

QUALITY FORUM 2017

VANCOUVER, BC

MARCH 1 - 3



BC PATIENT SAFETY  
& QUALITY COUNCIL

Working Together. Accelerating Improvement.

IMAGINE  
TOMORROW

ACT  
TODAY

PROGRAM  
GUIDE



# WELCOME TO QUALITY FORUM 2017!



Welcome to Quality Forum 2017!

As it has every year, the Quality Forum sold out faster than ever before. Your enthusiasm is invigorating and motivating. I'd like to say a special hello to the 25 of you who have joined us at every single Quality Forum (incredible!) and the 453 of you who are participating in your very first Forum (welcome!).

We get started on Wednesday with two pre-Forum sessions. We're proud to partner with the Joint Collaborative Committees, for a second time, to examine how we can improve patients' primary, surgical and rural care journeys, as well as with the First Nations Health Authority to dive deep into health care quality as seen through the Indigenous lens. These sessions are followed by Health Talks, where eight speakers will share their hopes for health care and eight Quality Award winners will be honoured - including the winner of our new Advancing the Patient Voice category.

The Forum's main two days welcome 950 people who will gather together to watch our annual debate as well as to learn from this year's three plenary speakers about patient engagement, change management, and responding to a natural disaster. First Tiffany Christensen, a two-time double-lung transplant survivor, will tell us how health care can be transformed through a new age of patient empowerment. Tiffany is followed on Friday by Lisa Schilling, who will share her perspective on how we can spread successful improvement ideas, as well as David Matear, who will give us a behind-the-scenes

look at how health care services responded during the Fort McMurray evacuation due to wildfires.

We hope to have provided an interesting blend of speakers and learning opportunities. I am sure they will introduce you to new perspectives that will help you improve health care for British Columbians.

Extending the theme of Imagine Tomorrow, Act Today, and in support of our efforts to continuously improve, please complete the evaluation forms for the Quality Forum and its sessions. Your feedback will be the first thing we consider when we begin imagining Quality Forum 2018. This year's program features more field trips and networking opportunities than ever before, as well as workshops on gamification and design thinking, directly as a result of your feedback.

The Forum is also returning to its roots by including content on foundational components of quality improvement, such as measurement, driver diagrams and sustainability.

However you built your schedule over the Forum's three days, I am sure you will be inspired to imagine what the future holds, while gaining tools and knowledge to begin creating that future when you return to work.

Thank you for joining us.

**DOUG COCHRANE**

Chair, BC Patient Safety & Quality Council

If you have any questions, please do not hesitate to ask myself or one of my teammates at the BC Patient Safety & Quality Council. Our **red vests** make us easy to spot!

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Time flies!

Where and when it's  
all happening!

Find out where your next  
session is located.



## Recognizing Our Hosts' Territories

We would like to begin by acknowledging that the land on which we gather is the unceded territory of the Musqueam, Squamish and Tsleil-Waututh peoples.



# THANK YOU TO OUR SPONSORS

## PLATINUM SPONSOR

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## GOLD SPONSORS

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Joint Collaborative Committees

SILVER SPONSORS

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BRONZE SPONSORS

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## EXHIBITORS

**3M**

**BC CENTRE FOR PALLIATIVE CARE**

**BC CHILDREN'S HOSPITAL**

**BC COALITION OF NURSING ASSOCIATIONS**

**BC MEDICAL QUALITY INITIATIVE**

**BD CANADA**

**CANADIAN AGENCY FOR DRUGS AND TECHNOLOGIES IN HEALTH**

**CANADIAN ASSOCIATION OF OCCUPATIONAL THERAPISTS - BC CHAPTER**

**CANADIAN COLLEGE OF HEALTH LEADERS**

**CANADIAN INSTITUTE FOR HEALTH INFORMATION**

**CANADIAN PATIENT SAFETY INSTITUTE**

**CARF CANADA**

**CREDE TECHNOLOGIES INC.**

**FAMILY CAREGIVERS OF BRITISH COLUMBIA**

**FIRST NATIONS HEALTH AUTHORITY**

**IHI OPEN SCHOOL - BC CHAPTERS**

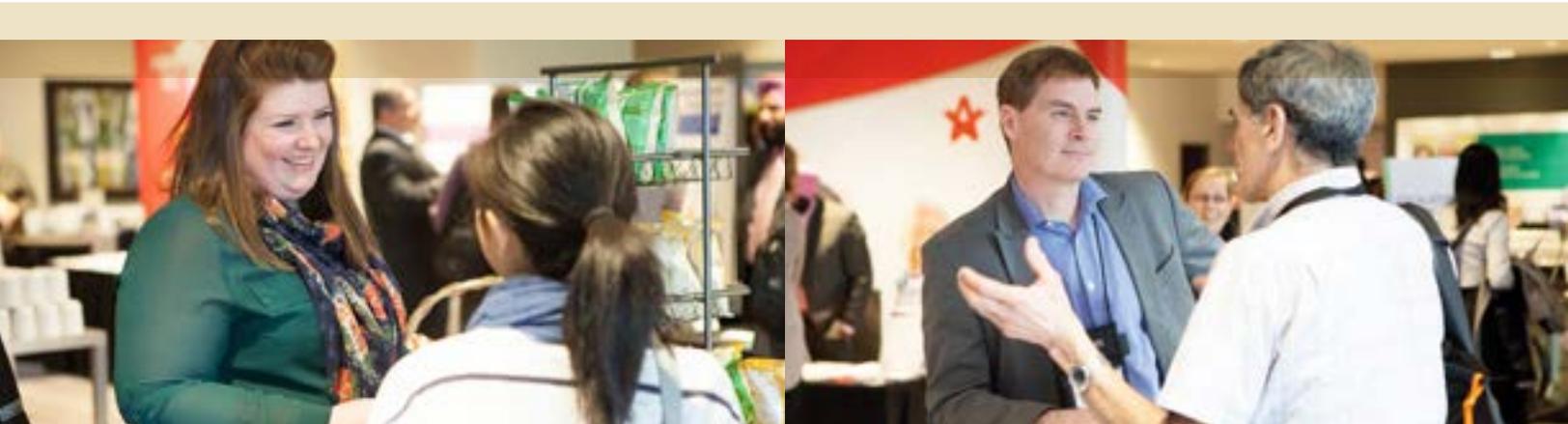
**MANITOBA INSTITUTE FOR PATIENT SAFETY**

**MENTAL HEALTH COMMISSION OF CANADA**

**SAGE PRODUCTS**

**SOUTHCENTRAL FOUNDATION**

**UBC SAUDER SCHOOL OF BUSINESS EXECUTIVE EDUCATION**



## PROUDLY BROUGHT TO YOU BY THE BC PATIENT SAFETY & QUALITY COUNCIL

Thank you for joining us at this year's Quality Forum, proudly brought to you once again by the BC Patient Safety & Quality Council.

We provide system-wide leadership to efforts designed to improve the quality of health care in British Columbia. Through collaborative partnerships with health authorities, patients, and those working within the health care system, we promote and inform a provincially-coordinated, patient-centred approach to patient safety and quality.

We also provide advice and make recommendations to the Minister of Health.

Our work takes its shape from the priorities of British Columbia's health care system. We move to where we are needed, collaborating with patients, caregivers, the public, and those working within the health care system in our relentless pursuit of quality. Drawing on our resources, stakeholder relationships and the diverse expertise of our staff, we are at once a leader, an advisor, a partner, a facilitator, an educator and a supporter.

We also provide a bridge to the best knowledge in health care quality available across Canada and beyond. We seek out national and international innovation of value to BC, adapt these new ideas to meet the needs of our health care system, and work with partners to put them in place.

We are very happy to have you here!

To learn more about our work and how we can help you improve quality of care, visit [www.bcpsqc.ca](http://www.bcpsqc.ca).



## QUALITY FORUM 2017'S OBJECTIVES

- Ignite action to improve quality of care for patients and providers;
- Create and strengthen connections and collaboration across all areas of care; and
- Share effective strategies and leading practices to stimulate and sustain improvement.



## PROGRAM AT A GLANCE

### PRE-FORUM DAY

#### WEDNESDAY, MARCH 1

0700 – 0830	Registration & Breakfast	1800 – 1900	Registration Cash Bar & Social Mixer
0815 – 1730	<b>SIMPLIFYING THE JOURNEY</b> In partnership with the Joint Collaborative Committees	1900 – 2045	<b>HEALTH TALKS</b>
0830 – 1700	<b>BEST OF BOTH WORLDS: DIMENSIONS OF QUALITY, INDIGENOUS PERSPECTIVES</b> In partnership with the First Nations Health Authority	2045 – 2130	Reception Cash Bar & Social Mixer

### MAIN TWO DAYS

#### THURSDAY, MARCH 2

0645 – 0730	Walking Groups
0700 – 0820	Registration & Breakfast
0820 – 0940	<b>PLENARY PRESENTATION TIFFANY CHRISTENSEN</b>
0940 – 1000	Transition
1000 – 1100	<b>BREAKOUT A</b>
1100 – 1130	Break
1130 – 1230	<b>BREAKOUT B</b>
1230 – 1330	Lunch
1330 – 1415	<b>QUIPS, QUANDARIES AND COMEBACKS: A QUALITY DEBATE</b>
1415 – 1430	Transition
1430 – 1530	<b>BREAKOUT C</b>
1530 – 1550	Break
1550 – 1650	<b>BREAKOUT D</b>
1700 – 1830	<b>STORYBOARD RECEPTION</b> Cash Bar, Appetizers & Social Mixer
0820 – 1230	<b>BOARD &amp; EXECUTIVE QUALITY LEARNING SERIES</b>

Walking groups meet in the first floor lobby in front of the couches.

#### FRIDAY, MARCH 3

0700 – 0745	Walking Groups
0730 – 0840	Breakfast
0840 – 0925	<b>PLENARY PRESENTATION LISA SCHILLING</b>
0925 – 0945	Transition
0945 – 1045	<b>BREAKOUT E</b>
1045 – 1115	Break
1115 – 1215	<b>BREAKOUT F</b>
1215 – 1330	Lunch
1330 – 1430	<b>BREAKOUT G</b>
1430 – 1445	Transition
1445 – 1530	<b>PLENARY PRESENTATION DAVID MATEAR</b>

Workshops & Field Trips:  
Thursday: 1000 - 1230 & 1430 - 1650  
Friday: 0945 - 1215

## STEERING COMMITTEE

**ALAN RUDDIMAN**

Doctors of BC

**ANDREW WRAY**

BC Patient Safety & Quality Council

**BRENDAN ABBOTT**

Ministry of 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

**EDWINA KO**

BC Patient Safety & Quality Council

**EVAN ADAMS**

First Nations Health Authority

**GEORGE WATSON**

Shared Care Committee

**GEORGENE MILLER**

Provincial Health Services Authority

**JULIAN MARSDEN**

Providence Health Care

**JUSTIN SCOTT**

College of Registered Nurses of British Columbia

**KATHY LEE**

Specialist Services Committee

**KATIE HILL**

Shared Care Committee

**KEVIN SMITH**

BC Patient Safety & Quality Council

**LINDA DEMPSTER**

Fraser Health

**MELISSA POPE**

BC Patient Safety & Quality Council

**MICHAEL MCMILLAN**

Health Employers Association of BC

**NANCY DESROSIERS**

Vancouver Coastal Health

**PAMELA JESSEN**

Patient Voices Network

**RUTH VERKERK**

Patient Voices Network

**TANIS HAMPE**

Northern Health

**WENDY HANSSON**

Providence Health Care

Thank you to this year's steering committee members for your input and ongoing support to help plan Quality Forum 2017!

## ABSTRACT REVIEW COMMITTEE

**AIMEE LETTO**

General Practice Services Committee

**ALLISON MUNIAK**

Vancouver Coastal Health

**ANDREW WRAY**

BC Patient Safety & Quality Council

**APRIL PRICE**

Northern Health

**BENJAMIN RHEBERGEN**

Interior Health

**CAMILLE CIARNIELLO**

Providence Health Care

**CHRISTINA KRAUSE**

BC Patient Safety & Quality Council

**DIANE VILLANYI**

Vancouver Coastal Health

**GAREY MAZOWITA**

Joint Collaborative Committees

**HARMONY JOHNSON**

First Nations Health Authority

**JESSICA JAIVEN**

BC Emergency Health Services

**JULIAN MARSDEN**

Providence Health Care

**KATHY LEE**

Joint Collaborative Committees

**KEVA GLYNN**

Ministry of Health

**LISA ADAMS**

Divisions of Family Practice

**MARLENE APOLCZER**

Northern Health

**MARTA FILIPSKI**

Vancouver Coastal Health

**RACHEL LEWIS**

Baptist Housing

**RITA DEN OTTER**

Island Health

**SPENCER WADE**

College of Registered Nurses of British Columbia

**SUE FULLER-BLAMEY**

Provincial Health Services Authority

**THERESA SHAUGHNESSY**

British Columbia Institute of Technology

**WENDY BOWLES**

Fraser Health

Thank you to everyone who submitted and reviewed abstracts.  
We received a record-breaking 323 abstracts this year!

## OUR JOURNEY SO FAR



25

Participants told us that they have attended all six Quality Forums. High five!



195

Participants are attending their second Quality Forum.



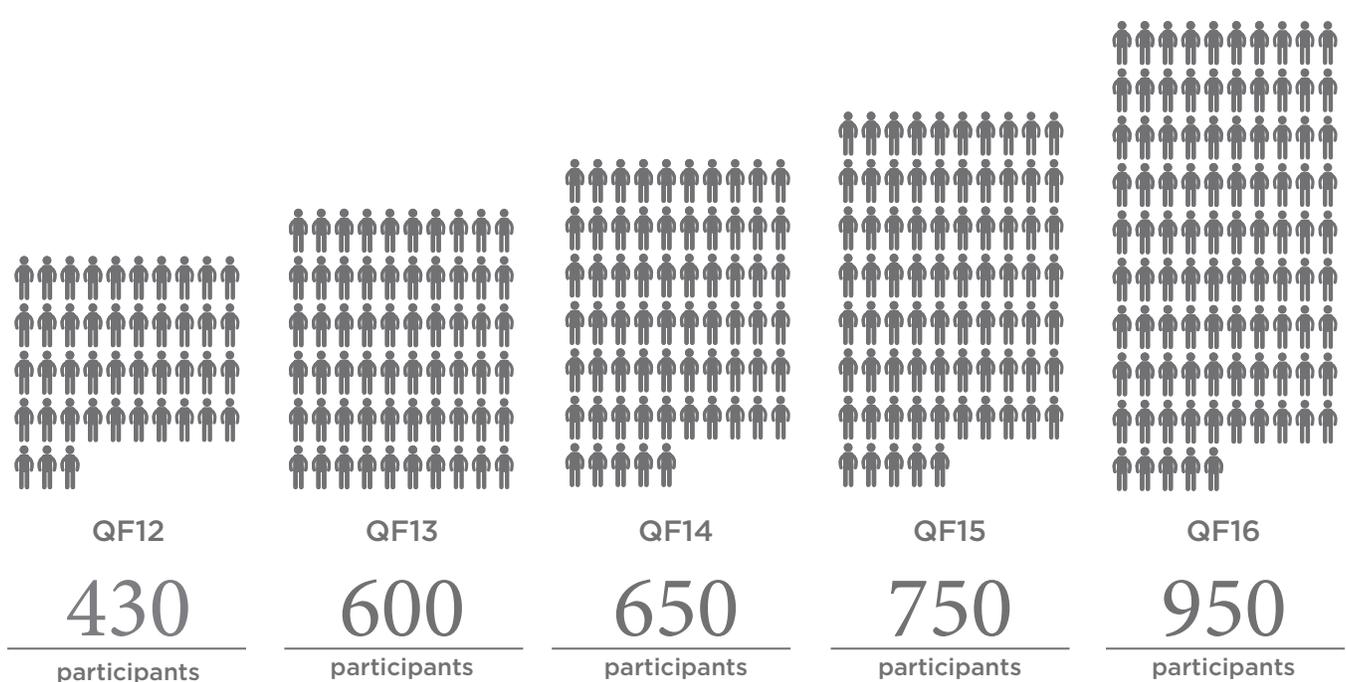
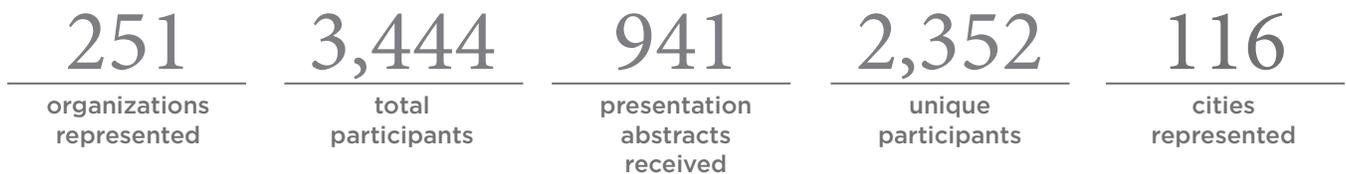
453

Participants are attending their first Quality Forum. Welcome!



Visit QualityForum.ca to download a report that highlights many of the Quality Forum’s accomplishments over its first five years, to watch videos of past Forums’ plenary and Health Talks speakers, and to download hundreds of presentation and storyboard files.

FROM 2012-2016:



## OUR BIGGEST PRE-FORUM DAY EVER (AGAIN):

Here's what over 750 people will be up to on Wednesday:

### Simplifying the Journey

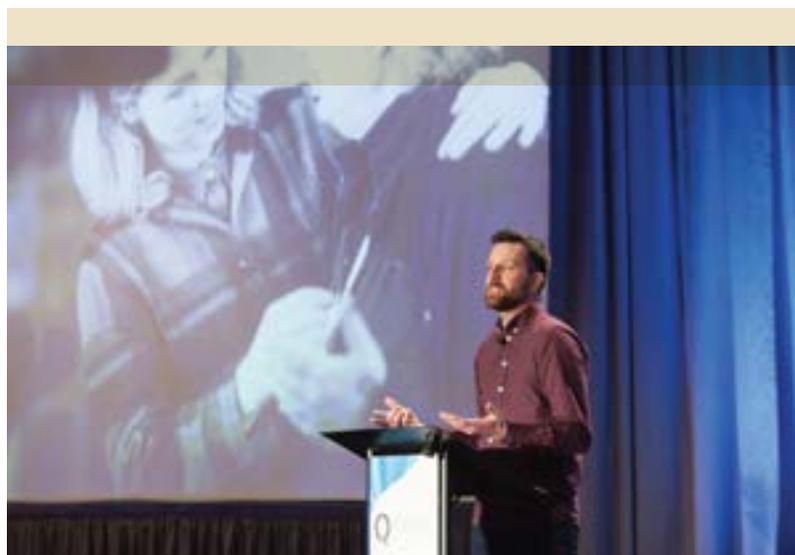
Building off the momentum of the pre-Forum event at Quality Forum 2016, the Joint Collaborative Committees are co-presenting a day of interactive workshops, this time revolving around the theme of "Simplifying the Journey." Hundreds of patients, physicians, policy leaders, and allied health providers will come together to envision building a truly integrated system of care for the future. Simplifying the primary care, surgical care, and rural care journeys are the topics of discussion.

### Best of Both Worlds: Dimensions of Quality, Indigenous Perspectives

The BC Patient Safety & Quality Council and the First Nations Health Authority partner to host this full-day workshop, which tackles the issue of how to adapt Western medical systems to include Indigenous concepts of health and wellness. While addressing important issues of reconciliation and cultural safety, more than 250 participants will be challenged to consider what quality care means for Indigenous people. The day includes ceremonies and cultural activities that reflect a blend of Squamish and Lakota Nation protocols.

### Health Talks

In the evening, over 400 people will gather for Health Talks. The evening begins with a celebration of the 2017 Quality Award winners and runners-up (more on them on the following page), as the audience has a chance to learn about their outstanding achievements and the great work happening across the province. Next, host Steven Lewis will introduce eight speakers who will each answer the question: ***What is your hope for health care?*** The speakers display 20 photos for 20 seconds each, challenging them to keep their message short and sweet. This year, the audience will meet an 11-year-old patient advocate, an Elder from the Squamish Nation, and an inventor, among others!



# WINNERS OF THE 2017 QUALITY AWARDS

At Health Talks on Wednesday night, we will celebrate the winners of the 2017 Quality Awards.

The Quality Awards are presented annually by the BC Patient Safety & Quality Council. Winners receive a \$2,500 sponsorship – learn more about this year's winners and runners-up at [www.bcpsqc.ca/quality-awards](http://www.bcpsqc.ca/quality-awards). Nominations for the 2018 Quality Awards open in April. To receive the announcement, visit [www.bcpsqc.ca](http://www.bcpsqc.ca) to subscribe to our newsletter or follow us on social media (@bcpsqc).



## Excellence in Quality – Staying Healthy

John Barsby Wellness Centre is the first and only multidisciplinary health centre located in a Vancouver Island high school, providing preventative services, treatments, and mental health supports to students. This project is featured in session A4.

## Excellence in Quality – Living with Illness

The BC Provincial Renal Agency's Assisted Peritoneal Dialysis program trains caregivers to help patients with functional limitations continue accessing at-home kidney dialysis, to preserve their independence and quality of life. This project is featured in session G7.

## Excellence in Quality – Getting Better

The Automated Texting and Email for Post-discharge Follow-up pilot project sent text or email reminders to women who underwent Caesarean sections at St. Paul's Hospital, in order to identify surgical site infections and schedule follow-up care. This project is featured in session D4.

## Excellence in Quality – Coping with End of Life

The ICU Wishing Well Project at Vancouver General Hospital's Intensive Care Unit engages patients and families to make end-of-life care more comfortable and meaningful for their loved ones, by fulfilling wishes at the bedside. This project is featured in session G7.

## Quality Culture Trailblazer

Louise Johnson has fostered an organization-wide culture shift at Park Place Seniors Living to improve care provided for seniors with dementia, creating a more compassionate, relationship-based model of care.

## Leadership in Quality

Cheryl Ward is a leader and champion for improving care of First Nations and Aboriginal people across BC, particularly through her development of the Provincial Health Services Authority San'yas Indigenous Cultural Safety training program.

## Everyday Champion

Lisa Young is a powerhouse team of one who has been transforming attitudes and awareness around safety and infection prevention and control at BC Emergency Health Services.

## Leadership in Advancing the Patient Voice

Delia Cooper has been a dedicated volunteer for more than 30 years, advancing the patient voice through her efforts with numerous working groups and advisory roles, and speaking to national and international audiences about patient engagement.

## GENERAL INFORMATION

### Registration Desk Hours

WEDNESDAY, MARCH 1 | 0700 - 2000

THURSDAY, MARCH 2 | 0700 - 1830

FRIDAY, MARCH 3 | 0730 - 1530

### Evaluation Forms

When you fill out a breakout session evaluation form, you help determine the type of content that Quality Forum participants find most valuable and let us know if the event is meeting the objectives set forth by its steering committee. Your feedback will be immensely valuable to us when planning the program for Quality Forum 2018.

There is also an evaluation form for the Quality Forum overall. To help us make the event better next year, please take time to complete the form – it is 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!

### Accredited By UBC CPD

The University of British Columbia Division of Continuing Professional Development (UBC CPD) is fully accredited by the Committee on Accreditation of Continuing Medical Education (CACME) to provide study credits for continuing medical education for physicians. This course has been reviewed and approved by the UBC Division of Continuing Professional Development. This Group Learning course meets the certification criteria of the College of Family Physicians of Canada and has been certified by UBC CPD for up to **12.75 Mainpro+** credits. This course is an Accredited Group Learning Activity eligible for up to **12.75 MOC Section 1** credits as defined by the Maintenance of Certification program of the Royal College of Physicians and Surgeons of Canada. Each physician should claim only those credits he/she actually spent in the activity.

If you need a certificate, please let us know by either visiting the registration desk or emailing [qualityforum@bcpsqc.ca](mailto:qualityforum@bcpsqc.ca). Additional credits are also available for the full-day pre-Forum sessions.



## Share Your #QF17 Experience on Social Media

If you've attended a great session, been inspired by a speaker, or made a new connection, we'd love to hear about it! There are plenty of conversations happening on Twitter that you can find using our Quality Forum hashtag, #QF17. This year, we're also sharing moments on Instagram, and we hope you'll post your favourite photos (don't forget the #QF17 hashtag). See you online!

## Catering

Breakfasts and lunches are served in the Regency Ballroom on the 3rd floor. Every effort has been made to accommodate special dietary requests submitted by participants when they registered. If you submitted any special dietary requests, you would have received two tickets in your nametag. Please place one ticket at your place setting at each lunch for a staff member to see.

Nutrition breaks and refreshments are hosted in the Georgia and Regency foyers on the 2nd and 3rd floors, as well as the Stanley Room on the 34th floor. See pages 80 and 81 for maps of the hotel.

## WiFi

Connect with us! The network is **quality** and the password is **forum**.

## Luggage Storage

If you are checking out of the hotel during the Forum, please leave your luggage with the hotel concierge.

## Coats

You will find coat racks at the back of the Regency Ballroom on the 3rd floor.

## Water Stations

Water stations are located throughout the ballroom and breakout session rooms to fill your new Quality Forum water bottles.

## 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.

## What's With the Sneakers?

You may have noticed people wearing colourful sneakers today. This is no accident! We are wearing sneakers as a symbol for health care change agents throughout our province. They are a visual identity to represent bold steps (excuse the pun) we are taking together here at the Forum, and we want to inspire those around us to join in. If you have a pair lying around you are invited to wear them!



## HAVE SOME EXTRA FUN (and meet new people along the way!)

### QUALITY QUEST: Do You Have What it Takes to Win?

#### What is it?

Quality Quest is a friendly individual or team-based competition we've created for Quality Forum participants that challenges you to complete "missions" for points, using an app for Android and iPhone devices called "GooseChase."

The game has a list of photo-based missions for teams to complete. Each of these missions relates to Quality Forum 2017 and has a name, description, and point value.

Complete the most missions, accrue the most points, and you could win a prize for Quality Quest 2017!

The game will start immediately after the opening plenary on Thursday, March 2, and run to the end of the first break on Friday, March 3.

#### Want to play? Here's what you need to do:

1. Form a team to complete Quality Quest missions. You can also play individually, but forming a team is a great way to meet new people, network, and have more fun! How about asking the person next to you right now?
2. Choose a team name and assign a team leader. This needs to be somebody with an Android or iPhone mobile device.
3. The team leader will install the GooseChase app on their device. This is the only member of your team who needs to download the app, and they are the only one who can submit photos.

#### To download the app:

- Search "GooseChase" in the app store (it's a free download). You should see this icon: 
- Join the Game by entering your team name and searching for Quality Quest 2017 within the GooseChase app (click the search button and enter "Quality Quest 2017").

Note: While you can get your team ready prior to the start time, the game won't go live until 9:40am on March 2. So you'll have to wait until then to get started!



### Completing missions

Photo proof is required to receive points for each mission. Luckily, the app makes completing a mission incredibly easy!

Just select the mission you want to complete from the mission list, take a picture with your team leader's phone, and press the submit button. If you are not the team leader, text or email it to them so they can submit it on behalf of your team.

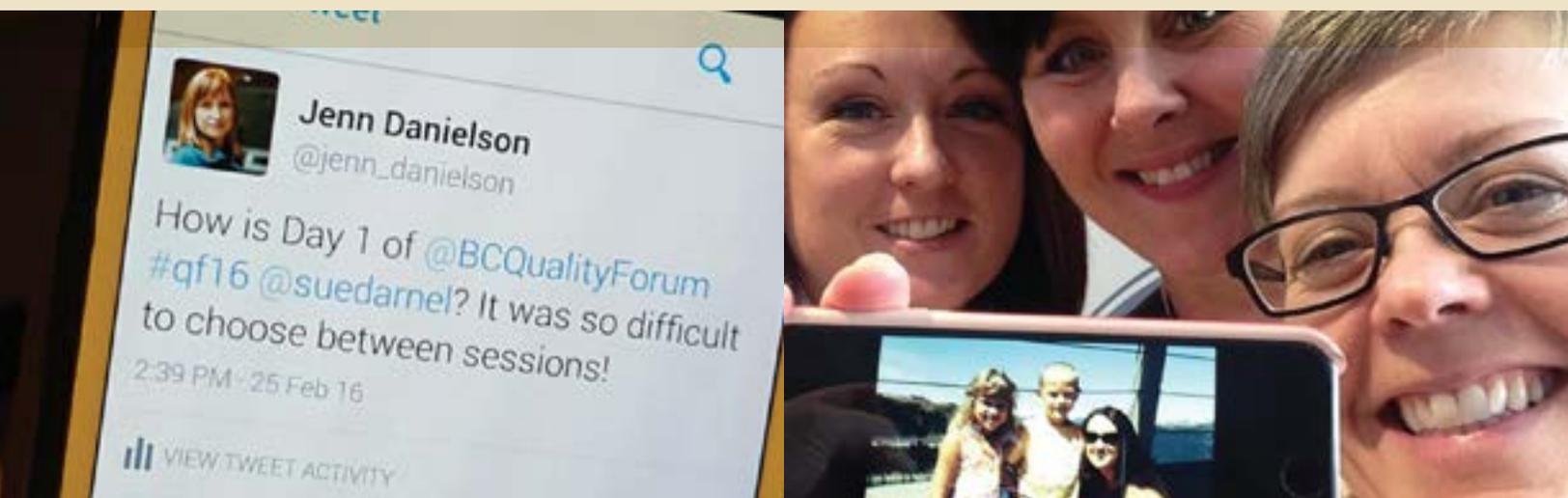
You'll receive the points for completed missions right away, but remember: all photos are subject to review. This means you can lose those points at any time if the photo doesn't meet our high standards!

We will also award bonus points for the most creative pictures... so nothing is final until the judges have reviewed all of the submissions once the game has ended.

#### A few things to note about the missions:

- You can complete missions in any order
- You will receive varying numbers of points for completing different missions (more difficult missions are worth more points)
- Once you have completed a mission, it will disappear from your team's list
- Complete all of the missions to have a chance at maximum points
- We encourage your team to stay together, but this is not mandatory
- Remember, bonus points are awarded for especially creative photos!

Flip the page for more Quality Quest info.



### Tracking opponents

At any time, you can also see where your team stands relative to other teams right in the GooseChase app. Whenever a team completes a mission, their photo will be added to the activity feed and the standings will be updated automatically. So at any given moment, you know exactly how you are doing and how many more points you need to win.

### Speaking of winning... did you say something about a prize?

We sure did! Once all of the photos have been reviewed, we will announce the winning team and award them with a great book related to quality improvement in health care. Plus, don't forget about bragging rights!

The winning team will be announced before the final plenary presentation on Friday, March 3.

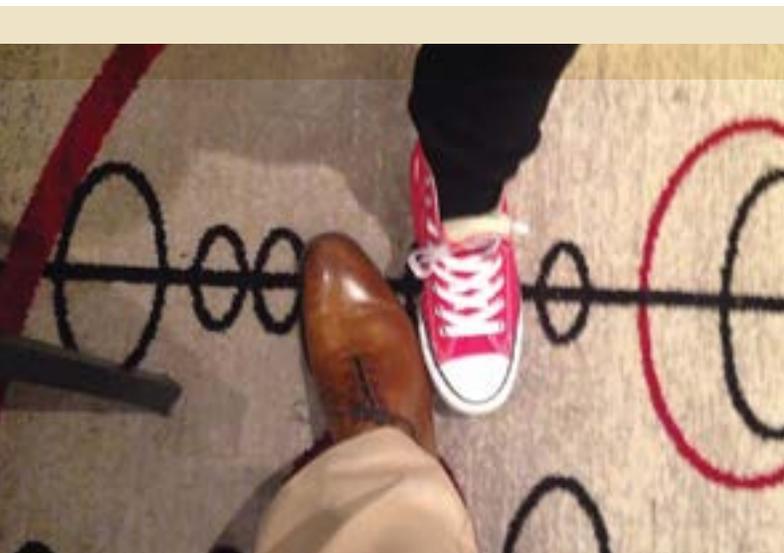
### Need help?

GooseChase experts will be at the BCPSQC resource table in the 3rd floor foyer during the first break on Thursday, March 2. Stop by to get help if you are having difficulty with the app installation, or if you want more information on how to play the game. You can also email [gschierbeck@bcpsqc.ca](mailto:gschierbeck@bcpsqc.ca) at any time if you need help.

### Consent

Just a reminder to please get verbal consent from anyone who appears in your photos. By posting your photos in the GooseChase Quality Quest game, we are assuming you have consent from those in the pictures to post on social media, Quality Forum materials, and of course in GooseChase.

Finally (and most importantly) have fun!!



## STEP CHALLENGE: Step Your Way to a Great Time at the Quality Forum!

Activity breaks are a great way to clear your mind and stay energized during the long, busy days of the Quality Forum. And a walking meeting is a fun way to get to know a new connection. But we know some of you like a little competition in the mix, too. You might be interested in the **QF17 Step Challenge!**

### What is it?

A 24-hour step challenge, kicking off at 12:00am on Thursday, March 2 and ending at 11:59pm the same day. During that period of time, we encourage you to walk, run, take the stairs, or even skip from one session to another.

### Here are some suggested activities:

- Sign a team up for Quality Quest 2017! It's a photo-based scavenger hunt that will definitely add some steps to your day (see the previous three pages)
- Walk through the storyboards on the 2nd and 3rd floors
- Take the stairs to and from your sessions on the 34th floor (wear comfortable shoes!)
- Take advantage of the nearby Seawall and go for a stroll (it's nine kilometres all the way around, if you're feeling ambitious)
- Make a friend and invite them to grab a coffee and go for a walk

### How do I track my steps?

- A Fitbit
- A pedometer
- Use the built-in step counter app on your smartphone (or any other app you use to track steps)

### How do I submit my steps?

Take a screenshot or photo of your final step count and email it to us at [mcyca@bcpsqc.ca](mailto:mcyca@bcpsqc.ca) or head to the **registration desk** and ask to fill out the step counting form by the end of the first break on Friday, March 3. We'll announce the winner(s) and their prize(s) before the final plenary presentation on Friday, March 3!

Got questions? Drop by the registration desk and we'll answer them!



## MODERATOR



### STEVEN LEWIS

President  
Access Consulting Ltd.

*We're happy to welcome Steven back for his sixth time moderating the Quality Forum!*

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 seven years as CEO of the Health Services Utilization and Research Commission in Saskatchewan. His clients include governments and government agencies, health regions, policy-makers, regulators, and professional organizations.

Steven has served on various boards and committees, including the Governing Council of the Canadian Institute of Health Research, the Saskatchewan Health Quality Council, the Health Council of Canada, and the editorial boards of several journals. He writes, speaks, and conducts workshops on improving quality, equity and performance in health care.



## PLENARY SPEAKER



### TIFFANY CHRISTENSEN

Lung Transplant Survivor & Author of *Sick Girl Speaks*

#### Partnering with Patients: A Bed's Eye View

**THURSDAY, MARCH 2 | 0820 - 0940**

Tiffany was born with cystic fibrosis and has received two life-saving double lung transplants. Today she is a national public speaker, and the author of *Sick Girl Speaks* and *We Are the Change: Transforming the Healthcare Experience Through Partnership*.

Since 2007, Tiffany has opened her heart and shared her story as a vehicle to usher in a new age of patient empowerment. Our health care culture is shifting and, with this, comes opportunities and challenges. Tiffany combines her extensive experience as a patient with her training as a TeamSTEPPS Master Trainer, Certified Respecting Choices Advance Care Planning Instructor, and APPEAL Certified Trainee to captivate her audiences with new and concrete strategies for navigating the health care maze.

In 2007, Tiffany combined her efforts with those of Project Compassion to develop and create a curriculum for professionals, students, patients and families focused on patient advocacy skills, advance care planning conversation strategies, and organ/eye/tissue donation education. In 2010, she launched the Train a Trainer 1.5-day training, which now enables others to share this unique and powerful information within their own communities. She now travels throughout the US presenting her workshops and lectures on patient safety, advocacy, advance care planning, donation, pediatric illness and "life in the deathbed."

For more information on Tiffany please visit [www.apbspeakers.com](http://www.apbspeakers.com).

Wednesday AM

Wednesday PM

Thursday AM

Thursday PM

Friday AM

Friday PM

## PLENARY SPEAKER



### LISA SCHILLING

Vice President, Healthcare Performance Improvement  
Kaiser Permanente

#### Accelerating Learning and Spread

**FRIDAY, MARCH 3 | 0840 - 0925**

With over 20 years in health care under her belt, Lisa Schilling has spent the past eight years at Kaiser Permanente coaching tens of thousands of leaders, staff, and point-of-care teams how to adopt and apply their Institute for Healthcare Improvement-based model for improvement.

Lisa is a hands-on expert in change management, both large- and small-scale, with a mission to teach and spread improvement in health care. In 2014, the Juran Institute named her an Executive Master Black Belt for her work leading the leaders of quality improvement; in 2012, she was named one of the United States' top 10 clinical quality leaders alongside names such as Donald Berwick and Maureen Bisognano, who both previously served as president and CEO of the Institute for Healthcare Improvement.

As national Vice President, Healthcare Performance Improvement and Director of Kaiser Permanente's Center for Health System Performance, Lisa leads the strategy to develop and implement a performance improvement system and planning to adopt its total health strategy in care delivery.

Lisa also serves on the editorial board of the Joint Commission Journal for Quality and Safety and has authored several publications on related topics. Prior to Kaiser Permanente, she was the National Director of Critical Care Services at VHA Inc., focusing on improving delivery system performance.

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## PLENARY SPEAKER



### DAVID MATEAR

Senior Operating Director,  
Northern Lights Regional Health Centre and Fort McMurray Area  
Alberta Health Services

#### Health Care Response in the Fort McMurray Wildfires: Managing the Beast

FRIDAY, MARCH 3 | 1445 - 1530

On May 3, 2016, the residents of Fort McMurray were forced to evacuate and leave behind their homes when a wildfire tore through the city. Alberta Health Services (AHS) staff at the Northern Lights Regional Health Centre stayed the course and, despite their own personal circumstances, courageously and selflessly saw to it that every patient at the hospital was safely evacuated and cared for.

David will discuss the day of the evacuation, the staff and patient relocation north to a nearby oil sands company's base, the subsequent evacuation from that site, as well as the re-establishment and reactivation of all health services in the city as re-entry of staff and residents began almost a month later.

David's health care education began with a Bachelor of Medical Science and Bachelor of Dentistry from the University of Dundee, Scotland. He went on to achieve a Master of Science in Public Health from the University of London, England, a postgraduate certificate in health care quality management from the University of Wollongong, Dubai, and a PhD in health care administration from Capella University.

When David took up his current post at Alberta Health Services in December 2014, he brought him

with a wealth of health care experience. He's worked in hospitals in Dundee, Scotland, and across England, with a focus on oral and maxillofacial surgery and the general clinical practice side of dentistry.

Moving to Fort McMurray wasn't his first introduction to northern Canadian living. David spent two years in Hay River and Pine Point in the Northwest Territories providing clinical care.

Following his time in the NWT, he returned to the UK to work at a large teaching hospital, Derriford Hospital in Plymouth, England. It was during that time that he became familiar with military health care. The experience moved him to join the Armed Forces and he became an officer of the Royal Navy.

He also served as the Assistant Dean for Clinical Affairs at the University of Toronto's Faculty of Dentistry from 2000 to 2004. He went on to spend 10 years in the Middle East, working to commission a Centre of Excellence for dentistry and the framework and standards for the developing health care system in the Emirate of Abu Dhabi, United Arab Emirates, before making the move to Fort McMurray and joining AHS.

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## QUIPS, QUANDARIES AND COMEBACKS: A QUALITY DEBATE

There is widespread recognition of the need to transform the health care system – to fundamentally change the way that care is delivered in Canada. Innovation has become a buzzword – a recognition that we need to rethink the status quo and develop new ways of delivering care. Much emphasis is placed on the development of new ideas and innovative approaches, and there are some spectacular successes that have been achieved.

Transforming the health care system, however, will require the implementation of these new ways of working at a system-wide scale. Canada has been described as a nation of pilot projects – one where there have been many innovations that have been shown to work, but there has been little shift in the country as a whole. Do we have enough innovative ideas and should we focus on implementing what has been shown to work well? Or do we have further to go, and have yet to design the transformations that need to take place?

### **Be it resolved that...**

**we need disciplined execution of existing improvements more than innovative approaches to delivering care to achieve the transformation of the health care system.**

Who will have the last word?

Come find out - you decide the winner!



Watch last year's debate at  
[www.QualityForum.ca](http://www.QualityForum.ca).

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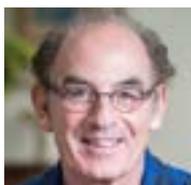
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**FOR**

vs.

**AGAINST**



**DAVID GALLER**  
 Critical Care Physician  
 Clinical Director  
 Ko Awatea (New Zealand)



**CAMILLE CIARNIELLO**  
 Corporate Director, Quality, Patient Safety,  
 Risk Management, Patient Relations &  
 Infection Prevention and Control  
 Providence Health Care



**LYNN STEVENSON**  
 Associate Deputy Minister  
 Ministry of Health



**SUSAN SHAW**  
 Critical Care Physician  
 Chair  
 Saskatchewan Health Quality Council

**MODERATOR**



**STEVEN LEWIS**  
 President  
 Access Consulting Ltd.

The Quality Forum's debate is meant to incite discussion and challenge commonly-held beliefs about a timely health care topic. We have assigned the debate's speakers to their teams; their positions do not necessarily reflect their personal views on the debate topic, nor those of their respective organizations.

Learn more about our four debaters at [www.QualityForum.ca](http://www.QualityForum.ca).

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## BREAKFAST MEETINGS

### Thursday Morning

#### Leveraging Lean Methods to Address Provincial Priorities

**MARCH 2 | 0715 - 0810**

**ROOM:** Georgia B

(buffet in Plaza hallway on 2nd floor)

This panel discussion and networking session for quality improvement and operations leaders will explore how we can work collaboratively, using lean continuous quality improvement methods, to align with and address the priorities for our health system.

**HOST:** Provincial Lean Network

#### Patient and Caregiver Welcome and Event Orientation

**MARCH 2 | 0730-0800**

**ROOM:** Oxford

(buffet in Regency hallway on 3rd floor)

Patient and caregiver volunteers are invited to learn how to make the most of this event, ask questions and share about the exciting variety of volunteer experiences across the province at this informal welcome and orientation to the Quality Forum.

**HOST:** Patient & Public Engagement Team  
BC Patient Safety & Quality Council



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## BREAKFAST MEETINGS

### Friday Morning

And Now for Something Completely Different: Change Ambassadors Network BC

**MARCH 3 | 0745 - 0830**

**ROOM:** Georgia B (buffet in Plaza hallway on 2nd floor)

Calling all change agents! Want to meet others with a passion for positive change? Start your day by learning about the purpose and upcoming activities of the Change Ambassadors Network BC at this informal networking breakfast. Connect with kindred spirits from across the province, and continue learning and growing as an agent of change.

**HOST:** Change Ambassadors Network BC (CAN-BC)

Reducing Pain, Agitation and Delirium in Our ICUs: Imagining Tomorrow, Together!

**MARCH 3 | 0745 - 0830**

**ROOM:** Oxford (buffet in Regency hallway on 3rd floor)

In 2013, clinicians and administrative leaders from around the province identified the effective prevention and management of pain, agitation and delirium (PAD) as one of the most pressing concerns for the critical care community. Join colleagues from across BC to discuss provincial and national PAD improvement work and build your personal critical care network. Active involvement in a PAD improvement project or the BC Critical Care Community of Practice is not a prerequisite – so long as you are interested in making care better for critically ill patients, this session is for you!

#### HOSTS:

Jennie Aitken    Quality Leader, Critical Care  
BC Patient Safety & Quality Council

Vinay Dhingra    Clinical Lead, Critical Care  
BC Patient Safety & Quality Council

# STORYBOARD RECEPTION

THURSDAY, MARCH 2  
1700 - 1830

## Join us for the Storyboard Reception immediately following Breakout D.

It's your chance to ask storyboard presenters about their projects.

The reception takes place in the foyers on both the 2nd and 3rd floors. Check out posters related to improvement capability, population health, and students on the 2nd floor. Posters related to clinical practice and experience of care can be found on the 3rd floor. See pages 69 – 76 for a complete listing.

Your registration for the Forum includes entrance to the Storyboard Reception as well as complimentary (and delicious) hors d'oeuvres. A cash bar will also be available on each floor.

All storyboards will be reviewed by a panel of judges and the winners will be announced Friday morning.



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UP NEXT...

# Breakout Sessions

# QUALITY FORUM 2017 PROGRAM MATRIX

DAY 1 - THURSDAY, MARCH 2

0645-0730	Walking Groups									
0700-0820	Breakfast & Registration   Breakfast Meetings									
0820-0940	PLENARY PRESENTATION - TIFFANY CHRISTENSEN									
0940-1000	Transition									
1000-1100	W1 PLAZA AB	W2 GROUSE	B & E ENGLISH BAY	FIELD TRIP	A1 GEORGIA A	A2 OXFORD	A3 GEORGIA B	A4 PLAZA C	A5 CYPRESS	A6 SEYMOUR
	Design Thinking	Game On! Using Gamification to Maximize Motivation and Engagement for Health Improvement	Board and Executive Quality Learning Series By Invitation	Preparing for the Unexpected Trip One	Let's Talk About Chronic Pain	Linking Ideas to Action with Driver Diagrams	Better Together: A Hands-On Exploration of Family Presence Policies	The Right Place at the Right Time: Team-Based Care in the Community	The Goldilocks Principle: Providing Care That's Just Right	Creating Comfort Through Innovations in Dementia Care
1100-1130	Break									
1130-1230	W1	W2	B & E	FIELD TRIP	B1 GEORGIA B	B2 SEYMOUR	B3 GEORGIA A	B4 OXFORD	B5 CYPRESS	B6 PLAZA C
	Continued	Continued	Continued	Continued	Trauma Informed Practice: What Is It and How Do You Do It?	Surgical Site Infection Prevention: How Are We Doing and What's What in WHO's New Guidelines	Meet BC's Seniors Advocate and Join a Discussion on Improving Care for Seniors in BC	Our Commitment to Person- and Family-Centred Care	Healthy Workforce, Healthy Patients	Reaching Out: Proactive Approaches to Primary Care
1230-1330	Lunch									
1330-1415	QUIPS, QUANDARIES, AND COMEBACKS: A QUALITY DEBATE									
1415-1430	Transition									
1430-1530	W3 GEORGIA B	W4 GROUSE	FIELD TRIP	FIELD TRIP	C1 OXFORD	C2 PLAZA AB	C3 ENGLISH BAY	C4 CYPRESS	C5 PLAZA C	C6 GEORGIA A
	Striking the Balance: Approaches to Accountability and Quality Improvement to Achieve Results	You Had Me at Team-Based Care	Behind the Scenes with the Hyatt	Preparing for the Unexpected Trip Two	Cultural Safety through Humility	Agile Health Systems: Aligning Financial, Operating and Prioritization Processes in Real-Time to Drive Performance	Translating Individual Goals into Excellence in Advance Care Planning	Mission: Critical (Care)	Creating Culture... Bacteria Do It, So Can We!	Mind the Gap: Improving Access to Care
1530-1550	Break									
1550-1650	W3	W4	FIELD TRIP	FIELD TRIP	D1 OXFORD	D2 PLAZA AB	D3 GEORGIA A	D4 PLAZA C	D5 CYPRESS	D6 ENGLISH BAY
	Continued	Continued	Continued	Continued	Clearing Your Change for Takeoff	Building a Measurement Plan... Where Do I Start?	Medical Assistance in Dying: Early Experiences in BC	Beyond the Call: Connecting with Patients in the Mobile Age	Rethinking Acute Mental Health Care	Practice Safe Meds
1700-1830	Storyboard Reception									

# QUALITY FORUM 2017 PROGRAM MATRIX

DAY 2 – FRIDAY, MARCH 3

0700-0745	Walking Groups											
0730-0840	Breakfast   Breakfast Meetings											
0840-0925	PLENARY PRESENTATION – LISA SCHILLING											
0925-0945	Transition											
0945-1045	W5 GROUSE	W6 GEORGIA B	FIELD TRIP	E1 OXFORD	E2 GEORGIA A	E3 PLAZA AB	E4 ENGLISH BAY	E5 CYPRESS	E6 PLAZA C			
	Primary Care and Behavioral Health: Southcentral Foundation's Integrated Approach	Making It Stick: Planning for Sustainability	Tel-Us About Your Innovative Design Processes	Welcoming Our Transgender Populations into Care	Social Media 202: Sparking Engagement and Change	Responding to a Public Health Emergency: The Opioid Crisis in BC	A Pathway to Healing: Enhanced Recovery after Surgery	The Golden Years: Exceptional Care for Seniors	Care from a Distance			
1045-1115	Break											
1115-1215	W5	W6	FIELD TRIP	F1 OXFORD	F2 PLAZA AB	F3 ENGLISH BAY	F4 PLAZA C	F5 GEORGIA A	F6 CYPRESS			
	Continued	Continued	Continued	Change the Way We Change: Harnessing Brain Power for Better Improvement Adoption	Paying for Quality: Using Incentives to Improve Health Care?	Improving Care of Older Adults with Challenging Responsive Behaviours	Patients Paving the Path	Improving Care for Indigenous Peoples through Cultural Humility	Enhancing Care for Young Minds			
1215-1330	Lunch											
1330-1430	G1 GEORGIA A	G2 GEORGIA B	G3 PLAZA AB	G4 OXFORD	G5 ENGLISH BAY	G6 GROUSE	G7 PLAZA C	G8 CYPRESS				
	One Year Later: The Story of Partnering in Primary and Community Care Integration	Finding and Building Digital Stories to Engage, Inspire and Drive Action	Practical Optimism in Difficult Times	Demystifying Authentic Patient Engagement: Practical Tips and Tricks	Addressing Appropriateness: Exploring the "How to" Essentials for Implementation of a Choosing Wisely Initiative	I Spy Something That's...Infected!	A Compassionate Goodbye	Engaging Students in High Quality Care				
1430-1445	Transition											
1445-1530	PLENARY PRESENTATION – DAVID MATEAR											

See pages 80 & 81 for venue maps

# WORKSHOPS

THURSDAY, MARCH 2  
1000 - 1230

## Design Thinking

W1

### PLAZA AB

Let's explore the powers of design thinking. We'll share the latest knowledge on how design tools and methods can be used to foster innovation. This is an interactive session that starts with the people you're designing with and ends in creative solutions that suit their needs. If you want to take your solutions and ideas to new heights then join us at this session!

Participants who attended last year's Innovation Lab are also welcome to register for this workshop as a refresher.

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

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

## Game On! Using Gamification to Maximize Motivation and Engagement for Health Improvement

W2

### GROUSE

This workshop is designed to provide participants with an understanding of how motivational theory and game design can engage patients, families and those working within the health care system to improve care. Gamification is the use of game elements and design in non-gaming contexts, and is rapidly spreading internationally as an exciting way to change behaviour patterns. This workshop provides an opportunity to explore how gamification could be used in your own improvement initiatives.

Shari McKeown      Director, Clinical Improvement  
BC Patient Safety & Quality Council

Geoff Schierbeck    Quality Leader  
BC Patient Safety & Quality Council

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# WORKSHOPS

THURSDAY, MARCH 2  
1000 - 1230

## Board & Executive Quality Learning Series By Invitation

### ENGLISH BAY

Please join us to explore what Patient- and Family-Centered Care (PFCC) means for health delivery organizations and how it can be supported at a governance and leadership level.

What does authentic PFCC look like and what impacts might it have on the system? How will we know whether or not we have achieved it? This workshop for Board and senior executive teams will consider how this critical design can be effectively incorporated at an organizational level. Participants will have the opportunity to engage in dialogue and share learning about how we can turn PFCC into action to improve the quality of care and health outcomes in British Columbia.



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## FIELD TRIPS

THURSDAY, MARCH 2  
1000 - 1230

### Preparing for the Unexpected

The Port of Vancouver is the most diversified port in North America and the largest in the country, facilitating nearly one in every five dollars of trade in goods that flow through Canada. It is responsible for keeping goods and passengers moving safely, securely and efficiently 24/7, all while protecting the environment and considering local communities. With such a broad and significant public mandate, what happens when things don't go according to plan? Or even worse, when disaster strikes?

You are invited to learn about how the Port of Vancouver lays the plans, educates staff, and ensures the appropriate logistical and communication channels are in place to respond when the unexpected happens. But the best preparation does not happen in isolation! As the coordination hub, they collaborate with first-responders and external partners at all levels of planning and executing emergency response. Let's look to borrow aspects of their rationale and approach in our own health care settings!

Duncan Webb                      Manager, Safety & Emergency Management  
Port of Vancouver

Cindy Jeromin                    Safety & Emergency Management Specialist  
Port of Vancouver



**This field trip departs from the hotel lobby  
(Melville Street Entrance) at 1000 sharp!**

Wednesday AM

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## BREAKOUT A

THURSDAY, MARCH 2  
1000 - 1100

### Let's Talk About Chronic Pain

## A1

#### GEORGIA A

Chronic pain has a tremendous impact on quality of life for 1 in 5 British Columbians, while driving health care utilization and posing challenges for clinicians. Join our exploration of the latest developments related to caring for patients with chronic pain. Participants will learn how chronic pain affects patients, the health care system, and society. We'll share the implications for care and service system design, and highlight emerging e-health and other innovations that are making a difference in the lives of people in pain.

Maria Hudspith	Executive Director Pain BC
Jennifer Hanson	Director of Education & Engagement Pain BC
Karen Hakansson	Expert Patient Advisory Committee Pain BC

### Linking Ideas to Action with Driver Diagrams

## A2

#### OXFORD

Looking for a 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.

Marlene Apolczer	Quality Improvement Lead Northern Health
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## BREAKOUT A

THURSDAY, MARCH 2

1000 - 1100

**Better Together: A Hands-On Exploration of Family Presence Policies**

A3

**GEORGIA B**

Family presence enables patients to designate one or more family members – family as defined by the patient – as partners in care who are welcomed to be present with their loved one during hospitalization. Evidence shows this can improve patient experience and outcomes. This interactive session will provide the opportunity to learn from the Better Together Campaign and e-Collaborative, where the Canadian Foundation for Healthcare Improvement has been supporting teams across Canada in the adoption and implementation of family presence policies. Resources and lessons learned will be shared, in addition to the story of Providence Health Care's own experience with implementing family presence/open visitation policies and practices since 2013. We will explore current and future mindsets that will support this important work.

Jessie Checkley                      Senior Improvement Leader  
Canadian Foundation for Healthcare Improvement

Kate McNamee                      Practice Consultant, Care Experience  
Providence Health Care

Irene Toy                              Patient Partner

**The Right Place at the Right Time: Team-Based Care in the Community**

A4

**PLAZA C****Collaborative Care of Psychiatrists and Family Doctors: Pit Consultation Appointments** 

Marilyn Thorpe                      Psychiatrist, Project Lead  
Student Health Services, University of Victoria

Look for these icons beside rapid fire presentations:

-  **Sprouts:** projects that are underway or complete with results, “how-to” tips and lessons that can be shared with Forum participants
-  **Seeds:** ideas that have just been planted – promising practices or emerging ways of “how to improve care” that are too young to have results.
-  **Winners of the 2017 Quality Awards**

Wednesday AM

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# BREAKOUT A

THURSDAY, MARCH 2  
1000 - 1100

## Community Mental Health Triage - Vancouver Police Department (VPD) Emergency Telecons

Sarah Robertson      Manager, Telehealth Services  
Provincial Health Services Authority

Matthew Chow      Physician Lead  
Specialist Services Committee Teletriage Project

## John Barsby Community School Wellness Centre

Erin Kenning      Public Health Program Coordinator  
John Barsby Wellness Centre Coordinator

Randal Mason      Family Physician

## The Goldilocks Principle: Providing Care That's Just Right

# A5

### CYPRESS

#### 'More Is Not Always Better' for Medical Imaging

Jennifer Furtado      Consultant, Medical Quality Improvement  
Island Health

#### Choosing Wisely in Pediatric Hospital Medicine

Jennifer Smitten      Pediatrician  
University of British Columbia, Department of Pediatrics

#### Improving Inpatient Advance Care Planning: A Quality Improvement Study

Samuel Kohen      Critical Care Physician  
St. Joseph's General Hospital

Wednesday AM

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## BREAKOUT A

THURSDAY, MARCH 2  
1000 - 1100

A6

## Creating Comfort Through Innovations in Dementia Care

## SEYMOUR

## Comfort Mitts for Patients with Dementia in Hospitals 🍷

Alison Lee	Clinical Educator Vancouver Coastal Health
Jenifer Tabamo	Clinical Nurse Specialist Vancouver Coastal Health
Lillian Hung	Clinical Nurse Specialist Vancouver Coastal Health

## The Mindful Garden - Proof-of-Concept Phase 🍷

Amy (Amandeep) Gill	Research Assistant Fraser Health
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## Using An iPad to Promote Safety &amp; Quality of Care in Older Adult Tertiary Mental Health 🍷

Corrina Helmer	Unit Clerk Vancouver Coastal Health
Lillian Hung	Clinical Nurse Specialist Vancouver Coastal Health
Andy Au-Yeung	Occupational Therapist Vancouver Coastal Health



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## BREAKOUT B

THURSDAY, MARCH 2  
1130 - 1230

### Trauma Informed Practice: What Is It and How Do You Do It?

## B1

#### GEORGIA B

Learn some of the basic principles of Trauma Informed Practice (TIP) and how one site - an inpatient mental health care centre - implemented it in their setting. Discover how the successes, challenges and lessons learned may apply to your environment and population. Particular attention will be paid to how TIP applies to admission/intake processes, managing crises and providing education to staff. Join us to begin brainstorming and planning what TIP could look like for you - and how to get there.

Heather Fulton	Psychologist Burnaby Centre for Mental Health and Addictions
Ayesha Sackey	Clinical Services Manager Burnaby Centre for Mental Health and Addictions
Justine Dodds	Program Director Burnaby Centre for Mental Health and Addictions
Patricia Doyle	Registered Psychiatric Nurse Burnaby Centre for Mental Health and Addictions
Kristina Conger	Registered Nurse Burnaby Centre for Mental Health and Addictions

### Surgical Site Infection Prevention: How Are We Doing and What's What in WHO's New Guidelines

## B2

#### SEYMOUR

The prevention of surgical site infections (SSI) has been a long standing focus in surgical improvement. This session will explore the current level of performance on SSI's through the National Surgical Quality Improvement Program (NSQIP), share local stories of success, and present the new World Health Organization (WHO) surgical site infection guidelines released in November 2016. Participants will gain new tools to work on infection prevention that can be taken back to their sites and used immediately.

Kimberly MicKinley	Surgical Quality Leader & Data Specialist BC Patient Safety & Quality Council
Dave Konkin	General Surgeon Royal Columbian Hospital

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## BREAKOUT B

THURSDAY, MARCH 2

1130 - 1230

## Meet BC's Seniors Advocate and Join a Discussion on Improving Care for Seniors in BC

B3

### GEORGIA A

One of the toughest decisions faced by the frail elderly and their loved ones in British Columbia is whether to stay at home or move to a care facility. This interactive session will explore the work of the Office of the Seniors Advocate and will provide an opportunity to bring your voice to a discussion on the issues affecting the quality of seniors care in BC.

Isobel Mackenzie      BC's Seniors Advocate

## Our Commitment to Person- and Family-Centred Care

B4

### OXFORD

#### Implementation of Bedside Shift Report in a Cardiac Intensive Care Unit

Dione Nordby      Registered Nurse  
Providence Health Care

#### Brief Action Planning Leads to Patient-Centred Goals in Acute Care

Lee Cameron      Quality Improvement Coach - Specialist Services Committee  
Northern Health

Peter Gill      Clinical Nurse Manager, Kitimat General Hospital and Health Centre  
Northern Health

#### Assisted Peritoneal Dialysis: A Patient-Centred Approach to Support Self Management

Micheli Bevilacqua      Nephrology Administration Fellow  
BC Provincial Renal Agency

## Healthy Workforce, Healthy Patients

B5

### CYPRESS

#### Dare to Care

Camille Ciarniello      Corporate Director, Quality, Patient Safety, Risk Management, Patient Relations  
& Infection Prevention and Control  
Providence Health Care

Wednesday AM

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## BREAKOUT B

THURSDAY, MARCH 2  
1130 - 1230

### Enabling High Quality, Sustainable and Accessible Services in Burns Lake, BC

Candice Manahan	Executive Lead, Medical Affairs Northern Health
Karen Parent	Project Lead, Burns Lake Sustainability Plan Northern Health

### Making Mindfulness Accessible for Health Care Providers and Medical Students

Matthew McAdam	Medical Student University of British Columbia
Jenifer Tabamo	Clinical Nurse Specialist Vancouver Coastal Health

## Reaching Out: Proactive Approaches to Primary Care

# B6

### PLAZA C

#### Complex Care Management Project

Joanne Larsen	Family Physician
Candace Travis	Practice Support Program Vancouver Coastal Health

#### Virtual Remote Primary Care Home

Alison Mitchell	Director, Rural and Remote Island Health
Helen Truran	Lead, Rural and Remote Division of Family Practice
Mehrtash Amini	Physician Port McNeill Medical Clinic

#### Improving Access to Health Care in BC's Rural Communities

Lauren Allard	Project Coordinator BC Emergency Health Services
Colton Calderone	Business Consultant BC Emergency Health Services

Wednesday AM

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## WORKSHOPS

THURSDAY, MARCH 2  
1430 - 1650

### Striking the Balance: Approaches to Accountability and Quality Improvement to Achieve Results

W3

#### GEORGIA B

Getting the right balance between accountability and quality improvement is a given, but is never easy. Health care systems around the world are facing increasing public and government scrutiny, financial pressures and growing complexity. Our experience has shown that a focus heavily weighted towards compliance and accountability is at risk of stalling improvement. This highly interactive session will focus on creating a dialogue as to how we might optimize the balance to achieve results.

Christina Krause	Executive Director BC Patient Safety & Quality Council
Devin Harris	Chief of Staff Kelowna General Hospital  Clinical Lead BC Patient Safety & Quality Council

### You Had Me at Team-Based Care

W4

#### GROUSE

Are you committed to advancing team-based care? Do you desire an opportunity to collaborate and share with others working in this area? Are you looking for an opportunity to learn in a participant-driven session? If so, then this is the session for you! Join us for an interactive, dynamic experience where we will come together to co-create an agenda for an “unconference” to discuss, explore and create solutions to advance team-based care in the province.

Colleen Kennedy	Director, Innovation & Engagement BC Patient Safety & Quality Council
Danielle Simpson	Leader, Innovation & Engagement BC Patient Safety & Quality Council
Robin Speedie	Leader, Innovation & Engagement BC Patient Safety & Quality Council

Wednesday AM

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# FIELD TRIPS

THURSDAY, MARCH 2  
1430 - 1650

## Behind the Scenes with the Hyatt

Hospitality is a 24/7 industry that requires respect, empathy, preparation, and responsiveness. Sound familiar?

The Hyatt Regency is recognized as a leader in hospitality excellence. During the Quality Forum this is put to the test as the hotel welcomes over 1000 people while simultaneously meeting the needs of other hotel guests staying in its 644 rooms. In this field trip, learn how individual team members (some of whom have been with the Hyatt for over 25 years!) work together to deliver exceptional experiences to thousands of guests and visitors each day, and find out what happens “backstage” to facilitate seamless, coordinated customer service throughout surges in demand.

Shawn Phillips                      Sales Manager  
Hyatt Regency Vancouver

Matthew Ellis                      Director of Operations  
Hyatt Hotels Corporation



Meet your group in the Brighton Room on the 4th floor.

## Preparing for the Unexpected

The Port of Vancouver is the most diversified port in North America and the largest in the country, facilitating nearly one in every five dollars of trade in goods that flow through Canada. It is responsible for keeping goods and passengers moving safely, securely and efficiently 24/7, all while protecting the environment and considering local communities. With such a broad and significant public mandate, what happens when things don't go according to plan? Or even worse, when disaster strikes?

You are invited to learn about how the Port of Vancouver lays the plans, educates staff, and ensures the appropriate logistical and communication channels are in place to respond when the unexpected happens. But the best preparation does not happen in isolation! As the coordination hub, they collaborate with first-responders and external partners at all levels of planning and executing emergency response. Let's look to borrow aspects of their rationale and approach in our own health care settings!

Duncan Webb                      Manager, Safety & Emergency Management  
Port of Vancouver

Cindy Jeromin                      Safety & Emergency Management Specialist  
Port of Vancouver



This field trip departs from the hotel lobby (Melville Street Entrance) at 1430 sharp!

Wednesday AM

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## BREAKOUT C

THURSDAY, MARCH 2  
1430 - 1530**Translating Individual Goals into Excellence in Advance Care Planning**

C3

**ENGLISH BAY**

There are myriad benefits to integrating Advance Care Planning (ACP) across our province for patients, caregivers and their families, as well as the system as a whole. In collaboration with a growing number of partners, the BC Centre for Palliative Care is leading system-wide integration of ACP using an evidence-based, person-centred approach. Come learn how the organization is engaging the public using “Think, Talk, Plan” and how health-care providers can translate a person’s values and priorities into action through skilled *Serious Illness & Goals of Care Conversations* and *Medical Orders for Scope of Treatment*. Your feedback in this interactive session will help achieve the vision of a seamless system translating values and goals into excellent care.

Doris Barwich	Executive Director BC Centre for Palliative Care
Rachel Carter	Research Manager BC Centre for Palliative Care
Cari Hoffmann	Provincial Clinical Lead BC Centre for Palliative Care
Pat Porterfield	Public Awareness and Education Working Group BC Centre for Palliative Care
Karen Sanderson	Patient Partner

**Mission: Critical (Care)**

C4

**CYPRESS****Improving Critical Care Intubation at a Community Hospital: A Prospective Quality Improvement Study** 

Samuel Kohen	Critical Care Physician St. Joseph’s General Hospital
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**Pain, Agitation and Delirium in the Intensive Care Unit: Complex Processes Require a Complex Intervention** 

Lynne James	Clinical Nurse Specialist, Critical Care Network Interior Health
Crystal White	Director, Critical Care Network & Clinical Nurse Specialist Services Interior Health

Wednesday AM

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## BREAKOUT C

THURSDAY, MARCH 2

1430 - 1530

### The St. Paul's Hospital Extracorporeal Cardiopulmonary Resuscitation (ECPR) Service for Out-of-Hospital Cardiac Arrest 🍃

Sarah Carriere      Leader, Patient Safety  
Providence Health Care

### Creating Culture... Bacteria Do It, So Can We!

C5

#### PLAZA C

##### Building Culture 🍃

Sophie Clyne-Salley      Manager of Clinical Services  
BC Cancer Agency

##### Burnaby Hospital's Care Champion Leadership Guide 🍃

Ryan MacKay      Licensed Practical Nurse, Patient Navigation Team  
Fraser Health

Johanes Santos      Registered Nurse  
Fraser Health

Sheryl Fernando      Licensed Practical Nurse  
Fraser Health

##### Increasing Quality of Care through Staff-Led Quality Initiatives 🍃

Colleen McEwan      Manager, Tertiary Mental Health  
Interior Health



Wednesday AM

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# BREAKOUT C

THURSDAY, MARCH 2  
1430 - 1530

C6

## Mind the Gap: Improving Access to Care

### GEORGIA A

#### Improving Access to Cystic Fibrosis Care Outside of Clinic Time

Maggie McIlwaine      Physiotherapist, Cystic Fibrosis Clinic  
BC Children’s Hospital

#### Improving Outcomes by Redirecting Care to Rapid Access Internal Medicine Clinics

Moe Baloo              Project Lead, Patient Transitions  
Providence Health Care

Robert Levy            Respiriologist and Professor  
Department of Medicine, University of British Columbia  
  
Specialist Lead  
Shared Care Steering Committee

#### North Shore General Practitioner Orthopedics Initiative

Alan Baggoo            Medical Doctor  
Pacific Orthopedics & Sports Medicine

Lisa Gaede             Medical Doctor  
North Shore Division of Family Practice

Victor Jando            Medical Doctor  
Pacific Orthopedics & Sports Medicine



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## BREAKOUT D

THURSDAY, MARCH 2

1550 - 1650

## Clearing Your Change for Takeoff

D1

## OXFORD

How do you ensure operational integrity, product delivery, and safety while introducing technological and construction-based transformation in a 24/7 operational environment that is constrained by multiple simultaneous stakeholders? The team at the Vancouver Airport Authority has had to introduce a tremendous amount of change to accommodate growth and address aging infrastructure. Learn how they addressed these essential questions and reflect on how we can borrow these insights within health care.

Amy Allan  
Director, Technology Services, Baggage  
Vancouver Airport Authority

Gina Sodder  
Manager, Baggage Operations  
Vancouver Airport Authority

## Building a Measurement Plan... Where Do I Start?

D2

## PLAZA AB

Improvement initiatives need a measurement plan to guide progress, inform the changes being tested and to tell us when we have met our objectives. This interactive session will cover the components of an effective measurement strategy and how to define indicators that will guide our progress. This skill-building session is a great fit for anyone leading an improvement initiative, or who wants to brush up on their measurement skills.

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

## Medical Assistance in Dying: Early Experiences in BC

D3

## GEORGIA A

Patients and their families have many decisions to make when faced with end-of-life care or intolerable suffering. Medical assistance in dying (MAiD) provides patients, who may be experiencing intolerable suffering due to a grievous and irremediable medical condition, the option to end their life with the assistance of a doctor or nurse practitioner. This interactive panel will provide an opportunity to explore the early experiences with MAiD in British Columbia from the policy, regulatory, health care provider and family perspectives.

Barbara Willson  
Regulatory Practice Consultant  
College of Registered Nurses of BC

Brendan Abbott  
Executive Director, Acute and Provincial Services  
Ministry of Health, Health Services Policy Division

Cari Taylor  
Patient Partner

Harsh Hundal  
Acting Executive Medical Director, Residential and Community Care &  
Community Medical Director, IH East  
Interior Health

Heidi M. Oetter  
Registrar  
College of Physicians and Surgeons of British Columbia

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## BREAKOUT D

THURSDAY, MARCH 2  
1550 - 1650**Beyond the Call: Connecting with Patients in the Mobile Age**

D4

**PLAZA C****BC Centre for Disease Control Email and Text Guidelines for Communicating with Clients** 

Sara Camano	Director, Quality, Safety and Accreditation Provincial Health Services Authority
Lauren Collins	Clinical Coordinator Resource Nurse, Clinical Prevention Services BC Centre for Disease Control
Ciaran Aiken	Lead, Access, Privacy & Governance, Public Health Analytics BC Centre for Disease Control

**Understanding Perceptions and Use of Digital Health in Surrey's South Asian Community** 

Humaira Mohsin	Researcher, Digital Emergency Medicine University of British Columbia, Department of Emergency Medicine
Kaitlin Atkinson	Researcher, Digital Emergency Medicine University of British Columbia, Department of Emergency Medicine
Elizabeth Stacy	Research Coordinator, Digital Emergency Medicine University of British Columbia, Department of Emergency Medicine

**Using Automated Texting and Email to Engage Patients and Track Surgical Site Infections after Surgery** 

Victor Leung	Medical Director, Infection Prevention and Control Providence Health Care
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**Rethinking Acute Mental Health Care**

D5

**CYPRESS****"That's Not a Problem at Our Site": Developing a Sexual Activity & Safety Policy** 

Heather Fulton	Psychologist Provincial Health Services Authority
Heather Baitz	Psychologist Provincial Health Services Authority

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# BREAKOUT D

THURSDAY, MARCH 2  
1550 - 1650

## Enhancing Patient Experience in Acute Mental Health with the Integrated Care Pathway

Kofi Bonnie	Clinical Nurse Specialist, Mental Health Program Providence Health Care
Brenda Vaughan	Acting Patient Care Manager, Mental Health Program Providence Health Care
Jeffrey Danielson	Special Projects Manager, Mental Health Program Providence Health Care

## Forensic Psychiatric Hospital Long Term Seclusion Pilot Project

Joey Fong	Occupational Therapist BC Mental Health and Substance Use Services
Ibrahim Abubakar	Recreation Therapist BC Mental Health and Substance Use Services

## Practice Safe Meds

# D6

### ENGLISH BAY

#### Canadian Deprescribing Network: Let My People Know!

Johanna Trimble	Co-Lead, Public Awareness Subcommittee Canadian Deprescribing Network
Janet Currie	Co-Lead, Public Awareness Subcommittee Canadian Deprescribing Network

#### An Investigation into Factors that Contribute to Medication Administration Errors

Naomi Smith	Student Northern Health  BC Patient Safety & Quality Council Summer Student
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#### Impact of Deprescribing Rounds on Outpatient Prescriptions: An Interventional Tool

Rachel Edey	Clinical Pharmacist Island Health
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## WORKSHOPS

FRIDAY, MARCH 3  
0945 - 1215

### Primary Care and Behavioural Health: Southcentral Foundation's Integrated Approach

W5

#### GROUSE

Southcentral Foundation (SCF) is an Alaska Native customer-owned health care system responsible for providing health care and related services to approximately 65,000 Alaska Native and American Indian people in southern Alaska. A key component of the SCF care model is integrated behavioural health providers in primary care. Patients (called "customer-owners" at SCF) have same-day access to masters-level clinicians stationed in primary care clinics, where these clinicians are able to meet the customer-owner's needs through a brief intervention, coordination of care with a clinical associate or through a referral to specific services required. This process helps de-stigmatize behavioural needs, and enables behavioural health providers to be a part of the integrated care team that includes primary care providers. This interactive session will explore the organizational processes, roles and job responsibilities, and key results of integrated care teams.

David Lessens	Medical Director, 1 West Southcentral Foundation (Alaska)
Donna Galbreath	Senior Medical Director of Quality Assurance Southcentral Foundation (Alaska)

### Making It Stick: Planning for Sustainability

W6

#### GEORGIA B

How many times have we made improvements, only to have things drift back to the way they were before? Creating sustainable change is one of the biggest challenges for improvers, and changes that don't stick can actually do more harm than good. This hands-on workshop will explore the key drivers of sustainability and introduce some tools to plan for the sustainability of your next project.

Andrew Wray	Director, Learning & Strategic Initiatives BC Patient Safety & Quality Council
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## FIELD TRIPS

FRIDAY, MARCH 3  
0945 - 1215

### Tel-Us About Your Innovative Design Processes

How do you develop what the future will look like? How do you address gaps, and even identify them in the first place?

As one of Canada's top telecommunications companies, TELUS is known for being a leader in using innovative solutions to improve the functioning of environments, systems and communities. Join us for a tour of the new TELUS Innovation Centre to learn about the principles that drive their work. Hear first-hand how the emerging technologies and design solutions on display came to fruition, and spend some time thinking about how the company's fundamental approaches may be harnessed to drive meaningful improvement in your own setting.

Behdad Jamshidi      Innovation Centre Manager  
Chief Technology Office, TELUS

Kathryn Seeley      Director, Business Development  
Healthcare Transformation, TELUS



This field trip departs from the hotel lobby  
(Melville Street Entrance) at 0945 sharp!

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## BREAKOUT E

FRIDAY, MARCH 3  
0945 - 1045

### Welcoming Our Transgender Populations into Care

E1

#### OXFORD

There is a growing awareness of transgender populations throughout British Columbia. With this comes a recognition of the challenges in accessing care faced by many individuals who do not fit neatly within the gender binary of female and male. This interactive presentation will explore opportunities to truly welcome transgender clients into our services through addressing gender-based accessibility, safety and privacy.

Lorraine Grievs	Provincial Director, Trans Care BC Provincial Health Services Authority
Gwen Haworth	Education Project Manager, Trans Care BC Provincial Health Services Authority

### Social Media 202: Sparking Engagement and Change

E2

#### GEORGIA A

Previous Quality Forum sessions have provided overviews of various social media tools. Now let's dive into how they can help take your work to the next level. We'll start with how to identify the people you want to reach - from team members and patients to allies around the world. Next we'll review the various social media tools that are available to you, how we've seen them used to improve quality of care, and how you can use them to engage people in change. Finally, we'll discuss how to use your time on social media strategically and how to measure your efforts. This interactive session is open to social media users of all levels.

Michelle Cyca	Communications Specialist BC Patient Safety & Quality Council
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## BREAKOUT E

FRIDAY, MARCH 3  
0945 - 1045**Responding to a Public Health Emergency: The Opioid Crisis in BC**

E3

**PLAZA AB**

In the last several years, the emergence of illicit fentanyl and other powerful opioids has given rise to a public health emergency in British Columbia. Many of you will be familiar with the staggering human costs of opioid misuse – but you may not know how your health system is responding to the challenge. This session will share the very latest provincial and regional developments in addressing the opioid epidemic and highlight some of the leading practices that will light the way through this public health crisis.

Bonnie Henry	Deputy Provincial Health Officer British Columbia
Laura Shaver	President Vancouver Area Network of Drug Users  Vice President British Columbia Association of People on Methadone
Christy Sutherland	Medical Director PHS Community Services Society

**A Pathway to Healing: Enhanced Recovery after Surgery**

E4

**ENGLISH BAY****Impact of Adherence Levels to ERAS Protocol for Elective Colorectal Cases** 

Kelly Mayson	Director of Quality Assurance and Patient Safety Vancouver Coastal Health, Department of Anesthesia and Perioperative Care
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**Involving Family Physicians in Preoperative Preparation for ERAS Colorectal Surgery** 

Richard Merchant	Staff Anesthesiologist Fraser Health
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**Patient Satisfaction Prior to Implementation of ERAS for Gynecology Oncology Surgery** 

Jordan Lewis	Medical Student Vancouver Coastal Health  BC Patient Safety & Quality Council Summer Student
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# BREAKOUT E

FRIDAY, MARCH 3  
0945 - 1045

## The Golden Years: Exceptional Care for Seniors

### E5

### CYPRESS

#### CARES: Delaying Frailty through Stakeholder Engagement and Technology

Antonina Garm                      Director, CARES Project  
Fraser Health

#### Measuring the Impact One Year In: Gateway to Home Convalescent Care Program

Gregory Marr                      Manager, Residential Programs  
Northern Health

#### Releasing Time to Care: The Acute Care for Elders Unit Experience

Haydee Mones                      Registered Nurse & Patient Care Coordinator, ACE Units  
Vancouver Coastal Health

Lisa Kelly                              Registered Nurse & Ward Leader, RT2C ACE Units  
Vancouver Coastal Health

Stacy Johnson                      Registered Nurse & Ward Leader, RT2C ACE Units  
Vancouver Coastal Health

## Care from a Distance

### E6

### PLAZA C

#### Mobile Maternity: Taking Obstetrics to the Patient

Mona Mattei                      Project Manager, Mobile Maternity  
Centre for Rural Health Research

Shiraz Moola                      Physician, Obstetrics and Gynecology  
Co-Lead, Mobile Maternity

Jude Kornelsen                      Researcher  
University of British Columbia, Centre for Rural Health Research  
Co-Lead, Mobile Maternity

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# BREAKOUT E

FRIDAY, MARCH 3  
0945 - 1045

## RACE: Lessons Learned to Assure Successful Spread... It's Not Peanut Butter 🍌

Margot Wilson      Director, Chronic Disease Management Strategy  
Providence Health Care

Garey Mazowita      Family Medicine  
Providence Health Care

## TeleMS Virtual Consultations 🍌

Margarita Loyola      Virtual Care/Telehealth Manager  
Island Health

Amber Holden      Registered Nurse  
Island Health



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## BREAKOUT F

FRIDAY, MARCH 3  
1115 - 1215**Change the Way We Change: Harnessing Brain Power for Better Improvement Adoption**

F1

**OXFORD**

When Sarah embarked on a significant change in the Intensive Care Unit, she hadn't heard of neuroscience applied to the way successful changes are made. While she followed her instincts and Quality Academy training, Ann was struck by how Sarah's actions aligned with how our brains function, creating an environment where people could more easily adopt the changes. In this session Ann will highlight these key learnings from neuroscience and Sarah will link them to practical application in improvement work. Join them to discover ideas and tips that will help you with your own projects and future plans.

Ann Brown                      Director, Learning and Organizational Change  
Providence Health Care

Sarah Carriere                Lead, Patient Safety  
Providence Health Care

**Paying for Quality: Using Incentives to Improve Health Care?**

F2

**PLAZA AB**

There is ample evidence that health care providers respond to financial incentives. Are the current policies achieving what the health system needs to improve? Provinces use several approaches to pay for health services, including global budgets for hospitals and fee-for-service for specialty care. New policy efforts include paying for performance and value based purchasing. The different methods create incentives for certain behaviors and outcomes - some are predictable, while others have been unexpected. This session will discuss ways that governments have used incentives and funding policy in health care, where they have proved effective at improving quality, and some of the pitfalls that can result.

Jason Sutherland            Associate Professor, Centre for Health Services and Policy Research  
University of British Columbia, , School of Population and Public Health

Scholar  
Michael Smith Foundation for Health Research

## BREAKOUT F

FRIDAY, MARCH 3  
1115 - 1215**Improving Care of Older Adults with Challenging Responsive Behaviours**

F3

**ENGLISH BAY**

This interactive case-based session will provide direct care providers with practical evidence-informed strategies to improve the quality of life and care for older adults. The session will focus on the identification of challenging behaviour, and the triggers, and the development of an interprofessional care plan that is proactive to enable care providers to prevent and/or decrease the impact of challenging responsive behaviours in the acute care setting.

Marcia Carr	Clinical Nurse Specialist Fraser Health, Medicine Network
Patricia Roy	Clinical Nurse Specialist Fraser Health, Frail Elder/Older Adult Network

**Patients Paving the Path**

F4

**PLAZA C****Rethinking “Patient Engagement” Evaluation: A Mixed Methods Approach** 

Jessie Checkley	Senior Improvement Lead Canadian Foundation for Healthcare Improvement
Maria Judd	Senior Director Canadian Foundation for Healthcare Improvement
Kaye Phillips	Senior Director Canadian Foundation for Healthcare Improvement

**The Feasibility, Viability and Effectiveness of Peer Coaches** 

Patrick McGowan	Professor University of Victoria
Frances Hensen	Regional Clinical Nurse Specialist, Primary Health Care Fraser Health
Sherry Lynch	Research Associate University of Victoria

**Stroke Services BC Stroke Rehabilitation Collaborative - The Journey of a Hero** 

Katie White	Manager, Stroke Services BC Provincial Health Services Authority
Angela Wright	Patient Partner

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## BREAKOUT F

FRIDAY, MARCH 3  
1115 - 1215**Improving Care for Indigenous Peoples through Cultural Humility**

F5

**GEORGIA A****Policy Statement on Cultural Safety and Humility** 

Melanie Rivers                      Senior Advisor, Strategic Policy  
First Nations Health Authority

Katie Procter                        Quality Care and Safety Manager  
First Nations Health Authority

**Increasing Indigenous Cultural Safety at Vancouver Coastal Health** 

Leslie Bonshor                      Aboriginal Health Executive Advisor  
Vancouver Coastal Health

**Improving Quality through an Organizational Indigenous Cultural Safety Framework** 

Alycia Fridkin                        Policy and Research Analyst  
Provincial Health Services Authority

Cheryl Ward                         Interim Director, Indigenous Health & Director, San'yas Indigenous Cultural Safety  
Provincial Health Services Authority

**Enhancing Care for Young Minds**

F6

**CYPRESS****Patient-Centred Care: Addressing Complex Youth Mental Health Needs in Primary Health** 

Daniela Milea                        Practice Support Coordinator, Practice Support Program  
Vancouver Coastal Health

**Risk Management in Adolescent Inpatient Psychiatry: An Interdisciplinary Approach** 

Trudy Adam                         Child and Adolescent Psychiatrist  
BC Children's Hospital

**Vulnerable Youth: Pediatric Emergency Department, RICHER Program, Community Partnership** 

Caroline Chilvers                    Quality, Safety and Accreditation Lead  
Provincial Health Services Authority

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## BREAKOUT G

FRIDAY, MARCH 3

1330 - 1430

## One Year Later: The Story of Partnering in Primary and Community Care Integration

G1

### GEORGIA A

A Primary Care Home is the place where people establish a long-term relationship with a primary care provider and interprofessional primary care team to receive seamless, coordinated, and longitudinal care. People are supported in managing their own health. In partnership with the Northern Divisions, Northern Health is on a multi-year journey to restructure its services to support Primary Care Homes through the creation of interprofessional primary care teams. These teams are embedded in a health community, and health promotion and prevention is an integral part of the work. One year later, these presenters will describe the vision and realization of the idealized system of services, the experience to date and the lessons learned across a range of communities.

Cathy Ulrich	Chief Executive Officer Northern Health
Colleen Ens	Executive Director Pacific Northwest Division of Family Practice
Errol Winter	Executive Director Northern Interior Rural Division of Family Practice
Geoff Appleton	Physician Lead Pacific Northwest Division of Family Practice
Mary Augustine	Executive Director North Peach Division of Family Practice
Olive Godwin	Executive Director Prince George Division of Family Practice
Paul Murray	Family Physician and Primary Care Medical Lead Northern Health
Penny Anguish	Chief Operating Officer, Northern Interior Northern Health
Richard Moody	Board Chair North Peace Division of Family Practice
Sean Ebert	Chair Northern Interior Rural Division of Family Practice
Susie Butow	Board Member Prince George Division of Family Practice

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## BREAKOUT G

FRIDAY, MARCH 3  
1330 - 1430**Finding and Building Digital Stories to Engage, Inspire and Drive Action****G2****GEORGIA B**

Stories move people. Since day one, humans have used them to connect, to relate, to persuade, to convince, to educate. You, too, can harness the power of story – and digital tools make it easier than ever to tell and distribute your messages. But what stories are most effective and how do you find those stories? Once you've found them, how do you shape them to best engage your audience, and how do you know which digital tool is best for the job? This interactive session will answer those questions by examining best practices and compelling narratives in health care and beyond.

Amanda Lee Smith      Principal  
Coterie Creative Co.  
Director of Marketing  
Pendo

**Practical Optimism in Difficult Times****G3****PLAZA AB**

“Plus ça change, plus c'est la meme chose,” or so it seems to those of us who have endured over the years. Staying sane, surviving and then learning to thrive through these difficult times is a skill that we all should master. In this session, David Galler will share some of the practical initiatives that have repeatedly fuelled and replenished his optimism throughout a long career in public service, including environmental regeneration and health, as well as the New Zealand Medicine Stories project.

David Galler              Clinical Director  
Ko Awatea (New Zealand)  
Critical Care Physician



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## BREAKOUT G

FRIDAY, MARCH 3

1330 - 1430

**Demystifying Authentic Patient Engagement: Practical Tips and Tricks**

G4

**OXFORD**

Want to engage patients in your health care improvement work, but don't know where or how to start? Come learn effective and practical strategies to incorporate authentic patient engagement in your work, including how you can prepare your team to collaborate with patient partners, meeting facilitation strategies to encourage patient contributions, and other valuable skills. Join us as we share some helpful tips and skills that will let you and your team maximize the benefits of working alongside patients.

Cathy Almost	Engagement Leader (Northwest), Patient & Public Engagement BC Patient Safety & Quality Council
Jami Brown	Engagement Leader (Fraser Valley), Patient & Public Engagement BC Patient Safety & Quality Council
Anthony Gagné	Engagement Leader (Northern Interior), Patient & Public Engagement BC Patient Safety & Quality Council

**Addressing Appropriateness: Exploring the “How to” Essentials for Implementation of a Choosing Wisely Initiative**

G5

**ENGLISH BAY**

Appropriate care is evidence-based and specific to the individual's clinical needs - it is about avoiding underuse, overuse and misuse. Increasingly, health system professionals are turning to the growing Choosing Wisely campaign to effectively reduce the use of precious health care resources for treatments and diagnostics that don't provide benefits to patients, can sometimes be harmful, and which can lead to the expensive downstream testing. This interactive session will explore the ways that we can address this dimension of quality, using several medical imaging interventions that have been shown to be successful as examples. Join us as we share some helpful tips and explore how you can shape them to best engage your audience.

Bruce Forster	Professor & Head, Department of Radiology University of British Columbia  Regional Medical Director, Medical Imaging & Regional Department Head, Radiology/Diagnostic Imaging Vancouver Coastal Health and Providence Health Care
Vivian Chan	Director of Physician Quality Assessment & Improvement Vancouver Coastal Health
Jeffrey Coleman	Clinical Associate Professor, Department of Emergency Medicine University of British Columbia, Faculty of Medicine  Consulting Physician Advisor, Advanced Imaging Strategy Ministry of Health

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## BREAKOUT G

FRIDAY, MARCH 3  
1330 - 1430

## I Spy Something That's...Infected!

G6

## GROUSE

Developing a Dynamic, Integrated, Web-Based Surveillance System for Fraser Health 

Louis Wong                      Epidemiologist, Infection Prevention and Control  
Fraser Health

Vladlena Abed                      Infection Prevention & Control Practitioner  
Fraser Health

Patient-Centred, Island Wide: Microbiology Innovation Enables Real-Time Intervention 

Pamela Kibsey                      Division Director, Microbiology  
Island Health

Catriona Gano                      Director, Department of Laboratory Medicine  
Island Health

Improving Post-Discharge Surveillance of Surgical Site Infection Following Caesarean 

Emma Branch                      Research Assistant  
BC Women's Hospital + Health Centre

Julianne van Schalkwyk                      Physician  
University of British Columbia and BC Women's Hospital + Health Centre

Melissa Glen                      Nurse Practitioner  
BC Women's Hospital + Health Centre

## A Compassionate Goodbye

G7

## PLAZA C

Living Well, Dying Well: Active Decision Making 

Lorriane Topf                      Learning and Effectiveness Leader  
North Okanagan Hospice Society

Improving Access to Quality Palliative Care for Homeless People in Victoria, BC 

Kelli Stajduhar                      Professor  
University of Victoria

Kristen Kvakic                      Palliative Outreach Resource Team  
AIDS Vancouver Island

Ashley Mollison                      Project Coordinator, Equitable Access to Care  
University of Victoria

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# BREAKOUT G

FRIDAY, MARCH 3  
1330 - 1430

## Intensive Care Unit Wishing Well: Helping Patients and Families Create Meaning at the End of Life

Allana LeBlanc      Clinical Nurse Specialist, Intensive Care Unit and High Acuity  
Vancouver Coastal Health

Julie Lockington      Staff Nurse, Intensive Care Unit and Emergency Department  
Vancouver Coastal Health

## Engaging Students in High Quality Care

# G8

### CYPRESS

#### Engaging Students in a Quality Improvement Movement

James Chan      Corporate Director, Quality, Risk & Accreditation  
Interior Health

Brandon Evtushevski      Student  
University of British Columbia, Southern Medical Program

Sarah Fraser      Student  
University of British Columbia, Southern Medical Program

#### Innovative Student-Led Clinic Tackles Waitlist for Rural Rehabilitation Services

Jessica Inskip      Postdoctoral Fellow  
University of British Columbia

#### I-CAN Project

Maura MacPhee      Professor and Associate Director, Undergraduate Program  
University of British Columbia, School of Nursing



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# STORYBOARDS

## Display Times:

THURSDAY, MARCH 2 | 0830 - 1830

FRIDAY, MARCH 3 | 0730 - 1530

Join us for our Storyboard Reception on Thursday!  
See page 32 for details.

## Improvement Capability 2ND FLOOR

- 1 **Transforming Raw Data into Actionable Health Information with Interactive Dashboards**  
Kushal Acharya      Vancouver Coastal Health
- 2 **Gamification of Dementia Education in Acute Care**  
Doris Boh              Vancouver Coastal Health
- 3 **Utilizing Evidence to Improve Concurrent Psychiatric Care Outcomes in Acute Settings**  
Kofi Bonnie            Providence Health Care
- 4 **Partnering with Patients for Quality Improvement: Results of Pan-Canadian Collaborative**  
Jessie Checkley      Canadian Foundation for Healthcare Improvement
- 5 **ED2HOME in Nanaimo**  
Laura Cross            Island Health
- 6 **Nanaimo Regional General Hospital - Patient Discharge Process Improvement Project**  
Laura Cross            Island Health
- 7 **Developing a New Data Portal at Warp Speed: Engage**  
Jennifer Danielson   BC Provincial Blood Coordinating Office
- 8 **Pain Assessment/Analysis in Residential Care Using Resident Journey Mapping and Lean**  
Pauline Deane        Vancouver Coastal Health
- 9 **Evaluating, Understanding and Supporting Sustainability and Spread**  
Sarah Fielden         Doctors of BC
- 10 **Call for Less Antipsychotics in Residential Care: CLeARing a Path for Better Dementia Care**  
Tara Fitzgerald      BC Patient Safety & Quality Council
- 11 **Communicating Medical Imaging Wait Times**  
Ian Bekker             Victoria Divisions of Family Practice
- 12 **Building Physician Capacity for Quality Improvement**  
Jennifer Furtado      Island Health

## STORYBOARDS

- 13 Supporting Physicians to Integrate Quality Improvement into their Practice**  
Jennifer Furtado    Island Health
- 14 Improving Geriatric Care with a Community of Practice Strategy**  
Kristi Gerevas    Vancouver Coastal Health
- 15 Tackling Cultural and Social Change: An Example of a Successful Quality Improvement Initiative**  
Alison Giddings    BC Cancer Agency
- 16 Utilizing Visual Cues and Engaging Parents and Siblings in a Health Screening Process**  
Valoria Hait    BC Women's Hospital and Health Centre
- 17 Lions Gate Hospital E-notification of Admission and Death Project**  
Chisato Ito    North Shore Division of Family Practice
- 18 Model of Care - Careplan**  
Shelley Kellner    BC Children's Hospital
- 19 Medication Safety Month in the Pediatric Emergency Department - A Year in Review**  
Jennifer Kendrick    BC Children's Hospital
- 20 Environmental Sampling Pilot at Two Lower Mainland Hospital Pharmacies**  
Tamar Koleba    Fraser Health - Lower Mainland Pharmacy Services
- 21 Caring for Long Term Care Residents Throughout the Dying Process: A Pilot Study**  
Anne Leclerc    Providence Health Care
- 22 Making a Splash! Creating an Engaging, Consistent Orientation Program**  
Kate McBride    Vancouver Coastal Health
- 23 Partnerships for Success: Building a Strong Foundation for eConsultation**  
Nico Miraftab    Providence Health Care
- 24 Unraveling IV CQI Pump Data: Is There a SMART Way of Reducing Medication Errors?**  
Tonya Ng    BC Cancer Agency
- 25 Improving Equitable and Timely Access to Fraser Health Outpatient Rehabilitation**  
Vivian Ng    Fraser Health
- 26 Low Barrier Rapid Access Groups**  
Mara Pungente    Island Health
- 27 Comprehensive Medication Management in Primary Care**  
Jillian Reardon    University of British Columbia, Faculty of Pharmaceutical Sciences

## STORYBOARDS

- 28 Learning from Safety Events: Fostering a Culture Safety in Nursing Education**  
Theresa Shaugnessy      British Columbia Institute of Technology
- 29 Maximize Care Planning by Standardizing Documentation and Removing the Kardex**  
Coralei Still      Fraser Health
- 30 Implementing Automated Shift Callout (ASC) System at Providence Health**  
Tanya Tang      Providence Health Care
- 31 Transforming Telehealth: Optimizing Nurse to Physician Call Transfer**  
Leanne Thain      HealthLinkBC
- 32 No Need for Snow Tires! Adaptation of Palliative Care Education for Rural Settings**  
Kathleen Yue      British Columbia Center for Palliative Care
- 33 More than a Managed Practice: Improving Access to Primary Care**  
Kathleen Yue      Saanich Peninsula Primary Health Care Society

## Population Health 2ND FLOOR

- 34 The Use of PhotoVoice in Health Education Action for Life (iHEAL)**  
Kendall Ho      University of British Columbia, Faculty of Medicine, Department of Digital  
Emergency Medicine
- 35 No Shows in an Outpatient Clinic: Can We Do It Better?**  
Annemarie Kaan      Providence Health Care
- 36 Raising the Profile Project: Case Studies of Community-Based Services for Seniors**  
Laura Kadowaki      Raising the Profile Project
- 37 Chronic Pain Management in Small Town British Columbia**  
David May      Powell River Division of Family Practice/Shared Care
- 38 Improving Palliative Care in a Rural Community**  
David May      Powell River Division of Family Practice/Shared Care
- 39 Review of Pneumococcal Vaccination in the Pediatric Cystic Fibrosis Population**  
Vanessa McMahon      BC Children's Hospital, Cystic Fibrosis Clinic

# STORYBOARDS

## Students

### 2ND FLOOR

- 40 Improving Delirium Care in Elderly Patients via Routine Screening & Clinical Order Sets**  
Niki Kandola      St. Joseph's General Hospital & Island Health
- 41 Pre-Implementation Adherence to the Enhanced Recovery after Surgery (ERAS) Protocol for Gynecology Oncology Surgery**  
Jordan Lewis      Vancouver Coastal Health
- 42 Improving the Appropriateness of Serum Magnesium Testing in the Intensive Care Unit**  
Ada Lo      University of British Columbia, Faculty of Medicine
- 43 Creating A Mental Health Team At Health Services**  
Helen Monkman      University of Victoria
- 44 Targeting Elderly Loneliness through an Inter-Generational Visiting Program**  
Shivani Mysuria      University of British Columbia
- 45 Reducing Head Injuries among Aboriginal Youth in the South Okanagan**  
Adam Parsons      Interior Health
- 46 What Do Patients Think of Medication Information Sharing? Insights from ActionADE**  
Serena Small      Simon Fraser University
- 47 Partnering with Patients to Develop Orientation Resources at BC Children's Hospital**  
Alexander Suleiman      University of British Columbia, Faculty of Medicine
- 48 IHI UBC Student Practicum Program: One Year Later**  
Melissa Wan      Institute for Healthcare Improvement Open School: University of British Columbia Chapter

## Clinical Practice

### 3RD FLOOR

- 49 Providing Anonymised Individual Feedback to Reduce Intra-Operative Hypothermia**  
Julie Bedford      Provincial Health Services Authority
- 50 Perioperative Myocardial Infarction: Analysis & Learning from Tertiary Centre National Surgical Quality Improvement Program (NSQIP) Data**  
Janette Brohan      Department of Anesthesiology

## STORYBOARDS

- 51 Improving Brain Tumor Biomarker Turnaround Time - Patient Care Management Initiative**  
Sandra Chow      Provincial Health Services Authority
- 52 Using a Patient Safety Learning System (PSLS) to Track Newborn Resuscitation Events**  
Sarah Coutts      Provincial Health Services Authority
- 53 A Quality Improvement Initiative to Improve the Early Provision of Colostrum**  
Sarah Coutts      Provincial Health Services Authority
- 54 Smoking Cessation in Opiate Assisted Treatment**  
Julie Foreman      Providence Health Care
- 55 The Development and Implementation of an Enhanced Recovery after Surgery Working Tool at Abbotsford Hospital**  
Laura-Lynne      Fraser Health  
Funnelle
- 56 Turning Silver into Gold - Using Innovative Technology to Reduce Urinary Tract Infections**  
Lila Gottenbos      Fraser Health
- 57 Prevalence and Appropriateness of Antimicrobial Use in Acute Care Hospital**  
Jennifer Grant      Vancouver Coastal Health
- 58 Evaluation of Transfer Period from Pediatric to Adult Healthcare in Cystic Fibrosis**  
Anna Gravelle      BC Children's Hospital
- 59 Stroke Nurses Improve Time to Treatment in the Emergency Department for Acute Stroke Patients**  
Devin Harris      Interior Health
- 60 Implementation of a Pilot Protected Mealtime at St. Paul's Hospital**  
Maude      Providence Health Care  
Henri-Bhargava
- 61 How Adherence to Enhanced Recovery after Surgery Protocol Impacts on Patient Outcomes**  
Tracey Hong      Vancouver Coastal Health
- 62 Reducing Post-Operative Urinary Retention (POUR) in the Orthopedic Population**  
Nicky Huang      Vancouver Coastal Health
- 63 48/6 Model of Care: Tracking of Nutrition Screening Consults**  
Jiak Chin Koh      Providence Health Care
- 64 Health of Patients on the Surgical Waitlist in British Columbia**  
Zuzanna Kurzawa      Vancouver Coastal Health, Providence Health Care & University of British Columbia

## STORYBOARDS

- 65 Patient-Reported Outcomes and the Risk of Adverse Events Following Elective Surgery**  
Ernest Lai      Vancouver Coastal Health, Providence Health Care & University of British Columbia
- 66 Surgical Assessment: Measuring Unobserved Health**  
Joleen Wright      Vancouver Coastal Health
- 67 Why Don't Physicians Use Order Sets? Identifying Opportunities and Challenges**  
Bryn Lander      Simon Fraser University
- 68 Research Meets the Front Lines: Implementing the Virtual Cardiac Rehab Program**  
Heidi Luongo      Fraser Health
- 69 Optimizing Nurse Deployment in Real-Time Using the Synergy Tool**  
Maura MacPhee      University of British Columbia
- 70 The BC Radiology Quality Improvement System**  
Sheila McFarland      Provincial Health Services Authority
- 71 Quality Improvement of Electroconvulsive Therapy (ECT) Anesthesia Practice at Royal Columbia Hospital**  
Richard Merchant      Fraser Health
- 72 Guidelines and Medication References for Treatment of Early Psychosis**  
Tamara Mihic      Providence Health Care
- 73 A Comprehensive Stroke Unit Referral Form & Updated Triage Process Improve Stroke Unit Efficiency**  
Jaclyn Morrison      Island Health
- 74 Monitoring the Decline of Surgical-Site Infection Rates after Cesarean Sections in BC**  
Roanne Preston      University of British Columbia, Department of Anesthesiology,  
Pharmacology and Therapeutics
- 75 Achieving Discharge Efficiency through Quality Improvement**  
Mia Remington      Provincial Health Services Authority
- 76 Building Partnerships - Working with the Immunodeficiency Clinic to Reduce Pre-Analytical Error Rates**  
Baljit Singh      Provincial Health Services Authority, Lower Mainland Laboratories
- 77 Is Surgery Indicated? Update on Flat Epithelial Atypia Diagnosed at Core Biopsy**  
Selina Suleman      BC Women's Hospital
- 78 Implementation of a Provincial Pediatric Early Warning System in Hospital across BC**  
Yasmin Tuff      Child Health BC
- 79 Piloting a Pediatric Early Warning System for Emergency Departments in BC**  
Theresa McElroy      Child Health BC

## STORYBOARDS

### 80 Evaluating the Efficacy of UV Germicidal Irradiation (UVGI) Devices in Reducing Health Care Associated Infections

Petra Welsh Fraser Health

### 81 Collaborative Medication Review in High-Risk Elderly Patients

Karen Dahri Vancouver Coastal Health

## Experience of Care

### 3RD FLOOR

### 82 A Pictogram-Based Medication Calendar for Use in Hospital Inpatients

Karen Dahri Vancouver Coastal Health

### 83 Improving Northern Patient Preparation for Cardiac Catheterization

Linda Axen Northern Health

### 84 Patient Partners on Improvement Teams: Supporting Meaningful Engagement

Agnes Black Providence Health Care

### 85 Improving Patient & Staff Experience by Minimizing Operating Room Traffic at Peace Arch Hospital

Susann Camus Fraser Health

### 86 Nocturnal Hemodialysis Patient Experience

Robin Cho Fraser Health

### 87 Cardiac Surgery Prehabilitation

Nicole Cook Fraser Health

### 88 Increasing Patients' Involvement in Their Transfusions: A Pilot Project

Karen Dallas Providence Health Care

### 89 Psychiatric Consultation Clinic

Claire Doherty North Shore Division of Family Practice

### 90 Implementing the Comfort Plan: A Trauma Informed Care Intervention

Heather Fulton Provincial Health Services Authority

### 91 Beyond the Tick Box: Creating Meaningful Family Engagement

Rita Janke BC Children's Hospital

### 92 Re-Designing Patient Education in Radiation Therapy Through a Person-Centric Lens

Ben Lee BC Cancer Agency

## STORYBOARDS

- 93 Using your BRAIN: A Patient- and Family-Centered Approach to Shared Decision Making**  
John Lester      The Centre for Collaboration, Motivation and Innovation
- 94 Home IV Referral for Cystic Fibrosis Patients Admitted to St. Paul's Hospital**  
Akshay Lobo      Providence Health Care, Adult Cystic Fibrosis Clinic
- 95 Abreast of the Situation**  
Kim Lowry      Fraser Health
- 96 Sustaining Significant Patient Experience Improvement: If You Build It Will They Come?**  
Tracy Lust      Provincial Health Services Authority
- 97 Defining Patient-Reported Factors in the Decision to Return to Work after Colorectal Surgery**  
Reagan Maniar      University of British Columbia & Providence Health Care
- 98 Reducing the Risk of Interruptions and Errors with a Pharmacy Patient Pager System**  
Crystal Maric      BC Cancer Agency
- 99 The ART CART and Its Role in Improving the Patient Experience and Reducing Anxiety**  
Karl Newholm      Providence Health Care
- 100 Transforming the Conversation between Patient and Clinician**  
Vivian Ng      Fraser Health
- 101 Sleep-Wake-Behaviours App for Parents of Children with Neurodevelopmental Conditions**  
Caylee Raber      Emily Carr University of Art and Design
- 102 Community Mental Health Triage - Vancouver Police Department (VPD) Emergency Telecons**  
Sarah Robertson      Provincial Health Services Authority
- 103 Advance Care Planning, Serious Illness and End of Life Care Conversations**  
Wallace Robinson      Providence Health Care
- 104 Improving Care Experience & Health Outcomes for Seniors with Home Health Monitoring**  
Lisa Saffarek      Island Health
- 105 Collaboration with Patients to Develop Chronic Obstructive Pulmonary Disease (COPD) Protocol for Home Health Monitoring**  
Lisa Saffarek      Island Health
- 106 Medical Behavior Cohort & Environmental Redesign to Address Complex Behavioural Needs**  
Sukhdeep Sran      Fraser Health







## VENUE MAPS

### Navigating the Hotel

#### 3RD FLOOR

Plenary presentations, meals, debate:

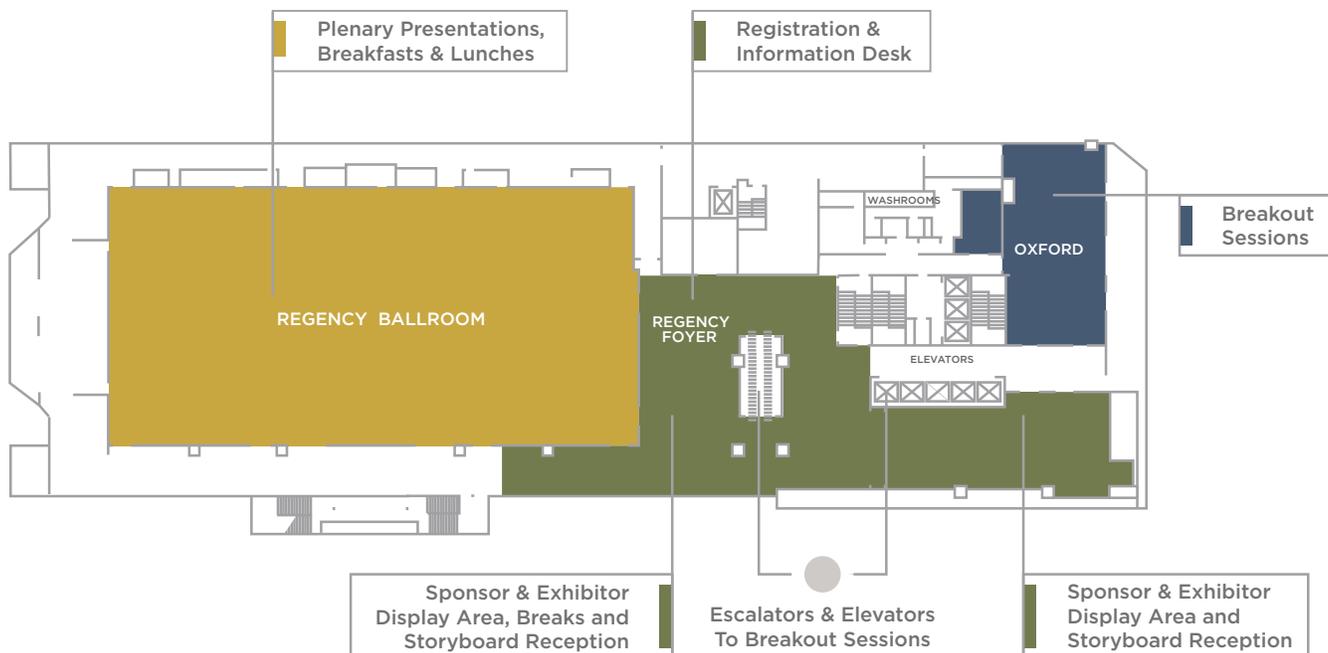
**Regency Ballroom**

Registration and information desk, refreshment breaks, sponsors & exhibitors booths, storyboards:

**Regency Foyer**

Breakout sessions:

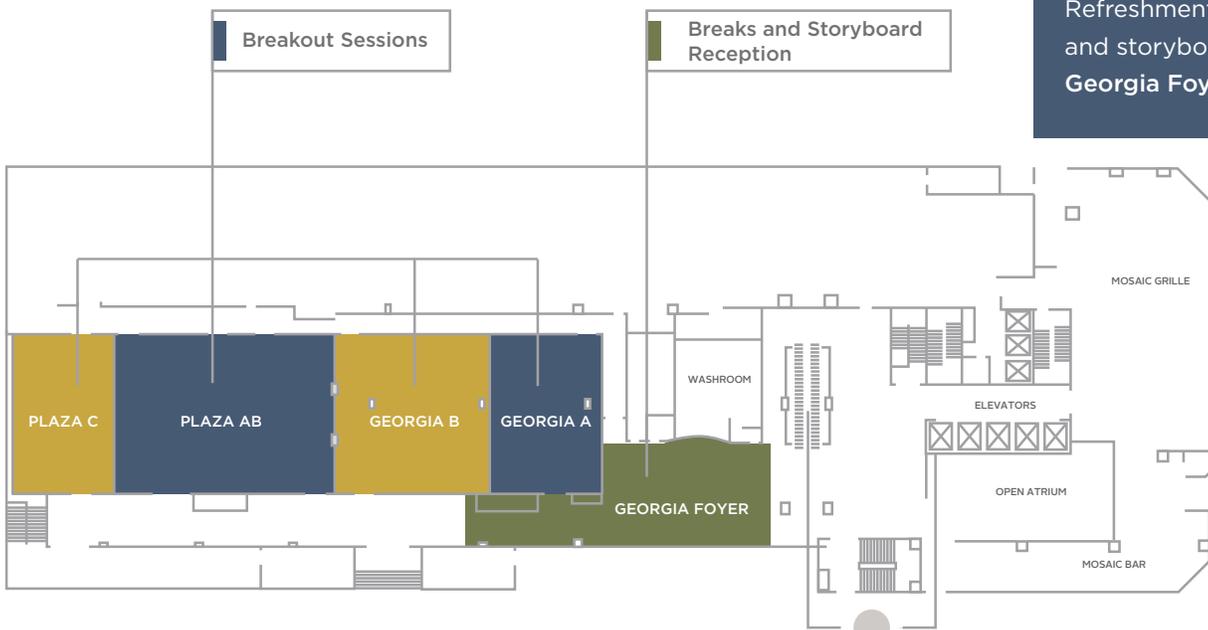
**Oxford**



## 2ND FLOOR

Breakout sessions:  
**Plaza AB, Plaza C,  
 Georgia A, Georgia B**

Refreshment breaks  
 and storyboards:  
**Georgia Foyer**

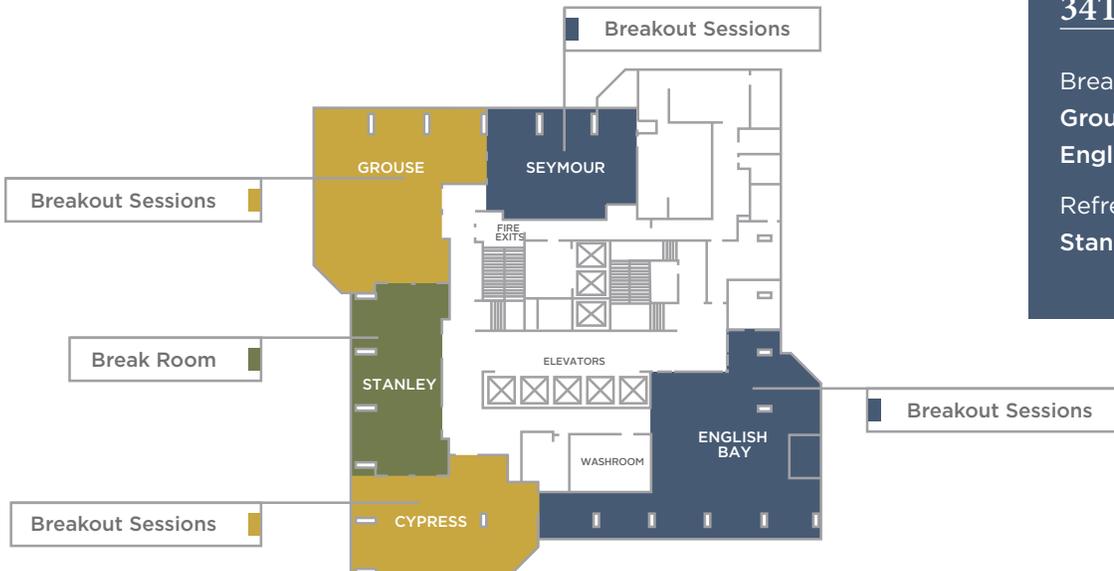


Escalators & Elevators To Breakout Sessions

## 34TH FLOOR

Breakout sessions:  
**Grouse, Cypress,  
 English Bay, Seymour**

Refreshment breaks:  
**Stanley**



## WE'RE HERE TO HELP...

### ...RIGHT NOW, AT QUALITY FORUM 2017

If you have a question, please ask one of the people wearing red vests. We're team members with the BC Patient Safety & Quality Council, and we'll be pleased to help you.

And don't forget to stop by our resource table! It's located beside our registration desk, where you checked in for the Forum. Take home a number of our resources that can help you improve quality of care and learn more about our programs.

### ...ONLINE, AT [QUALITYFORUM.CA](http://QUALITYFORUM.CA)

Every year we update the Forum's website with videos of the plenary and Health Talks presentations and debate. We also upload hundreds of speakers' presentation files and storyboards, blog posts, photos and more. That's where they'll live, forever - under the Past Forums tab, you can access these resources from all of our previous five events.

### ...NEXT YEAR, AT QUALITY FORUM 2018

We'll see you right here, at the Hyatt Regency Vancouver, from **FEBRUARY 21 - 23**, 2018. Mark your calendar!

| **SAVE THE DATE!**

### ...WHENEVER YOU NEED US

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