Academy

Heidi Johns
Quality Leader
BC Patient Safety & Quality Council

Session A5

Twitter 101 for Health Care Professionals

Want to better understand how to use Twitter and how it could be useful for your work? Twitter, and social media in general, are exploding in use across the world for a wide range of areas from social change in the Middle East to health care professionals in the United States using it to disseminate timely health care information. This session has four objectives: 1) showcase the power of social media for social change, 2) address what Twitter is, 3) review Twitter basics and strategy (via the POSTE Method) and 4) provide an opportunity to get participants hands dirty with piloting the use of Twitter.

Ajay Puri
Quality Leader, Communications & Engagement
BC Patient Safety & Quality Council

Session A6

Unleashing Creative Action Mini-Course – Part 1

Have you been trying to implement evidence and best practice at the bedside with only modest results? Come and try something new! Join Katie and Melissa to learn several practical methods to stimulate creative solutions among front-line staff and leaders. Discover and spread approaches that help you quickly solve problems together in the moment.

Katie Procter
Quality Leader
BC Patient Safety & Quality Council

Melissa Crump
Infection Control Practitioner
Vancouver Coastal Health

Session A7
(continued)

Rapid Fire: Implementing Medication Reconciliation Across the Continuum

Synergy for Success

Karin Trapnell
Regional Project Manager, Medication Reconciliation
Vancouver Coastal Health

Fruzsina Pataky
Medication Safety Coordinator, Lower Mainland Pharmacy Services
Vancouver Coastal Health & Providence Health Care

The Patient Medication Journey: Using Process Mapping to Chart Medication-Related Activity Across the Health System

Rebecca Brooke
Project Coordinator
BC Patient Safety & Quality Council

Mary Lou Lester
Quality Leader
BC Patient Safety & Quality Council

To Med Rec and Beyond: Addressing Polypharmacy in the Long-Term Care Setting

Keith White
Clinical Lead Medication Reconciliation
BC Patient Safety & Quality Council

BREAKOUT SESSION B
MARCH 8 11:00 AM - 12:00 PM

Session B1 **Rapid Fire: Engagement through Collaboration**

Improving Quality of Care through Collaborative Practice: The Interprofessional Collaborative Learning Series

Christie Newton
Assistant Professor and Director
UBC Department of Family Practice & College of Health Disciplines

Great Workplaces Support Safe, Quality Patient Care: Evidence for the Link between Patient and Staff Safety Climate and Employee Engagement

Catherine Fast
Executive Director, Workplace Health
Vancouver Coastal Health

Cameron Brine
Executive Director, Management Development & Education
Vancouver Coastal Health

Lean Inspires Engagement for Quality Improvement

Wendy Panton
Manager, Women and Children's Health
Vancouver Coastal Health

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Session B2 **Rapid Fire: Supporting the Journey to End of Life**

Incorporating Supportive Care within Chronic Disease Management: The Renal End-of-Life Initiative at Providence Health Care

Wallace Robinson
Project Leader – The PHC Renal End-of-Life Initiative
Providence Health Care

A Unique Approach to Improving Palliative Care

Mary Sleightholme
Pastoral Care Coordinator
Providence Health Care

Joy Liao
Geriatrician
Providence Health Care

Kate Mcnamee-Clark
Palliative Outreach Consult Team
Providence Health Care

Palliative Care at Lakeview Care Centre

Kim Huynh
Director of Care
Lakeview Care Centre, Revera Living

Session B3

Rapid Fire: Preventing Medication Chaos

Is Your Mom on Drugs? Ours Was and What We Did About It

Johanna Trimble
Patient Representative
Patient Voices Network

Paying Attention to Near Misses Prevents Actual Harm

Sue Fuller Blamey
Corporate Director, Quality & Safety
Provincial Health Services Authority

Clinical Decision Rules to Improve the Detection of Adverse Drug Events in Emergency Department Patients

Corinne Hohl
Attending Physician, Assistant Professor
Vancouver Coastal Health, UBC

Session B4

Integrating a Seamless Measurement Plan - Mini Course - Part 2

Melanie Rathgeber
Principal, Merge Consulting
Faculty, Quality Academy
Heidi Johns
Quality Leader
BC Patient Safety & Quality Council

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Session B5

Let's All Go to the PROM

The measurement of 'success' in health care, in terms of improvements in patient health status or health-related quality of life, is virtually non-existent in Canada. The case for routine collection of outcomes data will be explored in this session. The focus will be on outcomes data reported by patients (i.e. patient-reported outcome measures, or PROMs), driven by a belief that individual patients are the best judges of their own welfare. Despite their absence in routine clinical practice in Canada, PROMs have been used widely in clinical trials and other research settings, and are gathered routinely in other jurisdictions. Further, extensive work on the development of PROM-type survey tools has been undertaken over recent years such that there now exist a large number of instruments, many of which have been well validated, including using Canadian populations. This session will introduce participants to a range PROM instruments and explore options for their use in Canada to bring about improvement in health care quality and efficiency.

Stirling Bryan
Director, Centre for Clinical Epidemiology & Evaluation
Vancouver Coastal Health Research Institute

[➤ CLICK HERE TO REGISTER](#)

Session B6

Unleashing Creative Action Mini-Course - Part 2

Katie Procter
Quality Leader
BC Patient Safety & Quality Council

Melissa Crump
Infection Control Practitioner
Vancouver Coastal Health

Session B7

BC Sepsis Guidelines: Steps to Achieving Success!

This presentation will provide an overview of the history of efforts to improve care for sepsis in BC. Building upon this history, BC has recently adopted new guidelines for sepsis based on the latest evidence for best practice which is being implemented through the new Clinical Care Management initiative. Common barriers will be addressed in addition to exploring the challenges and solutions related to case finding and measurement.

David Sweet
Sepsis Clinical Lead, BC Patient Safety & Quality Council
Critical Care and Emergency Medicine, Vancouver General Hospital
and Clinical Assistant Professor, University of British Columbia

BREAKOUT SESSION C
MARCH 8 1:00 - 2:00 PM

Session C1 **Rapid Fire: Working Together through Partnerships**

Patients as Partners in Primary Health Care Transformation

Connie Davis
Senior Faculty, Patients as Partners
Impact BC

Joyce Sandercock
Patient Voices Network

A Day in the Life: Enabling Board Members to Provide Effective Governance to Quality and Patient Safety

Les Johnson
Director and Member, Quality and Performance Improvement Committee
Providence Health Care Board

South Okanagan/Similkameen Shared Care Committee: Improving Connections and Communications Between Specialists, Family Physicians and Patients

Deanne Neufeld
Coordinator, Shared Care Partners for Patients
South Okanagan Similkameen Shared Care Committee

Harriet Rogan
Patient Partner
Patient Voices Network

Session C2 **Rapid Fire: Operation(al) Integrity**

Surgical Checklist “The Conversation Not the Completion”

Geoff Schierbeck
Quality Improvement Consultant, Surgical and Medication Safety
Interior Health Authority

Surgical Quality Improvement at Providence Health Care: Building on Gold Standard Data

Meghan MacLeod
Quality Improvement Specialist
Providence Health Care

Paul Smith
Clinical Care Analyst
Providence Health Care

A Multi-Faceted Progress Evaluation on the Use of the Surgical Safety Checklist

Allison Muniak
Human Factors Specialist
Vancouver Coastal Health

Session C3

A BC First Nations Lens on Cultural Safety & Quality in Health Care

First nations have their own perspective on health and family wellness which has developed over many centuries and through knowledge and learning passed down from elders and knowledge keepers. The challenge today is how best to reflect these teachings and perspectives in a practical and meaningful way in today's context within the mainstream health system. This presentation will discuss contextual and practical opportunities for leaders and workers in health in BC to improve the cultural competency and quality of health services provided for BC First Nations.

Joe Gallagher
Chief Executive Officer
First Nations Health Council

Session C4

Medication Safety and Technology: To Enable or Disable?

This session is world café style. Discussions will be led by both community and acute pharmacists. Dialogues will center on what new technologies are seen as enablers to medication safety, does new or existing technology need to be improved for medication safety and how can this be done? Participants will also discuss when does technology become self-serving and does not bring improvement to patient care and safety.

Cam Egli
Director - PharmaNet, eHealth & Technology
College of Pharmacists BC

Maria Ton
Community Pharmacist
London Drugs

Mona Kwong
Anar Dossa

Session C5

How Can Control Charts Advance your Work? – Mini-Course – Part 1

Is your process in statistical control? Is that a change or expected variation? Control charts are incredibly valuable tools for improvement leaders to monitor processes. This interactive session will cover the use of control charts including chart selection, interpretation and display.

Melanie Rathgeber
Principal, Merge Consulting
Faculty, Quality Academy

Andrew Wray
Quality Leader
BC Patient Safety & Quality Council

Session C6

Patient Journey Mapping: Everything you Wanted to Know but were Afraid to Ask! – Part 1

Patient Journey Mapping(PJM) is an initiative of Integrated Primary and Community Care Patients as Partners. PJM is led by Impact BC and the Provincial Health Services Authority in partnership with the Ministry of Health and the regional health authorities. This presentation on Patient Journey Mapping (PJM) is for all persons interested in learning more about this powerful patient engagement tool. This session will provide an overview of PJM, as well as information on when and when to not use PJM, the benefits and examples of PJM in BC.

Scott Shearer
Executive Director
ImpactBC

April Lawrence
ImpactBC

Rapid Fire: Interior Health Diabetes Strategy Informed by Patient Journey Mapping

Angela Chapman
ImpactBC

Session C7

Leading Large-Scale Change – Part 1

In this session, you will learn from the experience of leaders engaged in transformational efforts around the world so you can build it into your actions going forward. You will start to think about the approach that you want to take in designing and implementing your project from the viewpoint of large scale change. This session will introduce you to levers and incentives for large scale improvement and you will be able to take the next steps in your change efforts for cost and quality improvement.

Helen Bevan
Chief of Service Transformation
NHS Institute for Innovation and Improvement

BREAKOUT SESSION D
MARCH 8 2:20 -3:20 PM

Session D1 **Rapid Fire: Early Warning Systems for Better Care**

Escalation of Patient Care – A Team Approach to Recognition and Support for the Deteriorating Child

Tracie Northway
Project Manager, Strategic Implementation
BC Children’s & Sunny Hill Health Centre

Cathy Masuda
Quality & Safety Leader Specialty Medicine
BC Children’s & Sunny Hill Health Centre

Unique Understandings & Experiences of Intentional Hourly Care Rounding within Med-Surg Units at PHC

Sara Charlton
Providence Health Care

Improving Patient Safety and Care Quality: The Use of a Modified Early Warning Score (MEWS) System on an Inpatient Cardiac Medicine Unit

Holly Andrews Registered Nurse Providence Health Care	Jean Carne Registered Nurse Providence Health Care
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Andrea Fong Registered Nurse Providence Health Care	Jenny Knoll Registered Nurse Providence Health Care
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Christopher Taulsan Registered Nurse Providence Health Care	Robert Boone Providence Health Care
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Session D2 **Rapid Fire: Measurement - How Do You Know Your Change Is An Improvement?**

Using Hospital Standardized Mortality Rate (HSMR) to Drive Quality Care

Judi Moscovitch
Consultant, Quality Improvement and Patient Safety
Fraser Health Authority

Cathie Heritage
Executive Director, Cardiac & Renal Services
Burnaby Hospital
Fraser Health Authority

HIM Data Quality and Continuity of Care Improvement Project

Gerald Yu
Director, Coding
Lower Mainland Health Information Management

Session D2
(continued)

Using Patient & Provider Advice for Patient Safety and Quality Measures in Ambulatory Oncology

Colleen Lynas
Program Manager, Patient Experience
Cancer Care Ontario

Heather Dawson
Vice-President, Service & Operations
NRC Picker Canada

Session D3

Blood Glucose Control in Critically Ill Patients; Rationale and Measurement for Improvement

Review the most recent evidence for controlling blood glucose in this fragile patient population. Compare methods of glucose measurement for quality improvement, and discover how teamwork plays a part in optimizing glycemic control for your patients.

Peter Dodek
Intensivist, St. Paul's Hospital
Providence Health Care

Session D4

The Secret to Having Safer, Less Expensive Health Care

This panel will discuss the answers to the secrets they know of how Human Factors can help with safer, less expensive health care. By providing a brief background on the history and involvement of Human Factors in Canada and it's involvement in procurement activities to date, this panel will discuss how "buying on a whim" can be reduced and how smart purchasing decisions can be made with a variety of resources available. Purchasing safer equipment is critical to providing quality care to patients and has long term impact on health care providers. Anyone who works in health care will benefit from this interactive discussion!

Allison Muniak
Human Factors Specialist
Vancouver Coastal Health

Wrae Hill
Director, Patient and System Safety
Interior Health Authority

Shaunna Milloy
Human Factors Specialist
Fraser Health Authority

Session D5

How Can Control Charts Advance your Work? - Mini Course - Part 2

Melanie Rathgeber
Principal, Merge Consulting
Faculty, Quality Academy
Andrew Wray
Quality Leader
BC Patient Safety & Quality Council

Session D6

Patient Journey Mapping: Everything you Wanted to Know but Were Afraid to Ask! – Part 2

Scott Shearer
Executive Director
ImpactBC
April Lawrence
ImpactBC

Rapid Fire: Interior Health Diabetes Strategy Informed by Patient Journey Mapping

Angela Chapman
Impact BC

Session D7

Leading Large-Scale Change – Part 2

Helen Bevan
Chief of Service Transformation
NHS Institute for Innovation and Improvement

BREAKOUT SESSION E
MARCH 9 9:15 - 10:15 AM

Session E1 **Rapid Fire: Passing the Baton for Quality Care**

Sustainment of Standardized Cardiac OR to Intensive Care Unit Transfer of Care

Tracie Northway
Project Manager, Strategic Implementation
BC Children's & Sunny Hill Health Centre

Lisa Yarske
Clinical Nurse Leader, Pediatric Intensive Care Unit
BC Children's & Sunny Hill Health Centre

Kristine Thibault
Quality & Safety Leader, Pediatric Intensive Care Unit
BC Children's Hospital

SHARED Transfer of Care: Safe Intra-Hospital Transfer of Patient Care

Kira Cooksley
Quality, Safety & Accreditation Leader Oncology, Hematology, BMT
BC Children's Hospital

Rita Janke
Quality, Safety & Accreditation Leader
BC Children's Hospital

Cathy Masuda
Quality, Safety & Accreditation Leader Specialty Medicine
Children's & Women's Health Centre of BC

Tracie Northway
Project Manager, Strategic Implementation
BC Children's & Sunny Hill Health Centre

An Innovative Model for Shared Care - Rapid Access to Consultative Expertise (RACE)

Margot Wilson
Director, Chronic Disease Management
Providence Health Care

Session E2 **Rapid Fire: The Challenges of Providing the Best Care for Seniors**

Safer Care for Older Persons [in residential] Environments (SCOPE): Lessons Learned from a 12 Month Quality Improvement Project

Carole Estabrooks
Professor and Canada Research Chair in Knowledge Translation
Faculty of Nursing, University of Alberta

Session E2
(continued)

Restorative Care at Arbutus Care Centre

Mike Fenn
Recreation Manager
Arbutus Care Centre, Revera Living

Leading Staff in Redesigning Care

Rita den Otter
Program Director, Care Delivery Model Redesign
Vancouver Island Health Authority

Session E3

Rapid Fire: Stop the Clot!

BC Hospitalists VTE Prevention Collaborative

Steve Ligertwood
Medical Director, Hospitalist Program
Fraser Health Authority

David Wilton
Medical Director, Hospitalist Program
Vancouver General Hospital

Rod Tukker
Hospitalist
Vancouver General Hospital

Implementing Effective Venous Thromboembolism Prophylaxis Strategies for BCCA Inpatients

Trish Hunt
Director, Risk Management
Provincial Health Services Authority

Implementation of a Venous Thromboembolism (VTE) Prevention Program across VCHA

Claire O'Quinn
Director, Clinical Quality & Patient Safety
Vancouver Coastal Health

Session E4

Gathering Data Differently: New Approaches to Data Collection through Technology

There are new and improved ways to collect data. This session will discuss and explore the various technologies and potential IT interfaces available. It will demonstrate how technology can advance and enhance data collection methods.

Chandima Panditha
Systems Analyst/Designer
Vancouver Coastal Health

Session E4
(continued)

Bill Clifford, MD, FCFP
Chief Medical Information Officer
Northern Health & Prince George Division of Family Practice

Calum Hughes
IH Central Manager
Quality Improvement, Risk Management and Accreditation
Interior Health

Session E5

Exploring Transparency & Public Accountability: Two Approaches

Publicly funded health care organizations have a responsibility to be transparent and accountable to the public. This session will look at the ways Vancouver Coastal Health and Fraser Health have approached this responsibility, and the strides they have made to be more open about the quality of the care they deliver to the people they serve.

Cathy Weir
Director, Quality Improvement and Patient Safety
Fraser Health Authority

Eduardo Garza
Director, Health Business Analytics
Fraser Health Authority

Clay Adams
Vice-President, Communications & Public Affairs
Vancouver Coastal Health

Mark Chase
Executive Director, Decision Support
Vancouver Coastal Health

Session E6

Community Engagement and Partnerships – How to Strategically Involve and Energize your Community in Health Care

This session will discuss various approaches to effectively engage and involve your community in the development of strategies to achieve healthier communities. Various methods used to engage, involve and sustain community participation will be discussed as well as opportunities to share what some health regions are doing to enhance communities involvement in health care.

Jami Brown
Manager, Healthy Living/Healthier Communities
Fraser Health Authority

Caryl Harper
Acting Director, Patients as Partners
Ministry of Health

Session E7

The Art of Presenting - Part 1

Tired of giving canned presentations but not sure how to change your message? Have you seen engaging presentations and wanted to present your work / passion in a similar fashion? The art of giving great presentations will be showcased in this interactive session. The session seeks to achieve the following three objectives: 1) discuss the key principles in becoming an engaging storyteller, 2) provide concrete examples of how to present and how not to present and 3) showcase examples of how to visually complement your talk.

Ajay Puri

Quality Leader, Communications & Engagement
BC Patient Safety & Quality Council

Christina Krause

Executive Director
BC Patient Safety & Quality Council

BREAKOUT SESSION F
MARCH 9 10:35 - 11:35 AM

Session F1

Rapid Fire: Making Sense of Health Care Dollars

Implementation of an Evidence-Based on-Demand Strategy to Reduce Routine Daily Chest Radiographs in Intensive Care Unit (ICU) Patients

Michael Quon
Medical Resident, Department of Internal Medicine
University of British Columbia

A Cost-Benefit Analysis of Human Factors in Health Care Procurement

Allison Muniak
Human Factors Specialist
Vancouver Coastal Health

Stefanie Raschka
Graduate Student
University of Cologne, Germany

Health Economic Evaluation of Quality and Patient Safety within an Organization

Stefanie Raschka
Graduate Student
University of Cologne, Germany

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Session F2

Rapid Fire: Learning from the Experts - The Patient Voice

Establishing a Family-initiated Safety Reporting Program

Denise Hudson
Training and Change Management Lead
BC Patient Safety & Learning System

Annemarie Taylor
Provincial Director
BC Patient Safety Learning System

Patient Voices Network – Building a Community of Engaged Patient Partners

Peter Toppings
Program Manager
Patient Voices Network

Harriet Rogan
Patient Partner
Patient Voices Network

[↗ CLICK HERE TO REGISTER](#)

Session F2
(continued)

Engaging the Patient's Voice in Developing Patient Education Materials

Rosa Hart

Practice Consultant, Clinical Informatics Professional Practice
Providence Health Care

Carol Wilson

Project Coordinator & Plain Language Specialist Professional Practice
Providence Health Care

Session F3

Rapid Fire: It's In Your Hands

Hand Hygiene in Medication Administration: Using Lean Principles to Ensure Quality and Safety

Lynda Bond

Director of Quality, Safety and Performance Improvement
BC Mental Health and Addictions Services
Provincial Health Services Authority

Ross Gibson

Quality and Safety Leader
BC Mental Health and Addictions Services
Provincial Health Services Authority

The Unit That Could: Using Positive Deviance to Increase Hand Hygiene

Michael Arget

Infection Prevention & Control Practitioner
Fraser Health Authority

Sue Brace

Patient Care Coordinator
Fraser Health Authority

Barbara Hall

Clinical Nurse Educator
Fraser Health Authority

Catherine O'Donnell

Consultant, Quality Improvement and Patient Safety
Fraser Health Authority

Session F4

Patient Focused Funding: What Have We Achieved and Where Will It Take Us

BC is continuing to shift the way health care is funded through the creation of structures such as the Health Services Purchasing Organization. Join this discussion of the progress made with Patient Focused Funding along with a view into the future and some of the potential opportunities.

Session F4
(continued)

Les Vertesi
Executive Director
Health Services Purchasing Organization

Darcia Pope
Executive Director, Transformation
Vancouver Coastal Health

Session F5 **Ethical Review? But it's only a Quality Improvement Project**

Within health care, quality improvement (QI) and program evaluation projects have become increasingly important, multiplying in number and growing in complexity. These non-research projects increasingly deal with at-risk or otherwise vulnerable populations in often intrusive ways. The possibility of risk to participants raises the question of ethical conduct and oversight of QI and evaluation projects. Yet, historically the participants in these types of projects have not been given the same protections through ethical scrutiny as research subjects. Knowledge-generating activities such as QI and evaluation exist with a different purpose and mandate and therefore their ethical oversight needs to be different from research and ought to be managed by the jurisdictions responsible for them. This session discusses the issue of applying an ethical lens in the conduct of quality improvement or program evaluation projects.

Monica Redekopp
Director, Professional Practice
Vancouver Coastal Health

Session F6 **Leadership: Building Capacity for Better Care in Nursing Homes**

The session will use case studies of two nursing homes to describe how leadership arises in unexpected places in ways that increase a nursing home's capacity for better care to residents and patients. The participants will learn to distinguish situations that call for administrative leadership—the manager uses his/her technical expertise—versus when enabling leadership is needed. Enabling leadership is a source of capacity building because it facilitates others to develop the skill/resources to needed for new behaviors. A workshop format will be used in which participants will use an assessment guide to think about the existing strengths in their own facilities and how to foster them.

Ruth Anderson
Virginia Stone Professor
Duke University School of Nursing

Session F7 **The Art of Presenting – Part 2**

Ajay Puri
Quality Leader, Communications & Engagement
BC Patient Safety & Quality Council

Christina Krause
Executive Director
BC Patient Safety & Quality Council

BREAKOUT SESSION G
MARCH 9 12:45 - 1:45 PM

Session G1

Rapid Fire: Designing a Foundation of Quality for Mental Health

Development, Implementation and Monitoring of Evidence Based Guidelines for Suicide Management

Tristin Wayte
Manager, Risk & Evaluation
BC Mental Health and Addictions Services
Provincial Health Services Authority

The Application of Lean Theory to Improve Patient Safety Event Reporting and Follow-Up

Lynda Bond
Director of Quality, Safety and Performance Improvement
BC Mental Health and Addictions Services
Provincial Health Services Authority

Ross Gibson
Quality and Safety Leader
BC Mental Health and Addictions Services
Provincial Health Services Authority

Primary Care Solutions for Child and Youth Mental Health – Piloting a Community-Based Approach

Liza Kallstrom
Lead, Content and Implementation
Practice Support Program

Christina Southey
Quality Improvement Advisor
ImpactBC

Session G2

Rapid Fire: Building on Care in the Community

Chronic Disease Management, Mackenzie Family Health Clinic

Charlotte Wenninger
Medical Office Support
Northern Health Authority

Synergies between GPs' Prescribing Portraits and participation in Quarterly Learning Sessions

Malcolm Maclure
Department of Anesthesiology, Pharmacology & Therapeutics
Faculty of Medicine
University of British Columbia

Session G2
(continued)

Designing and Implementing an Effective Behavioural Support Unit/Special Care Plus

Francoise Laity
RN, Resident Care Coordinator
Kiwanis Care Centre

Sara Gilbert
Residential Care Manager
Kiwanis Care Centre

Session G3

Rapid Fire: Success with Heart Failure

Heart Failure Outreach Support Team (HOST) Discharge Transition Project: Expanding the Role of the Registered Nurse

Lauren Thomas
Heart Failure Outreach Support Team
Surrey Memorial Hospital
Fraser Health Authority

Marie-Eve Cournoyer
Heart Failure Outreach Support Team
Surrey Memorial Hospital
Fraser Health Authority

Achieving Improvement in Heart Failure through Primary Care

Bruce Hobson
Clinical Lead, Heart Failure
BC Patient Safety & Quality Council

Session G4

Allocative Efficiency - Shifting Resources to Support System Transformation

There is wide-spread recognition of the need to transform the delivery of health care to meet the needs of the population in a sustainable way. Many also argue that improving the quality of care will save money. But connecting these two widely held beliefs has proved a challenge: how do we harvest the savings we make through improved quality and re-allocate to achieve the transformation we need. This panel discussion will explore the concept of reallocation and how the BC health system is facing this challenge.

Panel Chair:
Valerie Tregillus
Lead, Inter-Divisional Strategy Council
Interior Health

Dan MacCarthy
Director, Professional Relations
BC Medical Association

Session G4
(continued)

Craig Mitton
Assistant Professor
University of British Columbia

Andrew Neuner
Vice-President, Community Integration
Interior Health

Session G5

Warming to the Global Trigger Tool

Traditional efforts to detect adverse events have focused on voluntary reporting and tracking of errors. However, public health researchers have established that only 10 to 20 percent of errors are ever reported and, of those, 90 to 95 percent cause no harm to patients. The Global Trigger Tool supplements voluntary reporting systems through the use of chart reviews looking for clues, or "triggers". Vancouver Coastal and Providence Health Care have warmed to this simple methodology; come learn how the use of the Global Trigger Tool is providing valuable information for these organizations.

Camille Ciarniello
Director, Risk Management and Patient Safety
Providence Health Care

Linda Dempster
Executive Director, Quality and Safety
Vancouver Coastal Health

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Session G6

Navigation through the Health System: The Aboriginal Patients Journey

This session will capture the navigation of the health system from an Aboriginal Patients perspective. The session will provide the stories of patients journey's from both the rural and urban viewpoint. In addition there will discussion of programs, practices and strategic priorities implemented to enhance the Aboriginal Patients health and wellness journey.

Agnes Snow
Regional Director, Aboriginal Health
Northern Health Authority

Victoria Stewart
Northern Health Authority

Jenny Morgan
Aboriginal Patient Navigator, Aboriginal Health Strategies Initiatives
Vancouver Coastal Health

Session G7

Driving Waste Out of the System

Waste comes in many forms in health care – poor patient flow, repeated diagnostic tests, waiting, unnecessary movement, wasted material – any activity or resource that does not add value. This session will explore the IHI Waste Tool and its use in identifying and addressing sources of waste in your hospital.

Colleen Kennedy
Manager, Quality Improvement and Patient Safety
Interior Health Authority

REGISTRATION

Register at www.regonline.com/qualityforum2012

qualityforum@bcpsqc.ca

604.668.8210



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