



BC PATIENT SAFETY
& QUALITY COUNCIL
Working Together. Accelerating Improvement.



2015 Quality Forum

Creating
Connections

February 19 & 20, 2015
Hyatt Regency Vancouver

Program Guide

#QF15

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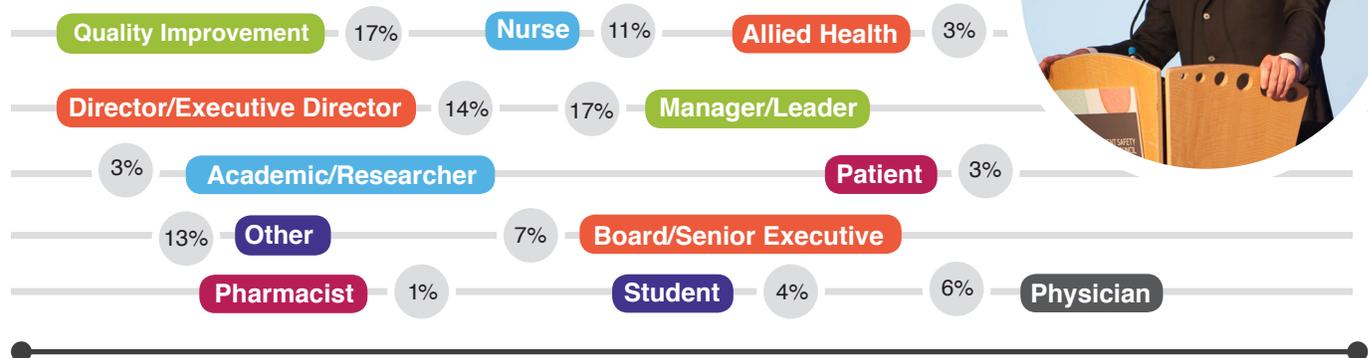
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QUALITY FORUM 2015 PROGRAM GUIDE • Table of Contents

Welcome to Quality Forum 2015!



I love the diversity that is depicted by this image.

And even though we work in pharmacies, clinics and operating rooms, in residential care homes and health centres, in our clients' homes and in the community, we share a commitment to making our health care system better. This diversity compliments our commitment.

It's important to remember that we cannot improve care alone; it's essential that we work together. Quality Forum 2015: Creating Connections is a great place to start.

The power of connections is real. They support us, they energize us, and they give us resilience. We are a resource for each other – 750 people strong. That's why I encourage you to take advantage of our long breaks and lunches, our Storyboard Reception and tomorrow morning's breakfast meetings. Let's create connections.

When we return to work, we won't be able to make our health care system better by ourselves. But the connections we form at the Quality Forum may be our missing ingredients, our catalysts, our sparks. Past Forums have served as springboards for interdisciplinary networks that are embedding quality and patient safety in health academia and improving care for critically ill patients. In participants' evaluations, we consistently hear about how valuable they find the opportunity to connect with colleagues who work in their areas of care. Better care starts with a connection.

And let's not forget about the 200+ people who are delivering a presentation or displaying a storyboard. They are selflessly sharing their work; let's ask them for their contact information and how we might be able to apply their lessons to our work.

Speaking of sharing work, many presentations and storyboards have already been uploaded to QualityForum.ca. We will keep adding files over the following two weeks – as well as photos, videos, blog posts and more.

Thank you for joining us at this year's Quality Forum. I hope it's the best Forum yet, complimented by many new and rekindled connections.

Doug Cochrane

Chair, BC Patient Safety & Quality Council

Objectives

- Create and strengthen connections across all areas of care
- Inspire action to accelerate improvement in quality of care
- Share effective strategies and leading practices to drive lasting change



“There were a lot of different concepts and ideas from a variety of disciplines”

“Loved the positive energy and inspiring people”



Steering Committee

Andrew Wray

BC Patient Safety & Quality Council

Cathy Weir

Fraser Health

Chelsea Hochfilzer

BC Patient Safety & Quality Council

Christina Krause

BC Patient Safety & Quality Council

Dawn Nedzelski

Island Health

Doug Cochrane

BC Patient Safety & Quality Council

Georgene Miller

Provincial Health Services Authority

Julian Marsden

BC Patient Safety & Quality Council

Justin Scott

College of Registered Nurses of
British Columbia

Kevin Smith

BC Patient Safety & Quality Council

Kimberly Strain

Patient Representative

Linda Comazzetto

Interior Health

Linda Dempster

Vancouver Coastal Health

Melissa Pope

BC Patient Safety & Quality Council

Patricia Owen

Patient Representative

Robin Speedie

BC Patient Safety & Quality Council

Tanis Hampe

Northern Health

Teri Collins

BC Ministry of Health

William Cavers

Doctors of BC

Thank you to this
year's Steering
Committee members
for your input and
ongoing support to
help plan Quality
Forum 2015!

Abstract Review Committee

#QF15

Alan Talbot

Provincial Health Services Authority

Allison Muniak

Vancouver Coastal Health

Andrew Wray

BC Patient Safety & Quality Council

April Price

Northern Health

Brenda Hefford

Doctors of BC

Brian Weinerman

Island Health

Camille Ciarniello

Providence Health Care

Carol Park

Vancouver Coastal Health

Christina Krause

BC Patient Safety & Quality Council

Heather Straight

Vancouver Coastal Health

Jan Kornder

Fraser Health

Julian Marsden

BC Patient Safety & Quality Council

Morag McGregor

Island Health

Panmoli Sivananthan

BC Emergency Health Services

Richele Shorter

BC Ministry of Health

Sandra Semograd

Interior Health

Spencer Wade

College of Registered Nurses of BC

Sue Fuller Blamey

Provincial Health Services Authority

Susan Morrow

ImpactBC

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 19, 2015

0630-0715 **Running Group**
Meet by the front desk in the main lobby of the hotel.

Walking Group
Meet at the Quality Forum registration desk.

0700-0830 **Registration & Breakfast**
Regency Ballroom Foyer

0830-0855 **Welcome & Opening Remarks**
Regency Ballroom

0855-0945 **Plenary: Lucy Savitz**
Regency Ballroom

0945-1000 **Transition**

1000-1100 **Breakout A**

1100-1130 **Refreshment Break**
Regency Ballroom Foyer & 34th Floor

1130-1230 **Breakout B**

1230-1330 **Lunch**
Regency Ballroom

1330-1415 **Quips, Quandaries and Comebacks: A Quality Debate**
Regency Ballroom

1415-1430 **Transition**

1430-1530 **Breakout C**

1530-1550 **Nutrition Break**
Regency Ballroom Foyer & 34th Floor

1550-1650 **Breakout D**

1700-1830 **Storyboard Reception**

**Rise
& Shine!**

For details
see pg. 14.

**Board & Executive Quality
Learning Series: 0830-1230**

**Thursday
Workshops**

W1 & W2
1000 - 1230

W3 & W4
1430 - 1650

Friday

February 20, 2015

- 0630-0715 **All Levels Yoga Class**
BYOM (Bring your own mat - or towel!)
English Bay
- 0730-0840 **Breakfast**
- 0840-0930 **Plenary: Helen Bevan**
Regency Ballroom
- 0930-0945 **Transition**
- 0945-1045 **Breakout E**
- 1045-1115 **Refreshment Break**
Regency Ballroom Foyer & 34th Floor
- 1115-1215 **Breakout F**
- 1215-1330 **Lunch**
Regency Ballroom
- 1330-1430 **Breakout G**
- 1430-1445 **Transition**
- 1445-1525 **Plenary: Sam Louie**
Regency Ballroom
- 1525-1530 **Closing Reflections**
Steven Lewis

**Join Us for
a Breakfast
Chat!**
For details
see pg. 16.

**Friday
Workshops**
W5 & W6
0945 - 1215

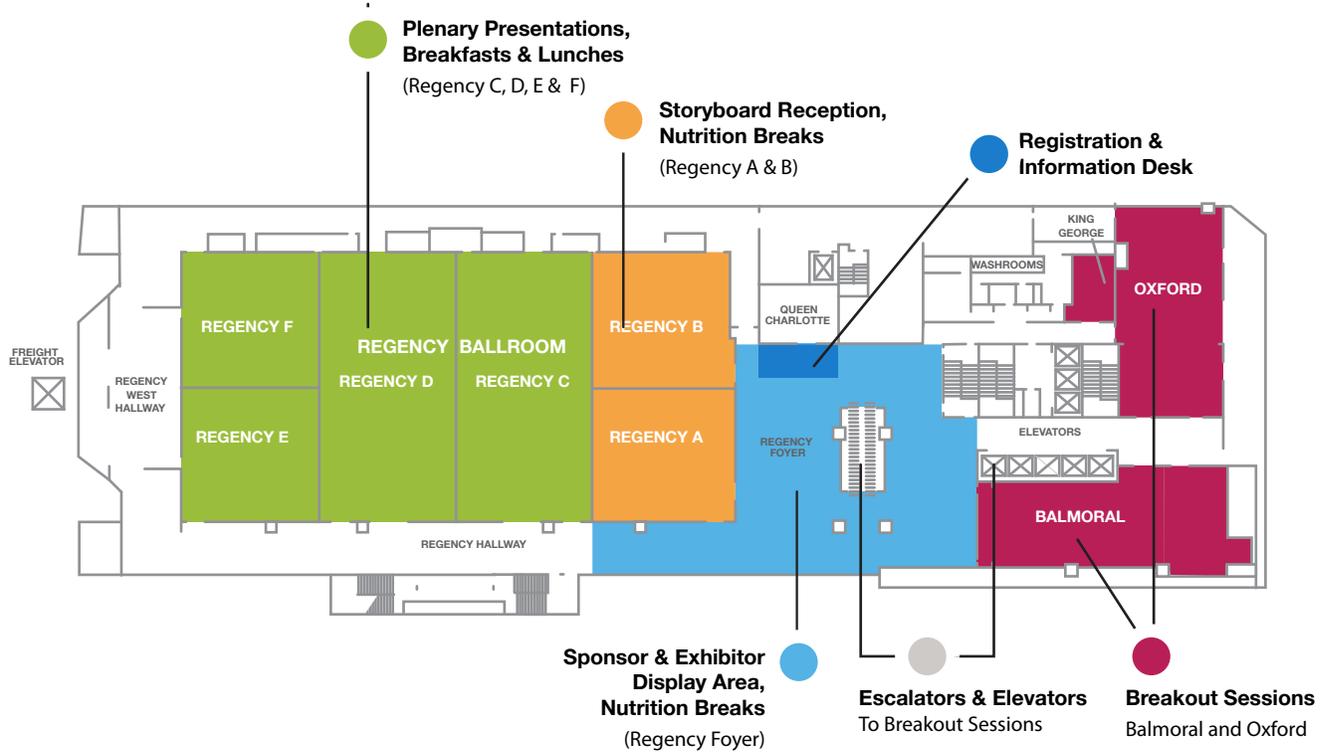
WEDNESDAY

THURSDAY

FRIDAY

Convention Level

Convention Level - 3rd Floor



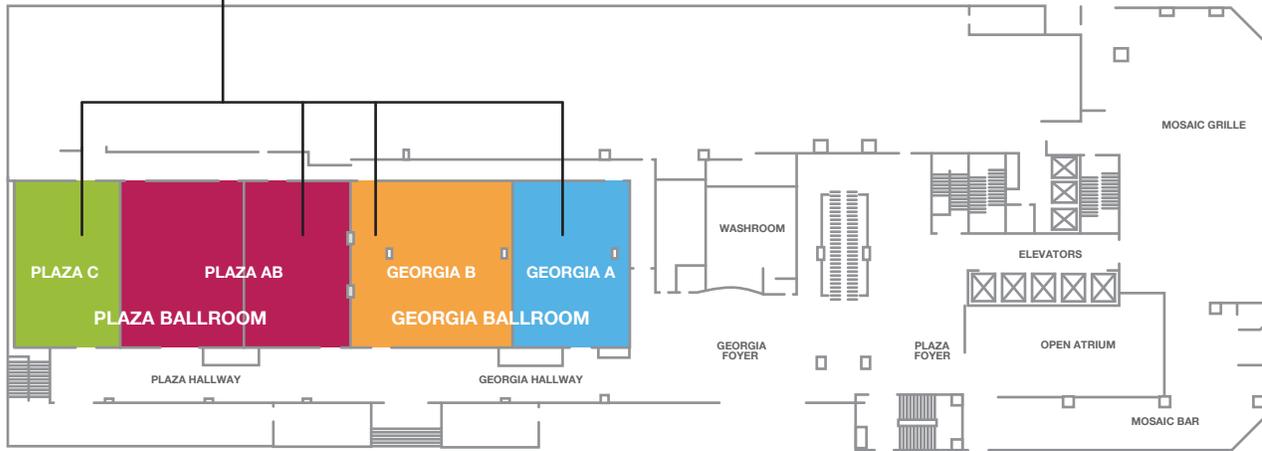
QUALITY FORUM 2015 PROGRAM GUIDE • MAP | Convention Level



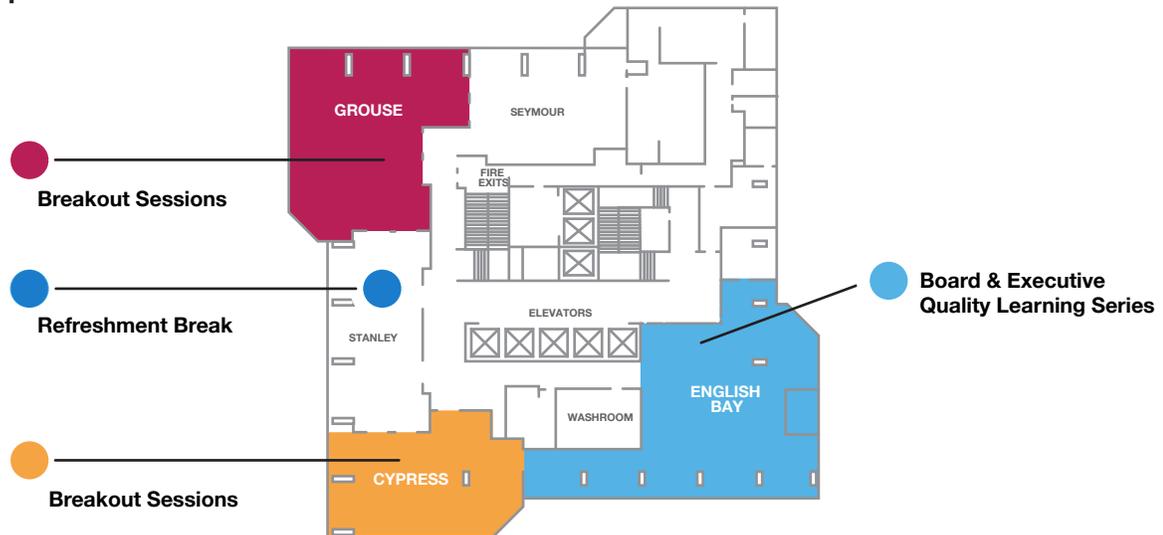
Plaza & Perspectives Level

Plaza Level - 2nd Floor

-
- **Breakout Sessions**
Plaza AB, Plaza C,
Georgia A and Georgia B
-
-



Perspectives Level - 34th Floor



General Information

Registration Desk Hours

Thursday, February 19 | 0700 - 1830

Friday, February 20 | 0730 - 1530

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 **9.5 Mainpro-M1 credits**. This program is an Accredited Group Learning Activity eligible for up to **9.5 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.



Contest! Take a Selfie with a Red Vest!

During Thursday afternoon's Storyboard Reception, everybody who tweets a selfie taken with a BCPSQC team member will be entered to win a prize. They won't be hard to find – they'll be connecting with storyboard presenters...and wearing red vests! Don't forget to add #QF15 to your tweets!



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

- 3M
- Accreditation Canada
- Association of Registered Nurses of BC
- Canadian Agency for Drugs and Technologies in Health
- Crede Technologies
- Family Caregivers' Network Society of BC
- Health Profession Regulators of BC
- Hotboard by Ward-Hendry
- IHI Open School, UBC and SFU Chapters
- ImpactBC
- Manitoba Institute for Patient Safety
- Masimo
- MEDITECH
- Royal Roads University
- SAGE Products



Morning Workouts

Thursday

Running Group

THURSDAY, FEBRUARY 19 | 0630 - 0715

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

Walking Group

THURSDAY, FEBRUARY 19 | 0630 - 0715

Meet at the Quality Forum registration desk located on the 3rd floor.

Friday

All Levels Yoga Class BYOM (Bring your own mat - or towel!)

FRIDAY, FEBRUARY 20 | 0630 - 0715

English Bay
34th Floor

Instructor: Alejandro Zamora



Storyboards

Please take time to view the storyboards, which are on display throughout the event. For a complete listing of storyboards, please see pages 48–56.

Display Times

Thursday, February 19 | 0830 - 1830

Friday, February 20 | 0730 - 1530

Regency Ballroom A & B

Storyboard Reception

FEBRUARY 19 | 1700 – 1830

JOIN US FOR THE STORYBOARD RECEPTION immediately following Thursday's Breakout D. 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.



“The storyboards are always great. An opportunity to see many initiatives in numerous areas across the province and to be able to ask questions and discuss directly with the presenter. I like the presentations but even more the interaction with several initiatives/ideas.”



WEDNESDAY

THURSDAY

FRIDAY

QUALITY FORUM 2015 PROGRAM GUIDE • Storyboards

Breakfast Meetings

Quality Forum Mystery Breakfast?



FRIDAY, FEBRUARY 20 | 0745 – 0830 | OXFORD

Do you like a bit of mystery in your life? Are you someone who likes to live on the edge of the unknown abyss and inspire others to try new things with you? Then this is the breakfast session for you! Grab a plate from the breakfast buffet and join us for a mystery breakfast. Stay tuned at lunch on Thursday to learn more and watch for signs and more information around the conference venue!

Colleen Kennedy

Director, Innovation & Engagement, BC Patient Safety & Quality Council

Andrew Siu

Campaign & Engagement Specialist, BC Patient Safety & Quality Council

BC Sepsis Network

FRIDAY, FEBRUARY 20 | 0745 - 0830 | GEORGIA B

Are you a passionate advocate for improving sepsis care? After visiting the breakfast buffet, please join us to chat about what's happening provincially with the BC Sepsis Network, including recent developments in the literature, work in emergency departments, and the pilots on inpatient units. Stop unnecessary sepsis deaths. 'Best Care, No Matter Where'.



David Sweet

Critical Care and Emergency Medicine, Clinical Lead – Sepsis, BC Patient Safety & Quality Council

Chantale Pamplin

Quality Leader, BC Patient Safety & Quality Council

Releasing Time to Care

FRIDAY, FEBRUARY 20 | 0745 - 0830 | BALMORAL

Are you currently implementing Releasing Time to Care at your place of work? Or do you simply want to learn more about what Releasing Time to Care is all about? Join us for a casual breakfast, open to anyone with an interest in this self-directed, module-based improvement program originally developed by the National Health Service in England. Come share your experience with the program to date or hear about new implementation opportunities in acute inpatient, mental health, and residential care and assisted living settings. A new wave of training is set to take place in spring 2015!

Robin Speedie

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

Felicia Laing

Project Manager, Quality & Patient Safety, Vancouver Coastal Health

#QF15

WEDNESDAY

THURSDAY

FRIDAY

Steven Lewis

PRESIDENT
ACCESS CONSULTING LTD.



Moderator

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.

Lucy A. Savitz

DIRECTOR OF RESEARCH AND EDUCATION
INSTITUTE FOR HEALTH CARE DELIVERY RESEARCH
INTERMOUNTAIN HEALTHCARE, UTAH



Plenary Speaker

The Role of Social Determinants in Wellness and Optimal Health Care Delivery

FEBRUARY 19 | 0855 - 0945

Lucy A. Savitz, PhD, MBA is Director of Research and Education for the Institute for Health Care Delivery Research at Intermountain Healthcare. She holds a Research Professor appointment in Clinical Epidemiology in the School of Medicine; adjunct faculty appointments in Nursing, Pediatrics, and Family & Preventive Medicine as well as directing the CTSA Patient-Centered Research Methods Core at the University of Utah. Dr. Savitz also holds an Adjunct Associate Professor appointment in the Department of Health Policy & Management at the University of North Carolina at Chapel Hill. She has been conducting quasi-experimental and mixed methods studies in delivery systems for more than two decades focusing on quality and safety. She leads Intermountain's ACTION II, is a leader in the High Value Healthcare Collaborative, and directs both the Intermountain-led Hospital Engagement Network and CMMI Innovation Challenge awards. Dr. Savitz is an active member of Academy Health, serving as a member on the Methods Council, the Committee on Advocacy in Public Policy, the Advisory Board of the Translation and Dissemination Institute, and the Delivery System Science Fellowship Strategic Planning Committee. Prior to her career in research, Dr. Savitz was the Economist for the Colorado State Legislature and a Financial Planner for UNC Health Care.

Helen Bevan

CHIEF TRANSFORMATION OFFICER

NHS HORIZONS TEAM

NHS IMPROVING QUALITY



Plenary Speaker

Five Transformational Themes that Will Rock the World of Health Care

FEBRUARY 20 | 0840 - 0930

Dr Helen Bevan has been a leader of large scale change in the English National Health Service for more than 20 years. She led the groundbreaking “Business Process Reengineering” transformation programme at The Leicester Royal Infirmary in the 1990s. As a result, she was asked to become a national leader of initiatives to improve patient access to NHS care for which she was made an Officer of the Order of the British Empire in 2001.

Helen has been at the forefront of NHS improvement initiatives that have made a difference for thousands of patients ever since. She introduced the first nationwide collaborative programmes to improve the delivery of cancer care across England in 2000. She designed the highly influential “Ten High Impact Changes for Service Improvement and Delivery” in 2004 and conceived the impactful “Productive Series”, starting with “The Productive Ward” in 2007.

In 2010, Helen’s team launched a call to action, utilising social movement leadership principles, which contributed to a 51% reduction in prescribing of antipsychotic drugs to people with dementia across the country. Helen initiated NHS Change Day, in partnership with a group of young clinical and managerial leaders in 2012. NHS Change Day 2014 was the largest ever voluntary collective action for improvement in the history of the NHS with more than 700,000 pledges made to take action to improve experience and outcomes for patients. NHS Change Day also won the global “Leaders Everywhere” challenge run by Harvard Business Review and McKinsey.

Helen is acknowledged globally for her expertise in large scale change and ability to translate it into practical action and deliver outcomes. She provides advice, guidance and training on transformational change to leaders of healthcare systems across the world. She is a source of energy and inspiration for change and helps to “think the unthinkable”. In 2008, the 60th anniversary of the National Health Service, Helen was recognised as one of the 60 most influential people in the history of the NHS.

Sam Louie

ADJUNCT PROFESSOR
FACULTY OF PHARMACEUTICAL SCIENCES
UNIVERSITY OF BRITISH COLUMBIA



Plenary Speaker

Rejuvenation from Within

FEBRUARY 20 | 1445 - 1525

Sam Louie served over 34 years engaging and leading his pharmacy team at Lions Gate Hospital in North Vancouver, and he has inspired countless hospital personnel through his role as a frontline leadership trainer. He has coached and served as a mentor to many and continues his academic teaching at UBC's Faculty of Pharmaceutical Sciences where, for the past eight years, he has been an adjunct professor and the PharmD course coordinator for "Advanced Pharmacy Administration – Topics in Contemporary Practice." Sam is also an instructor at Vancouver Community College's Pharmacy Technician program.

His inspirational presentations have drawn outstanding reviews from professionals, educators, leaders, staff, students and industry. His interests include communication, team building and enlightenment and he is keen to convey key learnings through visual imagery and quirky humour. He practices an art of engagement that draws you in and reveals perspectives you may have overlooked.

Quips, Quandaries and Comebacks: A Quality Debate

FEBRUARY 19
1330 - 1415

Clinical autonomy is the enemy of improvement.

Listen in as six great speakers argue for and against this important - and contentious - statement related to quality improvement in BC's health system. Who will have the last word? Come find out - you decide the winner!

Meet the Debaters:



Andrea Wong
Student
University of British Columbia

Andrew Purrsell
Student
University of British Columbia



Steven Lewis
President
Access Consulting Ltd.

VS.

Helen Bevan
Chief Transformation Officer
Horizons Team
NHS Improving Quality



Ann Marie Leijen
Registered Nurse
Executive Director
Valley Care Residential Care Home

Devin Harris
Emergency Physician
Kelowna General Hospital
Clinical Lead for Stroke/TIA
BC Patient Safety & Quality Council



Moderator
Andrew Neuner
Chief Executive Officer
Health Quality Council of Alberta

UBC Debate Society

Thank you very much to the UBC Debate Society who has shared its wisdom on the art of debating to inform the session and prepare the participants.



W1

Creative Jam Session! | BALMORAL

Having trouble thinking outside the box? Based on exercises from the THINK School of Creative Leadership, this session will guide you through some creative problem-solving techniques to help design innovative solutions. Play interactive games that engage people to understand issues on a deeper level. Flex those creative muscles by switching to a generative mindset to brainstorm ideas. And find healthy ways of delivering constructive feedback. Bring in your most challenging wicked problems from your workplace and come jam with us!

Andrew Siu Engagement & Campaign Specialist
BC Patient Safety & Quality Council

Marlies van Dijk Quality & Healthcare Improvement
Alberta Health Services

W2

Preventing Burnout and Building Resilience | CYPRESS

This highly interactive workshop will explore the relationship between empathetic reflection and burnout prevention in health care professionals. Participants will engage in small group discussions, facilitated by a trained peer facilitator, about the qualities of a healthy reflective practice and how it can be incorporated into your daily work. Come ready to dig into this complex topic and practice some new skills through scenario-based learning.

Andrew Clarke Executive Director
Physician Health Program

Carol Faris Clinical Coordinator
Physician Health Program

Craig Fava Critical Care Physician, Royal Columbian Hospital
Fraser Health

Joelle Bradley Hospitalist, Royal Columbian Hospital
Fraser Health

Jean Warneboldt Hospitalist, Eagle Ridge Hospital
Fraser Health

BE

Board & Executive Quality Learning Series | ENGLISH BAY

Health authority boards and executive teams are faced with a growing number of performance metrics that speak to the quality of care being delivered. But making sense of these indicators, and asking questions of the data, is vital to those leading and governing a health service delivery organization. Understanding variation, reconciling conflicting information and asking probing questions are core competencies for health system leaders. This session for health authority board and executive teams is a chance to reflect and discuss how performance indicators, and other inputs, are translated from data to information that answers the question: what is the quality of the care we deliver?

A1

Twitter 101 | GEORGIA B

Twitter has quickly become a powerful tool in quality improvement. It spreads new research and resources faster than ever before, it helps you connect with colleagues around the globe and it engages care providers and the public in important health issues. This session will explore Twitter's tremendous value for seeking to improve health care. We'll also make sure to cover the basic terminology, etiquette and culture so you can get started, dispel some common stereotypes and work through common reasons why people don't give it a chance. The Quality Forum conversation is already happening on Twitter – bring your smartphone, tablet or laptop and join in!

#A1

Kevin Smith Digital Media & Communications Specialist
BC Patient Safety & Quality Council

Lori Campbell Practice Initiatives Lead, Professional Practice Nursing, Vancouver Acute
Vancouver Coastal Health

A2

Turning Patient Experience Feedback into Action | PLAZA AB

From experience surveys to advisory committees to compliments and complaints, health care has a variety of mechanisms to solicit patient feedback on the experience of care. Yet despite this information, using this data to guide improvements remains a challenge. How do we connect measuring experience to improving experience? This session will be a facilitated discussion; participants will share their approaches, successes and failures in turning experience data into action, including how to enhance the value of existing information to support improvement.

Kimberly McKinley Quality Leader
BC Patient Safety & Quality Council

A3

Learning from Co-Creation: A Collaborative Project to Improve Patient Experience in Hospitals - Part 1 | OXFORD

This will be a 2-part, "hands-on" co-creation workshop led by design students from Emily Carr University of Art + Design, and facilitated by the speakers below. Results from the workshop will help to inform a collaborative initiative between Vancouver Coastal Health, Provincial Health Services Authority and Emily Carr University to enhance understanding of how we might improve patient experience in hospitals. In Part 1 on the first day of the Forum (Session A3), presenters will demonstrate the power of design-led, human-centred research in gaining empathy and deep understanding of people within a specific problem space through the application of co-creative exercises. Results will be examined and analyzed by the facilitators overnight. Then, in Part 2 on the second day of the Forum (Session G3), feedback and results will be shared for discussion with the same group.

Facilitators:

Jonathan Aitken Director, Health Design Lab
Emily Carr University of Art + Design

Guillermina Noël	Adjunct Researcher, Health Design Lab Emily Carr University of Art + Design
Linda Dempster	Executive Director, Quality, Patient Safety, Infection Control & Community Engagement Vancouver Coastal Health
Georgene Miller	Vice President, Quality, Safety & Outcome Improvement Provincial Health Services Authority
Cathy Weir	Director, Quality Improvement & Patient Safety Fraser Health
Design Students	Emily Carr University of Art + Design

A4

Opening the Doors to Primary Care | GEORGIA A *Rapid Fire*

General Practice Services Committee - A GP for Me Initiative

Brenda Hefford	Executive Director, Practice Support & Quality Doctors of BC
Shana Ooms	Director, Primary Health Care & Specialist Services Ministry of Health

Integration of Primary Care and a Multidisciplinary Team in the Perinatal Period

Rhoda Viray	Public Health Nursing Program Manager, Rural Northern Interior Northern Health
Stephanie Cardinal	Public Health Nurse, Vanderhoof Northern Health
Jesse Horita	Licensed Practical Nurse, Omineca Medical Clinic, Vanderhoof Northern Health

Serving North Vancouver's High-Needs, Unattached Patients through an Innovative Model of Primary Care: HealthConnection Clinic

Sandra Edelman	Manager, Public Health & Chronic Disease Services Vancouver Coastal Health
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A5

Membership Has its Benefits | PLAZA C

Rapid Fire

Engaging for Excellence: Exploring the Link between Employee Engagement and Quality Care

Liz Jolley Operations Leader, Medicine Program, Mount St. Joseph Hospital
Providence Health Care

Be The Change: A Bottom-Up Approach to Quality Improvement

Claire Matthews Junior Doctor
Guy's and St. Thomas' NHS Foundation Trust

Rameez Rahman Medical student
King's College London

Abhinav Vepa Medical student
King's College London

Engagement Radicals

Carole Faulkner Organizational Development Consultant
Fraser Health

A6

Slicing and Dicing Data for Improvement | GROUSE

Rapid Fire

How the Implementation of an Enhanced Recovery After Surgery (ERAS) Protocol Can Improve Patient Outcomes

Andrea Bisailon Operations Director, Surgery
Vancouver Coastal Health

Tracey Hong Quality and Patient Safety Coordinator
Vancouver Coastal Health

What is the Best Way to Track Surgical Complications? Comparing American College of Surgeons National Surgical Quality Improvement Project (NSQIP) versus Traditional Morbidity & Mortality Rounds

Jacques Zhang Undergraduate Medical Student, Department of Plastic Surgery
University of British Columbia

Preventing Surgical Site Infections at Providence Health Care

Meghan MacLeod Performance Improvement Specialist
Providence Health Care

Ahmer Karimuddin Specialist, General & Colorectal Surgery
Providence Health Care &
Clinical Assistant Professor, Department of Surgery
University of British Columbia

B1

Digital Media for Improvement | PLAZA AB

You don't need expert-level knowledge to use a digital media tool effectively. In this session we'll explore how people and organizations from BC and around the world are leveraging videos, Twitter, infographics, photos, Facebook and more to spread their resources and messages. They are helping to engage care providers in new campaigns, educate patients with low health literacy, and build camaraderie and communities. Don't forget to bring your digital devices!

Kevin Smith Digital Media & Communications Specialist
BC Patient Safety & Quality Council

B2

The Hidden Curriculum: Friend or Foe for Educators in Patient Safety? | GEORGIA B

Our best efforts at creating curricula on patient safety are undermined by a hidden curriculum of role modelling and practice that reinforces the status quo and perpetuates unsafe practices. So how do we educate the next generation to resist adopting unprofessional practices they see in the clinical environment and override the pressures to conform? This workshop will explore solutions to this problem.

Cheryl Holmes Clinical Associate Professor, Department of Medicine
University of British Columbia &
Undergraduate Site Education Leader, Kelowna General Hospital
Interior Health

B3

To Drug or Not to Drug? Dementia, Behaviours and Dilemmas | OXFORD

In this session participants will be introduced to the principles, clinical decisional tools and evidence-informed strategies that best support balancing pharmacological and non-pharmacological management of responsive behaviours often present in dementia. The presenters will focus on practical approaches and solutions that you can immediately implement in your everyday practice, including the BC BPSD Algorithm (Behavioural and Psychological Symptoms of Dementia), a provincial web-based tool, and the Behavioural Support Plan, which encompasses interventions from the algorithm and staff input. This session will be helpful for anyone who has felt discouraged or thought "I just don't know what else to do!" when caring for people with dementia.

Elisabeth Antifeau Home Health Practice Lead, Complex Populations / Palliative, End of Life
Interior Health

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

B4

Uniting through Divisions | GEORGIA A

Rapid Fire

General Practice Services Committee - Divisions of Family Practice

Mark Armitage	Executive Director, Integrated Primary and Community Care Ministry of Health & Co-Chair, General Practice Services Committee Doctors of BC
Shelley Ross	Co-Chair, General Practice Services Committee Doctors of BC
Susan Papadionissiou	Executive Lead, Divisions of Family Practice Doctors of BC

Improving Access to Specialist Care in Rural Communities

Brian Forzley	Nephrologist & General Internist Medical Director Penticton Regional Hospital Renal Program Interior Health & Clinical Instructor, Faculty of Medicine University of British Columbia
Ella Monro	Family Physician, Princeton General Hospital Interior Health
Lisa Needoba	Project Coordinator, Shared Care South Okanagan Similkameen Division of Family Practice

Creating a Culture of Shared Care: Revitalizing Regional Collegiality in Kootenay Boundary

Mona Mattei	Project Lead, Shared Care Kootenay Boundary Division of Family Practice
Samantha Sagal	Internal Medicine Specialist Kootenay Boundary Division of Family Practice
Jeanette Boyd	General Practitioner Kootenay Boundary Division of Family Practice
Cheryl Whittleton	Director, Community Integrated Health Services Interior Health

B5

Culture Matters | PLAZA C

Rapid Fire

A Simple, 2-Question Survey Is the Springboard for Transforming Operating Room Safety Culture

Susann Camus Quality Improvement Consultant, National Surgical Quality Improvement Program
Fraser Health

Alix Kite Clinical Nurse Educator, Operating Room, Peace Arch Hospital
Fraser Health

Karen Donaldson Surgical Clinical Reviewer, Royal Columbian Hospital
Fraser Health

Speak Out for Safety: Communication Tools and Culture Change

Adele Harrison Medical Director, Quality and Patient Safety
Island Health

“Take 5” – Changing the Culture to Improve Safety for Patients and their Families through Communication

Blair Butler Acting Medical Director, Birthing Program
Provincial Health Services Authority &
Clinical Assistant Professor of Obstetrics & Gynaecology
University of British Columbia

B6

Navigating Uncharted Waters | GROUSE

Rapid Fire

Using the Four Disciplines of Execution Methodology to Improve Patient Flow

Michael McMillan Chief Operating Officer, Northern Interior
Northern Health

Suzanne Campbell Director, Community & Residential Services, Prince George Health Services
Northern Health

Sherri Tillotson Manager, Surgical Inpatients, Prince George Health Services
Northern Health

Engaging Familiar Faces

Daniel Sirivar Leader, Quality, Patient Safety & Accreditation
BC Emergency Health Services

Level of Care Assessments: A Systematic Review of Measures Appropriate for Emergency Departments

Tonia Nicholls Associate Professor, Department of Psychiatry
University of British Columbia

W3

Shifting Culture through Communication | PLAZA AB

Roll up your sleeves for an interactive session to teach and learn how communication is a key mechanism to improve patient safety and teamwork. As we act out real clinical scenarios, you will learn communication, teamwork, and leadership techniques and tools that can support you in shifting your own team's culture. This session will open up a new set of possibilities on how to promote effective teamwork in a clinical setting. Please come ready to act it out, role play, coach and interact with other participants!

Allison Muniak	Lead - Culture, Teamwork & Communication BC Patient Safety & Quality Council & Human Factors Specialist Vancouver Coastal Health
Geoff Schierbeck	Quality Leader BC Patient Safety & Quality Council
Kimberly McKinley	Quality Leader BC Patient Safety & Quality Council
Ron Collins	Project Medical Director, Enhanced Recovery Interior Health & Clinical Advisor BC Patient Safety & Quality Council

W4

Primary Care Panorama: A 360 Degree Look at Primary Care | CYPRESS

How can we ensure that every person in BC has appropriate access to the high quality primary care services they need? This session will showcase work currently being done to improve access for British Columbians to a General Practitioner, and the importance of coordination of care around this primary care relationship. We will highlight how a community development approach is being used to achieve local success within a broad, provincial initiative, and discuss what we each have to contribute to establishing a multidisciplinary, team-based system of primary care – no matter what our area of work. Using unique facilitative techniques, participants will engage in discussion around the above issues, and more; because as we know, a strong primary care foundation has benefits that permeate through the entire health care system.

Bill Cavers	President Doctors of BC
Brenda Hefford	Executive Director, Practice Support & Quality Doctors of BC
Shana Ooms	Director, Primary Health Care & Specialist Services Ministry of Health
Petra Pardy	Executive Director, Primary Health Care & Chronic Disease Management Fraser Health

C1

Electronic Prescribing in BC: The Past, the Present and the Future from a PharmaNet Perspective | OXFORD

This session will lead participants through a brief history of the PharmaNet initiative and how it evolved into its current vision. You will hear about the achievements to date, the lessons learned, and the steps being taken to make this a reality in the near future. You will also be taken on a high-level tour of electronic prescribing in BC and how it links to improved safety and quality of care for patients. At the end there will be no test, but some time to discuss the future of PharmaNet including how the challenges and opportunities ahead may shape the role you see for technology, your profession, and the health care system as a whole.

Sorin Pop Director, PharmaNet, Medical Beneficiary & Pharmaceutical Services Division
Ministry of Health

C2

Linking Ideas to Action with Driver Diagrams | GEORGIA B

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

Colleen Kennedy Director, Innovation & Engagement
BC Patient Safety & Quality Council

C3

Compassionate Honesty: Talking to Seriously Ill Patients and their Families about the Future Is Everybody's Business | BALMORAL

Of the dying population, 85% die of advanced illness and therefore find themselves in our care. Yet our system is poor at identifying this population and planning care for them. Talking to these patients and their loved ones about their wishes for the future is fundamental in ensuring quality care, and something we can learn to do better. This session will explore ways to embed these conversations in all encounters with patients nearing the end of life, to ensure they receive the best possible care in accordance with their wishes.

Peter Edmunds Regional Medical Director, Home Community & Palliative Care
Vancouver Coastal Health

C4

My Team, My Care, My Health | PLAZA C

Rapid Fire

Reducing 28-Day Readmission Rates for Heart Failure Patients

Suzanne Nixon Clinical Nurse Specialist, Regional Heart Failure Strategy
Providence Health Care

iCHIP: Improving the Patient Reporting Experience through Innovative Technology

Ruby Syropiatko Senior Clinical Coordinator & Special Projects, Business Operations,
Quality & Utilization Management, BC Provincial Blood Coordinating Office
Provincial Health Services Authority

A Self-Management Support Community of Practice as a Knowledge Translation Strategy

Kelly Sharp Community Intervention Coordinator
Vancouver Coastal Health

Helena Jung Educator, GF Strong Rehabilitation Centre
Vancouver Coastal Health

C5

Drugs: 1, Bugs: 0 | GROUSE

Rapid Fire

Initiating an Antimicrobial Stewardship Program at British Columbia Children's Hospital

Karen Ng Pharmacy Lead, Antimicrobial Stewardship, BC Children's Hospital
Provincial Health Services Authority

Ashley Roberts Pediatric Infectious Diseases Specialist & Medical Director, Antimicrobial Stewardship
Provincial Health Services Authority

Evaluation of Clinicians' Acceptance Pattern and Perception of Antimicrobial Stewardship Interventions at a Major Canadian Teaching Hospital

Tim Lau Pharmacotherapeutic Specialist in Antimicrobial Stewardship & Infectious Diseases,
ASPIRES / Pharmaceutical Sciences, Vancouver General Hospital
Vancouver Coastal Health &
Clinical Professor, Faculty of Pharmaceutical Sciences
University of British Columbia

Salomeh Shajari Statistical Analyst, ASPIRES, Quality and Patient Safety
Vancouver Coastal Health

Development and Implementation of a “Reserved Antimicrobial Drugs” Pre-Printed Order at the Vancouver General Hospital

Tim Lau Pharmacotherapeutic Specialist in Antimicrobial Stewardship & Infectious Diseases, ASPIRES / Pharmaceutical Sciences, Vancouver General Hospital
Vancouver Coastal Health &
Clinical Professor, Faculty of Pharmaceutical Sciences
University of British Columbia

C6

And the Winner Is ... Innovative Solutions for Positive Change | GEORGIA A *Rapid Fire*

The BC Provincial Renal Agency’s Glomerulonephritis Formulary

Clifford Lo Clinical Pharmacy Specialist, Nephrology
Fraser Health

Administrative Fellow
BC Provincial Renal Agency



To Bleed or Not to Bleed: Developing Individualized Treatment Plans for Adult Patients with Haemophilia

Sandra Squire Physiotherapist, BC Bleeding Disorders Clinic
Providence Health Care

Shannon Jackson Director, Adult Hemophilia Program of BC and the Yukon
Providence Health Care

Kam McIntosh Patient/Nurse Educator, Adult Hemophilia Program of BC and the Yukon
Providence Health Care



Community-Driven Tuberculosis Interventions for Aboriginal Communities

Jessica Harper Communicable Disease Coordinator, TB
First Nations Health Authority

Nash Dhalla TB Nurse Consultant, TB Services for Aboriginal Communities
BC Centre for Disease Control



D1

Going to the Dogs: Tracking an Idea from Epiphany to Reality | BALMORAL

So you have a great idea that might provide better care for patients. What comes next? How do you pitch your idea to others so that you can gain their support and move it through the various levels of your organization? Each step along the way requires preparation, research and even communication and persuasion skills from someone. Let's follow a real-life example of how an idea moved through Vancouver Coastal Health. It started as a 'way out there' pitch from a frontline staff member and soon gained support from senior leaders (hint: it involves dogs!). What did each person that was involved need to hear? What research was needed? Why did the process work, and how could it have been smoother? We'll find out.

Teresa Zurberg	Owner TeamZurberg-Hundesport
Linda Dempster	Executive Director, Quality, Patient Safety, Infection Control & Community Engagement Vancouver Coastal Health
Elizabeth Bryce	Medical Director, Infection Control Vancouver Coastal Health

D2

Building a Business Case for Quality Improvement | GEORGIA B

Improvement work often needs some up-front investment to "prime the pump" – but how do we convince others of the idea and its potential? Enter the business case; a tool for communicating a compelling need, the investment required and the returns that can be expected. As Chief Financial Officer, Glen sees many successful, and some less successful, business cases. Join this session for some practical tips and tools for the development of a business case that will pass muster with your finance department.

Glen Copping	Chief Financial Officer & Vice President, Systems Development & Performance Vancouver Coastal Health
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D3

Getting to the Heart of Patient-Centred Care | OXFORD

Patient-centred care is a concept we all value and have talked about, but what does it actually look like in practice – both at a system level and at the point of care? This highly interactive session will explore the foundations of patient-centred care and provide time for discussion, sharing and reflection around the real changes in practice that we can all make (big or small!) to bring the system to the next level.

Sara Charlton	Practice Consultant Providence Health Care
Pat Owen	Patient Representative Patient Voices Network
Suzanne Murphy	Patient Partner Island Health

D4

Through My Eyes: Providing Personalized Care | PLAZA C

Rapid Fire

Connecting General Practitioners and Home Health through Care Conferencing

Susan Lim Project Manager, Integrated Primary & Community Care Initiatives
Vancouver Coastal Health

Joanne Douglas Integration Lead, Richmond
Vancouver Coastal Health

Debra Sanderson Home Care Nurse, Richmond
Vancouver Coastal Health

Call to Care

Deborah Bachand Manager, NSQIP Surgical Services Projects & Implementation
Island Health

“We Want to Be Heard and Feel Valued”: Collaborative Goal Setting with Families

Rita Janke Patient Safety, Quality and Accreditation Leader, Sunny Hill Health Centre for Children
Provincial Health Services Authority

D5

PHARMers Market | GEORGIA A

Rapid Fire

Does Pharmacist-Led Medication Review Improve Health Outcomes - Evaluation of a Quality Improvement Project

Corrine Hohl Emergency Physician, Vancouver General Hospital
Vancouver Coastal Health &
Associate Professor
University of British Columbia

What the Other Folks Are Doing: Polypharmacy Risk Reduction

Johanna Trimble Public Member
Patients for Patient Safety Canada

Implementation of a Fully Automated Electronic Health Record and Closed Loop Medication System - Lessons Learned

Jan Walker Clinical Lead, Computerized Provider Order Entry
Island Health

Russ Swaga Manager, Pharmacy Informatics & Medication Computerized
Provider Order Entry Lead for IHealth
Island Health

D6

Breaking Bad | GROUSE

Rapid Fire

STEADYFEET® ADP - Balance & Mobility Program for Adult Day Programs

Tanya Dunne Regional Program Lead, Fall & Injury Prevention Program
Vancouver Coastal Health

Implementing Evidence-Based Care: Falls Prevention across Island Health

Catherine Hodgins Director, Clinical Governance, Measurement and Evaluation,
Quality and Patient Safety
Island Health

Exercise 4 Brain and Neuro Health – Developing a Community-Based Exercise Program for Adults with Motor Dysfunction

Cheryl Rivard Patients as Partners Coordinator, Sea to Sky
Vancouver Coastal Health

Shannon Collier Recreation Program Specialist
District of Squamish Recreation Services

Janet Hickey-Blackburn Manager, Home and Community Care, Sea to Sky
Vancouver Coastal Health

Heidi Drygas Community Physiotherapist, Sea to Sky
Vancouver Coastal Health

W5

You Tell Us! Unconferencing for Better Health Care | GEORGIA B

Agendas and pre-planned meetings will always have their places. But a new, unstructured movement is gaining momentum in other sectors. Events like unconferences capitalize on what participants want to discuss, not what the organizers think should be discussed. These events foster engagement and inclusion and are perfect for team meetings and retreats. Are you ready to lose control? Come to this session to participate in a mini unconference.

Marlies van Dijk	Quality & Healthcare Improvement Alberta Health Services
Robin Speedie	Leader, Innovation & Engagement BC Patient Safety & Quality Council

W6

Organizational Energy: The Fuel of High Performance | PLAZA AB

Why is building energy for change such a critical component of health care improvement? Energy is the capacity and drive of a team, organization or system to actively pursue and achieve its goals. It is a fundamental driver of everything we do, yet often takes a backseat to the more tangible aspects of our work. This session will provide an understanding of different types of energy and how positive and negative energy can drive or hinder efforts to improve quality of care. Strategies to tap into our own energy, as well as those around us, will be explored.

Christina Krause	Executive Director BC Patient Safety & Quality Council
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E1

Choosing Wisely: Conversations to Match Patient Need and the Care Delivered | PLAZA C

This session will explain the origins and purpose of the Choosing Wisely initiative, which went live in Canada in April 2014. Speakers will explore the problem of unnecessary care, update attendees on activities undertaken by Choosing Wisely Canada, and share results from surveys conducted with medical students and Ontario Medical Association members around attitudes and subject matter for the Choosing Wisely campaign. The challenges of both implementation and evaluation will be highlighted.

Sam Shortt Director, Quality Initiatives
Canadian Medical Association &
Vice-Chair
Choosing Wisely Canada

E2

Innovating through Partnership with the Non-Profit Sector: The Journey to Bounce Back™ | GEORGIA A

In 2006, the Canadian Mental Health Association (CMHA) BC Division was awarded a \$6M grant by the Ministry of Health to develop a community-based infrastructure for cognitive behavioural therapy (CBT). The objective of the funding was to develop and deliver low-intensity CBT interventions to assist primary health care practitioners in meeting the mental health needs of their patients. Bounce Back™ is a good news story on many levels, including the ways in which it embraced innovative partnerships with the non-profit sector to contribute to quality improvement in the BC health care system. Using an interactive interview style, this session will feature an up-close dialogue with a number of the original thought leaders behind Bounce Back™; together we will uncover the history that helped bring this unique partnership to fruition, and explore some of the lessons learned for effective partnership development in any area of health care.

Jonathan Morris Director, Public Policy, Research & Provincial Programs, BC Division
Canadian Mental Health Association

Rivian Weinerman Clinical Assistant Professor, Department of Psychiatry
University of British Columbia

Valerie Tregillus Project Director
Doctors of BC

Murli Soni Program Manager, Bounce Back
Canadian Mental Health Association

Wendy Yacoboski Program Participant & Advisory Member
Bounce Back

E3

Self-Management Support: An Effective Prescription for Patients and Providers | BALMORAL

People living with chronic illness manage the vast majority of their own care, in their own homes, with the support of loved ones and their health care team. Yet not all patients are equally equipped for this role, a gap that self-management support can help address. This session will provide a description of what self-management support is, how it can be implemented by persons with chronic health conditions in the community and how health professionals can integrate it into their clinical practice.

Patrick McGowan Professor, School of Public Health & Social Policy
University of Victoria

E4

Innovate to Integrate | OXFORD Rapid Fire

Improving Access through Integration: The Chilliwack Primary Care Seniors Clinic (PCSC)

Ken Becotte Executive Director
Chilliwack Division of Family Practice

Sarah Metcalfe Clinical Program Developer, Older Adult Program
Fraser Health

Health Networks: Innovating in Community-Based Health Service Planning

Adriane Schroeder Developer, Primary Health Care
Island Health

Emma Isaac Developer, Primary Health Care
Island Health

Seamless Perinatal Care - A Collaborative Care Model for Responding to Vulnerable Perinatal Women and Babies

Michelle Urbina-Beggs Clinical Nurse Specialist, Population & Public Health
Fraser Health

Wendy DeGusseme Patient Care Coordinator, Royal Columbian Hospital
Fraser Health

E5

Making Nightingale Proud | CYPRESS Rapid Fire

Catheter-Associated Urinary Tract Infections - Our Journey to Improved Outcomes

Jacqueline Per Director, Quality & Patient Safety, Vancouver - Acute Services
Vancouver Coastal Health

Lorraine Blackburn Director, Professional Practice - Nursing
Vancouver Coastal Health

Pressure Ulcer Prevention - An Interdisciplinary Approach

Lisa Stewart Practice Initiatives Lead
Vancouver Coastal Health

Maria Torres Wound Care & Ostomy Nurse, Richmond Hospital
Vancouver Coastal Health

Evaluation of a Pilot Pressure Ulcer Prevention Initiative (PUPI) for Patients with Traumatic Spinal Cord Injury Admitted to an Acute Care Setting

John Cobb Occupational Therapist, Acute Spine Unit, Vancouver General Hospital
Vancouver Coastal Health

E6

The Last Waltz | GROUSE

Rapid Fire

Systematic and Routine Symptom Assessment and Management to Relieve Distress in Patients with End-Stage Renal Disease at Vancouver Coastal Health

Helen Chiu Administrative Fellow
BC Provincial Renal Agency

John Duncan Nephrologist, Vancouver General Hospital
Vancouver Coastal Health

Kaillie Kangro Renal Social Worker, Vancouver General Hospital
Vancouver Coastal Health

The Daisy Project: A Framework for Embedding a Palliative Care Approach in Long-Term Care

Homa Fatemi Registered Nurse
Kiwanis Care Centre

Jane Webley Manager
Kiwanis Care Centre



An App For Essential Palliative Care Knowledge

Romayne Gallagher Physician, Palliative Care Program
Providence Health Care

F1

Quality Improvement and Evaluation Projects: Ethical Issues Explored | PLAZA C

Quality improvement (QI) is integral to maintaining high standards of health care. Yet, significant debate exists concerning the need for an ethical approval system for those QI projects that are more similar to research than QI. In this session, we will explore ethical issues arising from QI work and research-based projects. Using case studies, we will discuss the types of investigative activities that require additional ethics oversight and ways to accomplish this.

Lori d'Agincourt-Canning Clinical Associate Professor, Department of Pediatrics
University of British Columbia &
Ethicist, BC Children's & Women's Hospitals
Provincial Health Services Authority

F2

Value Stream Mapping: Door to Door Journey of Patients | OXFORD

A value stream map is a visual representation of all process steps from start to finish of a patient journey. Value stream mapping is a fundamental Lean exercise that helps everyone understand the system view by identifying flows that cross functional boundaries. While it is now common practice to value stream map the patient journey from door to door within a facility or agency, the true journey of a patient begins when they leave the door of their home and follows their path to the time they return home. It is the handovers between each step in the journey where waiting and errors often occur. This workshop will explore the key elements of a value stream mapping exercise and describe the successes and challenges of mapping and improving a provincial patient journey that crosses multiple health authorities.

Ronnalea Hamman BC Lean Provincial Network &
Lean Leader, imPROVE
Provincial Health Services Authority

Barbara Hennessy BC Lean Provincial Network &
Regional Coordinator, Cardiac and Cerebrovascular Services
Northern Health

Julie Dhaliwal BC Lean Provincial Network &
Manager, Medical Services, University Hospital of Northern BC
Northern Health

F3

Partners in Health Care, Pillars of Hope: Why Engaging Family Caregivers Is Essential in Quality Improvement | BALMORAL

Is there an elephant in the room of health care? In the face of disease, disability and aging, more than 80% of all care is provided by family members and friends – family caregivers. Yet this group has had limited involvement in policy, planning and improvement. This session looks at shifting our thinking to patient and family-centred approaches, offering concrete examples of engagement along with tools and resources to take away. Come and tangle with this elephant.

Barb MacLean Executive Director
Family Caregivers' Network Society

F4

Gotcha! Increasing Access for Specific Populations | GEORGIA A *Rapid Fire*

General Practitioners in Oncology: Improving Cancer Care in Communities in British Columbia

Jennifer Wolfe Education Coordinator, Family Practice Oncology Network
BC Cancer Agency

Raziya Mia Clinical Coordinator & General Practitioner, Oncology
BC Cancer Agency

Primary Care for “Unattached” Patients: Implementation and Evaluation of a Survivorship Nurse Practitioner Role

Karen Blain Provincial Director, Provincial Survivorship Program
BC Cancer Agency

Jill Matheson Nurse Practitioner, Provincial Survivorship Program
BC Cancer Agency

Implementing an Innovative Model of Care to Reduce Wait Times and Add Value to Families' and Clinicians' Experiences

Tracy Conley Program Manager, BC Autism Assessment Network,
Sunny Hill Health Centre for Children
Provincial Health Services Authority

F5

Stop, Look, Listen (To Your Patient) | CYPRESS

Rapid Fire

Embedding 48/6 into Practice at Interior Health

Gail Brown Director, Acute Initiatives (48/6 Lead)
Interior Health

ED iCare / Quick Response Team: A Community Pull Strategy

Shannon Hopkins Operations Director, Vancouver Community
Vancouver Coastal Health

Susan Seeman Director, Strategic Initiatives
Vancouver Coastal Health

Quick Response Care Management: Meeting Patients' Needs & Engaging Staff

Nial Helgason Quality Improvement Consultant
Interior Health

F6

You Can't Spell "Team" without "Me" | GROUSE

Rapid Fire

The Resuscitation Redesign Project

Michelle Connell Registered Nurse, Lions Gate Hospital
Vancouver Coastal Health

Ruth Farnan Registered Nurse, Lions Gate Hospital
Vancouver Coastal Health

Interactive Handover - What Should I Be Worried About? Quality Measurement in the Intensive Care Unit

Wrae Hill Manager, Human Factors & System Safety
Interior Health

Lenora Marcellus Associate Professor, School of Nursing
University of Victoria

Improving Interfacility Transfer Planning for Remote BC – The Chart of Call

Andrew Binette Manager, Patient Transport Coordination Centre
BC Emergency Health Services

Benjamin de Mendonça Leader, Quality, Patient Safety & Accreditation
BC Emergency Health Services

G1

I'd Like a Coaching Culture, With a Side of Staff Empowerment | PLAZA AB

Come learn about how the JOEY Restaurant Group, selected as a top company to work for in each of the past five years, embarked on a journey to create a “coaching culture” at all levels of its organization and are using it to sustain environments where people listen more, ask more questions, and are empowered to make their own decisions. During this interactive session, you are invited to reflect on how we might translate these strategies into the health care setting to realize benefits in the way people effectively communicate with one another, the level at which employees feel heard, and how team members discover their full potential.

Andrew Martin Vice President, Human Resources
JOEY Restaurant Group

Kathryn Oliver Manager, Training and Development
JOEY Restaurant Group

Georgina Boyne Manager, Human Resources
JOEY Restaurant Group

G2

Physician Engagement | GEORGIA B

Engaging physicians presents an interesting dynamic because of the very nature of the parties involved. Successful engagement requires a combination of careful introduction and suggestion of new ideas, suspended disbelief, a leap of faith, reservation of judgement, and patience. Personal experience (i.e. being on the receiving end of health care) can be a very powerful motivator in changing physician behaviour and prompting engagement. Finally, there will be some physicians who simply will not engage and that's okay. Failing to engage everyone does not mean the engagement has failed.

Ramesh Sahjpaul Chief, Department of Surgery & Co-Medical Director, Surgery Program, Lions Gate Hospital
Vancouver Coastal Health &
Clinical Associate Professor, Division of Neurosurgery
University of British Columbia

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

G3

Learning from Co-Creation: A Collaborative Project to Improve Patient Experience in Hospitals - Part 2 | OXFORD

Part 2 - This session is a continuation of Session A3 on Thursday, February 19.

Jonathan Aitken	Director, Health Design Lab Emily Carr University of Art + Design
Guillermina Noël	Adjunct Researcher, Health Design Lab Emily Carr University of Art + Design
Linda Dempster	Executive Director, Quality, Patient Safety, Infection Control & Community Engagement Vancouver Coastal Health
Georgene Miller	Vice President, Quality, Safety & Outcome Improvement Provincial Health Services Authority
Cathy Weir	Director, Quality Improvement & Patient Safety Fraser Health
Design Students	Emily Carr University of Art + Design

G4

Electronic Health Records: Potential Promises and Pitfalls | BALMORAL

Electronic health records (EHRs) are part of a provincial eHealth strategy to deliver faster and more effective treatment for patients. Well-designed EHRs can improve patient care by increasing adherence to guideline recommendations and reducing errors. EHRs can also facilitate communication, support clinical decision making and create, store, and share data. On the flip side, poorly-designed EHRs can contribute to medical errors. In this interactive session, several cases of technology-induced errors will be discussed, and best practices to prevent technology-induced errors will be highlighted.

Leanne Currie	Associate Professor, School of Nursing University of British Columbia
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G5

Indigenous Cultural Competency | CYPRESS

The Indigenous Cultural Competency (ICC) Training was developed by the Provincial Health Services Authority (PHSA) Aboriginal Health Program with the goal of developing individual competencies and promoting positive partnerships. The program is designed to increase knowledge, enhance self-awareness, and strengthen the skills of those who work both directly and indirectly with Aboriginal people. Join this session to learn how the ICC training is helping the health authorities and partner organizations become more welcoming through the understanding of indigenous culture, and changing their own in the process.

Rain Daniels Facilitator, PHSA Indigenous Cultural Competency Program
Provincial Health Services Authority

Laurie Harding Facilitator, PHSA Indigenous Cultural Competency Program
Provincial Health Services Authority

G6

Connecting for Mental Health | GEORGIA A

Rapid Fire

The Vancouver Coastal Health Tertiary Mental Health and Addiction Journey

Peter Yuen Advisor, Regional Lean Transformation Services
Vancouver Coastal Health

Peter Gibson Medical Lead, Regional Tertiary Mental Health & Addiction Service
Vancouver Coastal Health

Gabriela Sincaian Project Manager
Vancouver Coastal Health

Nicky Dhugga Lean Advisor, Strategy Deployment & Clinical Optimization
Vancouver Coastal Health

LINK: Connecting Patients & Families with Mental Health Resources

Kristen Barnes Lean Facilitator, Corporate & BC Mental Health & Substance Use Services
Provincial Health Services Authority

Increasing Access to Mental Health & Addictions Services in Rural Areas

Selina Tsang Lean Advisor
Vancouver Coastal Health

Kathleen Collins Team Leader, Child and Youth Mental Health
Ministry of Children & Family Development

G7

Making the Cut | GROUSE

Rapid Fire

Co-Management of Hip Fracture Patients

John Kristiansen Surgical Services Quality Improvement Consultant
Island Health

Pre-Operative Identification of the “At Risk” Elderly Surgical Patient

Jennifer Lindsay Surgical Clinical Reviewer
Interior Health

Sarah Paul Surgical Clinical Reviewer
Interior Health

The Productive Operating Theatre Drives Perioperative Improvement at Vancouver Coastal Health

Andra Grigore Hart Perioperative Nurse
Vancouver Coastal Health

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

Alison Altena Registered Nurse, Richmond Hospital
Vancouver Coastal Health

G8

Unlocking the Mysteries of Elder Care | PLAZA C

Rapid Fire

Holistic Approach to Admission in Long-Term Care

Karyna Matsyuk Admission Consultant
Fraserview Intermediate Care Lodge

The Cedarview Lodge CLeAR Project: Success One Resident at a Time

Krystyna Patyk Residential Care Coordinator
Cedarview Lodge

Paula Rozanski Manager, Residential Care Services
Cedarview Lodge

Educating Health Care Providers About Dementia: A Pilot Project

Heather Middleton Industry Services Worker, Healthcare & Government and Employer Services Division
WorkSafeBC

Jan Robson Provincial Education Coordinator
Alzheimer Society of BC

Storyboards

Display Times:

THURSDAY, FEBRUARY 19 | 0830 - 1830

FRIDAY, FEBRUARY 20 | 0730 - 1530

REGENCY BALLROOM A & B

- 1. Committee System Transformation Using SBAR, a Standardized Communication Tool**
Shawna Adams Island Health
- 2. Realizing Quality through Customer Service in Medical Affairs**
Shawna Adams Island Health
- 3. Introducing, Sustaining & Spreading Quality Improvements: Results of a Summative Evaluation of the 1st Triple Aim Cohort in Canada**
Claudia Amar Canadian Foundation for Healthcare Improvement
- 4. INSPIRED Approaches to Chronic Obstructive Pulmonary Disease: Improving Care and Creating Value**
Claudia Amar Canadian Foundation for Healthcare Improvement
- 5. VCH/PHC Regional Stroke System Redesign: What about Bob?**
Sacha Arsenault Vancouver Coastal Health
- 6. Call to Care**
Deborah Bachand Island Health
- 7. Adverse Drug Event Reporting: Getting the Message Across**
Chantelle Bailey University of British Columbia
- 8. BC Emergency Health Services' Applied Ethics Framework for Paramedics**
Kimberly Banfield BC Emergency Health Services
- 9. Developing a Workplace Violence Risk Assessment in a Forensic Psychiatric Hospital**
Dave Bhauruth Provincial Health Services Authority
- 10. How the Implementation of an Enhanced Recovery After Surgery (ERAS) Protocol Can Improve Patient Outcomes**
Andrea Bisailon Vancouver Coastal Health
- 11. Research Training for Point-of-Care Clinicians: A Successful Intervention to Promote Evidence-Informed Practice**
Agnes Black Providence Health Care

Storyboards

-
- 12. Creating a Culture of Quality while Automating a Clinical Environment**
Gloria Bouchard Island Health
-
- 13. Implementation of a “Nursing Assignment and Staff Status Board” on Inpatient Acute Medicine Units at St. Paul’s Hospital**
Marco Catalano Providence Health Care
-
- 14. An Evaluation of a Pilot Protected Mealtime Program in a Canadian Hospital**
Jan Chan Fraser Health
-
- 15. Improving Communication Provincially at BC Emergency Health Services through the Dispatch Quality and Patient Safety Project**
Katharine Chan BC Emergency Health Services
-
- 16. Engaging for Appropriateness in Care – Vancouver Coastal Health and Providence Health Care’s Approach to Choosing Wisely**
Vivian Chan Vancouver Coastal Health
-
- 17. Staff Hiring with Patients and Families**
Sara Charlton Providence Health Care
-
- 18. Process Improvement and Standardization around Metrics Evaluation and Reporting**
Andriani Chaudhry Vancouver Coastal Health
-
- 19. Creating a Culture of Quality for Fertility Clinics: Lessons Learned from the First Closure in Canada**
Linda Cheung Provincial Health Services Authority
-
- 20. Creating the Conditions for Change: Engaging Frontline Staff in Implementing a Regional Quality Improvement Initiative**
Lisa Chu Fraser Health
-
- 21. Making the GRADE: A Fraser Health – Canadian Agency for Drugs and Technologies in Health Partnership**
Susan Chunick Fraser Health
-
- 22. Evaluation of a Clinical Protocol to Screen, Diagnose and Manage Neuropathic Pain in Patients with Traumatic Spinal Cord Injury in an Acute Care Setting**
John Cobb Vancouver Coastal Health
-
- 23. British Columbia’s Technical Resource Group for Transfusion Medicine – A Quality Collaboration**
Jennifer Danielson Provincial Health Services Authority

Storyboards

-
- 24. Integrating Empathy into Continuous Improvement Work through Family Journey Mapping**
Pauline Deane Vancouver Coastal Health
-
- 25. Development of an Automated, Electronic Multi-Drug Resistant Organisms Surveillance System in Fraser Health**
Tara Donovan Fraser Health
-
- 26. Integrated Care for Chronic Disease Management in Richmond – Pilot Evaluation Results**
JoAnne Douglas Vancouver Coastal Health
-
- 27. Preventing Pneumonia in Cardiac Surgery Patients**
Barbara Drake Vancouver Coastal Health
-
- 28. To Create and Sustain a Culture of Patient Safety with the MoreEX Program**
Alana Drummond Island Health
-
- 29. Improving the Collection of Cerebrospinal Fluid Neurotransmitters: A Resident Initiative**
Mary Dunbar Provincial Health Services Authority
-
- 30. From Drab to Fab: Redesigning Quality Improvement Data That Speaks to Frontline Staff**
Carmen Dyck Vancouver Coastal Health
-
- 31. Improving the Patient Flow through the Emergency Department at Cowichan District Hospital**
Duncan Etridge Island Health
-
- 32. General Practice Services Committee - Development of a Provincial Evaluation Framework for A GP for Me: Measuring Collective Impact**
Sarah Fielden Doctors of BC
-
- 33. Patient Care Quality, Improvement through Every Concern**
Kiersten Fisher Ministry of Health
-
- 34. BC Cancer Agency: 48/10 - Advancing Cancer Care for the Younger and Older Adult**
Tracy Lust Provincial Health Services Authority
-
- 35. Putting the Fun Back in Hand Hygiene**
Sue Fuller Blamey Provincial Health Services Authority
-
- 36. The BC Sepsis Network: Improving Care through a Distributed Leadership Model of Clinical Champions**
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- 37. 48/6 Take on Engagement and Standardization; an Oxymoron?**
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- 40. Teamwork for Family-Centered Care: Optimizing Stabilization of the Premature Infant**
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- 42. Challenges of Sustaining a Post-Operative Pneumonia Prevention Initiative: ICOUGH**
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Mona Mattei Kootenay Boundary Division of Family Practice
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- 107. Blood Sampling Practices in Critical Care: How Critical Are They?**
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Karla Warkotsch Interior Health
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- 109. The Little Audit that Could: How an Allergy Band Audit Improved Care**
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- 110. Prospective Evaluation of American College of Surgeons Surgical Risk Calculator at Penticton Regional Hospital**
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- 111. Improving Post-Discharge Surveillance of Surgical Site Infection following Caesarean Section at BC Women’s Hospital**
Fontayne Wong Provincial Health Services Authority
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- 112. Reducing Surgical Site Infections in Colorectal Surgery**
Julie Wootton Interior Health
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- 113. The Community Engagement Advisory Network: Bringing in the Voice of the Public to Improve Quality of Care at Vancouver Coastal Health**
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