

Quality Forum

A look back at our first five years





from 2012-2016:

2,352 unique participants **3,444** total participants

941 presentation abstracts received

116 cities represented **251** organizations represented

In 2011 the Council saw an opportunity to bring together those working to make health care better in British Columbia. If there was a way to share approaches to improving quality of care, and learn from others, change throughout the province's health care system could be accelerated.

So we began planning what would become Quality Forum 2012. We were amazed by the event's energy as people made new connections and strengthened existing ones, and we were invigorated as the health care system united to solve common problems and achieve shared objectives.

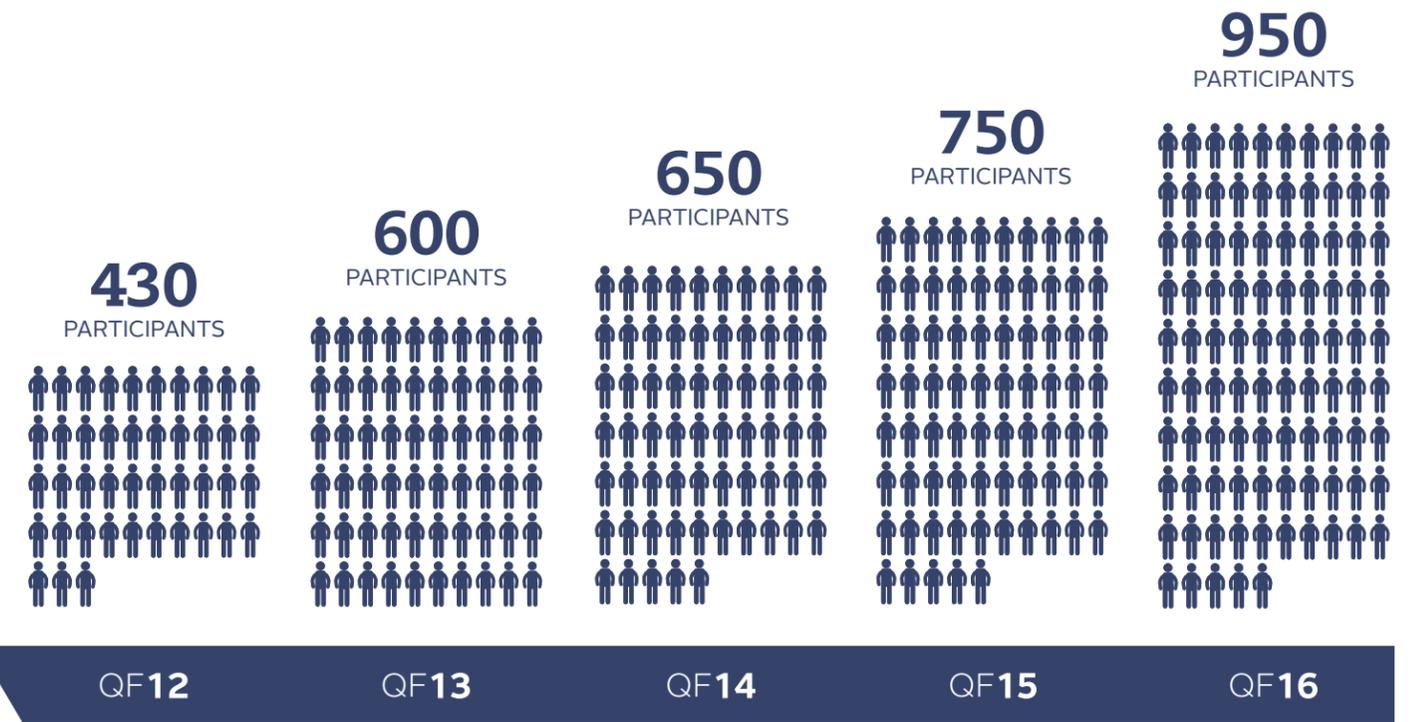
Now an annual conference, the Quality Forum has sold out in each of its five years while more than doubling in size. Our latest event, Quality Forum 2016, hosted 950 participants.

We're proud that alongside this tremendous growth, the event has cultivated an atmosphere and level of energy that befits such a vibrant community.

Each year, members of the Forum's steering committee help to plan and execute a program that covers a multitude of issues facing our province's health care system. An abstract review committee selects high quality rapid fire presentations and storyboards. Many other people volunteer as session moderators, storyboard judges, and presenters. Sponsors and exhibitors make the event accessible by helping us keep registration costs low. You make the Quality Forum possible. Thank you.

Our objectives for the Quality Forum vary from year to year, but in general we aim for it to inspire action to improve quality of care, share effective strategies and leading practices, and strengthen and create new connections and collaboration. We also aim to include patients as speakers, participants and committee members as much as possible.

This report highlights some of the ways we have accomplished these objectives.



OUR MAIN 2 DAYS

The Quality Forum is a three-day conference. The first day hosts full-day sessions that “dive deep” into timely topics, as well as our evening Health Talks event. You can learn more about these events on pages nine through 12.

Days two and three feature the Quality Forum’s main programming: plenary speakers, presentations and interactive workshops on topics related to improving quality across the continuum of care. To facilitate broad participation, we keep registration fees low, provide discounted student rates, and offer bursaries for patients.

Quality Forum programming has included:

Rapid Fire Sessions

These hour-long sessions feature three rapid fire presentations that are sourced through a call for abstracts. Speakers are encouraged to devote at least 40% of their allotted time to answering participants’ questions.

Invited Speaker Sessions

Also an hour long, these breakout sessions touch on specific topics identified by the Forum’s steering committee based on what its members are observing within the health care system as well as feedback from participants. We work closely with invited speakers to develop the sessions.

“This forum provides a much needed platform for health care experts to meet, share ideas, research and philosophy. It is a think tank that breaks down the silos we fight against.”

Quality Forum 2012 participant



Workshops

These two-hour sessions are highly interactive and an opportunity for participants to immerse themselves in specific, unique topics chosen by our steering committee. Popular topics have included organizational energy, innovation, and patient engagement.

Storyboards

Also sourced through a call for abstracts, Storyboards (which can also be called posters) are yet another way for presenters to share their projects. A Storyboard Reception allows participants to engage with presenters.



from 2012-2016:

936	oral presentations	512	presentation files uploaded to QualityForum.ca
60	videos uploaded to YouTube	36,057	views of Quality Forum videos
438	storyboards displayed	49-63	sessions each year
32	exhibitors	30	sponsors

Patient Voices

Each year we have partnered with the Patient Voices Network to provide scholarships for patients to attend the Quality Forum. We also include two patients on our steering committee and invite patients, family members and caregivers to moderate sessions, deliver presentations, and submit abstracts. We were proud to be accredited as Patients Included in 2016, the first year that conferences could apply for the status.



Learning from Outside Health Care

The Quality Forum is an excellent opportunity to provide learning opportunities from other industries that are applicable to health care. We've offered field trips to organizations like the BC SPCA (to learn about caring for patients that can't express their needs) and the Vancouver Whitecaps (teamwork and communication). Invited speaker sessions have featured WestJet (communicating in real time through social media) and JOEY Restaurants (coaching and getting the best out of a young staff).



Internationally-renowned Plenary Speakers

We invite thought leaders from British Columbia and around the world to share rare knowledge and experience with Forum participants. Past speakers have included influencers in our global quality improvement community and beyond, such as Helen Bevan, who has been at the forefront of improvement initiatives in the UK's National Health Service for more than 20 years, and Gerard van Grinsven, who applied 25 years of global experience in luxury hospitality to his role as a hospital CEO. See page 13 for a complete list of the Forum's plenary speakers.



"I have been overwhelmed by the volume and quality of work presented, the relevancy of the information to ALL levels of practice and the calibre of the presenters. Many thanks for providing such a well-organized, accessible conference."

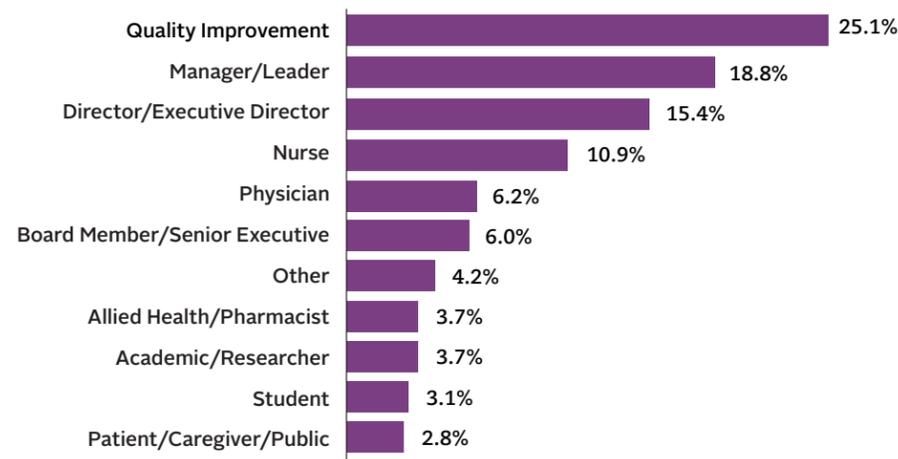
Quality Forum 2013 participant

Board & Executive Quality Learning Series

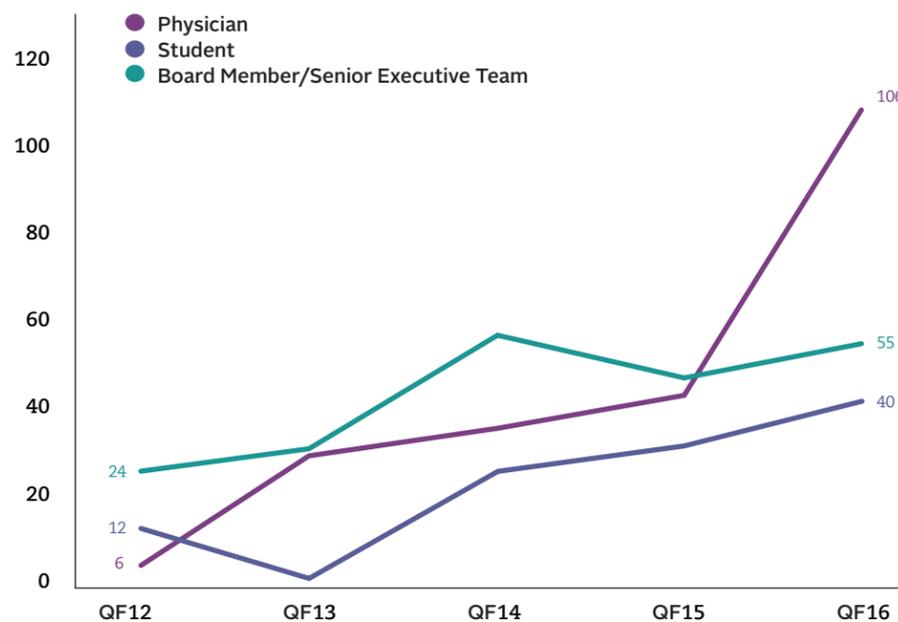
For the past three years the Forum has hosted a dialogue around how boards and senior health executives can effectively govern and lead for quality and safety. Topics have included using performance indicators and other inputs to assess quality of care, and using technology in innovative and meaningful ways.

We're proud of the Quality Forum's demonstrable impact on British Columbia's health care system over its five years. Year after year, the vast majority of respondents find the conference extremely valuable and well executed. To the right are some common themes in their evaluations of the event.

Primary role of Quality Forum participants, 2012-2016



A snapshot of groups with particularly high growth in numbers



DIVERSITY

Participants work in a wide variety of roles throughout BC's health care system. This rare diversity presents challenges when building the Forum's program, but their feedback has appreciated the balance in content we try to achieve by ensuring that presentation topics cover all sectors and areas of care.

97%

learned new ideas or concepts*

OPPORTUNITY TO CONNECT

New and deepened connections between participants are big reasons why the Quality Forum is so powerful. Based on their feedback, over the years we have lengthened breaks to provide more time for networking.

92%

thought the Forum provided sufficient networking opportunities*

CALIBRE OF PRESENTATIONS

Facilitators and speakers are routinely praised for how well they share their expertise and experience. The rapid fire presentation format serves as an opportunity for novice speakers to develop their presentation skills, which we directly help foster by offering individual support and webinars.

96%

anticipated they would be able to apply the knowledge they gained to their work*

ENERGY

We try to foster an energy suited to the community that the Forum has helped develop. We do this with interactive activities, social media conversations, a lively debate, and campaign launches such as Change Day BC. We believe that this energy is most conducive to learning and relationship-building.

11,867

tweets sent during Quality Forums

*Sourced from evaluations provided by participants after Quality Forums 2012 - 2016.

"What stood out was the diversity of persons attending, being able to dialogue with a very broad range of people, and hearing new ideas for improvement from everyone. I feel that my ideas and stories were heard and listened to. Change Day was a great idea and I was able to take brochures and information back to Burnaby Hospital where I volunteer and make it an event there! All told it was a GREAT EXPERIENCE!!"

Chris Saunders
Patient

"The Forum celebrates great local work currently underway across BC while highlighting key trends in health care from around the world. It pushes us to think differently about care and how we provide services. It asks us to look outside of health care for different and, most importantly, creative ways of doing things. It is an opportunity for people to share great ideas as well as form key partnerships that will improve the system for all."

Linda Dempster
VP, Patient Experience
Fraser Health

"Over its 5 years I have experienced the Quality Forum from every angle: audience member, moderator, presenter, debater. It is inspirational, educational, and often very funny. The keynotes are extraordinary. You'll find innovative gems and quirky formats in breakout sessions. The Forum expands the boundaries of the possible, and it is impossible to leave it without renewed belief that we can make health care better."

Steven Lewis
President,
Access Consulting

"I can't forget Quality Forum 2015, it was a wonderful event. I felt like a fish put back into water. The energy of so many like-minded individuals, the passion in the room to make change, the charisma of the speakers sharing their experiences and the wonderful connections I made. I am also now part of a School of Health Care Radicals group where we share stories and coach each other through our challenges."

Muhammad Ali Abid,
Formerly Supervisor,
Echocardiography,
Royal Jubilee Hospital

Pre-Forum Sessions

Each year on the first day of the Quality Forum, we host full-day sessions on a selection of timely topics related to improving care. They give participants the opportunity to “dive deep” into issues that are chosen by our steering committee, and they are planned and executed by working groups.

These pre-Forum sessions are highly interactive and serve as a rare occasion to bring together diverse groups of stakeholders who want to learn about a specific subject more deeply than would be possible in a one- or two-hour breakout session. To date, we’ve hosted the following pre-Forum sessions:

2012

Health Care 2.0: Social Media Camp, where participants learned how social media can be leveraged to engage stakeholders and promote improvement in health care.

Quality Academy Graduate Workshop, which gathered past participants to expand on material covered in the program and discuss emerging issues in improvement work.

The provincial **Critical Care Network** invited stakeholders from the intensive care community to lay the foundation for a Critical Care Working Group and community of practice.

2013

Academic Health Education: Building Quality Care from the Ground Up, a session where faculty, students and system stakeholders discussed how to incorporate quality and safety into curriculum.

Patient- and Family-Centered Care: From Concept to Practice, a session focused on applying PFCC across the continuum of care.

A second **Quality Academy Graduate Workshop** that allowed the same network of quality leaders to follow up on course materials and discuss new content.

2014

Tough Choices: Values, Costs & Efficient Allocation to Improve Quality explored technical and allocative efficiency, appropriateness of care, and whether BC’s health system is over- or under-managed. It featured a stimulating debate that was so well-received, it inspired a plenary debate to be integrated into the main Forum programming the following two years.

2015

The **School for Health Care Radicals**, where participants learned powerful ideas, tools and connections to survive and thrive as change agents.

Cross-Canadian Collaboration in Surgery: NSQIP as a Catalyst, the fourth annual meeting of the Surgical Quality Action Network, which showcased sites using the National Quality Surgical Improvement Program to improve their care.

2016

A **Joint Collaborative Committees Showcase** that highlighted and helped spread the work of the committees, creating opportunities for physicians, other care providers and anyone involved in the health system to contribute.

The **National #hcsmta Symposium for Health Care + Digital Communication**, an interactive symposium that explored how digital communication can impact the quality of care, support patient-provider co-design, contribute to research and knowledge translation, and lead to interdisciplinary decision-making

A View from the Inside: Community-Driven, Nation-Based Coast Salish Health and Wellness, which provided an opportunity to explore a First Nations perspective on health and wellness services, and experience aspects of Coast Salish culture.

At the **Patient- and Family-Centered Care: From Concept to Practice** session, more than 90 participants explored how to turn one important idea into a reality: a system of care that focuses on the patient. We heard from participants who left “absolutely enthusiastic.” 83% who filled out evaluations found the workshop to be beneficial and 93% gained new ideas that they could act upon at their workplace (where applicable).

“Having the opportunity to hear from colleagues and experts across BC and beyond was really inspiring. I was particularly moved by the topic of patient shadowing as a means to discover strengths and opportunities within a patient’s hospital or outpatient experience. As the lead for the PFCC strategy at Providence Health Care, I was able to learn more about what others are doing in the province and discover some gems to bring back to my organization and put into practice.”

Sara Charlton
Practice Consultant, Patient- and Family-Centred Care, Providence Health Care



Health Talks

Health Talks is an annual evening event on the Quality Forum's first day. Over the past five years feedback from audience members has been overwhelmingly positive and the audience's size has more than doubled, with a sold-out crowd of over 350 people joining us in 2016.

The night begins with a ceremony to recognize the winners of the BC Patient Safety & Quality Council's annual Quality Awards, which celebrate improvements in quality of care across eight categories. These incredible individuals and teams receive \$2,500 to sustain their work, a beautiful plaque that they can proudly display in their workplaces, and plenty of applause and accolades. We also invite them to deliver rapid fire presentations at the Quality Forum. This recognition amplifies their great work while spreading successful innovations and solutions to challenges that others might be experiencing. In evaluations, participants tell us that the winners inspire their efforts to improve quality of care.

Next come the "talks," where speakers tell us about their hopes for health care. They use the PechaKucha 20x20 format: each presentation contains 20 photos displayed for exactly 20 seconds each. This style encourages a rare combination of brevity, creativity, and energy – speakers have worn costumes, played music, shown pictures drawn by four-year-olds, and shared very personal stories, all with the aim of connecting with the audience in fewer than seven minutes.

Each year we strive to assemble a diverse group of speakers, some who work in health care and some who don't, who represent British Columbia's many regions, and who bring with them imaginative and uncommon perspectives. Past speakers have included health authority CEOs, a pair of 11-year-olds, an advocate for the homeless, and rural clinicians. Their hopes for health care have been equally diverse, touching on supporting LGBTQ seniors, adding joy to our work, improving residential care and care for Indigenous communities, and their own experiences as a patients, caregivers, or providers.



*Sourced from evaluations provided by participants after Health Talks 2013-2016.

"Being selected as the Health Talks Student Contest winner was undoubtedly the highlight of my undergraduate degree. The opportunity allowed me to speak on a topic that is very close to me: our shared experiences in mental health and what we as health care advocates can do to improve those experiences.

I had incredible feedback from the audience at the event, giving me the ability to network and speak to peers in all fields of health at Health Talks and throughout the Quality Forum as well. I was honoured to be able to talk along other accomplished speakers who were equally as passionate about their hopes for health care and was so fortunate to witness others who were willing to make a difference in their communities."

Sarah Lambrick
Human Kinetics Student,
UBC Okanagan



Sarah (pictured left) was chosen as the 2015 winner of our Health Talks Student Contest after submitting a powerful poem about mental health. The contest invites students of all ages to let us know their hopes for health care; a judging panel selects the winner who gets to speak at Health Talks and attend the Quality Forum.

Plenary Speakers



Dave Ford
CEO
CareOregon
Oregon, USA

Kishore Visvanathan
Head of Urology
Saskatoon Health Region
Saskatchewan, Canada

Ruth Anderson
Virginia Stone Professor
School of Nursing, Duke University
North Carolina, USA

Helen Bevan
Chief Transformation Officer
Horizons Team, NHS Improving Quality
England, UK



QUALITYFORUM 2013
INSPIRING IMPROVEMENT

Jim Easton
Managing Director, Health Care
Care UK
England, UK

Todd Allen
Assistant Quality Officer
Intermountain Healthcare
Utah, USA

Vincent Lam
Author and Emergency Physician
Toronto East General Hospital
Ontario, Canada

Gerard van Grinsven
President and CEO
Henry Ford West Bloomfield Hospital
Michigan, USA



“e-Patient Dave” deBronkart
Author, Health Policy Adviser and
International Keynote Speaker
New Hampshire, USA

Bruce Kirkby
Award-Winning Explorer, Writer and
Photographer
British Columbia, Canada

Jason Leitch
Clinical Director
The Quality Unit, Scottish Government
Scotland, UK



Helen Bevan
Chief Transformation Officer
Horizons Team, NHS Improving Quality
England, UK

Lucy Savitz
Director of Research and Education
Institute for Health Care Delivery
Research, Intermountain Healthcare
Utah, USA

Sam Louie
Adjunct Professor
Faculty of Pharmaceutical Sciences,
University of British Columbia
British Columbia, Canada



Cheryl Mitchell
Facilitator & Consultant
Organizational Development
Principal, Red Ball Solutions
British Columbia, Canada

Jim Easton
Managing Director, Health Care
Care UK
England, UK

Lakshman Swamy
Internal Medicine Resident
Boston Medical Center
Massachusetts, USA



QUALITY FORUM 2017
—
VANCOUVER, BC
—
MARCH 1 – 3

Registration for Quality Forum 2017 – our sixth conference – opens in November. We’re becoming more and more excited as the program takes shape. The theme we chose is “Imagine Tomorrow, Act Today.”

When we imagine future Quality Forums, we see top-notch learning opportunities that meet the evolving needs of British Columbia’s health care system. We see even more diversity amongst participants as our quality improvement community continues to expand its reach. And we see the Forum’s reputation as a valued resource for patients and those working in all areas of the health care system growing ever stronger.

The accomplishments detailed in this report could not have been possible without the contributions of countless individuals and organizations. Again: thank you. Your support of the Quality Forum emboldens us as we act today.

We recommend that you reserve March 1 – 3, 2017 in your calendars.



www.qualityforum.ca



qualityforum@bcpsqc.ca



604.668.8224



twitter.com/BCQualityForum



Hosted by:

**BC PATIENT SAFETY
& QUALITY COUNCIL**

Working Together. Accelerating Improvement.

www.bcpsqc.ca