



QF|14

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ACT

Quality Forum 2014

# Program Guide

FEBRUARY 27-28, 2014 | VANCOUVER, BC



BC PATIENT SAFETY  
& QUALITY COUNCIL

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**CONTACT US:** [QualityForum.ca](http://QualityForum.ca) | [QualityForum@bcpsqc.ca](mailto:QualityForum@bcpsqc.ca)  
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# Welcome to Quality Forum 2014!

I often hear from Quality Forum participants how the event refuels them with inspiration and energy. I feel these effects too! But this feedback also reminds me that our work isn't easy, and that we're not only here to pat ourselves on our backs.

Our health system has seen significant improvements in many areas of care – but we can always do better and there are still many areas where improvement is badly needed. Over the next two days we'll hear from over 200 speakers – through presentations and storyboards and informal networking – about how they improved health care. None of us is alone on this hard journey.

If you were one of the 300 people at last night's Health Talks, I hope you were inspired, entertained and enlightened by the speakers' hopes and perspectives, as well as by the winners of the 2014 Quality Awards. Health Talks was preceded by a full day workshop where over 150 people discussed and debated how to balance values, costs and efficiency in health care.

Now the main event begins. I thank Steven Lewis for once again moderating our event with what I predict will be a delightful blend of charm, critique and contemplation. And I hope you are as excited as I am to learn about:

- Preventing a system-wide failure, as so tragically happened in Mid Staffordshire, England, from Robert Francis.
- The power of true patient engagement from “e-Patient Dave” deBronkart.
- Working to the maximum scope of our clinical practice from Jason Leitch.
- Confronting uncertainty and getting out of our comfort zones from Bruce Kirkby.

Don't forget to check [www.QualityForum.ca](http://www.QualityForum.ca) regularly. We have already posted many of our speakers' presentations on the website, and we will be uploading more presentations as well as videos, photos and recaps from the event.

Thank you for joining us. It's exciting to see the passion and dedication that we share for improving health care personified on such a scale.

Doug Cochrane  
Chair, BC Patient Safety & Quality Council

*“Loved the networking and collaborative feel of the event.”*

*“The access to fantastic talent and resources was beyond what I could ever wish for.”*

*“I can’t wait to bring this enthusiasm back to my daily work. Thank you so much!”*

*“I was here last year and intend to attend again next year. I’ve learned so much.”*

QUALITY FORUM 2014

## Objectives

- » *Inspire action to accelerate improvement in quality of care;*
- » *Strengthen engagement and collaboration across all areas of care; and*
- » *Share effective strategies and leading practices to drive lasting change.*

# Steering Committee

**Andrew Wray**

BC Patient Safety & Quality Council

**Cam Egli**

BC College of Pharmacists

**Cathy Weir**

Fraser Health

**Christina Krause**

BC Patient Safety & Quality Council

**Colleen Kennedy**

Interior Health

**Diane Miller**

ImpactBC

**Georgene Miller**

Provincial Health Services Authority

**Jane Winder**

College of Registered Nurses of BC

**Julian Marsden**

BC Patient Safety & Quality Council

**Kevin Smith**

BC Patient Safety & Quality Council

**Laura Nielsen**

Island Health

**Laurel Radley**

Patients as Partners | Patient Voices Network

**Linda Dempster**

Vancouver Coastal Health

**Melissa Pope**

BC Patient Safety & Quality Council

**Robin Speedie**

BC Patient Safety & Quality Council

**Sek Cheung**

Patients as Partners | Patient Voices Network

**Tanis Hampe**

Northern Health

**Teri Collins**

BC Ministry of Health

**Thank you to this year's Steering Committee members for your input and ongoing support to help plan Quality Forum 2014!**

# Abstract Review Committee

**Allison Muniak**

Vancouver Coastal Health

**Andrew Wray**

BC Patient Safety & Quality Council

**Brian Weinerman**

Island Health

**Camille Ciarniello**

Providence Health Care

**Christina Krause**

BC Patient Safety & Quality Council

**Christina Southey**

ImpactBC

**Debbie Pearce**

Island Health

**George Papadopoulos**

Provincial Health Services Authority

**Jan Kornder**

Fraser Health

**Jeanette Foreman**

Northern Health

**Julian Marsden**

BC Patient Safety & Quality Council

**Katrina Plamondon**

Interior Health

**Kevin Samra**

BC Ministry of Health

**Lyne Filiatrault**

University of British Columbia

**Richele Shorter**

BC Ministry of Health

**Sarah Whiteley**

Doctors of BC

**Spencer Wade**

College of Registered Nurses of BC

**Sue Fuller Blamey**

Provincial Health Services Authority

Thank you to our Abstract Review Committee for reviewing and scoring all submissions received through the Call for Abstracts!

# Program at a Glance

## THURSDAY, FEBRUARY 27

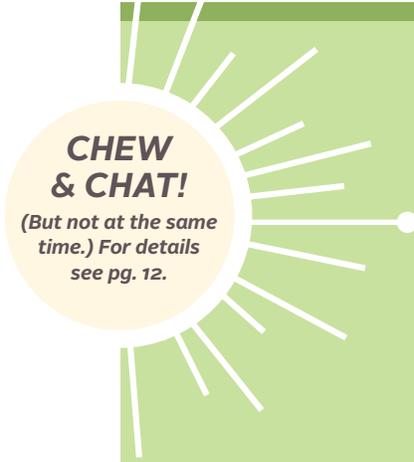
0615 – 0700	<b>Group Fitness Activities</b>
0630 – 0800	<i>Registration &amp; Networking Breakfast</i>
0800 – 0825	<b>Welcoming Remarks</b>
0825 – 0915	<b>Plenary Presentation</b>
0915 – 0930	<i>Transition</i>
0930 – 1030	<b>Breakout A</b>
1030 – 1100	<i>Refreshment Break</i>
1100 – 1200	<b>Breakout B</b>
1200 – 1315	<i>Lunch &amp; Storyboards</i>
1315 – 1415	<b>Breakout C</b>
1415 – 1445	<i>Nutrition Break</i>
1445 – 1545	<b>Breakout D</b>
1545 – 1605	<i>Transition</i>
1605 – 1700	<b>Plenary Presentation</b>
1700 – 1830	<b>Storyboard Reception</b>



**UP AND  
AT 'EM!**

*For details  
see pg. 11.*

# Program at a Glance

A sunburst graphic with a central circle containing text and several lines radiating outwards. One line points to the 0645-0800 time slot in the schedule.

## **CHEW & CHAT!**

*(But not at the same  
time.) For details  
see pg. 12.*

## **FRIDAY, FEBRUARY 28**

**0615 – 0700**    **Group Fitness Activities**

**0645 – 0800**    *Networking Breakfast*

**0800 – 0810**    **Opening Remarks**

**0810 – 0900**    **Plenary Presentation**

**0900 – 0915**    *Transition*

**0915 – 1015**    **Breakout E**

**1015 – 1045**    *Refreshment Break*

**1045 – 1145**    **Breakout F**

**1145 – 1300**    *Lunch & Storyboards*

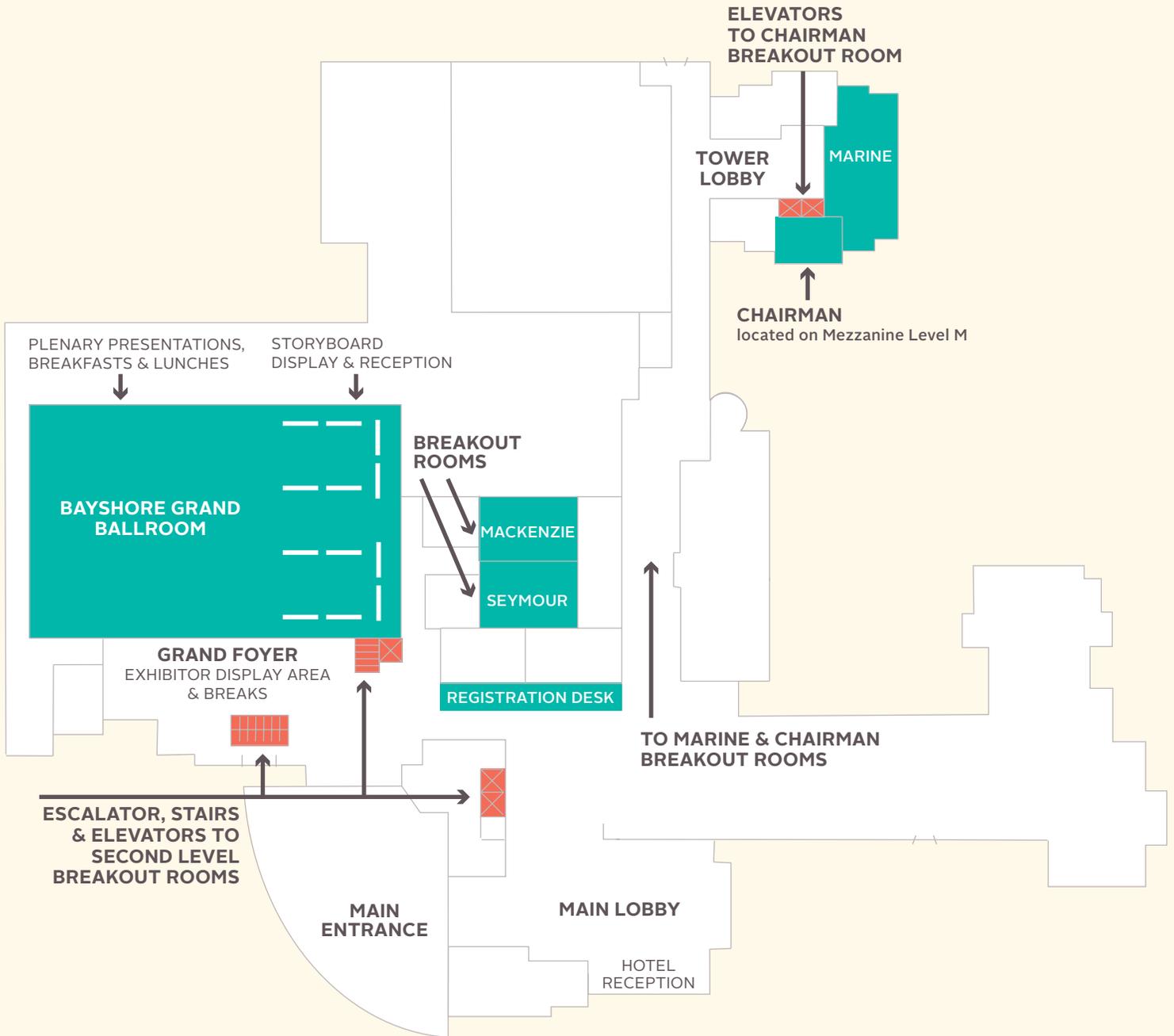
**1300 – 1400**    **Breakout G**

**1400 – 1420**    *Transition*

**1420 – 1510**    **Plenary Presentation**

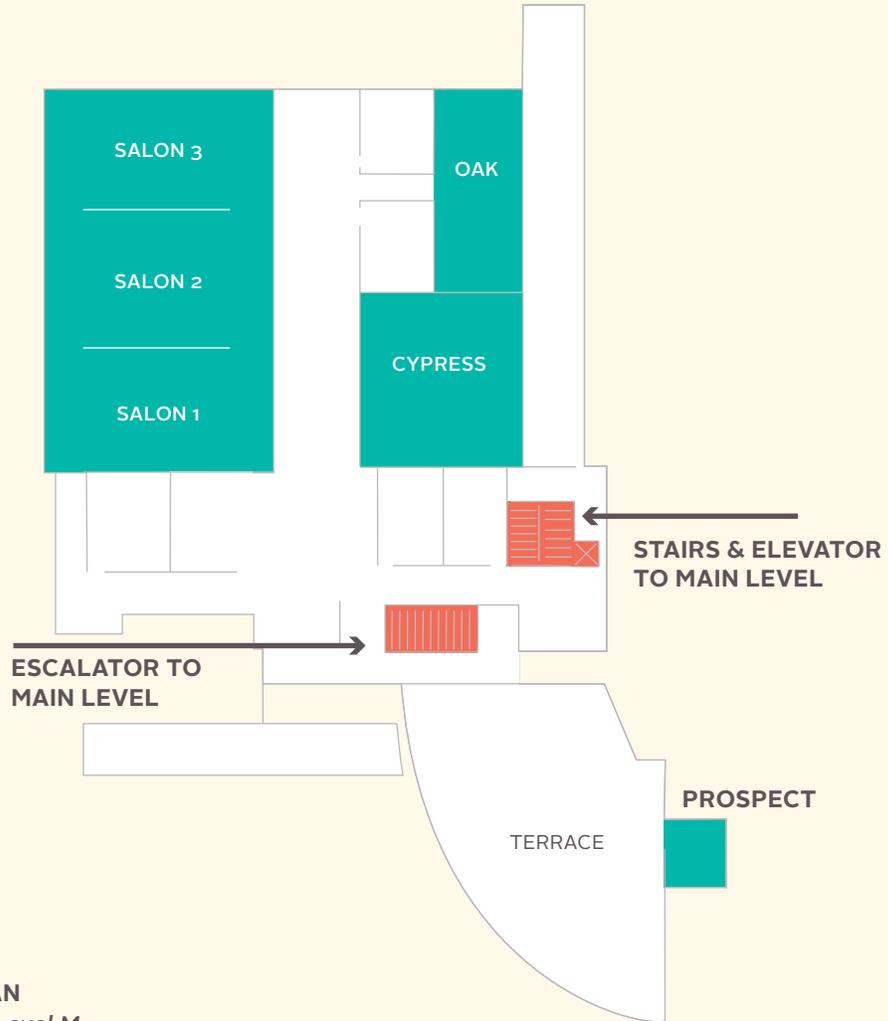
**1510 – 1515**    **Closing Remarks**

# Main Level

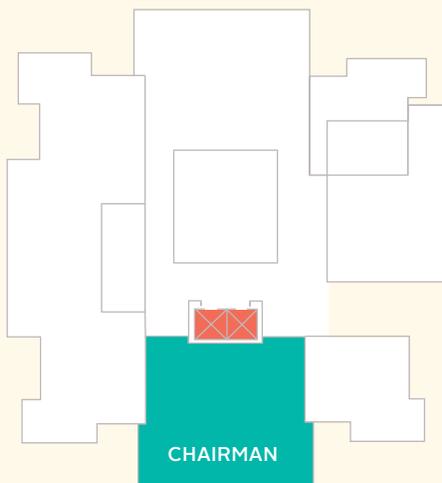


**THE WESTIN**  
BAYSHORE  
Vancouver

VENUE MAP  
Level 2



**CHAIRMAN**  
*On Mezzanine Level M,  
accessed from elevator  
in Tower Lobby*



# General Information

## Registration Desk Hours

Thursday, February 27 | 0630 – 1830

Friday, February 28 | 0645 – 1530

## 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, and we encourage you to use the water bottle provided to you. Water stations are located throughout the hotel. Also, please return your nametag to the registration desk after the event.

## Evaluation Forms

To help make Quality Forum better in the future, please take time to complete the evaluation form tucked into your program. You can return it to us at the Registration Desk when you leave or place it on your table after Friday afternoon's plenary presentation – we'll pick it up! Your feedback is immensely valuable to us when planning future events.

## 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. Each physician should claim only those credits he/she actually spent in the activity.

## Need Help? Have a Question?

Ask a Red Vest! A team member with the BC Patient Safety & Quality Council will be pleased to assist you.

# Exhibitors

Abbott Point of Care

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Accreditation Canada

---

Canadian Agency for Drugs and Technologies in Health

---

College of Registered Nurses of BC

---

Crede Technologies Inc.

---

*InspireNet: Innovative Nursing Services & Practice Informed  
by Research & Evaluation Network*

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Institute for Healthcare Improvement Open School,  
UBC and SFU Chapters

---

ImpactBC

---

Manitoba Institute for Patient Safety

---

MEDITECH

---

Sage Products

---

Sauder School of Business, University of British Columbia

# Get Energized with a Morning Workout!

## Running Group

Thursday, February 27 | 0615-0700

Meet by the front desk in the main lobby of the hotel.

WEDNESDAY						THURSDAY			FRIDAY

## Walking Group

Thursday, February 27 | 0615-0700

Meet at the Quality Forum registration desk.

WEDNESDAY						THURSDAY			FRIDAY

## Boot Camp - All levels

Friday, February 28 | 0615-0700

Marine

WEDNESDAY						THURSDAY			FRIDAY







# Storyboards

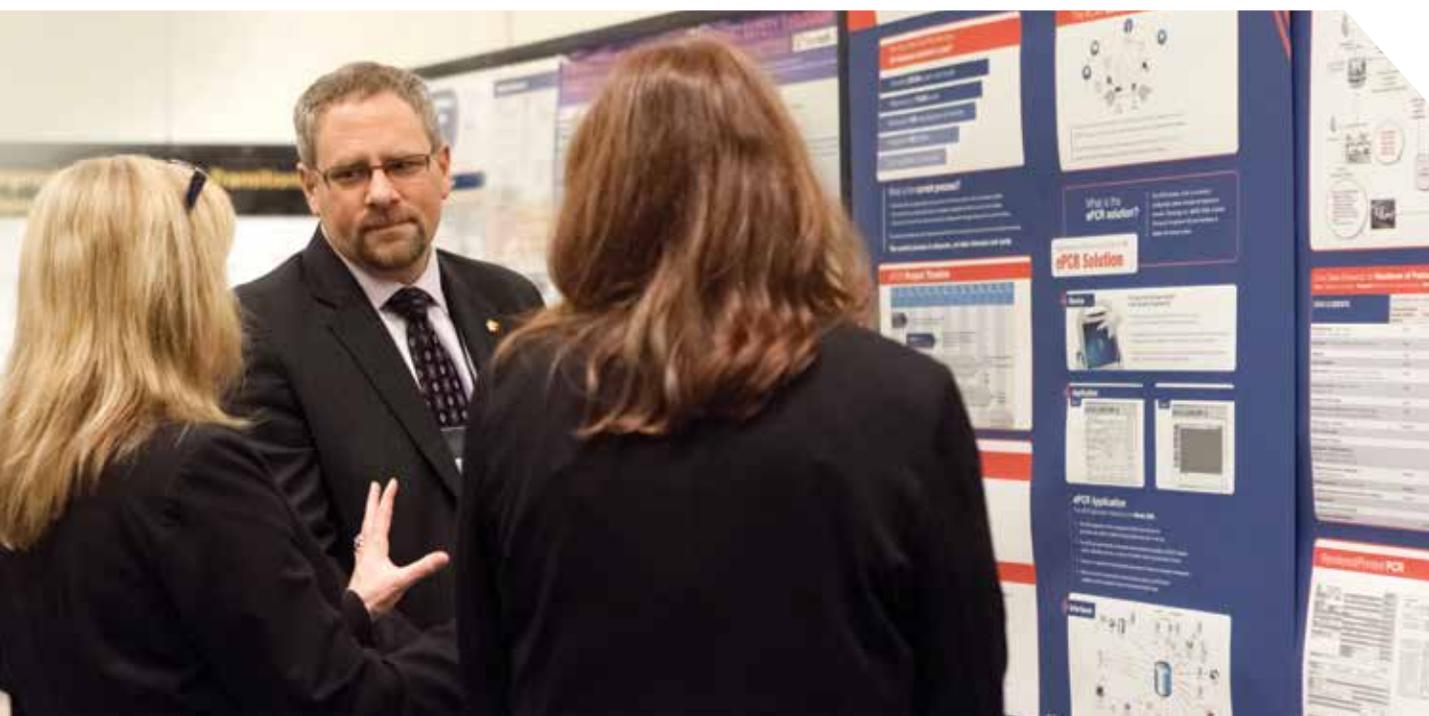
Please take time to view the storyboards, which are on display throughout the event. For a complete listing of storyboards, please see pages 42–48.

## DISPLAY TIMES:

Thursday, February 27 | 0800 – 1830

Friday, February 28 | 0645 – 1515

Bayshore Grand Ballroom



*“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.”*



# Storyboard Reception

Thursday, February 27 | 1700 – 1830

**JOIN US FOR THE STORYBOARD RECEPTION** immediately following Thursday's afternoon plenary presentation! It's your chance to ask storyboard presenters about their projects.

Storyboard presenters will be on hand to discuss their work and answer your questions. Hors d'oeuvres will be served and there will be a cash bar.

All storyboards will be reviewed by a panel of judges and winners will be announced during Friday's lunch.



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.









# Breakout A

0930 – 1030 | Thursday, February 27

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## SESSION A1 MARINE

### **Rapid Fire** IN RESIDENTIAL CARE, COMPLEXITY IS EVERYWHERE: EMBRACING COMMUNICATION AND COLLABORATION

#### **Sharing Care between Residential Complex Care and Seniors Mental Health on Vancouver Island**

Heather Fudge *Clinical Nurse Specialist, Seniors and Spiritual Health  
Island Health*

#### **Evaluating the Collaborative Practice Process in Residential Care**

Marta Filipski *Manager, Lean Transformation Services  
Vancouver Coastal Health*

Sarah Wu *Student  
Vancouver Coastal Health*

#### **CommuniCARE**

Michelle Merkel *Project Leader, Residential Care, Assisted Living and  
Specialized Populations  
Fraser Health*

## SESSION A2 PROSPECT

### **Rapid Fire** THE HELPING HAND: INNOVATIVE APPROACHES TO OLD PROBLEMS IN INFECTION CONTROL

#### **Perceptions of Hand Hygiene among Health Care Workers in British Columbia**

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

#### **Surrey Memorial Hospital Acute Care for Elderly Takes a Personal Approach to Reducing Nosocomial Clostridium Difficile Infections**

Barbara Holuboff *Prior: Manager, Acute Care for Elderly (ACE)  
Units, Peace Arch and Surrey Memorial Hospital  
Fraser Health*

Elizabeth Lucia *Clinical Nurse Educator, Acute Care of Elders, Surrey  
Memorial Hospital  
Fraser Health*

WEDNESDAY THURSDAY FRIDAY

CONTINUED

# Breakout A

0930 – 1030 | Thursday, February 27

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**SESSION A2**  
CONTINUED  
PROSPECT

## Ultraviolet Room Disinfection: Assessment of Microbiological Efficacy and Integration into Hospital Workflow

Elena Murzello *Clinical Quality & Safety Coordinator*  
Vancouver Coastal Health

**SESSION A3**  
SEYMOUR

## *Rapid Fire* FILLING THE CRACKS: INTEGRATING COMMUNITY AND EMERGENCY CARE FOR COMPLEX PATIENTS

### Proactive Mental Health Assessments in the Emergency Department to Improve Care

Yogeeta Dosanjh *Integration Primary & Community Care Lead, Powell River and Sunshine Coast*  
*Regional GP Practice Integration Coordinator*  
Vancouver Coastal Health

Nora Koros *Manager, Mental Health and Addictions, Powell River*  
Vancouver Coastal Health

Debbie Hodges *Patient Care Coordinator, Inpatient Psychiatry, Powell River*  
Vancouver Coastal Health

### Regional Integrated Complex Patient Care Planning: Familiar Faces Helping Those Who Frequently Revisit Multiple Emergency Departments

Laura Cross *Project Manager, Integrated Primary and Community Care*  
Vancouver Coastal Health

Roy Ang *Clinical Supervisor, Vancouver Community Older Adult Mental Health*  
Vancouver Coastal Health

### Shared Care Planning for Complex Patients

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

Alida Fernhout *Registered Nurse, Downtown Community Health Centre*  
Vancouver Coastal Health

Manda Harmon *Clinical Coordinator, Downtown Community Health Centre*  
Vancouver Coastal Health

WEDNESDAY THURSDAY FRIDAY

CONTINUED

# Breakout A

0930 – 1030 | Thursday, February 27

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## SESSION A4 SALON 1 & 2

### TAMING WICKED PROBLEMS: HOW ART AND DESIGN SCHOOLS CAN CONTRIBUTE TO SOLVING SOME OF THE MOST DIFFICULT ISSUES IN HEALTH CARE

- Jonathan Aitken *Director, Health Design Lab  
Associate Professor, Faculty of Design & Dynamic Media  
Emily Carr University of Art + Design*
- Linda Dempster *Executive Director, Quality, Patient Safety and Infection Control  
Vancouver Coastal Health*
- Cathy Weir *Director, Quality Improvement and Patient Safety  
Fraser Health*

## SESSION A5 CYPRESS

### ACTING OUT FOR PATIENT SAFETY

- Allison Muniak *Human Factors Specialist  
Vancouver Coastal Health*
- Kimberly McKinley *Surgical Clinical Reviewer Liaison and Data Support  
BC Patient Safety & Quality Council*
- Ron Collins *Clinical Advisor  
BC Patient Safety & Quality Council  
Project Medical Director, Enhanced Recovery  
Interior Health*

## SESSION A6 MACKENZIE

### MEASUREMENT BASICS – PART I

- Melanie Rathgeber *Principal  
MERGE Consulting*
- Geoff Schierbeck *Quality Leader  
BC Patient Safety & Quality Council*

## SESSION A7 OAK

### MAXIMIZING YOUR TEAM'S CREATIVE POTENTIAL – PART I

- Katie Procter *Quality Leader  
BC Patient Safety & Quality Council*
- Melissa Crump *Infection Control Practitioner  
Vancouver Coastal Health*

## SESSION A8 SALON 3

### BOARD AND EXECUTIVE QUALITY LEARNING SERIES – PART I

This session is by invitation only.

WEDNESDAY THURSDAY FRIDAY

# Breakout B

1100 – 1200 | Thursday, February 27

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## SESSION B1 SEYMOUR

### **Rapid Fire** CELEBRATING EXCELLENCE: SPOTLIGHTING THE 2014 BC QUALITY AWARD WINNERS

#### **Rapid Access to Consultative Expertise – RACE: An Innovative Model of Shared Care**

Margot Wilson *Director, Chronic Disease Management Strategy  
Providence Health Care*

Garey Mazowita *Family Physician Lead, RACE initiative  
Providence Health Care*

#### **Releasing Time to Care – Towards Better Patient Care**

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

Sarah Suozzi *Staff Nurse, Richmond Hospital  
Vancouver Coastal Health*

## SESSION B2 PROSPECT

### **Rapid Fire** PILLS OR POISONS? MEDICATION OPTIMIZATION

#### **Bringing MedRec Out of the Box!**

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

Jeanne MurkoWust *Project Manager, Vancouver Medication Reconciliation Project  
Vancouver Coastal Health*

#### **Caregivers' Functional Literacy of their Children's Medication Use**

Ran Goldman *Professor, Department of Pediatrics  
University of British Columbia*

#### **Deploying Pharmacists from the Dungeon to Patient Care Units**

Anar Dossa *Coordinator, Pharmacy Services, Vancouver General Hospital  
and GF Strong Rehabilitation Centre  
Vancouver Coastal Health*

*Clinical Instructor*

*University of British Columbia*

WEDNESDAY

THURSDAY

FRIDAY

CONTINUED

# Breakout B

1100 – 1200 | Thursday, February 27

QF|14

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## SESSION B3 CHAIRMAN

### *Rapid Fire* COLLABORATING FOR BETTER CARE

#### **Pilot Study of the Integrated and Primary Community Care Connecting Pregnancy Program in a Rural British Columbia Community: Improved Provider and Patient Outcomes**

Yogeeta Dosanjh *Integration Primary & Community Care Lead, Powell River and Sunshine Coast*  
*Regional GP Practice Integration Coordinator*  
Vancouver Coastal Health

#### **Helping Every Patient Achieve Their Highest Possible Level of Independence**

Michele Trask *Operations Leader, Renal Program*  
Providence Health Care  
Gillian Carter *Patient Navigator*  
Providence Health Care

#### **Sustaining Improvement: Interior Health Authority Breathe Well Respiratory Liaison**

Cory Bendall *Regional Practice Lead - Breathe Well*  
Interior Health

## SESSION B4 SALON 1 & 2

### INTEGRATING HEALTH CARE AND ACADEMIA: PARTNERSHIP FOR CHANGE

John Falconer *Neurologist*  
TIA/Stroke Clinic, Interior Health  
*Clinical Assistant Professor, Neurology*  
University of British Columbia  
Kathy Fukuyama *Nursing Department Head*  
Vancouver Community College  
Mike Lemphers *Respiratory Therapist Educator*  
Thompson Rivers University  
Lenora Marcellus *Registered Nurse Educator*  
University of Victoria  
Jenna Smith *Graduate Student, Neuroscience*  
University of British Columbia  
Moderators:  
Shari McKeown *Director, Clinical Improvement*  
BC Patient Safety & Quality Council  
Dan Horvat *Academic Physician, Family Medicine*  
Northern Medical Program

WEDNESDAY THURSDAY FRIDAY

CONTINUED

# Breakout B

1100 – 1200 | Thursday, February 27

QF14

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## SESSION B5

CYPRESS

### PHYSICIAN ENGAGEMENT: TURNING SKEPTICS INTO ALLIES

Mitra Maharaj *Surgeon Champion, National Surgical Quality Improvement Program (NSQIP), Langley Memorial Hospital*  
Fraser Health

Ron Collins *Clinical Advisor*  
BC Patient Safety & Quality Council  
*Project Medical Director, Enhanced Recovery*  
Interior Health

## SESSION B6

MACKENZIE

### MEASUREMENT BASICS – PART II

Continued from Part 1 in Session A6.

Melanie Rathgeber *Principal*  
MERGE Consulting

Geoff Schierbeck *Quality Leader*  
BC Patient Safety & Quality Council

## SESSION B7

OAK

### MAXIMIZING YOUR TEAM'S CREATIVE POTENTIAL – PART II

Continued from Part 1 in Session A7.

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

Melissa Crump *Infection Control Practitioner*  
Vancouver Coastal Health

## SESSION B8

SALON 3

### BOARD AND EXECUTIVE QUALITY LEARNING SERIES – PART II

Continued from Part 1 in Session A8.

WEDNESDAY

THURSDAY

FRIDAY

# Breakout C

1315 – 1415 | Thursday, February 27

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## SESSION C1 SEYMOUR

### **Rapid Fire** CELEBRATING EXCELLENCE: SPOTLIGHTING THE 2014 BC QUALITY AWARD WINNERS

#### **Supporting the Integration of Advance Care Planning for Cancer Patients through Oncology Professional Education**

Angela Bedard *Program Facilitator, Provincial Survivorship Program  
BC Cancer Agency*

#### **Transitioning Patients To and From the BC Cancer Agency and Vancouver General Hospital**

Sue Fuller Blamey *Corporate Director, Quality & Safety  
BC Cancer Agency*

Darren Kopetsky *Regional Director, Client Relations and Risk Management  
Vancouver Coastal Health*

## SESSION C2 MACKENZIE

### **Rapid Fire** GO WITH THE FLOW: RIGHT CARE, RIGHT PLACE, RIGHT TIME

#### **Emergency Department Team-Based Continuous Improvement and Lean Management**

Tomasz Majek *Educator/Coordinator, Lean Transformation Services  
Vancouver Coastal Health*

Carissa Looman *Educator/Coordinator, Lean Transformation Services  
Vancouver Coastal Health*

Angeline Bierstee *Program Manager, Emergency and Trauma Services,  
Lions Gate Hospital  
Vancouver Coastal Health*

#### **Improving Flow to Achieve “Care in the Right Place”**

Penny Anguish *Chief Operating Officer, Northwest Health Service Delivery Area  
Northern Health*

#### **Bedside Patient Interviews: A Tool to Reduce Unplanned Readmissions**

Moe Baloo *Patient Transitions  
Providence Health Care*

Yoly Ordovas *Patient*

WEDNESDAY THURSDAY FRIDAY

CONTINUED

# Breakout C

1315 – 1415 | Thursday, February 27

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## SESSION C3 PROSPECT

### *Rapid Fire* LET'S TALK MENTAL HEALTH

#### **Using Mini Surveys to Measure the Experience of Care for Mental Health and Substance Use Clients to Provide Frequent Data for Quality Improvement**

Lillian Parsons *Policy Analyst*  
Providence Health Care

#### **Real-Time Feedback and Real-Impact Changes: Patient Experiences in a Concurrent Disorders Program**

Denise Bradshaw *Program Director, Heartwood Centre for Women and Provincial Youth Concurrent Disorders Program*  
BC Mental Health and Addiction Services

Melanie Rathgeber *Quality Leader*  
BC Mental Health and Addiction Services

#### **Psychosis Treatment Optimization Program**

Natasha Afzal *Consultant, Adult Rehabilitation Psychiatry, Psychosis Treatment Optimization Program*  
Fraser Health

Debbie Thompson *Clinical Pharmacy Specialist, Psychiatry, Lower Mainland Pharmacy Services*  
Fraser Health

## SESSION C4 OAK

### **"ALIGN-TEGRATING" MEDICATION CARE FOR SENIORS**

Keith White *Clinical Lead, Medication Reconciliation*  
BC Patient Safety & Quality Council  
*Lead, Polypharmacy Initiative*  
Shared Care

Doug Danforth *Manager, Long-Term Care Services*  
West End Medicine Centre

WEDNESDAY THURSDAY FRIDAY

CONTINUED

# Breakout C

1315 – 1415 | Thursday, February 27

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## SESSION C5 CHAIRMAN

### THERE AREN'T ANY NEW ONES - WHY ANTIBIOTIC STEWARDSHIP IS NOW ESSENTIAL

Jim Hutchinson *Medical Microbiologist*  
Island Health  
*Clinical Lead, Antimicrobial Stewardship*  
BC Patient Safety & Quality Council

## SESSION C6 SALON 3

### LEADERS AND CLINICIANS: WHY LEARNING BOARDS SHOULD BE YOUR NEW BEST FRIEND

Felicia Laing *Project Manager, Quality and Patient Safety*  
Vancouver Coastal Health  
Meghan MacLeod *Quality Improvement Specialist*  
Providence Health Care

## SESSION C7 CYPRESS

### FIND YOUR INNER RADICAL: HOW ORGANIZATIONAL RADICALS CAN CHANGE THE WORLD – PART I

Colleen Kennedy *Manager, Quality Improvement and Patient Safety - IH West*  
Interior Health  
Marlies van Dijk *Director, Clinical Improvement*  
BC Patient Safety & Quality Council

## SESSION C8 SALON 1 & 2

### CHIEF EXECUTIVE OFFICER PERSPECTIVES ON QUALITY

Brendan Carr *President and Chief Executive Officer*  
Island Health  
Dianne Doyle *President and Chief Executive Officer*  
Providence Health Care  
Nigel Murray *President and Chief Executive Officer*  
Fraser Health  
David Ostrow *President and Chief Executive Officer*  
Vancouver Coastal Health  
Carl Roy *President and Chief Executive Officer*  
Provincial Health Services Authority  
Cathy Ulrich *President and Chief Executive Officer*  
Northern Health  
Moderator:  
Doug Cochrane *Provincial Patient Safety & Quality Officer and Chair*  
BC Patient Safety & Quality Council

WEDNESDAY THURSDAY FRIDAY

# Breakout D

1445 – 1545 | Thursday, February 27

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## SESSION D1 SEYMOUR

### **Rapid Fire** LET'S MAKE A PLAN! IMPROVING RESIDENTIAL CARE

#### **Improving Medication Management in Supportive Living Using a Self-Assessment Checklist**

Dale Wright      *Quality & Safety Initiatives Lead*  
Health Quality Council of Alberta

#### **Improving Interdisciplinary Care Conferences in Residential Care Facilities**

Arlene Herman      *Coordinator*  
South Okanagan Similkameen Division of Family Practice

Kym Baresinkoff      *Residential Care Educator*  
Interior Health

Joanne Gillett      *General Manager*  
H&H Hamlets, Penticton

#### **Developing an Effective Serious Harm Event Review Process for Residential Care**

Warren Hill      *Consultant, Quality Improvement and Patient Safety*  
Fraser Health

## SESSION D2 PROSPECT

### **Rapid Fire** EMBEDDING PROTOCOLS, EMBEDDING BEST CARE

#### **Improving Interprofessional Pain Management in the Neonatal Intensive Care Unit through Development of a Comfort/Pain Pathway**

Kristen Korns      *Perinatal Clinical Educator, Neonatal Program, BC Women's Hospital & Health Centre*  
Provincial Health Services Authority

Tina Stewart      *Clinical Perinatal Educator, BC Women's Hospital & Health Centre*  
Provincial Health Services Authority

Valoria Hait      *Quality and Safety Leader, BC Women's Hospital & Health Centre*  
Provincial Health Services Authority

Nadine Lusney      *Registered Nurse, BC Women's Hospital & Health Centre*  
Provincial Health Services Authority

Caitlin Wall      *Registered Nurse, Neonatal Intensive Care Unit, BC Women's Hospital & Health Centre*  
Provincial Health Services Authority

WEDNESDAY

THURSDAY

FRIDAY

CONTINUED

# Breakout D

1445 – 1545 | Thursday, February 27

QF|14

INSPIRE  
COLLABORATE  
ACT

**SESSION D2**  
CONTINUED  
PROSPECT

## **Improving Oral Hygiene to Reduce Non-Ventilator-Associated Hospital Acquired Pneumonia (NV-HAP) in Acute, Care-Dependent Patients**

Trudy Robertson *Clinical Nurse Specialist, Neurosurgery*  
Fraser Health

## **Enhanced Recovery After Surgery – A Team Effort!**

Stephen Parker *Clinical Nurse Specialist - Surgery*  
Providence Health Care

Meghan MacLeod *Quality Improvement Specialist*  
Providence Health Care

**SESSION D3**  
MACKENZIE

## **Rapid Fire FROM ACCESS TO SUCCESS IN THE EMERGENCY DEPARTMENT**

### **Kelowna General Hospital Congestion Action Plan**

Andrew Hughes *Health Service Director, Kelowna General Hospital*  
Interior Health

### **Improving Patient Safety and Quality of Care in a Community Emergency Department by Incorporating Evidence into Practice: Using a Pivot Nurse to Improve Access to the Appropriate Level of Care**

Peter Chan *Health System Planning Advisor*  
Vancouver Coastal Health

Sherry Stackhouse *Emergency Clinician, Lions Gate Hospital*  
Vancouver Coastal Health

### **Improving Emergency Department Access at Penticton Regional Hospital**

Anne Morgenstern *Manager, Emergency Department, Penticton Regional Hospital*  
Interior Health

WEDNESDAY THURSDAY FRIDAY

CONTINUED

# Breakout D

1445 – 1545 | Thursday, February 27

QF|14

INSPIRE  
COLLABORATE  
ACT

## SESSION D4 OAK

### DEAL, DIAL OR DELAY: APPLYING HUMAN FACTORS PRINCIPLES TO PROCUREMENT IN HEALTH CARE

Allison Muniak *Human Factors Specialist*  
Vancouver Coastal Health

Shaunna Milloy *Human Factors Specialist*  
Fraser Health

## SESSION D5 SALON 1 & 2

### UNDERSTANDING HEALTH SYSTEM TRANSFORMATION THROUGH BC'S CLINICAL CARE MANAGEMENT INITIATIVE: AN INTERACTIVE DISCUSSION

Carol Herbert *Senior Associate*  
InSource

Jennifer Bitz *Director and Project Manager*  
InSource

## SESSION D6 SALON 3

### THE ART OF PRESENTING

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

Chantelle Recsky *Leader, Capability Development*  
BC Patient Safety & Quality Council

## SESSION D7 CYPRESS

### FIND YOUR INNER RADICAL: HOW ORGANIZATIONAL RADICALS CAN CHANGE THE WORLD – PART II

Continued from Part 1 in Session C7.

Colleen Kennedy *Manager, Quality Improvement and Patient Safety - IH West*  
Interior Health

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

WEDNESDAY

THURSDAY

FRIDAY

# Breakout E

0915 – 1015 | Friday, February 28

QF|14

INSPIRE  
COLLABORATE  
ACT

## SESSION E1 CYPRESS

### **Rapid Fire** PUTTING DATA TO WORK TO IMPROVE SAFETY

#### **The Devil's in the Details: Using Patient Safety & Learning System Complaints and Events Data to Understand Organizational Opportunities for Improvement**

Claire Nishimura *Quality and Patient Safety Consultant*  
Island Health

#### **Using the Patient Safety & Learning System to Hard-Wire Patient Safety into Practice**

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

Tammy Simpson *Patient Safety & Learning System Coordinator*  
Fraser Health

#### **Driving Quality Improvement Forward: Understanding Patient Safety Events within BC Emergency Health Services**

Annemarie Taylor *Provincial Director, BC Patient Safety & Learning System*  
Provincial Health Services Authority

Janice Butler *Corporate Director, Quality, Safety, Risk Management & Accreditation*  
BC Emergency Health Services

## SESSION E2 PROSPECT

### **Rapid Fire** BRINGING HEALTH CARE TO PATIENTS

#### **Mobile Tele-Health Technology for Rural Stroke Care**

John Falconer *Neurologist - TIA/Stroke Clinic*  
Interior Health  
*Clinical Assistant Professor, Neurology*  
University of British Columbia

#### **Extreme Makeover: Enhancing the Patient Experience in the Independent Dialysis Centre**

Selina Tsang *Lean Advisor, Vancouver, Strategy Deployment*  
Vancouver Coastal Health

Mary van der Hoek *Patient Care Coordinator/Clinical Nurse Educator, Independent Dialysis Centre, Vancouver General Hospital*  
Vancouver Coastal Health

WEDNESDAY THURSDAY FRIDAY

CONTINUED

# Breakout E

0915 – 1015 | Friday, February 28

QF|14

INSPIRE  
COLLABORATE  
ACT

## SESSION E2 CONTINUED PROSPECT

### Establishing a High Needs Outreach Clinic in North Vancouver: A Model to Sustain Improvements in Clinical Care

Margaret English	<i>Executive Director</i> North Shore Division of Family Practice
Josefa Kontogiannis	<i>Acting Manager</i> Vancouver Coastal Health Practice Support Program

## SESSION E3 SEYMOUR

### **Rapid Fire** BUILDING RELATIONSHIPS FOR INTEGRATION

#### Partnering with Community Agencies to Support Patients

Venie Dettmers	<i>Leader, Health Services Planning, Primary Health Care</i> Vancouver Coastal Health
Cheryl Rivard	<i>Coordinator, Patients as Partners</i> Vancouver Coastal Health

#### Creating Value from Integration of First Nations Partnerships in Primary Health Care

Mara Andrews	<i>Aboriginal Advisor, Primary Care</i> Vancouver Coastal Health
Carol Park	<i>Director, Primary Care</i> Vancouver Coastal Health

## SESSION E4 CHAIRMAN

### SENIORS HURTING SENIORS: AGGRESSION IN CARE SETTINGS – WHAT CAN WE DO?

Michael Wilkins-Ho	<i>Department Head and Clinical Associate Professor</i> <i>Division of Geriatric Psychiatry</i> University of British Columbia
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CONTINUED

# Breakout E

0915 – 1015 | Friday, February 28

QF|14 INSPIRE  
COLLABORATE  
ACT

## SESSION E5 MACKENZIE

### THE MOOSE ON THE TABLE: USING ELECTRONIC MEDICAL RECORDS TO IMPROVE QUALITY OF CARE

- Bruce Hobson *Family Physician*  
Powell River
- David Jermey *Regional Practice Support Leader*  
Practice Support Program
- Wil Schur *Practice Automation Coach*  
Physician Information Technology Office
- Laurie Ringaert *Manager, Primary Health Care Evaluation*  
Vancouver Coastal Health

## SESSION E6 OAK

### THE A TO Z OF PUBLISHING YOUR WORK

- Steven Lewis *Consultant*  
Access Consulting Ltd.
- Elizabeth Bryce *Regional Medical Director, Infection Control*  
Vancouver Coastal Health

## SESSION E7 SALON 1 & 2

### TRANSLATING LARGE-SCALE CHANGE INTO EVERYDAY IMPROVEMENT – PART I

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

## SESSION E8 SALON 3

### PATIENT ENGAGEMENT ON THE HOOF: THE WHY, WHAT AND HOW OF PARTNERING WITH PATIENTS AND FAMILIES FOR BETTER CARE – PART I

- Dave deBronkart *Author, Adviser & International Keynote Speaker*

WEDNESDAY THURSDAY **FRIDAY**

# Breakout F

1045 – 1145 | Friday, February 28

QF|14

INSPIRE  
COLLABORATE  
ACT

## SESSION F1 SEYMOUR

### *Rapid Fire* DRUGS FOR BUGS: GETTING IT RIGHT

#### **Working Together to Improve Patient Safety: 'To Screen or Not to Screen' in Suspect Urinary Tract Infections**

Anita Kwong *Director, Laboratory Quality and Process Improvement  
Lower Mainland Pathology and Laboratory Medicine*

#### **Building Antimicrobial Stewardship and Engaging Prescribers**

Victor Leung *Infection Prevention and Control Physician  
Providence Health Care  
Clinical Assistant Professor, Pathology and Laboratory Medicine  
University of British Columbia*

#### **Management of Urinary Tract Infections through a Collaborative Approach with Antimicrobial Stewardship and Clinical Improvement Teams**

Prab Gill *Acting Director, Professional Practice  
Vancouver Coastal Health*

Donna Leung *Pharmacy Student  
University of British Columbia*

## SESSION F2 MACKENZIE

### *Rapid Fire* CULTURING IMPROVEMENT: SEE WHAT GROWS

#### **Our Unit Has Changed – A Culture Shift towards Better Patient Care**

Audra Leopold *Licensed Practical Nurse  
Vancouver Coastal Health*

Jacque Miller *Staff Nurse, Squamish General Hospital  
Vancouver Coastal Health*

WEDNESDAY

THURSDAY

FRIDAY

CONTINUED

# Breakout F

1045 – 1145 | Friday, February 28

QF|14

INSPIRE  
COLLABORATE  
ACT

**SESSION F2**  
CONTINUED  
MACKENZIE

### Ambulant Care Falls Prevention in BC Cancer Agency

Sue Fuller Blamey *Corporate Director, Quality & Safety*  
BC Cancer Agency

Lorna Roe *Director of Operations, Systemic Therapy*  
BC Cancer Agency

Tracy Lust *Quality and Safety Leader*  
BC Cancer Agency

### Creating a Culture of Safety within BC Emergency Health Services through the Patient Transport Coordination Centre Improvement Project

Katharine Chan *Leader, Quality, Patient Safety and Accreditation*  
BC Emergency Health Services

Richard Mullin *Emergency Call Taker*  
BC Emergency Health Services

**SESSION F3**  
PROSPECT

### **Rapid Fire** LITTLE PATIENTS, BIG SOLUTIONS

### Improving Access to Short-Term Hospital Care for Pediatric Patients and their Families

Janet Murphy *Project Manager, Clinical Planning and Quality Outcomes, Maternal Infant Child Youth Program*  
Fraser Health

Cassi Gray *Manager, Emergency Program, Ridge Meadows Hospital*  
Fraser Health

Deb Mcghie *Pediatric Emergency/Observation Unit Clinician, Ridge Meadows Hospital*  
Fraser Health

Murthy Korada *Pediatrician, Ridge Meadows Hospital*  
Fraser Health

WEDNESDAY THURSDAY **FRIDAY**

CONTINUED

# Breakout F

1045 – 1145 | Friday, February 28

QF|14

INSPIRE  
COLLABORATE  
ACT

## SESSION F3 CONTINUED PROSPECT

### Changing Process and Practice to Meet Patient Demand

Rita Janke *Quality, Safety & Accreditation Leader, Sunny Hill Health Centre for Children*

Provincial Health Services Authority

Tracy Conley *Program Manager, BC Autism Assessment Network, Sunny Hill Health Centre*

Provincial Health Services Authority

### High Quality Speech and Language Services for Richmond Preschoolers... Now with Less than Half the Wait!

Andrea Gates *Program Leader, Speech and Language, Richmond Public Health Vancouver Coastal Health*

## SESSION F4 CHAIRMAN

### PIECES – NOT A CAKE OR PIE!

Janice Vance *Regional Knowledge Coordinator (Complex Behaviours), Residential Services Interior Health*

## SESSION F5 OAK

### TELL US ABOUT TELEHEALTH

Cheryl Rivard *Coordinator, Patients as Partners Vancouver Coastal Health*

Brian Bootsman *Telehealth Systems Engineer/Architect Vancouver Coastal Health*

Wingfield Rehmus *Clinical Assistant Professor of Pediatrics University of British Columbia*

*Member of the Tele dermatology Steering Committee Doctors of BC*

WEDNESDAY

THURSDAY

FRIDAY

CONTINUED

# Breakout F

1045 – 1145 | Friday, February 28

QF|14

INSPIRE  
COLLABORATE  
ACT

## SESSION F6 CYPRESS

### BUILDING A BUSINESS CASE

Rizwan Damji *Director, Financial Planning and Business Support*  
Vancouver Coastal Health

Sydney Scharf *Project Manager, Infection Control*  
Vancouver Coastal Health

## SESSION F7 SALON 1 & 2

### TRANSLATING LARGE-SCALE CHANGE INTO EVERYDAY IMPROVEMENT – PART II

Continued from Part 1 in Session E7.

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

## SESSION F8 SALON 3

### PATIENT ENGAGEMENT ON THE HOOF: THE WHY, WHAT AND HOW OF PARTNERING WITH PATIENTS AND FAMILIES FOR BETTER CARE – PART II

Continued from Part 1 in Session E8.

Dave deBronkart *Author, Adviser & International Keynote Speaker*

# Breakout G

1300 – 1400 | Friday, February 28

QF|14

INSPIRE  
COLLABORATE  
ACT

## SESSION G1 PROSPECT

### **Rapid Fire** THE CUTTING EDGE: QUALITY AFTER THE CUT

#### **ICOUGH – A Simple Strategy to Prevent Pneumonia**

Elan Natrass *Professional Practice Leader - Respiratory Services*  
Vancouver Coastal Health

#### **'Back to Basics' Leads to Sustainability and Quality Patient Outcomes**

Bryan Wilkinson *Manager, Medicine*  
(Prior: Clinical Surgical Reviewer, National Surgical Quality Improvement Program)  
Fraser Health

Meggan Crawford *Registered Nurse, Baker 3 Surgical Unit*  
Fraser Health

Anita Davesar *Registered Nurse, Baker 3 Surgical Unit*  
Fraser Health

#### **Reduce Overall Colorectal Morbidity through the Implementation of Enhanced Recovery After Surgery Protocol**

Tracey Hong *Quality and Patient Safety Coordinator, National Surgical Quality Improvement Program*  
Vancouver Coastal Health

Andrea Bisailon *Operations Director, Surgical Services*  
Vancouver Coastal Health

## SESSION G2 CHAIRMAN

### **Rapid Fire** FROM THEORY TO PRACTICE: QUALITY IMPROVEMENT IN ACTION

#### **Geriatric Delirium Quality Improvement Project**

Peter O'Connor *Regional Department Head, Program Medical Director, Older Adult*  
Fraser Health

#### **Barriers Associated with Therapeutic Hypothermia Protocol at St. Paul's Hospital: Time to Cool It**

Sarah Carriere *Project Lead, Intensive Care Unit, St. Paul's Hospital*  
Providence Health Care

WEDNESDAY

THURSDAY

FRIDAY

CONTINUED

# Breakout G

1300 – 1400 | Friday, February 28

QF|14

INSPIRE  
COLLABORATE  
ACT

**SESSION G2**  
CONTINUED  
CHAIRMAN

## Improvement in Newborn Care through Increased Compliance with the Neonatal Resuscitation Program: Sustaining Improvement

Adele Harrison *Neonatologist, Victoria General Hospital*  
*Medical Director, Quality and Patient Safety*  
Island Health

**SESSION G3**  
SEYMOUR

## *Rapid Fire* NOTHING ABOUT US WITHOUT US

### Code H for Help: A Patient- and Family-Activated Safety Response System

Carolyn Canfield *Care Adviser*  
Providence Health Care

Cindy Elliott *Practice Consultant, Professional Practice*  
Providence Health Care

Shannon Parsons *Practice Consultant, Professional Practice*  
Providence Health Care

### Home Health Client Self-Assessment Tool

Leila Bonakdar *Collaborative Practice Coordinator*  
Vancouver Coastal Health

Corrine Visscher *Coordinator*  
Vancouver Coastal Health

### Patient Health Education Material: Writing Patients into the Picture

Shannon Parsons *Practice Consultant, Professional Practice Office*  
Providence Health Care

CONTINUED

# Breakout G

1300 – 1400 | Friday, February 28

QF|14

INSPIRE  
COLLABORATE  
ACT

## SESSION G4 MACKENZIE

### SUPPORTING SPECIALIST PHYSICIANS AND THE HEALTH SYSTEM TO INNOVATE AND IMPROVE PATIENT CARE

Kelly McQuillen *Executive Director, Primary Health Care and Specialist Services Branch, Medical Services and Health Human Resources*

*Co-Chair  
Specialist Services Committee*

Sean Virani *Co-Chair  
Specialist Services Committee*

## SESSION G5 OAK

### PLANNING: A SIMPLE SELF MANAGEMENT SUPPORT TOOL THAT CAN MAKE A BIG IMPACT

Christina Southey *Quality Improvement Advisor  
ImpactBC*

Maylene Fong *Manager, Evergreen Community Health Centre, Home Health, Primary Care and Healthy Living Program, Vancouver Community Vancouver Coastal Health*

Carey Cook *Patient Partner & Client Advocate/Support Worker  
Living Positive Resource Center*

## SESSION G6 SALON 3

### STANDARDIZED WORK AS THE FOUNDATION FOR IMPROVEMENT

Ronnalea Hamman *Lean Leader, imPROVE Promotion Office  
Provincial Health Services Authority*

Shawn Smith *Quality Improvement Advisor  
Northern Health*

## SESSION G7 SALON 1 & 2

### ORGANIZATIONAL ENERGY: THE FUEL OF HIGH PERFORMANCE

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

## SESSION G8 CYPRESS

### UN-STRUCTURING HEALTH CARE

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

Sue Biely *Facilitator, Open Space Meeting  
Nudge Consulting Inc.*

WEDNESDAY

THURSDAY

FRIDAY

# Storyboard Listing

## DISPLAY TIMES:

Thursday, February 27 | 0800 – 1830

Friday, February 28 | 0645 – 1515

Bayshore Grand Ballroom

- 1 LEANing Island Health's Complaints Management Framework: Results From the SharePoint Pilot**  
Jennifer Aitken, Island Health
- 2 Grief, Loss and Dementia: Education Tools for Family Caregivers**  
Lori Amdam, Island Health
- 3 The BC Inherited Arrhythmia Program (BCIAP): A New Provincial Initiative to Understand Familial Risk and Prevent Sudden Death**  
Laura Arbour, Specialist Services Committee
- 4 Using the Social Web to Engage Front Line Practitioners in Research and Quality Improvement: A Virtual Network's Experience**  
Pat Atherton, InspireNet
- 5 The Greatest Tool You Have Is to Listen**  
Joanne Baines, Island Health
- 6 Surgical Site Infections: Using Local Context to Drive Quality Improvement**  
Julie Bedford, Provincial Health Services Authority
- 7 Creating a Culture of Quality: Research Facilitators Bridging Research and Practice to Make a Difference**  
Agnes Black, Providence Health Care
- 8 The Quality Chasm: How to Bridge the Gap Between How Health Care Sees Quality and the Public's View**  
Belinda Boyd, Vancouver Coastal Health
- 9 Collaborative Intelligence: Approach for Redesigning Home Health Services at Vancouver Coastal Health**  
Nandita Chandar, Vancouver Coastal Health

- 10** **From Office to Hub: Re-Imagining Collaborative Space**  
Guy Chartier, Powell River Division of Family Practice
- 11** **Translating an Organizational Strategy into Unit-Level Engagement**  
Sophie Clyne, Providence Health Care
- 12** **Title To Be Determined**  
Ron Collins, Specialist Services Committee
- 13** **Lean 3.0: Putting the People Back into Lean for Lasting Transformation**  
Lizzie Cunningham, CareOregon
- 14** **BC Intravenous Immune Globulin Neuromuscular Neurology Program**  
Jennifer Danielson, BC Provincial Blood Coordinating Office
- 15** **Framework for Building an Integrated Primary, Acute and Community Care System**  
Venie Dettmers, Vancouver Coastal Health
- 16** **Partnering with Primary Care Physicians in Building an Integrated Primary and Community Care System**  
Yogeeta Dosanjh, Vancouver Coastal Health
- 17** **Richmond Seniors' Resource & Support List: A Collaborative Effort**  
JoAnne Douglas, Vancouver Coastal Health
- 18** **Improving Surgical Care: Preventing Surgical Site Infections in Cardiac Surgery**  
Barbara Drake, Vancouver Coastal Health
- 19** **Developing an Education Program for a Systems Focused Patient Safety Review Methodology**  
Carmella Duchscherer, Health Quality Council of Alberta
- 20** **Just Get Us the Data! Investigating Management and Staff Needs for Quality Improvement Data**  
Carmen Dyck, Vancouver Coastal Health
- 21** **Knowing How We're Doing: Options to Collect and Display Stroke Care Data at Richmond Hospital's Emergency Department**  
Carmen Dyck, Vancouver Coastal Health
- 22** **Mobilizing and Engaging to Improve Hand Hygiene**  
Hilary Espezel, Fraser Health

- 23 Infection Control Week In-A-Box: Staff Training Around the Province**  
Helen Evans, Provincial Infection Control Network of BC (PICNet)
- 24 The Perfect Count: Multidisciplinary Strategies for the Prevention of Retained Surgical Items**  
Kim Ferguson, Provincial Health Services Authority
- 25 Transforming a Community Oncology Clinic to Improve Quality of Care**  
Leslie Forrester, Vancouver Coastal Health
- 26 Developing a Culture of Quality in Island Health's Seniors & Spiritual Health**  
Heather Fudge, Island Health
- 27 Across the Bridge: Building a Seamless Transition for Pediatric Kidney Transplant Recipients to Adult Care**  
Janelle Gehring, Providence Health Care
- 28 Prince George Division of Family Practice Primary Care Practice Improvement Coaching**  
Karen Gill, Prince George Division of Family Practice
- 29 How Can an Accountant, Dietician & Physiotherapist Improve Quality by Changing the Way Physicians Are Paid?**  
Kyla Gowenlock, Interior Health
- 30 Patient Dose Reduction in CT Examinations**  
Mitch Griffith, Northern Health
- 31 Taking Patient Experience Measures to Action: A Review of Best Practices**  
Kris Gustavson, Provincial Health Services Authority
- 32 BC Hip Fracture Redesign: Networking across Specialties & Professions Impacting Policy, Practice and Care**  
Pierre Guy, Specialist Services Committee
- 33 Capacity Building for Residential Care Facility Staff During Outbreaks**  
Jacqueline Hlaji, Fraser Health
- 34 Northern Partners in Care: Improving Access to Quality Care for Patients in Rural and Remote Communities**  
Dan Horvat, Northern Medical Program

- 35 A System-Level Intervention For a System-Wide Challenge: Using TRIZ to Improve Care for Heart Failure Patients**  
Janet Joy, Vancouver Coastal Health
- 36 Engagement and Improvement at the Point of Care: Quality Improvement and Patient Safety (QIPS) Unit Leader Program**  
Colleen Kennedy, Interior Health
- 37 Prospective Audit and Feedback of Antimicrobial Prescriptions in the Clinical Teaching Unit at Vancouver General Hospital**  
Felicia Laing, Vancouver Coastal Health
- 38 RebalanceMD – F.A.A.S.T. Access to Musculoskeletal Care**  
Marianne Leenaerts, Specialist Services Committee
- 39 Improving Patient-Centred Care in the Critical First 48 Hours of Hospital Admission**  
Pearl Leung, Fraser Health
- 40 Nutritional Status of Pre-Operative Surgical Patients: Prevalence of Malnutrition**  
Roseanne Lim, Provincial Health Services Authority
- 41 User Participation in the Lean Design of the New Pharmacy at Squamish General Hospital**  
Raymond Lim, Vancouver Coastal Health
- 42 Improving Assessment and Management of Pain in Older Adults**  
Elizabeth Loewen, Providence Health Care
- 43 Specialist Services Committee – Collaborating to Enhance the Specialist Care System in BC**  
Ann MacDonald, Specialist Services Committee
- 44 Lean Management in Support of Quality Residential Care at Lions Manor**  
Tomasz Majek, Vancouver Coastal Health
- 45 Doing Worse Is Better! Island Health's Dedicated Hand Hygiene Coach Pilot**  
Catherine Marrie, Island Health
- 46 Every Opinion MATTERS**  
Dale Min, Fraser Health

- 47 Patient Preparation for Cardiac Transfers at the University Hospital of Northern BC**  
Melanie Mogus, Northern Health
- 48 Learning Together: Engaging Nursing Students in Changes in the Practice Environment**  
Dave Morrison, Providence Health Care
- 49 Computed Tomography (CT) Island-Wide Improvement**  
Heather Nash, Island Health
- 50 Care Transitions in Canadian Health Care Organizations: Lessons Learned from the Accreditation Canada Qmentum Program**  
Wendy Nicklin, Accreditation Canada
- 51 Exploring the Factors Associated with the Readmission of Medical Patients at St. Paul's Hospital in Vancouver**  
Beena Parappilly, Providence Health Care
- 52 A Web-Based Platform for Long-Term Monitoring of Post-Treatment Symptoms and Quality of Life for Prostate Cancer Patients**  
Brent Parker, Provincial Health Services Authority
- 53 Trends in Mammogram Image Quality & Screen-Detected Cancer Rates**  
Brent Parker, Provincial Health Services Authority
- 54 Bringing Patients into the Picture: A Providence Health Care, Patients as Partners and Patient Voices Network Collaboration**  
Shannon Parsons, Providence Health Care
- 55 Family Presence and Participation in Providence Health Care**  
Shannon Parsons, Providence Health Care
- 56 How Can Regulators Contribute to Quality of Care?**  
Christine Penney, College of Registered Nurses of BC
- 57 BC PSLS Goes Online: How Social Media is Helping to Spread the Patient Safety Message**  
Michelle Preston, BC Patient Safety & Learning System
- 58 Risk Factors of Adverse Drug Reaction-Related Hospitalizations Among Seniors: 2006 to 2011**  
Paul Rossolatos, Canadian Institute for Health Information

- 59 Adverse Drug Reaction-Related Hospitalizations Among Seniors: 2006 to 2011**  
Paul Rossolatos, Canadian Institute for Health Information
- 60 Evolving Care Systems: A Co-Location Model for Change**  
Camille Rozon, Providence Health Care
- 61 Saving 150 Lives in 150 Days: Accelerating the Spread of Evidence-Based Sepsis Protocols**  
Meher Shergill, BC Patient Safety & Quality Council
- 62 Establishing a High Needs Outreach Clinic in North Vancouver: Evaluating the Impact of Clinical Improvements in Serving Unattached Patients**  
Danielle Simpson, Vancouver Coastal Health
- 63 Assessment of the Effect of Behavioural Change Strategies on Knowledge Translation and Interventions from Disease State Education Modules: DSEM-KT Study**  
Richard Slavik, Interior Health
- 64 MammoQC: A Centralized Platform for Automated Digital Mammography Quality Control**  
Stephen Smithbower, Provincial Health Services Authority
- 65 Medication Reconciliation: Training Pharmacy and Medical Students to Collaboratively Minimize Medication Discrepancies at Transitions of Care**  
Judith Soon, Faculty of Pharmaceutical Sciences, University of British Columbia
- 66 Optimizing Care of an Acute Exacerbation of COPD through Collaboration, Innovation and Process: The Story**  
Tracy St. Claire, South Okanagan Similkameen Division of Family Practice
- 67 Optimizing Care of an Acute Exacerbation of COPD through Collaboration, Innovation and Process: The Results**  
Tracy St. Claire, South Okanagan Similkameen Division of Family Practice
- 68 Partnering With Families Through Coaching: We Want To Live It! Pilot Study Results**  
Sandy Tatla, Provincial Health Services Authority
- 69 Surrey Hospital Campus: Creating an Engaged Culture of Quality Patient and Family Centred Care**  
Pamela Theriault, Fraser Health

- 70** **Integration Efforts in the Cowichan Valley**  
Shelley Tice, Island Health
- 71** **Integrating Equity and Quality**  
Andrew Tugwell, Provincial Health Services Authority
- 72** **Using LEAN to Reduce Falls in Residential Care**  
Sara Tung, Vancouver Coastal Health
- 73** **Right Patient, Right Sample, Right Results**  
Sherrie Warren, Provincial Health Services Authority
- 74** **Development of a Comprehensive Supportive Care Program for Prostate Cancer Patients and their Partners: The Vancouver Initiative**  
Richard Wassersug, Specialist Services Committee
- 75** **Creating Culture Change: Raising the Awareness of Research in Pre-Hospital Patient Care through Good Trial and Documentation Performance**  
Julie Wei, BC Emergency Health Services
- 76** **Evaluating an Engaging eHealth Innovation, TickiT®, Using the Triple Aim Framework in Two Canadian Pediatric Hospitals**  
Sandy Whitehouse, Shift Health Paradigms Ltd.
- 77** **Bridging the Gap: Bringing Pediatric and Adult Specialists Together to Achieve Continuity of Care**  
Sandra Whitehouse, Specialist Services Committee
- 78** **Partnerships in Action: Patient Collaboration in Successful Health Care Redesign**  
Margot Wilson, Providence Health Care
- 79** **Practice Support Program: Quality Improvement Coaching**  
Heidi Winter, Vancouver Coastal Health
- 80** **Developing a Standard Procedure for Patient Public Engagement (PPE) in Lean Projects**  
Peter Yuen, Vancouver Coastal Health

# Notes

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