



BC PATIENT SAFETY
& QUALITY COUNCIL

Quality Forum 2013

Program Guide

FEBRUARY 28 - MARCH 1, 2013
VANCOUVER, BC

QF/13

Inspiring Improvement

THANK YOU TO OUR

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**BC PATIENT SAFETY
& QUALITY COUNCIL**

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It's my pleasure to welcome you to the 2013 Quality Forum!

This year's theme is *Inspiring Improvement* – an intentional play on words. We are here to learn from, and be inspired by, some incredible speakers from British Columbia and beyond. About a third of you are delivering a presentation or displaying a storyboard; thank you for sharing your learning so that others throughout our province can use your successes to improve the care they provide. You are inspiring.



Many of you joined us yesterday as the Forum unofficially kicked off. Full-day sessions allowed more than 200 people to “dive deep” into three important and timely health quality topics. Our Health Talks evening event featured eight fantastic speakers who told us their hopes for health care. It also celebrated 2012’s six Quality Award winners.

But now the real fun begins. I’m thankful to Steven Lewis for again moderating the Quality Forum. I’m also excited to hear from our plenary speakers. What can we learn about:

- Meeting a patient’s needs from Gerard van Grinsven, who is now president and CEO of Michigan’s Henry Ford West Bloomfield Hospital after spending more than 25 years working in the luxury hospitality industry?
- Telling the story of quality care from Vincent Lam, who in 2006 won the Giller prize, Canada’s top award for fiction writing, and is an emergency physician in Toronto?
- Fixing what ails our health system from Todd Allen, who has spearheaded efforts to improve quality of care for one of the leading care providers in the United States?
- Making improvement sustainable across generations from Jim Easton, who led an initiative to deliver £20 billion of efficiency savings while working for the UK’s National Health Service?

I hope these presentations – as well as the Forum’s 63 breakout sessions– stimulate much discussion among you, your fellow participants, and the presenters. We believe this opportunity to connect with your peers is invaluable and have also built plenty of Q&A time into the sessions to encourage as much two-way dialogue as possible.

After the Forum, keep an eye on www.QualityForum.ca or our newsletter for videos and articles created by the Council’s team to document this event. That website is also where you can already find presentation files from many of the sessions here at the Quality Forum. Speaking of which, presentations from last year’s Forum have been viewed over 32,000 times!

I have one request: before you leave after Friday afternoon’s plenary presentation, I would ask that you please fill in the evaluation form that is included in your conference program and leave it at our registration desk. We’re here today because of the overwhelmingly positive feedback you provided after last year’s Forum. With your help, we hope to make next year’s event even better.

Thank you for joining me at Quality Forum 2013. Our health quality community is growing and our work is becoming increasingly impactful. Keep up the great work!



Doug Cochrane
Chair, BC Patient Safety & Quality Council



Steering Committee

Ajay Puri BC Patient Safety & Quality Council	Laura Nielsen Vancouver Island Health Authority
Andrew Wray BC Patient Safety & Quality Council	Laurel Radley Patient Voices Network
Cam Egli BC College of Pharmacists	Linda Comazzetto Interior Health
Cathy Weir Fraser Health	Linda Dempster Vancouver Coastal Health
Christina Krause BC Patient Safety & Quality Council	Melissa Pope BC Patient Safety & Quality Council
Georgene Miller Provincial Health Services Authority	Robin Speedie BC Patient Safety & Quality Council
Jane Winder College of Registered Nurses of BC	Sek Cheung Patient Voices Network
Joyce Resin ImpactBC	Tanis Hampe Northern Health
Julian Marsden BC Patient Safety & Quality Council	Teri Collins BC Ministry of Health
Kevin Smith BC Patient Safety & Quality Council	

Quality Forum 2013 Objectives

- **Inspire action to address challenges and leverage opportunities for accelerating improvement in quality of care;**
- **Showcase successes and leading practices;**
- **Strengthen engagement, partnerships and integration across all areas of care to foster a culture of quality; and**
- **Share effective strategies for health leaders to be catalysts for change.**





Abstract Review Committee

Ajay Puri BC Patient Safety & Quality Council	Kevin Samra BC Ministry of Health
Allison Muniak Vancouver Coastal Health	Mary Lou Lester BC Patient Safety & Quality Council
Andrew Wray BC Patient Safety & Quality Council	Morag McGregor Vancouver Island Health Authority
Brian Weinerman Vancouver Island Health Authority	Richele Shorter BC Ministry of Health
Camille Ciarniello Providence Health Care	Sarah Whiteley BC Medical Association
Christina Krause BC Patient Safety & Quality Council	Scott Shearer ImpactBC
Heidi Johns BC Patient Safety & Quality Council	Shari McKeown BC Patient Safety & Quality Council
Jan Kornder Fraser Health	Spencer Wade College of Registered Nurses of BC
Jeanette Foreman Northern Health	Sue Fuller Blamey Provincial Health Services Authority
Julian Marsden BC Patient Safety & Quality Council	Suzanne Taylor BC Ministry of Health
Katrina Plamondon Interior Health	

Thank you to members of both of our committees for your dedication to improving quality of care in BC and for helping to ensure Quality Forum 2013's success.

Registration Desk Hours

Thursday, February 28
0630 - 1830

Friday, March 1
0645 - 1530

Breakfast Meetings

Research and Social Media

Friday, March 1, 0645 – 0815 (Georgia B)

How can social media support quality improvement? Join Dr. Kendall Ho from UBC's eHealth Strategy Office and staff from the BCPSQC for a buffet breakfast starting at 0645, with a formal discussion starting at 0715. Bring your ideas, interest and research questions - we hope this will be an initial discussion on the opportunities for research on this important topic.

Surgical Quality Action Network

Friday, March 1, 0645 – 0815 (Balmoral)

Are you involved in surgery? Visit the breakfast buffet and then network with colleagues from the Surgical Quality Action Network. Discussion topics are sure to include safety culture, efficiency and the National Surgical Quality Improvement Program.

Our Green Strategy

We are continuously trying to do our part to help our environment. Please use the recycle bins located throughout the facility to deposit your unwanted papers from the Forum, and we encourage you to use the water bottle provided in your delegate bag. Water stations are located throughout the venue.

Storyboard Display and Reception

Please take time to view the storyboards, which are on display from 0800 on February 28 until 1530 on March 1 in the Regency AB room on the Convention Level (3rd floor).

Don't miss the Storyboard Reception on February 28 from 1700 – 1830! Storyboard presenters will be on hand to discuss their projects and answer your questions. There will be hors d'oeuvres and a cash bar. See page 61 for a full listing of storyboard presentations.

Evaluation Forms

To help make Quality Forum better in the future, please take the time to complete the evaluation form provided in your delegate bag and hand it in at the registration desk when you leave the Forum.



Energize Your Day with a Morning Workout!

Running Group

Friday, March 1, 0615 - 0645

Meet by the front desk in the main lobby of the hotel (Lobby Level).

Walking Group

Friday, March 1, 0615 - 0645

Meet at the Quality Forum registration desk (Convention Level, 3rd Floor).

Stretch & Flex Class

Friday, March 1, 0645 - 0715

Meet in the Stanley Room (Perspectives Level, 34th Floor).

Accreditation

Accredited by UBC CPD



CONTINUING PROFESSIONAL DEVELOPMENT
FACULTY OF MEDICINE

As an organization accredited to sponsor continuing medical education for physicians by the Committee on Accreditation of Continuing Medical Education (CACME), the UBC Division of Continuing Professional Development designates this educational program as meeting the accreditation criteria of the College of Family Physicians of Canada for up to 11.0 Mainpro-M1 credits. This program is an Accredited Group Learning Activity eligible for up to 11.0 Section 1 credits as defined by the Maintenance of Certification program of the Royal College of Physicians and Surgeons of Canada. This program has been reviewed and approved by UBC Division of Continuing Professional Development.

Exhibitors

Accreditation Canada	ImpactBC
Canadian Agency for Drugs & Technologies	Institute for Healthcare Improvement - UBC Chapter
Canadian Institute for Health Information	Manitoba Insitute for Patient Safety
College of Registered Nurses of BC	Medical Pharmacies Group Limited
Fisher & Paykel Healthcare	UBC Sauder School of Business
Hospital Transfers – A Division of SN Transport Ltd.	

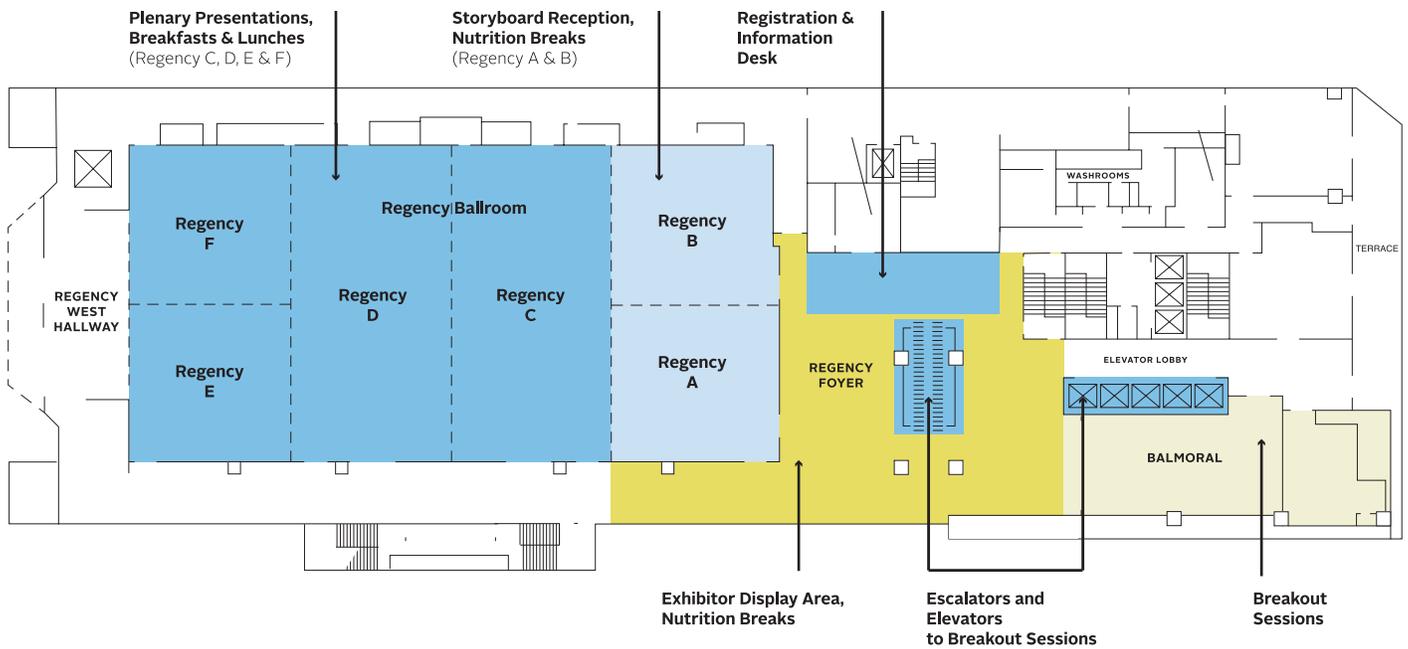
Need Help? Have a Question?

ASK A RED VEST! A team member with the BC Patient Safety & Quality Council would be pleased to assist you.

Hyatt Regency Vancouver Floor Layouts

Convention Level (3rd Floor)

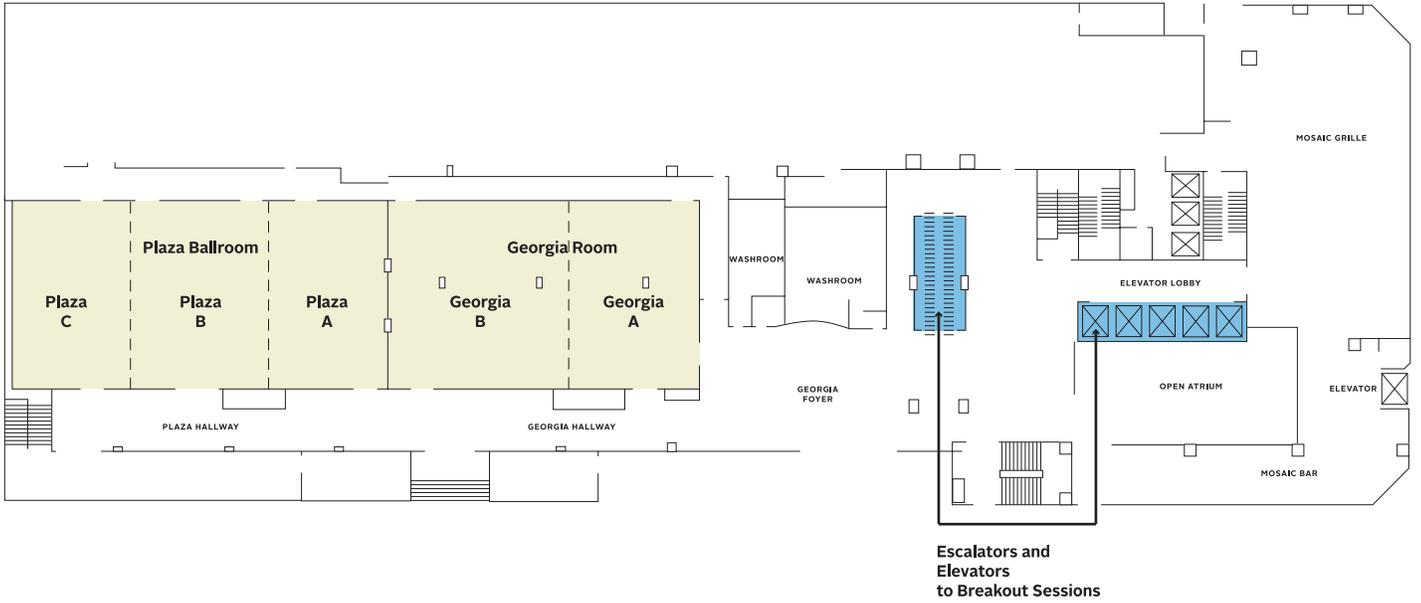
The Convention Level hosts the Forum's plenary presentations, meals, storyboards, exhibitors and one breakout session room (which will also host the Surgical Quality Action Network's breakfast meeting).



Hyatt Regency Vancouver Floor Layouts

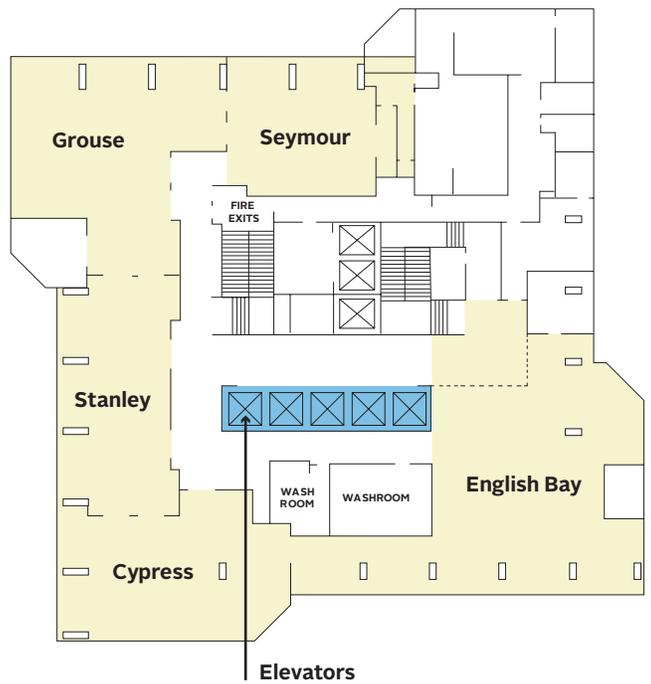
Plaza Level (2nd Floor)

The Plaza Level hosts breakout sessions as well as the Research and Social Media breakfast.



Perspectives Level (34th Floor)

The hotel's 34th floor hosts breakout sessions (and some stunning views of the city).



THURSDAY, FEBRUARY 28, 2013

0630 – 0800	<i>Registration & Breakfast</i>
0815 – 0830	<i>Welcome Message</i>
0830 – 0930	Plenary Presentation
0930 – 0945	<i>Transition</i>
0945 – 1045	Breakout Session A
1045 – 1115	<i>Break</i>
1115 – 1215	Breakout Session B
1215 – 1330	<i>Lunch & Storyboards</i>
1330 – 1430	Breakout Session C
1430 – 1500	<i>Break</i>
1500 – 1600	Breakout Session D
1600 – 1615	<i>Transition</i>
1615 – 1700	Plenary Presentation
1700 – 1830	Storyboard Reception

QF/13



FRIDAY, MARCH 1, 2013

0645 – 0830

Breakfast

0830 – 0915

Plenary Presentation

0915 – 0930

Transition

0930 – 1030

Breakout Session E

1030 – 1100

Break

1100 – 1200

Breakout Session F

1200 – 1300

Lunch & Storyboards

1300 – 1400

Breakout Session G

1400 – 1415

Transition

1415 – 1515

Plenary Presentation

1515 – 1530

Closing Reflections - Steven Lewis





MODERATOR

Steven Lewis

**President,
Access Consulting Ltd.**

Steven Lewis is a health policy and research consultant based in Saskatoon and Adjunct Professor of Health Policy at Simon Fraser University.

Prior to resuming a full-time consulting practice he headed a health research granting agency and spent 7 years as CEO of the Health Services Utilization and Research Commission in Saskatchewan. He has served on various boards and committees, including the Governing Council of the Canadian Institutes of Health Research, the Saskatchewan Health Quality Council, the Health Council of Canada, and the editorial boards of several journals, including Open Medicine. He writes frequently on improving quality, equity, and performance in health care, and is the moderator of M.A.S.H. blog – Meaningful Analogies in Sports and Health.



Gerard van Grinsven

**President and Chief Executive Officer,
Henry Ford West Bloomfield Hospital,
Michigan, United States**

Gerard van Grinsven joined Henry Ford Health System in June 2006 to lead the construction and development of the new 192-bed Henry Ford West Bloomfield Hospital, as President and CEO.

His vision for Henry Ford West Bloomfield Hospital, which opened in March 2009, is to take healthcare and healing beyond the boundaries of imagination. In addition to state-of-the-art equipment and the best clinical practices, the hospital features Michigan's first hospital-based, organic greenhouse. Henry Ford West Bloomfield Hospital is home to a wellness center and hair salon, which both serve the community with a wide array of world-class services and all-natural products.

Henry Ford West Bloomfield Hospital represents a revolutionary approach to collaborative care – combining the expertise

of Henry Ford Medical Group physicians, community physicians, specialists, instructors, nurses, health coaches and dietitians, who all work together to address the needs of the whole person. Van Grinsven's talent and tremendous experience prior to joining Henry Ford Health System allowed for this innovative and distinctive vision to be transformed into reality.

He has more than 25 years of global experience in the luxury hospitality industry, having served in operational, corporate and general management positions. Before coming to Henry Ford, he served as vice president and area general manager for The Ritz-Carlton Hotel in Dearborn and as vice president and area general manager of The Ritz-Carlton hotels in Cleveland, St. Louis and Philadelphia. During his career he has opened 20 Ritz-Carlton properties worldwide.

Plenary: Going Radical

THURSDAY, FEBRUARY 28, 0830 – 0930

Gerard van Grinsven



Vincent Lam

**Author and Emergency Physician,
Toronto East General Hospital, Ontario**

Dr. Vincent Lam is from the expatriate Chinese community of Vietnam and was born in Canada. Dr. Lam did his medical training in Toronto, and is an emergency physician in Toronto. He is a Lecturer with the Department of Family and Community Medicine at the University of Toronto. He has also worked in international air evacuation and expedition medicine on Arctic and Antarctic ships.

Dr. Lam's first book, *Bloodletting and Miraculous Cures*, won the 2006 Scotiabank Giller Prize, and has recently been adapted for television and broadcast on HBO Canada. Dr. Lam co-authored *The Flu Pandemic and You*, a non-fiction guide to influenza pandemics.

The Headmaster's Wager, Dr. Lam's first novel, about a Chinese compulsive gambler and headmaster of an English school in Saigon during the Vietnam War, is published by Doubleday Canada. Dr. Lam's biography of Tommy Douglas is published by Penguin Canada as part of the *Extraordinary Canadians* series.

Plenary: Narrative in Health Care - Telling the Story of Quality Patient Care

THURSDAY, FEBRUARY 28, 1615 – 1700

Vincent Lam





Todd Allen

**Assistant Quality Officer,
Intermountain Healthcare,
Utah, United States**

Dr. Todd Allen was recently appointed as an Assistant Quality Officer in the Institute for Healthcare Delivery and Research at Intermountain Healthcare working with Drs. Brent James and Lucy Savitz where he is engaged in health policy and systems research. He is also serving as chair of the Emergency Department Development Team which supervises the work of the emergency departments across the breadth of Intermountain Healthcare's hospitals. He formerly served as the Director of Research for the Department of Emergency Medicine and the Division of Trauma at Intermountain Medical Center. He also serves as the emergency medicine lead for the development of the combined GE/Intermountain electronic medical record (Qualibria).

His current research and systems focus is on the early detection and treatment of patients with severe sepsis and septic shock across healthcare systems and in improved utilization of system and diagnostic resources in trauma.

Dr. Allen joined the staff in the Emergency Department at LDS Hospital and Intermountain Healthcare in 1999 after completing residency in Emergency Medicine at the University of Pittsburgh and a one year teaching fellowship at the Royal Prince Alfred Hospital and the University of Sydney in Australia. He was appointed as the director of research for the Department of Emergency Medicine at LDS Hospital at the same time. In conjunction with faculty and the Division of Emergency Medicine from the University of Utah, Dr. Allen assisted in founding the University of Utah Affiliated Residency in Emergency Medicine in 1995 and served as its first assistant director. He stepped down from that position in 2010.

Plenary: Fixing What Ails Us: Challenges in Health Care Delivery and Solutions Today

FRIDAY, MARCH 1, 0830 – 0915

Todd Allen



Jim Easton

**Managing Director of Health,
Care UK, England**

Jim Easton has been an executive in the healthcare system in England for over 25 years. He has held leadership positions in hospital services, mental health, primary care and national policy.

He was the Chief Executive of York Hospitals NHS Foundation Trust, a high performing 700 bed hospital in the north of England.

He held the Chief Executive position for the South Central Strategic Health Authority, where he was responsible for the delivery of all healthcare services for a population of 5 million people in the south of England.

In 2009 Jim took on the role of National Director of Transformation for the National Health Service (NHS) in England, responsible, amongst other areas, for the programme to deliver £20b of efficiency savings whilst improving quality across the whole range of NHS services nationally. When he left this role

at the end of 2012 the National Audit Office independently assessed that the first three years of the programme had successfully delivered its challenging objectives.

In February 2012 Jim took up post as the Managing Director of Health for Care UK, the largest privately owned provider of health care services to the NHS in England, providing around £450m of surgical, primary care and urgent care services to the NHS.

Throughout his career, Jim has had a deep interest in the application of quality improvement approaches to the delivery of improved quality and value of healthcare services, and the role of leaders in achieving such improvement. He is regularly asked to speak nationally and internationally on these issues.

Plenary: Saving Health Care: The Generational Challenge of Improvement in our Health Systems

FRIDAY, MARCH 1, 1415 – 1515

Jim Easton



***“One of the best conferences
I’ve attended for giving info
and ideas that I can see taking
action on back at work.”***

QUALITY FORUM 2012 PARTICIPANT



Breakout Session A

0945 – 1045 | THURSDAY, FEBRUARY 28

SESSION A1 Plaza C

Rapid Fire — Engaging Patients and the Public in their Own Care

Enhancing Education Delivery: An Evaluation

Karen Anzai, *Rehabilitation Consultant, Spinal Cord Injury Program*
GF Strong Rehabilitation Centre

Spreading Self Management Support: The Brief Action Planning Prototype

Bernice Johansen, *Clinical Nurse Specialist, Healthy Living/Chronic Disease First Nations and Inuit Health, British Columbia Region*
Health Canada

Matilda Atleo, *Senior Community Health Development Worker, Health Promotion and Social Development Department*
Nuu-chah-nulth Tribal Council Community Engagement Hub

Christina Southey, *Quality Improvement Leader, Team Lead*
ImpactBC

Partnering with Families Through Coaching: We Want to Live It!

Alda Silvestre, *Nurse/Program Manager, Acute Rehabilitation Program*
Sunny Hill Health Centre for Children

Sandy Tatla, *Occupational Therapist, Acute Rehabilitation Program*
Sunny Hill Health Centre for Children

Shelley Woodman, *Clinical Nurse Educator, Acute Rehabilitation Program*
Sunny Hill Health Centre for Children

SESSION A2 Georgia A

Rapid Fire — The Med Rec Centre

Medication Reconciliation at Lions Gate Hospital

Laarnie St-Laurent, *Lean Coordinator*
Vancouver Coastal Health

Lorelei Grosser, *Lean Coordinator*
Vancouver Coastal Health

Carissa Looman, *Lean Coordinator*
Vancouver Coastal Health





Breakout Session A *Continued*

0945 – 1045 | THURSDAY, FEBRUARY 28

SESSION A2 CONTINUED Georgia A

Medication Reconciliation: VCH – Vancouver Acute Improves Patient Safety

Harjender Walia, *Clinical Educator Nursing, Professional Practice - Nursing*
Vancouver Coastal Health

Lori Campbell, *Clinical Resource Nurse, Professional Practice - Nursing*
Vancouver Coastal Health

Sara Gilbert, *Project Manager, Professional Practice - Nursing*
Vancouver Coastal Health

Optimizing Medication Reconciliation Data Submission and Reporting for Residential Care

Jeffrey Reimer, *Data Analyst - Quality, Patient Safety and Infection Control*
Vancouver Coastal Health

SESSION A3 Seymour

Rapid Fire — Building Better Care

Usability Testing: How Evidence Informed a Standard for Crash Carts at Fraser Health Authority

Shaunna Milloy, *Human Factors Specialist*
Fraser Health

Introducing iPALL for Identifying Patients Who Might Benefit from Palliative Care

Romayne Gallagher, *Head, Division of Palliative Care, Department of Family and Community Medicine and Clinical Professor, Division of Palliative Care*
Providence Health Care and University of British Columbia

BC Children's Hospital: Mistake-Proof Equipment Reprocessing Process

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

Janice Penner, *Program Manager, Surgical Services*
Provincial Health Services Authority

Laurence Bayzand, *Director, Patient Support Services*
Provincial Health Services Authority

Breakout Session A *Continued*

0945 – 1045 | THURSDAY, FEBRUARY 28

SESSION A4 Cypress

Rapid Fire — It’s in Your Hands: Infection Prevention Matters!

Physicians as Hand Hygiene Champions

Victor Leung, *Infection Prevention and Control Physician, Infectious Diseases Consultant and Medical Microbiologist, Providence Health Care*

Making Hand Hygiene as Natural as Breathing: Past Successes and New Goals of the Provincial Program

Brian Sagar, *2013 Co-Chair Provincial Hand Hygiene Working Group and Director of Patient Safety, BC Ministry of Health*

Deanna Hembroff, *2012 Co-Chair Provincial Hand Hygiene Working Group and Regional Manager, Infection Prevention, Northern Health*

Exploring Infection Control with Participatory Visual Research Methods

Patricia Marck, *Professor & Director, School of Nursing and Associate Dean, Faculty of Health and Social Development, University of British Columbia, Okanagan Campus*

SESSION A5 Balmoral

Twitter 101 - Part 1

Please note this is part 1 of a 2-part session.

How can Twitter help us to transform health care? The use of Twitter is exploding across the world – from citizens in the Middle East driving social change to health care professionals using it to support health care improvement through sharing timely information and learning from each other. This session will teach you how to leverage Twitter to improve health care quality and why you should consider doing so. Topics will include case studies of Twitter’s application in the health care setting as well as harnessing the power of Twitter through storytelling and other strategies. We’ll also get our hands dirty by diving into the art behind tweeting and learning about tools that will help make you a Twitter “all-star.”

Kemp Edmonds, *Sales Engineer, Hootsuite*

Robyn Sussel, *Principal, Health and Academic Communications Signals Design Group*

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





Breakout Session A *Continued*

0945 – 1045 | THURSDAY, FEBRUARY 28

SESSION A6 English Bay

Improving System Performance – Making the Most of our Resources

Vancouver Coastal Health has developed a system for gathering, analyzing and monitoring data about the services they deliver – and using this information to guide improvements to clinical care. This session will highlight the journey VCH has taken to effectively manage the delivery of health care in the region, the steps they are taking to improve, and their vision for the future.

Duncan Campbell, *Chief Financial Officer and Vice President, Systems Development and Performance*
Vancouver Coastal Health

SESSION A7 Plaza AB

Fundamentals of Large Scale Change in Health Care - Part 1

Please note this is part 1 of a 2-part session.

In this session, you will learn about the fundamental elements that define large scale change in the health care setting to help you to develop your own action plan. Based upon the work of the NHS Institute for Innovation & Improvement, we will explore the overall framework for large scale change followed by an interactive session of the key practical tools and strategies to support you in your change efforts.

Christina Krause, *Executive Director*
BC Patient Safety & Quality Council

Marlies van Dijk, *Director, Clinical Improvement*
BC Patient Safety & Quality Council

SESSION A8 Georgia B

From Vision to Reality – Tales from the Journey to Perfect Care

St. Boniface Hospital aims “to deliver the safest and highest quality of care to every patient, every encounter, every day”. Transformation at St. Boniface is achieved through Lean methods to reduce waste of time, steps and resources. This presentation will share their journey including how they are moving toward a goal of having every patient feel confident that he or she is receiving the best care.

Bruce Roe, *Executive Director, Clinical Programs and Chief Medical Officer*
St. Boniface Hospital, Winnipeg

Breakout Session A *Continued*

0945 – 1045 | THURSDAY, FEBRUARY 28

SESSION A9 **Grouse**

Surviving Sepsis with Integrated and Accountable Care: Our Story

Using the story of Intermountain Healthcare's clinical and board goals that focused on the early identification and high-fidelity treatment of patients with severe sepsis and septic shock, this session will cover the principles of shared accountability, data management and reporting, building clinical teams, and rapid improvement. We will share Intermountain's model for system level clinical organization and the challenges and success of that model around the sepsis initiative.

Todd Allen, *Assistant Quality Officer*
Intermountain Healthcare, Utah





“This Forum provides a much needed platform for health care experts to meet [and] share ideas, research and philosophy. It... breaks down the silos we fight against.”

QUALITY FORUM 2012 PARTICIPANT



Breakout Session B

1115 – 1215 | THURSDAY, FEBRUARY 28

SESSION B1 Plaza C

Rapid Fire — Improving Patient Care Quality Through Integration and Collaboration

Integrated Care for High Users of the Emergency Department

Misty Bath, *Clinical Practice Leader - Primary Care*
Vancouver Coastal Health

Venie Dettmers, *Leader, Health Services Planning*
Vancouver Coastal Health

Mapping the Patient Journey: A Foundation for Improvements for Frail and Elderly in a Northern Community

Ibolya Agoston, *Primary Health Care Developer*
Northern Health

Shared Care In BC: Fostering Mutual Trust and Respect Between Family and Specialist Physicians

Clay Barber, *Executive Lead*
Shared Care Committee

SESSION B2 Seymour

Rapid Fire — BC Patient Safety Learning System: A Key Part of the Patient Safety Swiss Army Knife

Establishing a Family-Initiated Safety Reporting Program at BC Children's Hospital

Denise Hudson, *Leader, Learning and Change Management*
BC Patient Safety & Learning System

Patient Safety and Learning System Data Quality Assurance - Improving the Culture of Safety at VIHA

Angela Jurj, *Coordinator, Quality & Patient Safety Systems*
Vancouver Island Health Authority

Jeff McLaren, *Leader, Quality Systems and Processes*
Vancouver Island Health Authority





Breakout Session B *Continued*

1115 – 1215 | THURSDAY, FEBRUARY 28

SESSION B2 CONTINUED Seymour

Closing the Loop: Disseminating Lessons Learned and Quality Improvements in Mental Health Care

Maureen Mackinlay, *Director, Tertiary Acute & Rehab Mental Health Services*
Interior Health

Naomi Erickson, *Quality Improvement Consultant*
Interior Health

SESSION B3 Georgia A

Rapid Fire — Hardwiring Evidence-Based Care

Venous Thromboembolism (VTE) Prophylaxis: Implementation of an Accreditation Canada Standard

Melanie Basso, *Senior Practice Leader - Perinatal*
Provincial Health Services Authority

Dorothy Shaw, *Vice President, Medical Affairs*
Provincial Health Services Authority

Improvement in Basic Performance Measures Results in Decreased In-Hospital Mortality for Patients

Brent Woodley, *Clinical Educator*
Fraser Health

Evidence-Based Care for the Patient with Enterocolitis Clostridium Difficile (CDI)

Judi Moscovitch, *Consultant, Quality Improvement and Patient Safety, Older Adult, Rehabilitation, Renal Programs*
Fraser Health

Jan Chan, *Dietician*
Fraser Health

Breakout Session B *Continued*

1115 – 1215 | THURSDAY, FEBRUARY 28

SESSION B4 Grouse

Rapid Fire — Passing the Baton: Creating Ideal Patient Care Transitions

Transitioning Patients to and from the BC Cancer Agency

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

Darren Kopesky, *Regional Director, Client Relations & Risk Management*
Vancouver Coastal Health

Creating an Ideal Transition Home

Susan Seeman, *Director, Strategic Initiatives, Vancouver Acute Services*
Vancouver Coastal Health

Goldie Luong, *Director, Special Projects, Vancouver Acute Services*
Vancouver Coastal Health

Home First

Ashifa Ahmed, *Program Manager, Patient Flow and Capacity*
Vancouver Coastal Health

John Con, *Program Manager, Continuing Health Services*
Vancouver Coastal Health

SESSION B5 Balmoral

Twitter 101 - Part 2

Continued from Part 1.

Kemp Edmonds, *Sales Engineer*
Hootsuite

Robyn Sussel, *Principal, Health and Academic Communications*
Signals Design Group

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



Breakout Session B *Continued*

1115 – 1215 | THURSDAY, FEBRUARY 28

SESSION B6 English Bay

Allocative Efficiency: Shifting Resources to Support Health 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.

Andrew Neuner, *Vice-President, Community Integration*
Interior Health

Craig Mitton, *Assistant Professor*
University of British Columbia

Dan MacCarthy, *Director, Professional Relations*
BC Medical Association

SESSION B7 Plaza AB

Fundamentals of Large Scale Change in Health Care - Part 2

Continued from Part 1.

Christina Krause, *Executive Director*
BC Patient Safety & Quality Council

Marlies van Dijk, *Director, Clinical Improvement*
BC Patient Safety & Quality Council

Breakout Session B *Continued*

1115 – 1215 | THURSDAY, FEBRUARY 28

SESSION B8 Georgia B

Where Are We Now? Data Collection, Technology and Practice Change

Thankfully, the use of technology for data collection purposes in acute and primary care settings is becoming more common and less frightening. While concerns around privacy, data stewardship, information ownership, and accountability continue to be hot topics of conversation in health care settings across the province, this session features three speakers who are addressing these challenges in different care settings. Attend this session to understand more about the new era in data collection, new processes in information sharing, and the impact of the integration of data collection technologies on patient outcomes.

Bill Clifford, *Chief Medical Information Officer*
Northern Health

Chandima Panditha, *Systems Analyst/Designer*
Vancouver Coastal Health

Bruce Hobson, *Co-Chair, Informatics Committee*
Physicians Data Collaborative

SESSION B9 Cypress

PharmaNet Modernization in the Context of eHealth

BC has embarked on the road to transform the exchange of personal health information among clinicians through a suite of eHealth projects. The goals are to support the delivery of better patient care through integrated access to personal health information and to aid in achieving a sustainable health care system. One of the components of eHealth is the PharmaNet Modernization Project. This project will deliver electronic prescribing to medical offices and community pharmacies together with improvements to the management of clinical services offered by community pharmacists in response to therapy drug problems.

Zachy Olorunjojon, *Project Director, Health Sector IM/IT Division*
BC Ministry of Health

Sorin Pop, *Director, PharmaNet - Pharmaceutical Services Division*
BC Ministry of Health



***“The ‘energy’ - so powerful. I
was happily swept away by it.”***

QUALITY FORUM 2012 PARTICIPANT

Breakout Session C

1330 – 1430 | THURSDAY, FEBRUARY 28

SESSION C1 Cypress

Rapid Fire — BC Quality Award Winners

This rapid fire session spotlights the work of three BC Quality Award winners. Visit www.BCPSQC.ca to learn about how their work improved quality of care.

Vancouver General Hospital Pre-Surgical Decolonization Team

Elizabeth Bryce, *Regional Medical Director, Infection Prevention and Control, Division of Medical Microbiology and Infection Control*
Vancouver Coastal Health

Emergency and Health Services Commission’s Clinical Education Development for Dealing with Death and Dying Course

Don Hong, *Paramedic, BC Ambulance Service*

Colin Fitzpatrick, *Paramedic, BC Ambulance Service*

Shawn Smith, *Paramedic, BC Ambulance Service*

Leadership in Quality Improvement in Cardiac Services at VIHA

Claire Mackelson, *Coordinator, Implementation and Evaluation*
Vancouver Island Health Authority

SESSION C2 Seymour

Rapid Fire — UR IN(e) Trouble!

Using NSQIP Data and Best Practices to Reduce Postsurgical UTIs at Surrey Memorial Hospital

Dareena Malli, *Clinical Nurse Educator*
Fraser Health

Filda Grado, *Registered Nurse*
Fraser Health

Susann Camus, *NSQIP Quality Improvement Consultant*
Fraser Health

Pawan Sindhar, *Snip Surgical Clinical Reviewer*
Fraser Health

Alana Cohen, *Registered Nurse, General Surgery Unit, Surrey Memorial Hospital*
Fraser Health





Breakout Session C *Continued*

1330 – 1430 | THURSDAY, FEBRUARY 28

SESSION C2 CONTINUED Seymour

Reducing Urinary Tract Infections at Langley Memorial Hospital: Improvement at the Frontline

Michael Arget, *Quality Consultant, National Surgical Quality Improvement Program*
Fraser Health Authority

Using NSQIP Data and Best Practices to Reduce CAUTIs in Postsurgical Patients at Peace Arch Hospital

Susann Camus, *NSQIP Quality Improvement Consultant*
Fraser Health

Deb Sperandeo, *Registered Nurse, Surgical Unit, Peace Arch Hospital*
Fraser Health

Paula Gabriel, *Licensed Practical Nurse, Surgical Unit, Peace Arch Hospital*
Fraser Health

SESSION C3 Georgia A

Rapid Fire — Building the Foundation: Enhancing Primary Care

Improving Quality of Mental Health Care by Family Physicians in BC and Unexpected Learnings About Stigma

Rivian Weinerman, *Physician Quality Advisor, Practice Support Program*
Vancouver Island Health Authority

Liza Kallstrom, *Practice Support Program Lead*
BC Medical Association

Improving Attachment Rates in the Cowichan Valley

Kelly Mendes, *Quality Improvement Advisor*
ImpactBC

Valerie Nicol, *Executive Lead*
Cowichan Valley Division of Family Practice

Breakout Session C *Continued*

1330 – 1430 | THURSDAY, FEBRUARY 28

SESSION C4 English Bay

Rapid Fire — LEANing Towards Improvement

Lean Management: Using a Performance Wall to Integrate Strategic Planning & Quality Improvement

Kathy Tremayne, *Program Director, Provincial Specialized Eating Disorders Program for Children and Adolescents and Mental Health Metabolic Program*
Provincial Health Services Authority

Kile Brokop, *Quality Analyst, Provincial Specialized Eating Disorders Program for Children and Adolescents and Mental Health Metabolic Program*
Provincial Health Services Authority

In the Midst of Chaos: Implementing Lean in the Cardiac Cath Lab

Mary Neiforth, *Director, Cardiac Sciences and Special Projects*
Vancouver General Hospital

Peggy Holton, *Advisor, Lean Transformation Services*
Vancouver General Hospital

Teresa Sawyer, *Patient Services Coordinator, Cardiac Cath Lab*
Vancouver General Hospital

Physician Engagement Strategy for Lean Quality Improvements

Brenda Wagner, *Chair, Medical Advisory Committee and Clinical Assistant Professor*
Vancouver Coastal Health and University of British Columbia

Diane Bissenden, *Director, Population and Family Health*
Vancouver Coastal Health

Laura Sato, *Coordinator, Lean Transformational Services*
Vancouver Coastal Health





Breakout Session C *Continued*

1330 – 1430 | THURSDAY, FEBRUARY 28

SESSION C5 Grouse

Strategies for Engagement to Improve Care

Harness the productive power of engaging stakeholders in common problem solving and hear two approaches to doing so in this interactive session! Learn how the eHealth Strategy Office at UBC is using technology to improve health care and involve patients in their care, and explore the theory of engagement as it has been applied to the development of Divisions of Family Practice, which are linking family physicians together from across the province to address common health care goals.

Brian Evoy, *Executive Lead, Divisions of Family Practice, General Practice Services Committee*
BC Medical Association

Kendall Ho, *Director, eHealth Strategy Office, Faculty of Medicine*
University of British Columbia

SESSION C6 Georgia B

Building a Measurement Plan for Quality Improvement Projects – Mini-Course - Part 1

Please note this is part 1 of a 2-part session.

How will you know if changes you are making are resulting in improvement? Quality Improvement (QI) models provide specific tools and methods designed to understand data at a project level. 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 measurement plan including: choosing a set of indicators; QI sampling strategies; data collection; and appropriate data display.

Melanie Rathgeber, *Principal*
MERGE Consulting

Heidi Johns, *Quality Leader*
BC Patient Safety & Quality Council

Breakout Session C *Continued*

1330 – 1430 | THURSDAY, FEBRUARY 28

SESSION C7 Balmoral

Unleashing Creative Action Mini-Course - Part 1

Please note this is part 1 of a 2-part session.

Have you been trying to implement evidence and best practice at the bedside with only modest results? Come and try something new! Join us 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 C8 Plaza C

Deal, Dial, or Delay: Applying Human Factors Principles in Health Care

This session will provide participants a better understanding of Human Factors principles anyone can apply to various health care situations with or without an expert. Through this session, key Human Factors principles and prompting questions will be discussed with guidance of how and when participants can apply these principles (deal), what situations Human Factors experts provide value and support and when to call them for help (dial), and when it is best to pause and collect more information before making changes or recommendations to various health care situations (delay). These scenarios will be supported through the discussion and application of actual health care case studies in British Columbia.

Allison Muniak, *Human Factors Specialist*
Vancouver Coastal Health

Shaunna Milloy, *Human Factors Specialist*
Fraser Health



Breakout Session C *Continued*

1330 – 1430 | THURSDAY, FEBRUARY 28

SESSION C9
Plaza AB

Addressing the Cost & Quality Imperative - Part 1

Please note this is part 1 of a 2-part session.

Health care systems in every country of the world are facing the challenge of providing access to high quality care from constrained budgets. This workshop will provide a deep dive on the NHS Change Model, which the English National Health Service is using as a framework to generate £20b of efficiencies while improving quality. Already over £8b of this has been delivered, with quality markers improving. As well, this session will describe practical applications for delivering quality and efficiency improvements together, including an overview of which improvement interventions deliver improvements in both quality and cost efficiency in health care systems.

Jim Easton, *Managing Director of Health Care UK*

“Attending this conference made me want to work harder and be a better leader.”

QUALITY FORUM 2012 PARTICIPANT



Breakout Session D

1500 – 1600 | THURSDAY, FEBRUARY 28

SESSION D1 Cypress

Rapid Fire — BC Quality Award Winners

This rapid fire session spotlights the work of three BC Quality Award winners. Visit www.BCPSQC.ca to learn about how their work improved quality of care.

Drug Distribution at BC Cancer Agency Pharmacy

Dennis Jang, *Drug Distribution Coordinator*
BC Cancer Agency

Penticton Regional Hospital Colon Check Program

Margot Heintz, *Colon Check Nurse Navigator, Penticton Regional Hospital*
Interior Health

BC Cancer Agency Patient VTE Prophylaxis Team

Shirin Abadi, *Clinical Pharmacy Specialist & Pharmacy Education Coordinator, Clinical Associate Professor of Pharmacy and Associate Member of Medicine*
BC Cancer Agency and University of British Columbia

SESSION D2 English Bay

Rapid Fire — Better Hospital Care Through Falls Prevention and Improved Patient Flow

Six Hospitals Address Regional ED Congestion & Improve Patient Flow Through Inpatient Psychiatric Units

Sumeet Kumar, *Workflow Improvement Coordinator, Lean Transformation Services*
Vancouver Coastal Health

In Hospital Falls Increase Length of Stay

Tanya Dunne, *Regional Fall and Injury Prevention*
Vancouver Coastal Health

Diagnostic Treatment Unit: The St. Paul's Experience

Julian Marsden, *Emergency Physician*
Providence Health Care

Michaela Hanakova, *Nurse Practitioner (Family)*
Providence Health Care





Breakout Session D *Continued*

1500 – 1600 | THURSDAY, FEBRUARY 28

SESSION D3 Seymour

Rapid Fire — Health Care Synergy: Teaming Up to Achieve Best Care

Godzilla Meets the Little Red Hen: The Prescribing Cascade Meets the Bedside Observer

Johanna Trimble, *Patient Representative*
BC Patient Voices Network and Patients for Patient Safety Canada

Talking with Your Doctor and Other Health Care Providers

Justin Harder, *Community Project Coordinator*
Patient Voices Network

Laurie Cheung, *Facilitator, Talking with Your Doctor and Other Health Care Providers*
Patient Voices Network

Mending Fractures: Working with Patients/Families and Care Teams When Conflict Arises

Mary MacKillop, *Director, Patient Care Quality Office*
Provincial Health Services Authority

SESSION D4 Plaza C

The Patient and Family Centered Care Methodology: Disruptive Innovation to Improve Outcomes in Surgical Services and Beyond

The six-step Patient and Family Centered Care Methodology is a “disruptive innovation” that breaks down organizational and functional silos within health care organizations, leading to improved outcomes, high performance care teams, culture change, and decreased cost. The PFCC methodology has been adopted in over 60 different clinical areas at eight UPMC hospitals and is spreading nationally and internationally. This session will describe the methodology, its practical and theoretical underpinnings, and its application to improving surgical care experiences and outcomes.

Pamela Greenhouse, *Executive Director, Patient and Family Centered Care Innovation Centre*
University of Pittsburgh Medical Center

Breakout Session D *Continued*

1500 – 1600 | THURSDAY, FEBRUARY 28

SESSION D5 Grouse

Social Media: Guidelines, Professional Implications & Privacy Concerns in Health Care

An increasing number of health care organizations are using social media to engage their staff, physicians and external stakeholders. And just as many individuals have started using social media personally and professionally to connect with each other, learn and form communities. This has brought many professional issues, such as privacy and reputation management, into focus. This rapid fire presentation session will provide an overview of what you need to know when using social media and will explore the foundational elements of an organizational social media policy.

Regan Hansen, *Director, Health Engagement, Population and Public Health*
BC Ministry of Health

Barbara Willson, *Nursing Practice Consultant*
College of Registered Nurses of BC

Tom Ying, *Masters of Science in Nursing & Masters in Health Informatics Candidate*
University of Victoria

Val Cartmel, *Practice Consultant, Clinical Informatics, Professional Practice Office*
Providence Health Care

SESSION D6 Georgia B

Building a Measurement Plan for Quality Improvement Projects – Mini-Course - Part 2

Continued from Part 1.

Melanie Rathgeber, *Principal*
MERGE Consulting

Heidi Johns, *Quality Leader*
BC Patient Safety & Quality Council





Breakout Session D *Continued*

1500 – 1600 | THURSDAY, FEBRUARY 28

SESSION D7
Balmoral

Unleashing Creative Action Mini-Course - Part 2

Continued from Part 1.

Katie Procter, *Quality Leader*
BC Patient Safety & Quality Council

Melissa Crump, *Infection Control Practitioner*
Vancouver Coastal Health

SESSION D8
Georgia A

Patient-Reported Outcome Measurement (PROM) in British Columbia: What Has Been Achieved So Far and Where Next?

This session will provide a refresher on patient-reported outcome measurement in health care, and review a number of initiatives going forward in British Columbia in both primary and secondary care sectors. The PROM case studies will highlight the role such data can play in supporting quality improvement, patient engagement and accountability initiatives. An interactive approach will be adopted in the session, with opportunity for discussion and dialogue.

Stirling Bryan, *Director, Centre for Clinical Epidemiology & Evaluation and Professor, School of Population & Public Health*
Vancouver Coastal Health Research Institute and University of British Columbia

SESSION D9
Plaza AB

Addressing the Cost & Quality Imperative - Part 2

Continued from Part 1.

Jim Easton, *Managing Director of Health*
Care UK

Breakout Session E

0930 – 1030 | FRIDAY, MARCH 1

SESSION E1 English Bay

Rapid Fire — Best Care, No Matter Where

Improving the Aboriginal Patient Experience of Care

Lexie Gordon, *Northeast Quality Lead*
Northern Health

Victoria Stewart, *Lead - Aboriginal Engagement and Integration*
Northern Health

Attaching Vulnerable People to the Benefits of Primary Health Care

Shirley Sze, *Physician Lead*
Thompson Region Division of Family Practice

Rae Samson, *Manager, Mental Health & Addiction Services*
Interior Health

Tara Mochizuki, *Addiction Knowledge Exchange Primary Care Project Lead,
Mental Health & Substance Use Services*
Interior Health

It Takes a Village to Support Child and Youth Mental Health

Liza Kallstrom, *Practice Support Program Lead*
BC Medical Association

SESSION E2 Seymour

Rapid Fire — Practice Safe Meds

“The Stash”: Contributing to a Culture of Quality and Medication Safety on Inpatient Units

Melanie Rydings, *Clinical Educator, 2 South Medicine, Richmond Hospital*
Vancouver Coastal Health

Monica Redekopp, *Director, Professional Practice, Richmond Hospital*
Vancouver Coastal Health

Nadine Lambert, *Medication Safety Pharmacist and Medication Reconciliation Coordinator*
Vancouver Coastal Health





Breakout Session E *Continued*

0930 – 1030 | FRIDAY, MARCH 1

SESSION E2 CONTINUED Seymour

A Team Approach to Successfully Improving Medication Safety in a Large Complex Care Facility

Joanna Martin, *Director of Care*
Windermere Care Centre

Sam Mishriki, *Pharmacist*
Marks Pharmacy

BC Cancer Agency: Dose Error Reduction Software IV Pump – Choosing the Least Risky IV Pump

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

Karen Janes, *Regional Professional Practice Leader*
BC Cancer Agency

SESSION E3 Plaza C

Rapid Fire — Building a Culture of Quality

Towards a Provincial Radiology Quality Improvement System

Kirk Eaton, *Director, Diagnostic Imaging, Hospital and Provincial Services Branch, Health Authorities Division*
BC Ministry of Health

Creating a Quality Culture - Diaries of a Performance Improvement Consultant

Sophie Clyne, *Quality Improvement Specialist*
Providence Health Care

Francisco Velazquez, *Change Specialist*
Providence Health Care

Provincial Collaboration: An Innovative Model for Health Care Leadership Development

Susan Good, *Director, Leadership and Organization Development*
Fraser Health

Elisa Chavez, *Project Lead*
BC Health Leadership Development Collaborative

Breakout Session E *Continued*

0930 – 1030 | FRIDAY, MARCH 1

SESSION E4 Cypress

Rapid Fire — A Collaborative Approach to Improvement

The Stop Infections Now Collaborative

Anne MacLaurin, *Project Manager*
Canadian Patient Safety Institute

Evidence to Excellence: A Province-Wide Sepsis Collaborative for Harmonization of Sepsis Care

Lana Newton, *Researcher, eHealth Strategy Office, Faculty of Medicine*
University of British Columbia

Julian Marsden, *Clinical Director, Clinical Care Management and Professor,*
Department of Emergency Medicine, Faculty of Medicine
BC Patient Safety & Quality Council and University of British Columbia

Kendall Ho, *Director, eHealth Strategy Office and Professor,*
Department of Emergency Medicine
University of British Columbia Faculty of Medicine

Noreen Kamal, *Project Manager, Stroke Services BC*
Provincial Health Services Authority

Improving Stroke and TIA Care in the Emergency Department in BC: the Stroke/TIA Collaborative

Devin Harris, *Clinical Lead, Stroke and TIA Initiative and Medical Advisor,*
Stroke Services BC
Provincial Health Services Authority





Breakout Session E *Continued*

0930 – 1030 | FRIDAY, MARCH 1

SESSION E5 Grouse

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

Please note this is part 1 of a 2-part session.

Is your process in statistical control? Are the trends you see a signal of actual change or simply expected variation? Control charts are incredibly valuable tools for improvement leaders to understand improvement, monitor performance and provide advice for data-driven decision making. Control charts are helpful at the project level, program level, and for interpreting executive/board level indicators. This interactive session will cover the use of control charts including chart selection, interpretation and display.

Melanie Rathgeber, *Principal*
MERGE Consulting

Andrew Wray, *Director, Learning & Strategic Initiatives*
BC Patient Safety & Quality Council

SESSION E6 Plaza AB

The Art of Presenting - Part 1

Please note this is part 1 of a 2-part session.

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 E *Continued*

0930 – 1030 | FRIDAY, MARCH 1

SESSION E7 Balmoral

What is the Hype About NSQIP?

The National Surgical Quality Improvement Program (NSQIP) framework is an amazing tool to guide improvement opportunities at a hospital level, and it has driven surgical improvement across BC. Learn data analysis strategies and how to look at data in unique ways, and find out how Fraser Health is combining the program with the Comprehensive Unit Based Safety Program and other initiatives to take NSQIP to the next level. The session will also cover additional initiatives that have spawned from NSQIP and grown into a province-wide network of surgical improvement – the Surgical Quality Action Network.

Kimberly McKinley, *Surgical Clinical Reviewer Liaison and Data Manager*
BC Patient Safety & Quality Council

Michael Arget, *Quality Consultant, National Surgical Quality Improvement Program*
Fraser Health

Marlies van Dijk, *Director, Clinical Improvement*
BC Patient Safety & Quality Council

Doug Cochrane, *Chair*
BC Patient Safety & Quality Council

SESSION E8 Georgia A

Lean in BC: Local Stories & Interactive Discussion with Physician and Operational Leaders - Part 1

Please note this is part 1 of a 2-part session.

This session will begin with local stories of improvement using Lean methodologies from across the province. Hear about improved flow in psychiatric care, reductions in wait times, improvements to post-transplant services and more! Following these presentations an interactive panel will occur to engage the audience in a broad conversation on how to keep this momentum of improvement through Lean going across BC.

Improving Mental Health Patient Flow in Emergency

Mark Levy, *Medical Manager, Vancouver General Hospital Psychiatric Assessment Unit*
Vancouver Coastal Health





Breakout Session E *Continued*

0930 – 1030 | FRIDAY, MARCH 1

SESSION E8 CONTINUED Georgia A

The Patient's Journey Within the Continuum of Care: The New Nanaimo Emergency Department

Suzanne Fox, *Director, Emergency Services & Trauma Care,*
Nanaimo Regional Hospital
Vancouver Island Health Authority

Melie de Champlain, *Executive Director, Strategic Process Improvement*
Vancouver Island Health Authority

Improving Post-Renal Transplant Services

Clare Bannon, *Clinical Nurse Leader, Renal Transplant*
Providence Health Care

Gary Nussbaumer, *Nephrologist*
Providence Health Care

Tom Tautorus, *Director of Quality*
BC Transplant

Improving Quality for Cardiac Device Implantation

Minnie Downey, *Program Director, Cardiac Program*
Fraser Health

Shahzad Karim, *Medical Director, Cardiac Surgery*
Fraser Health

Leaning the Transfer of Care for Cardiac Surgical Patients from Cardiac OR to Paediatric Intensive Care Unit

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

Barb Fitzsimmons, *Senior VP Patient Care Services*
BC Children's Hospital and Sunny Hill Health Centre

Breakout Session E *Continued*

0930 – 1030 | FRIDAY, MARCH 1

SESSION E9 Georgia B

Using Patient Journey Maps to Improve Quality of Care - Part 1

Please note this is part 1 of a 2-part session.

Patient Journey Mapping (PJM) is increasing in popularity as a valuable tool to understand existing processes, inform organizational planning and improve quality of care for patients. This session brings together speakers from four different health care organizations in BC to discuss their experiences with the PJM process. ImpactBC will provide an overview of what the process entails and share how mapping skills have been developed provincially, while representatives from Vancouver Island Health Authority, Northern Health and Interior Health will describe how they improved mapping templates and contextualized and developed the mapping process.

Scott Shearer, *Executive Director*
ImpactBC

Helga Avila, *Manager, Process Improvement*
Vancouver Island Health Authority

Mary Sawan, *Quality Improvement Leader, Northern Interior*
Northern Health Authority

Angela Chapman, *Interior Health Practice Lead, Community Integration, Chronic Disease Management*
Interior Health



***“So great to get together
to discuss issues and ideas
relevant to ALL health care
program areas.”***

QUALITY FORUM 2012 PARTICIPANT

Breakout Session F

1100 – 1200 | FRIDAY, MARCH 1

SESSION F1 English Bay

Rapid Fire — Providing Quality Education

Assessment of Implementing Disease State Education Modules on Pharmacist Interventions: 'AIMS' Study

Sean Gorman, *Regional Coordinator - Clinical Quality and Research and Pharmacotherapeutic Specialist – Critical Care*
Interior Health

Faculty Surgical Preceptor Program Enhances Quality of Care and Resident Surgical Experience

Geoffrey Cundiff, *Professor and Department Head, Department of Obstetrics and Gynaecology*
University of British Columbia

Connecting the Dots... A Provincial Stroke Education Toolbox

Sacha Arsenault, *Regional Stroke Strategy Leader*
Vancouver Coastal Health

Kelly Sharp, *Community Intervention Coordinator*
Vancouver Coastal Health

SESSION F2 Seymour

Rapid Fire — Enhancing Mental Health Services

Quesnel Community Mental Health and Addictions

Stacey Gibbs, *Residential Care Manager*
Dunrovin Park Lodge

Bariatric Surgery: Improving Quality by Addressing Psychosocial Factors

Karen Barclay, *Occupational Therapy Practice Coordinator*
Vancouver Coastal Health

Robyn Emde, *Occupational Therapist*
Vancouver Coastal Health





Breakout Session F *Continued*

1100 – 1200 | FRIDAY, MARCH 1

**SESSION F2
CONTINUED
Seymour**

Inspiring Improvement Through Evidence: Standardized Suicide Risk Assessment Across Service Sites

Tristin Wayte, *Manager, Risk & Evaluation, BC Mental Health and Addiction Services*

Provincial Health Services Authority

Melanie Rathgeber, *Quality & Safety Leader, BC Mental Health and Addiction Services*

Provincial Health Services Authority

Jana Davidson, *Vice President, Medical Affairs and Chief Psychiatrist, Children and Women's Mental Health Program and BC Mental Health and Addiction Services*

Provincial Health Services Authority

Tonia Nicholls, *Senior Research Fellow, Forensic Psychiatric Services, BC Mental Health and Addiction Services*

Provincial Health Services Authority

**SESSION F3
Plaza C**

Rapid Fire — Supporting Improvement Across the System

The Journey from the Clinical Care Management Vision to Practice: Making it Real

Janet Joy, *Director, Innovation and Evaluation*

Vancouver Coastal Health

How to Put a Health Economic Lens on Quality and Patient Safety Programs?

Stefanie Raschka, *Health Economist, Quality and Patient Safety*

Vancouver Coastal Health

Development and Approval Process for Guidelines, Policy & Protocols

Janet Joy, *Director, Innovation and Evaluation*

Vancouver Coastal Health

Carmen Dyck, *Quality Improvement Advisor*

Vancouver Coastal Health

Joanne Solmundson, *Advisor, Lean Transformation Services*

Vancouver Coastal Health

Breakout Session F *Continued*

1100 – 1200 | FRIDAY, MARCH 1

SESSION F4 Cypress

Rapid Fire — Cutting Out Infections

Immediate Pre-Operative Decolonization Therapy Reduces Surgical Site Infections

Elizabeth Bryce, *Regional Medical Director, Infection Control*
Vancouver Coastal Health

Titus Wong, *Medical Microbiologist*
Vancouver Coastal Health

Diane Roscoe, *Medical Microbiologist*
Vancouver Coastal Health

Development of a Simplified Surgical Wound Classification System

Alix Kite, *Team Lead and Clinical Nurse Educator, Operating Room, Peace Arch Hospital*
Fraser Health

Laura Holmes, *Surgical Clinical Reviewer, Peace Arch Hospital*
Fraser Health

Susann Camus, *Quality Improvement Consultant, Peace Arch Hospital*
Fraser Health

Determining the Optimal Surgical Site Infection Surveillance Period

Elizabeth Bryce, *Regional Medical Director, Infection Control*
Vancouver Coastal Health

Leslie Forrester, *Epidemiologist*
Vancouver Coastal Health





Breakout Session F *Continued*

1100 – 1200 | FRIDAY, MARCH 1

SESSION F5
Grouse

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

Continued from Part 1.

Melanie Rathgeber, *Principal*
MERGE Consulting

Andrew Wray, *Director, Learning & Strategic Initiatives*
BC Patient Safety & Quality Council

SESSION F6
Plaza AB

The Art of Presenting - Part 2

Continued from Part 1.

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

Christina Krause, *Executive Director*
BC Patient Safety & Quality Council

SESSION F7
Balmoral

Health in BC: Citizens @ the Centre

In this session you'll hear how the BC Ministry of Health is using websites and social media platforms to actively engage the public in their own health and the health care system. HealthyFamilies BC and ThinkHealth BC are two examples of this people-first strategy. Learn how these platforms allow for online communities to grow, giving voice to many in a space that is monitored, but not controlled. These virtual meeting places make shared learning among citizens and experts possible. They create opportunities for interactive discussions on making healthy lifestyle choices and offer support for anyone wishing to weigh in on how the system works - now and into the future.

Arlene Paton, *Assistant Deputy Minister, Population and Public Health*
BC Ministry of Health

Regan Hansen, *Director, Health Engagement, Population and Public Health*
BC Ministry of Health

Breakout Session F *Continued*

1100 – 1200 | FRIDAY, MARCH 1

SESSION F8 Georgia A

Lean in BC: Local Stories & Interactive Discussion with Physician and Operational Leaders - Part 2

Continued from Part 1.

Mark Levy, *Medical Manager, Vancouver General Hospital Psychiatric Assessment Unit*
Vancouver Coastal Health

Suzanne Fox, *Director, Emergency Services & Trauma Care, Nanaimo Regional Hospital*
Vancouver Island Health Authority

Melie de Champlain, *Executive Director, Strategic Process Improvement*
Vancouver Island Health Authority

Clare Bannon, *Clinical Nurse Leader, Renal Transplant*
Providence Health Care

Gary Nussbaumer, *Nephrologist*
Providence Health Care

Tom Tautorus, *Director of Quality*
BC Transplant

Minnie Downey, *Program Director, Cardiac Program*
Fraser Health

Shahzad Karim, *Medical Director, Cardiac Surgery*
Fraser Health

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

Barb Fitzsimmons, *Senior VP Patient Care Services*
BC Children's Hospital and Sunny Hill Health Centre





Breakout Session F *Continued*

1100 – 1200 | FRIDAY, MARCH 1

SESSION F9 Georgia B

Using Patient Journey Maps to Improve Quality of Care - Part 2

Continued from Part 1.

Scott Shearer, *Executive Director*
ImpactBC

Helga Avila, *Manager, Process Improvement*
Vancouver Island Health Authority

Mary Sawan, *Quality Improvement Leader, Northern Interior*
Northern Health

Angela Chapman, *Interior Health Practice Lead, Community Integration,
Chronic Disease Management*
Interior Health

Breakout Session G

1300 – 1400 | FRIDAY, MARCH 1

SESSION G1 English Bay

Rapid Fire — Speaking a Common Language

Redevelopment of Child & Adolescent Mental Health Medication Information Teaching Sheets

Dean Elbe, *Clinical Pharmacy Specialist, Child and Adolescent Mental Health, Children's & Women's Mental Health, BC Mental Health and Addiction Services and BC Children's Hospital*
Provincial Health Services Authority

Online Knowledge Translation Strategies to Spread Quality Improvement in Preterm Infant Feeding

Adele Harrison, *Neonatologist and Medical Director, Quality and Patient Safety*
Vancouver Island Health Authority

Knowledge Translation in Residential Care

Kate Donaldson, *Supervisor of Recreation Therapy, Residential Care and Assisted Living*
Fraser Health

SESSION G2 Seymour

Rapid Fire — Caring for Seniors: Empowering Staff to Provide Best Care

Behaviour Reduction Across the Spectrum: Managing Seniors in Residential Care

Sandra Psiurski, *Special Populations Project Coordinator*,
Interior Health

Engaging Staff to Improve Safety & Quality of Care to Seniors in Care - Part 1 (Gateby Care Centre)

Cindy Van Wicklin, *Care Aide*
Gateby Care Centre

Celia Foster, *Care Aide*
Gateby Care Centre





Breakout Session G *Continued*

1300 – 1400 | FRIDAY, MARCH 1

**SESSION G2
CONTINUED
Seymour**

Engaging Staff to Improve Safety & Quality of Care to Seniors in Care - Part 2 (Westview Place)

Deb Biro, *Care Aide*
Westview Place

Cameron Gale, *Care Aide*
Westview Place

**SESSION G3
Plaza C**

Rapid Fire — Achieving Optimal Care Through Teamwork

Mobile Inter-Professional Intensive Care Within BC's Southern Interior

Brent Hobbs, *Network Director, Patient Transportation Services*
Interior Health

Evaluation of a Palliative Outreach and Consultation Team

Romayne Gallagher, *Head, Division of Palliative Care, Department of Family and Community Medicine and Clinical Professor, Division of Palliative Care*
Providence Health Care and University of British Columbia

All in Good Time: Reducing the Lead Time for Multidisciplinary Summary Assessment Reports to Zero

Lesley Howie, *Program Manager*
Sunny Hill Health Centre for Children

Rita Janke, *Quality Lead*
Sunny Hill Health Centre for Children

Breakout Session G Continued

1300 – 1400 | FRIDAY, MARCH 1

SESSION G4 Cypress

Rapid Fire — Bridging the Gap Through Knowledge Translation

STOP HIV/AIDS Quality Improvement Collaborative Unites Efforts to Increase Access to Life-Saving Antiretroviral Treatment

Rolando Barrios, *Assistant Medical Director and Senior Medical Director, Vancouver Community Services*

BC Centre for Excellence in HIV/AIDS and Vancouver Coastal Health

Christina Clark, *Quality Improvement Advisor, ImpactBC*

Collaborating to Create New Opportunities for Organizational Learning & Improving Care

Debbie Pearce, *Leader, Quality & Patient Safety Consultant Team Vancouver Island Health Authority*

Ainsley Young, *Consultant, Quality & Patient Safety Vancouver Island Health Authority*

Where Do We Go from Here? Sustainability and Spread Following a Successful Learning Collaborative

Rolando Barrios, *Assistant Medical Director and Senior Medical Director, Vancouver Community Services*

BC Centre for Excellence in HIV/AIDS and Vancouver Coastal Health

Christina Clark, *Quality Improvement Advisor, ImpactBC*

SESSION G5 Grouse

Changing Culture Across the Surgical Pathway in BC

Efforts to improve safety culture are taking place in units across the surgical pathway in 14 British Columbia hospitals. Participants from this group will share their stories of culture change. What are the main steps in the process of culture improvement? What were some of the challenges? What was achieved? Hear about how the initiative was coordinated on a large scale and the big-picture thinking behind it all. Plus clinicians will share the top three things that work in BC.

Rebecca Brooke, *Quality Leader BC Patient Safety & Quality Council*

John Kristiansen, *NSQIP Consultant Vancouver Island Health Authority*





Breakout Session G *Continued*

1300 – 1400 | FRIDAY, MARCH 1

SESSION G6 Georgia B

Crowdsourcing and Collaborating to Drive Innovation and Improvement

Never before has collaborating been so easy, so participatory and so instant. Technology allows anyone the world over to solicit expertise and provide feedback. And at the same time, events that bring people together for a focused period of time to collaborate on health care technology projects are generating significant buzz. This session will examine the art behind successful crowdsourcing and other strategies including how they can be used to drive innovation in health care.

David Ng, *Faculty Member, Michael Smith Laboratories*

Naheed Dosani, *Co-Chief, PGY2, Family Medicine Residency Program and Department of Family & Community Medicine*
St. Michael's Hospital and University of Toronto

Stephen Pomedli, *PGY2, Family Medicine Residency Program and Department of Family & Community Medicine*
St. Michael's Hospital and University of Toronto

John A. MacDonald, *PGY2, Family Medicine Residency Program and Department of Family & Community Medicine*
St. Michael's Hospital and University of Toronto

SESSION G7 Balmoral

Improving Quality of Care Through Funding Models & Incentives

Funding models and incentives are often highlighted as a barrier to improvement efforts in health care and yet are a powerful tool to expand access and improve the overall quality of care. This session will provide an opportunity to hear from a variety of perspectives – Ministry of Health, BC Medical Association and Divisions of Family Practice – who are working through collaborative partnerships and the creation of an integrated care delivery system to produce better patient and population outcomes at a lower overall cost.

Nichola Manning, *Assistant Deputy Minister, Medical Services Division*
BC Ministry of Health

Bill Cavers, *Co-Chair, GPSC*
General Practice Services Committee and BC Medical Association

Breakout Session G *Continued*

1300 – 1400 | FRIDAY, MARCH 1

SESSION G8 Georgia A

Improving Patient Care Through Releasing Time to Care: Local & International Experiences

The amount of direct care time that a nurse provides to a patient can be negatively impacted due to interruptions, workload and suboptimal unit design and practice processes. Releasing Time to Care focuses on improving unit processes and environments to help nurses and other team members to spend more time on patient care as well as improving the quality and safety of care provided. Hear from a variety of experiences, both local and international, around their experiences to date and results achieved through implementation of this innovative and internationally recognized program.

Felicia Laing, *Project Manager, Quality & Patient Safety*
Vancouver Coastal Health

Lorelei Grosser, *Lean Coordinator*
Vancouver Coastal Health

Audra Leopold, *Licensed Practical Nurse, 3North, Richmond Hospital*
Vancouver Coastal Health

Natalie Shein, *Registered Nurse, 2South, Richmond Hospital*
Vancouver Coastal Health

Alicia Escobido, *Registered Nurse, 3South, Richmond Hospital*
Vancouver Coastal Health

Cindy Sellers, *Manager, Acute Services Sea to Sky, Squamish General Hospital*
Vancouver Coastal Health

Jacquie Miller, *Registered Nurse, Squamish General Hospital*
Vancouver Coastal Health

Barbara Kohnen, *Manager, Governance and Business Development*
CareOregon





Breakout Session G *Continued*

1300 – 1400 | FRIDAY, MARCH 1

SESSION G9
Plaza AB

Improving the Odds of Publishing Your Improvement

Health care improvement work is complex and challenging. We're often so busy with the work itself that the prospect of publishing feels both daunting and distant. But it doesn't have to be this way! This seminar will explore strategies for getting your improvement work published. Topics covered include: how to build a publishing plan into the design and execution of your project, effectively describe context and its impacts, make links to underlying theory and ultimately meet international standards of peer review.

Steven Lewis, *President*
Access Consulting Ltd.

Join us at the Storyboard Reception! February 28, 1700 – 1830, Regency AB

- 1** **Skilled and Caring Hands**
JoJo Allinson, Hospital Transfers
- 2** **Hearing the Voices of Residents and Staff through Neighbourhood Meetings at GPC**
Romilda Ang, Vancouver Coastal Health
- 3** **Using a Lean Approach to Improve the Shift Report Process**
Romilda Ang, Vancouver Coastal Health
- 4** **Enhancing the Use of Evidence-Based Practice through Regional Decision Support Tools**
Linda Axen, Northern Health
- 5** **The Triple Jump for Critical Patient Safety Event Reviews (or the Manikin Always Rises Again)**
Isabelle Baribeau, Provincial Health Services Authority
- 6** **Eating Disorders Meal Support: The Development of Family Focused Educational Tools**
Tom Bauslaugh, Provincial Health Services Authority
- 7** **Urinary Tract Infections: The Paediatric Perspective on UTI Change Initiatives**
Julie Bedford, Provincial Health Services Authority
- 8** **Vancouver Island Mental Health and Addictions Services (MHAS), Mood Disorders Unit at the Royal Jubilee Hospital**
Kim Benham, Provincial Health Services Authority
- 9** **Effective Handovers & Transitions**
Dave Bhauruth, Provincial Health Services Authority
- 10** **North Shore Acute to Residential Process**
Angeline Bierstee, Vancouver Coastal Health
- 11** **The Providence Health Care Practice-Based Research Challenge: Facilitating Staff Engagement in Research**
Agnes Black, Providence Health Care
- 12** **User Retention on Facebook**
Cecilia Bloxom, Canadian Patient Safety Institute
- 13** **Managing Care Quality Concerns at the VIHA Patient Care Quality Office: A Lean Evaluation**
Benjamin Brzezynski, Vancouver Island Health Authority





- 14** **Using NSQIP Data to Reduce Postsurgical Pneumonia & Increase Employee Engagement at Burnaby Hospital**
Susann Camus, Fraser Health
- 15** **The Compelling Patient Narrative: When is Misuse Abuse?**
Carolyn Canfield, Patient Voices Network
- 16** **Tales from a Patient Perspective: Getting the Most from Citizen-Patient Volunteers**
Carolyn Canfield, Patient Voices Network
- 17** **The Unifying Explanatory Theory for Everything - Trust**
Carolyn Canfield, Patient Voices Network
- 18** **Addressing the Health of French-Speaking Newcomer Families: A Visual Approach**
Annie Carnot, Provincial Health Services Authority
- 19** **Health Information and Referral Services for Francophones in BC: A Collaborative Approach**
Annie Carnot, Provincial Health Services Authority
- 20** **Regional Quality Review Team**
Lynda Casey, Interior Health
- 21** **BC Ministry of Health - National Ambulatory Care Reporting System Implementation**
Julie Chace, BC Ministry of Health
- 22** **The Patient's Voice: Partnering with Patients to Develop a Rapid Response Team**
Sara Charlton, Providence Health Care
- 23** **Quality Improvement of Maternal Child Public Health Services in BC**
Teresa Chiesa, BC Ministry of Health
- 24** **Assessing Equity of Care in an Emergency Department Using Patient Experience of Care Surveys**
Helen Chiu, Providence Health Research Institute
- 25** **Heart Failure Package; from Board Rooms to Long Houses**
Catherine Clark, Providence Health Care
- 26** **Patient Care Quality: Promoting Quality Improvement Through Patient Experiences**
Teri Collins, BC Ministry of Health
- 27** **Uniting Patient & Public Engagement with Lean Thinking - Experience from VCH 'Goals of Care' Project**
Andi Cuddington, Vancouver Coastal Health

- 28** **Measuring and Reporting Quality of Clinical Pharmacists' Care**
Jane de Lemos, Vancouver Coastal Health
- 29** **Review of Insulin Medication Incidents at a Community Hospital and Tertiary Referral Hospital**
Jane de Lemos, Vancouver Coastal Health
- 30** **The Surgical Safety Checklist: Using Multi-Faceted Progress Assessments to Engage Surgical Teams**
Linda Dempster, Vancouver Coastal Health
- 31** **Client Service Plan: Collaborating with Patients and Families in Treatment Goals**
Aman Dhaliwal, Provincial Health Services Authority
- 32** **Mapping the Data Journey: Getting Data Back to Frontline Staff**
Carmen Dyck, Vancouver Coastal Health
- 33** **Health Technology Assessment of 3.0 Tesla MR**
Kirk Eaton, BC Ministry of Health
- 34** **Medication Reconciliation: Through Transitions of Care in Tertiary Mental Health**
Naomi Erickson, Interior Health
- 35** **Tracking Abuse & Neglect of Vulnerable Adults**
Kristen Farquharson, Vancouver Coastal Health
- 36** **BC Cancer Agency: Making Accreditation Sustainable**
Sue Fuller Blamey, Provincial Health Services Authority
- 37** **Providence Health Care Records Management Lean Project**
Froilan Gaerlan, Providence Health Care
- 38** **Stakeholder's Voice? Opportunities and Obstacles!**
Paul Gallant, Gallant HealthWorks
- 39** **Interior Health Diabetes Collaborative**
Ali Gregory, Interior Health
- 40** **Alert Systems Improving Patient Safety**
Diane Gulbranson, Provincial Health Services Authority
- 41** **Being Accreditation Ready vs. Getting Ready for Accreditation**
Kris Gustavson, Provincial Health Services Authority
- 42** **Online Knowledge Translation Improving Newborn Care Through Increased Compliance with the Neonatal Resuscitation Program**
Adele Harrison, Vancouver Island Health Authority
- 43** **Stop the Line**
Susan Heathcote, Provincial Health Services Authority
- 44** **The Innovation and Development Commons (IDC): A Partnership to Mobilize Knowledge in Northern BC**
Tammy Hoefer, Northern Health





- 45 Patient Safety Huddles in the Pre- Hospital Setting**
Hamze Jomaa, Provincial Health Services Authority
- 46 The Hypoglycaemia Guideline: Supporting Clinical Staff in Assessing and Treating Hypoglycaemic Events**
Nadine Jones, Vancouver Coastal Health
- 47 Look Who Got Caught Clean Handed**
Shelley Kellner, Provincial Health Services Authority
- 48 Learning How BC Patient Safety & Learning System Data Is Used to Improve Safety and Quality of Care**
Maya Krrashi, Care Quality Commission (CQC) in the UK
- 49 5S: The Foundation of Continuous Improvement**
Elizabeth Lamb, Provincial Health Services Authority
- 50 Can Triage Nurse Initiated X-Ray in Accordance with the Ottawa Ankle Rule Shorten ER Length of Stay?**
Wailliam Lee, Vancouver Coastal Health
- 51 Use of Self-Administered Medicinal Cannabis for CF Symptom Management: Patient-Reported Experiences**
Kathleen Lee, Providence Health Care
- 52 Number and Type of Drugs Used by Seniors on Public Drug Programs in Canada, 2002 to 2008**
Krista Louie, Canadian Institute for Health Information
- 53 Fostering a Culture of High Quality Patient Care and Safety Through the Use of High Fidelity Clinical Simulation**
Michael Lundin, Northern Health
- 54 Integrated Chronic Care Management**
Cheryl Maitland, Vancouver Island Health Authority
- 55 Moving Toward a Culture of Learning in Adverse Event Reporting for Undergraduate Nursing Students**
Lenora Marcellus, University of Victoria
- 56 A Retrospective Descriptive Study, Regression Analysis, and Economic Evaluation of HealthLink BC**
Gregory Marr, Vancouver Island Health Authority
- 57 Determining Levels of Health Literacy in an Inpatient Unit**
Jane McCall, Providence Health Care
- 58 Improving Quality in Patient Care Through Bed Design**
Aaron Miller, Interior Health
- 59 A Human Factors Approach to Reducing CDI Rates**
Shaunna Milloy, Fraser Health
- 60 A Comparison of the Efficiency and Effectiveness of Blank Versus Pre-Populated Admission Medication Forms**
Rajwant Minhas, Fraser Health

- 61** **Health and Safety for All**
 Melissa Minter, Northern Health
- 62** **In Situ Simulation in an Emergency Department: A Comparison of Evaluation Tools**
 Keigan More, University of British Columbia
- 63** **LEAN Management and Employee Engagement in Residential Care**
 Wendy Morrison, Vancouver Coastal Health
- 64** **Changing Practice: Routine HIV testing in Acute Care**
 Afshan Nathoo, Providence Health Care
- 65** **VCH RRTs: Leaning Toward Excellence**
 Elan Natrass, Vancouver Coastal Health
- 66** **Mobilizing, Engaging, and Sustainment of Continuous Quality Culture Transformation**
 Wendy Panton, Vancouver Coastal Health
- 67** **Changing Practice: A Multifocal Approach for Effective Use of Close/Constant Staff in Acute Care.**
 Beena Parappilly, Providence Health Care
- 68** **Improving Patient Safety Through Surveillance Program Enhancements**
 Sergio Pastrana, Fraser Health
- 69** **Perinatal Trigger Tool and Review Process to Improve Culture, Teamwork, and Maternal/Neonatal Outcomes**
 Carolyn Philip, Fraser Health
- 70** **Using Patient Experience Data to Drive Improvement**
 Melanie Rathgeber, MERGE Consulting and Provincial Health Services Authority
- 71** **Introduction to ePCR for BC Ambulance Service**
 Sonia Salkeld, BC Ministry of Health
- 72** **Strengthening the Culture of Patient Safety Through Targeted, Facilitated Learning Opportunities**
 Barb Saunders, Fraser Health
- 73** **Surgical Audit Verification**
 Geoff Schierbeck, Interior Health
- 74** **ARECCI Ethics Tool**
 Geoff Schierbeck, Interior Health
- 75** **Patient Centered Care in a Geriatric Rehab Facility**
 Linda Schwartz, Providence Health Care
- 76** **Progress on Sepsis Implementation**
 Reed Scott, Interior Health



- 77** **Using the Resilience Analysis Grid® to Understand Organizational Capacity to Manage Complexity**
Sam Sheps, University of British Columbia
- 78** **Introducing Safety 2: A New Way to Think About Patient Safety in Health Care**
Sam Sheps, University of British Columbia
- 79** **Richmond ED Always Events**
Claude Stang, Vancouver Coastal Health
- 80** **Team Model 4 - Implementation of BCCA Radiation Therapy Team Model**
Tracey Swallow, Provincial Health Services Authority
- 81** **NACRS BC Experience – Fraser Health Authority (FHA) Perspective**
Joyce Taki, Fraser Health
- 82** **Collaborative Implementation of Medication Review Services in Community Pharmacy Practice**
Suzanne Taylor, BC Ministry of Health
- 83** **Pharmacy Services Lean Project – Standard Operating Procedures**
Bonnie Urquhart, Northern Health
- 84** **A Combined Quality System to Promote Shared Accountability in the Vancouver Island Health Authority**
Martin Wale, Vancouver Island Health Authority
- 85** **Health Care-Centric Lean Education**
Jerry Weber, Provincial Health Services Authority
- 86** **Merging Quality Improvement with Education Evaluation Models: A Hybrid of the Future**
Astrid Westervelt, Providence Health Care
- 87** **People First Care with Lean Tools**
Kathy Wong, Vancouver Coastal Health

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