



Quality Forum 2018

People-Powered Improvement

Vancouver, BC | February 21-23, 2018



PROGRAM



BC PATIENT SAFETY
& QUALITY COUNCIL

Working Together. Accelerating Improvement.



WELCOME TO QUALITY FORUM 2018!

The Forum is one of my favourite times of the year – it's wonderful to see so many new faces and to reconnect with colleagues. Welcome to Quality Forum 2018!

This year's Forum is extra special: it marks the BC Patient Safety & Quality Council's 10th birthday. We'll have some special surprises and activities over the next three days and I can't think of anyone I'd rather celebrate with.

Wednesday kicks off our programming with two pre-Forum sessions. Sustainability is one of the most significant challenges currently facing our health care system, and so we are spending a full day learning how to plan for and assess lasting change. We are also pleased to once again partner with the Joint Collaborative Committees to explore innovative initiatives for patient care and collaborative approaches. These sessions are followed by Health Talks, where we will celebrate the winners of the BC Patient Safety & Quality Council's annual Quality Awards and where eight speakers will share their hopes for health care.

Thursday morning brings a favourite Forum moment: watching the main ballroom fill to capacity with 950 people who are committed to powering improvement throughout our health care system. Over the event's main two days of programming you will learn from over 250 speakers who will share their work in more than 60 breakout sessions and 100 storyboards.

Take a minute to download our first-ever app or visit QualityForum.ca to find presentation and storyboard files, event info and more. You can share your stand-out stories on social media (include the hashtag #QF18 on Instagram and Twitter), and be sure to let colleagues at home know that they can watch presentations from Health Talks, plenary speakers, and selected breakout sessions live on our BCPSQC Facebook page.

I'd like to thank this year's plenary speakers for sharing their experience, passion and wisdom with us. First, Tim Omer will tell us about the #wearenotwaiting movement and why he isn't waiting for the health care system to help him manage his Type 1 diabetes. Tim is followed on Friday by Michael West, who is a leader in culture, leadership, and organizational effectiveness, as well as Camila Lajolo, a global expert in improving quality of care in outbreak and emergency situations.

Please take the time to help us improve this event, as we look towards planning Quality Forum 2019. Your feedback from last year led us to plan more content from other industries and areas of the world, continue with our Randomized Coffee Trials and Mealtime Match-Ups, and add a stream of sessions to help you re-charge throughout the event.

I hope you enjoy your time at Quality Forum 2018 and take home many new connections, ideas and tools that can help you improve quality of care for British Columbians.

On behalf of our entire Council team, thank you for joining us!

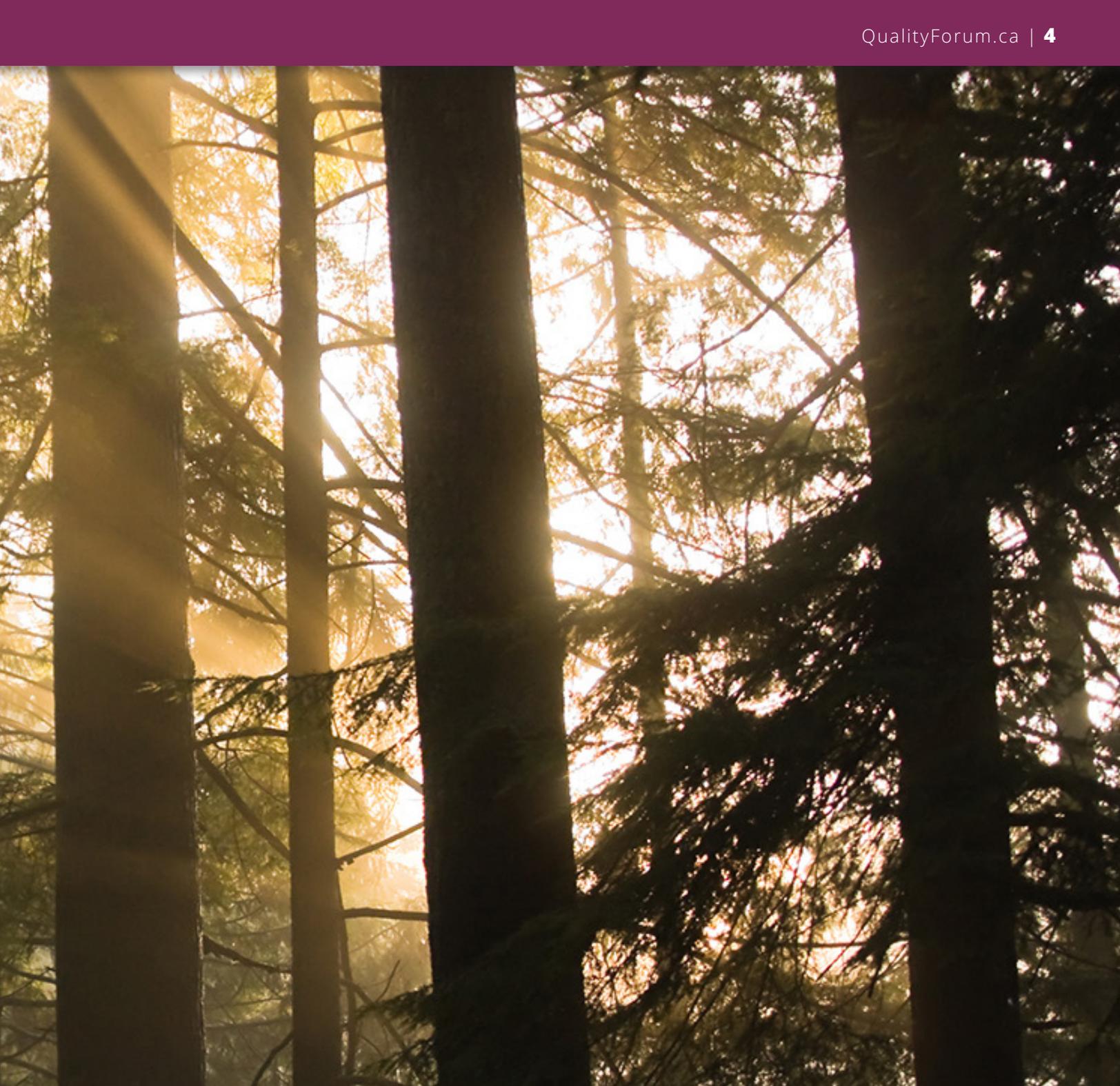
DOUG COCHRANE
Chair, BC Patient Safety & Quality Council

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

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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.

Photo courtesy of NorthwestCoast.ca

THANK YOU TO
OUR SPONSORS



GOLD



Joint Collaborative Committees



fraserhealth

Better health. Best in health care.



Interior Health
Every person matters



island health



Provincial Health
Services Authority
Province-wide solutions.
Better health.



Promoting wellness. Ensuring care.

SILVER



First Nations Health Authority
Health through wellness

BRONZE



**ACCREDITATION
CANADA**



**BC NURSES'
UNION**

Standing up for health care



Canadian Foundation for **Healthcare Improvement**

Fondation canadienne pour **l'amélioration des services de santé**

CMPA.

Empowering
better healthcare



Canadian
Patient
Safety
Institute

Institut
canadien
pour la sécurité
des patients

COLLEGE OF
REGISTERED NURSES
OF BRITISH COLUMBIA



**MICHAEL SMITH FOUNDATION
FOR HEALTH RESEARCH**

Discover. Connect. Engage.



northern health
the northern way of caring



How you want to be treated.

EXHIBITORS

- **Association of Registered Nurses of BC**
- **BC Centre for Palliative Care**
- **BC Chiropractic Association**
- **BC Clinical and Support Services**
- **BD Canada**
- **Canadian Agency for Drugs and Technologies in Health**
- **Canadian Institute for Health Information**
- **Canadian Virtual Hospice**
- **CARF Canada**
- **Clinical & Systems Transformation Project**
- **Crede Technologies Inc.**
- **Family Caregivers of British Columbia**
- **Health Data Coalition**
- **Institute for Healthcare Improvement Open School - BC Chapters**
- **Manitoba Institute for Patient Safety**
- **Master of Health Leadership and Policy: Seniors Care, University of British Columbia**
- **NexGen Hearing**
- **Southcentral Foundation Nuka System of Care**



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.

It's so nice to see you!

To learn more about our work and how we can help you improve quality of care, visit BCPSQC.ca.



QUALITY FORUM 2018'S OBJECTIVES

Ignite action to improve quality of care.

Create and strengthen connections and collaboration across all areas of care.

Share effective strategies and leading practices to stimulate and sustain improvement.

Demonstrate how every voice matters to achieve high quality care.



PROGRAM AT A GLANCE

PRE-FORUM EVENTS

WEDNESDAY, FEBRUARY 21

0700 – 0900	Registration & Breakfast	1800 – 1900	Health Talks Registration <i>Cash Bar & Social Mixer</i>
0800 – 1600	CHAMPIONS OF CHANGE <i>In partnership with the Joint Collaborative Committees</i>	1900 – 2100	HEALTH TALKS
1600 – 1700	Reception	2100 – 2130	Reception <i>Cash Bar & Social Mixer</i>
0900 – 1630	DESIGNING & DELIVERING SUSTAINABLE IMPROVEMENT		

MAIN FORUM EVENTS

THURSDAY, FEBRUARY 22

0700 – 0815	Registration & Breakfast
0815 – 0940	PLENARY PRESENTATION Tim Omer
0940 – 1000	Transition
1000 – 1100	BREAKOUT A
1100 – 1130	Break
1130 – 1230	BREAKOUT B
1230 – 1330	Lunch
1330 – 1415	A QUALITY DEBATE
1415 – 1430	Transition
1430 – 1530	BREAKOUT C
1530 – 1600	Break
1600 – 1700	BREAKOUT D
1700 – 1830	STORYBOARD RECEPTION <i>Cash Bar, Appetizers & Social Mixer</i>

0815 – 1230 **BOARD & EXECUTIVE QUALITY LEARNING SERIES**

MAIN FORUM EVENTS

FRIDAY, FEBRUARY 23

0700 – 0815	Breakfast
0815 – 0925	PLENARY PRESENTATION Michael West
0925 – 0945	Transition
0945 – 1045	BREAKOUT E
1045 – 1115	Break
1115 – 1215	BREAKOUT F
1215 – 1330	Lunch
1330 – 1430	BREAKOUT G
1430 – 1445	Transition
1445 – 1530	PLENARY PRESENTATION Camila Lajolo

Workshops & Field Trips:
Thursday: 1000 - 1230
& 1430 - 1700
Friday: 0945 - 1215

STEERING COMMITTEE

Alan Ruddiman | DOCTORS OF BC

Allison Muniak | VANCOUVER COASTAL HEALTH

Andrew Wray | BC PATIENT SAFETY & QUALITY COUNCIL

Barbara Wiggins | PATIENT VOICES NETWORK

Becky Palmer | FIRST NATIONS HEALTH AUTHORITY

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

George Watson | SHARED CARE COMMITTEE & GENERAL PRACTICE SERVICES COMMITTEE

Georgene Miller | PROVINCIAL HEALTH SERVICES AUTHORITY

Julian Marsden | PROVIDENCE HEALTH CARE

Kathy Lee | SPECIALIST SERVICES COMMITTEE

Katie Hill | SHARED CARE COMMITTEE

Kevin Smith | BC PATIENT SAFETY & QUALITY COUNCIL

Kyle Warkentin | PATIENT VOICES NETWORK

Linda Dempster | FRASER HEALTH

Lorna Roe | COLLEGE OF REGISTERED NURSES OF BC

Maria Cortes | BC PATIENT SAFETY & QUALITY COUNCIL

Melissa Pope | BC PATIENT SAFETY & QUALITY COUNCIL

Michael McMillan | HEALTH EMPLOYERS ASSOCIATION OF BC

Penny Anguish | 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 2018!

ABSTRACT REVIEW COMMITTEE

- Alison Wainwright | COLLEGE OF REGISTERED NURSES OF BC
- Allison Muniak | VANCOUVER COASTAL HEALTH
- Andrew Wray | BC PATIENT SAFETY & QUALITY COUNCIL
- Brendan Abbott | MINISTRY OF HEALTH
- Camille Ciarniello | PROVIDENCE HEALTH CARE
- Cheryl Isaak | BC INSTITUTE OF TECHNOLOGY
- Christina Krause | BC PATIENT SAFETY & QUALITY COUNCIL
- Emiko Moniwa | SPECIALIST SERVICES COMMITTEE
- Harmony Johnson | FIRST NATIONS HEALTH AUTHORITY
- Jenny Ko | BC CANCER AGENCY
- Jessica Jaiven | BC EMERGENCY HEALTH SERVICES
- Jiwei Li | GENERAL PRACTICE SERVICES COMMITTEE
- Jody Pistak | INTERIOR HEALTH
- Julian Marsden | PROVIDENCE HEALTH CARE
- Mark Fok | VANCOUVER COASTAL HEALTH & PROVIDENCE HEALTH CARE
- Mary Vanstone | NORTHERN HEALTH
- Nicole Quilty | FRASER HEALTH
- Raaj Tiagi | DOCTORS OF BC
- Rose Lopetrone | ISLAND HEALTH
- Shannon Johnson | ROYAL CITY MANOR
- Shawn Smith | NORTHERN HEALTH
- Sue Fuller-Blamey | PROVINCIAL HEALTH SERVICES AUTHORITY
- Tara-Lee Calhoun | BRANDTS CREEK MEWS

Thank you to everyone who submitted and reviewed abstracts. We received a record-breaking 344 abstracts this year!

POWERING UP

Each year we welcome more first-time Forum participants, from an increasing number of organizations and regions. Visit QualityForum.ca to download reports that capture the impact of previous events, to watch videos of past plenary and Health Talks speakers, and to download hundreds of presentation and storyboard files.

Awesome!

30 PARTICIPANTS TOLD US THAT THEY HAVE NOW ATTENDED ALL SEVEN QUALITY FORUMS.

Welcome!

482 PARTICIPANTS ARE ATTENDING THEIR FIRST QUALITY FORUM.



45,182

VIEWS OF QUALITY FORUM VIDEOS

4,394

TOTAL PARTICIPANTS

2,895

UNIQUE PARTICIPANTS

1,264

PRESENTATION ABSTRACTS RECEIVED

611

PRESENTATION FILES UPLOADED TO QUALITYFORUM.CA

544

STORYBOARDS DISPLAYED

350

ORGANIZATIONS REPRESENTED

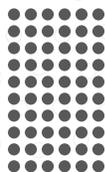
150

HOMETOWNS REPRESENTED



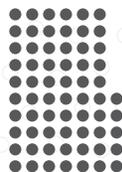
QF12

430 PARTICIPANTS



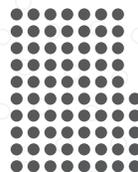
QF13

600 PARTICIPANTS



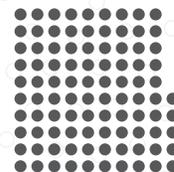
QF14

650 PARTICIPANTS



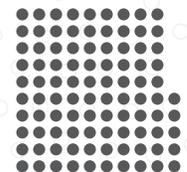
QF15

750 PARTICIPANTS



QF16

950 PARTICIPANTS



QF17

950 PARTICIPANTS



WEDNESDAY PRE-FORUM EVENTS

This year, the Quality Forum features two full-day sessions on Wednesday, February 21. They are rare occasions to bring together stakeholders who want to learn about a specific subject more deeply than would be possible in a one- or two-hour breakout session. And, on the evening of February 21, we host Health Talks, where we celebrate great work taking place in our community and hear from eight speakers who tell us their hopes for health care.

DESIGNING & DELIVERING SUSTAINABLE IMPROVEMENT

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 explores the key drivers of sustainability and introduces some tools to plan for the sustainability of your next project.

CHAMPIONS OF CHANGE

Hosted in partnership with the Joint Collaborative Committees (JCCs), this day focuses on the impact of enthusiastic leadership and innovative solutions to health care improvements. Through a series of presentations, posters, and inspiring speakers, physicians and other health care providers have the opportunity to engage in lively dialogue around successful and emerging initiatives for patient care and collaborative approaches.

HEALTH TALKS: BOLD IDEAS. *STORIES THAT INSPIRE.*

On Wednesday evening, Health Talks begins with a ceremony to recognize the winners of the BC Patient Safety & Quality Council's 2018 Quality Awards (learn more about them on the following page). Then, eight speakers will answer our question: What are your hopes for health care? The speakers will use the exciting PechaKucha 20×20 presentation format, where each presentation contains 20 photos and each photo is displayed for exactly 20 seconds. This year, the audience will meet a student, an Indo-Folk Singer, an emergency physician, a life-adventurer, and more!

WINNERS OF THE 2018 QUALITY AWARDS

Also at Health Talks on Wednesday night, we celebrate the winners of the 2018 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 BCPSQC.ca. Nominations for the 2019 Quality Awards open in May. To receive the announcement, visit BCPSQC.ca to subscribe to our newsletter or follow us on social media (@BCPSQC).

Excellence in Quality – Staying Healthy

The First Nations Telehealth Expansion Project engaged with 45 rural and remote BC First Nations communities, helping them build capacity to provide high-quality and culturally-relevant health care closer to home. *This project is featured in session D5.*

Excellence in Quality – Living with Illness

The Child and Youth Mental Health and Substance Use (CYMHSU) Collaborative is the largest change initiative in BC history, with over 2,600 participants. It has improved support and care for children, youth and families across the province, and left many important legacies. *This project is featured in session B5.*

Excellence in Quality – Getting Better

BC Emergency Health Services freed up resources for overburdened ambulance services by referring non-urgent 9-1-1 callers to alternative care pathways, like HealthLink BC's Nursing Services, where they get in-the-moment clinical advice without a lengthy and unnecessary ambulance trip to the emergency room. *This project is featured in session G7.*

Excellence in Quality – Coping with End of Life

Since 2007, the Camp Kerry Society has been providing unique family bereavement retreat programs to support BC families dealing with the loss of a loved one. *This project is featured in session G6.*

Leadership in Advancing the Patient Voice

After her son was diagnosed with a rare disease, Isabel Jordan founded the Rare Disease Foundation to improve services and advocacy for other families affected by unusual conditions.

Leadership in Quality

As CEO of the First Nations Health Authority, Joe Gallagher's leadership and personalized approach to cultural safety and humility is transforming care for First Nations people across British Columbia.

Everyday Champion

ShelleyLynn Gardner, a member of Fraser Health's Engagement Radical Network (E-Rads), has a passion for improving patient care at Surrey Memorial Hospital, and a talent for creative and compassionate ideas that make a big difference.

Quality Culture Trailblazer

Fuelled by rejecting the status quo, Jo-Ann Tait is transforming the culture in Providence Health Care's long-term care homes by shifting them from a medical model of care to a social model of care that values residents' quality of life. *Jo-Ann is presenting in session A6.*



DOWNLOAD OUR APP



We have an app this year! Here are some features you might enjoy.

Please note these are only available if you gave us permission to upload your schedule when you registered for the Forum.

My Schedule

View your own, personalized schedule of breakout sessions.

What's On

Instantly view a list of sessions and events currently in progress or starting soon.

Activity Feed

Get updates about Quality Forum scheduling, activities and social media feeds.

Interactive Maps

View maps of the venue used by the Forum.

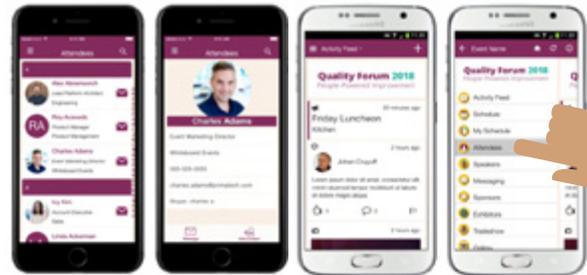
Documents

Access session-specific documents and open them in a document viewer or share them via email.

Social Networks

Follow and join the #QF18 conversation on Twitter and Instagram.

Make sure you've enabled notifications for the QF18 app.



How to Get the App

STEP 1: Get connected! The wifi network is **quality** and the password is **forum**

STEP 2: On your smartphone or tablet, navigate to the following web link: <http://QF2018.quickmobile.mobi/>

- For iPhone or iPad users, select Install iOS App. This will direct you to the Apple App Store to download the application.
- For an Android device, select Install Android App. This will direct you to the Google Play store to download the application.
- For BlackBerry, Windows Phone, or other smartphones, please select Web App to experience the web version of the application.

STEP 3: Open the app and enter your username (firstname.lastname) and password (QF2018). You will have the option to reset your password at the login screen.





GENERAL INFORMATION

Registration Desk Hours

WEDNESDAY, FEBRUARY 21 | 0700 - 2000

THURSDAY, FEBRUARY 22 | 0700 - 1830

FRIDAY, FEBRUARY 23 | 0700 - 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 2019.

There is also an evaluation 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!

New this year: You can also fill out evaluations in the Quality Forum app (look for the Evaluation tab).

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 event is an Accredited **Group Learning Activity (Section 1)** as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by UBC CPD. You may claim a maximum of **11.0 hours** (credits are automatically calculated). This Group Learning program meets the certification criteria of the College of Family Physicians of Canada and has been certified by UBC CPD for up to **11.0 Mainpro+ credits**. 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. Additional credits are also available for the full-day pre-Forum sessions.

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 with 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 73 and 74 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.

Patients Included

We're proud that Quality Forum 2018 is Patients Included. To find out how we are incorporating the experience of patients as experts living with their conditions, visit QualityForum.ca.



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!





JOIN THE CONVERSATION

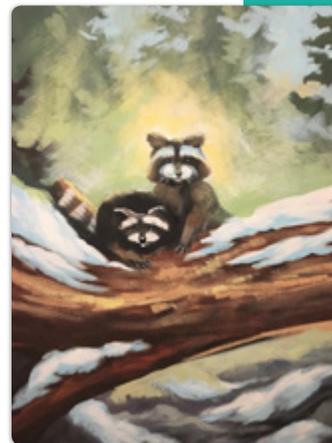
...(and win some prizes along the way!)

Social media is a great way to connect with other participants during the Forum, to post your favourite moments, and to share what you're learning with colleagues from around the province (and the world!) who aren't able to be here with us. Look for us on Twitter, Facebook and Instagram using the hashtag #QF18.

We've come up with these four activities to help you start sharing your #QF18 experience on social media.

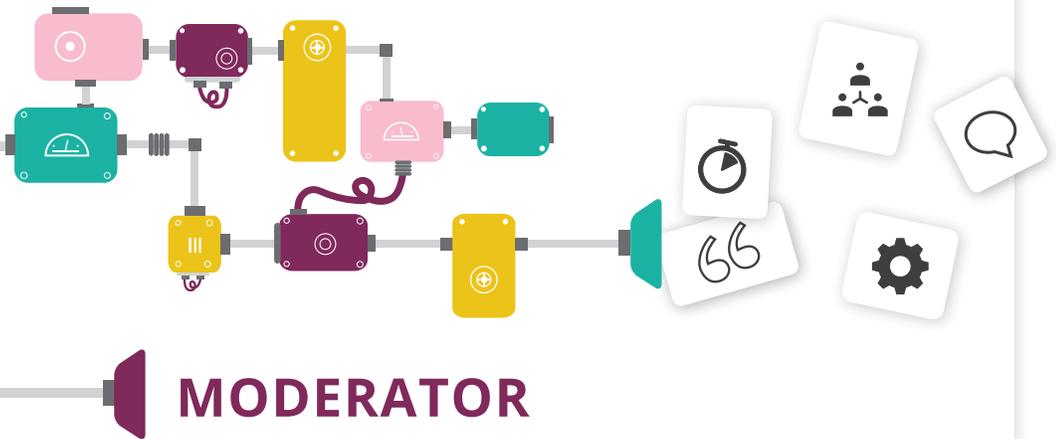
Oh, and we'll be giving out prizes to folks who join in!

1. Do you see the big sign on the 3rd floor asking you to write down what you're grateful for? Or maybe one on the 34th floor asking what being healthy means to you? Post a photo of your answer, or your favourite answer written by someone else.
2. The stairwell that goes alllllll the way up to the 34th floor is full of great murals. Skip the elevator and look for this image, then tell us on which floor it appears! →
3. Did you know we have 100 storyboards this year? Post a photo of your favourite storyboard with a comment about why you like it – you can win a prize for yourself AND its presenter.
4. Make sure to tell your colleagues that we'll be streaming Health Talks, the plenary presentations as well as seven breakout sessions live on Facebook! We'll be giving away prizes to viewers. Look for the Facebook logo beside sessions on pages 31-61 to find out which sessions will be broadcast.



That's it for now – but make sure you're following us on social media (@BCPSQC and @BCQualityForum) and that you've enabled notifications for the QF18 app because we'll be sending out new, time-sensitive activities throughout our three days together!

Make sure to use the
#QF18 hashtag!



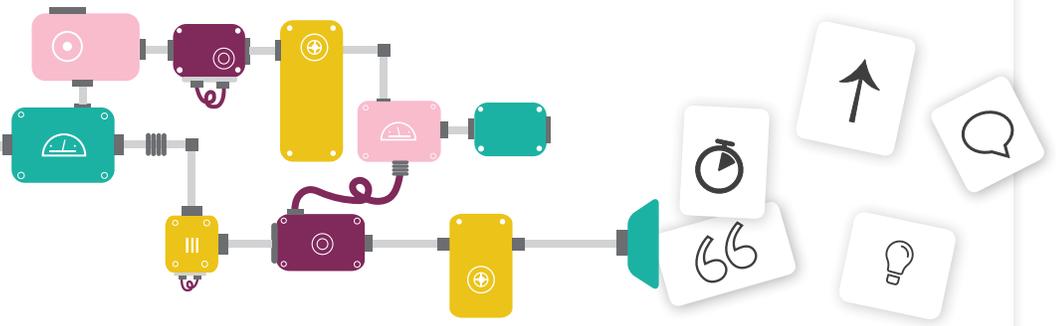
STEVEN LEWIS

President, Access Consulting Ltd.

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

Prior to resuming a full-time consulting practice, he headed a health research granting agency and spent 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

Tim Omer

Citizen Health Hacker & Type 1 Diabetic Rebel

EMPOWERED CITIZEN "HEALTH HACKERS": WE ARE NOT WAITING!

THURSDAY, FEBRUARY 22 | 0815 - 0940

Tim Omer worked in the IT industry specializing in the implementation of business systems and processes that empower staff with the right technology. As a Type 1 diabetic for over 22 years, Tim has been passionate about using his diabetes technology and data to help him manage his condition. Working with the #WeAreNotWaiting movement of citizen "Health Hackers," who are producing freely accessible open source solutions and hacking existing medical devices to free their data and help automate the management of their condition, he is also producing a mobile phone-based Artificial Pancreas System and prompting discussions about this patient-led movement at talks and conferences.

#WeAreNotWaiting has ignited the international diabetes community in an unprecedented patient-led movement. The community offers accessible support for reverse-engineering existing products and developing new solutions to better utilize devices and health data for improved outcomes. Check out the exciting do-it-yourself projects that have blossomed under the hashtag of #WeAreNotWaiting.

Go to [slido.com](https://www.slido.com) and type in the event code QF18 to ask Tim a question during his presentation.



WEDNESDAY AM

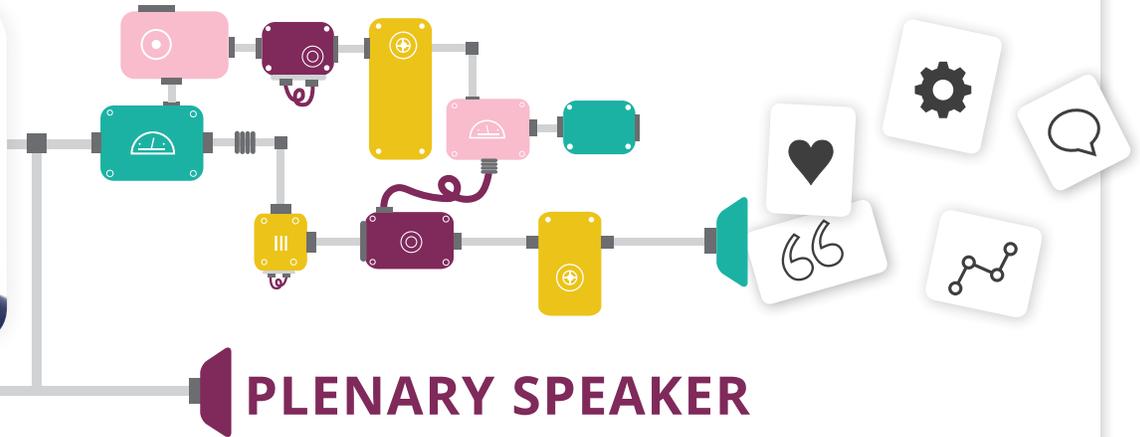
WEDNESDAY PM

THURSDAY AM

THURSDAY PM

FRIDAY AM

FRIDAY PM



PLENARY SPEAKER

Michael West

Head of Thought Leadership
The King's Fund, England

COMPASSIONATE & COLLECTIVE LEADERSHIP FOR HIGH QUALITY HEALTH CARE

FRIDAY, FEBRUARY 23 | 0815 - 0925

Michael West is Head of Thought Leadership at the King's Fund, London and Professor of Organizational Psychology at Lancaster University Management School. He is a Visiting Professor at University College, Dublin and an Emeritus Professor at Aston University where he was formerly Executive Dean of Aston Business School. He graduated from the University of Wales in 1973 and received his PhD in 1977. He has authored, edited or co-edited 20 books and has published over 200 articles for scientific and practitioner publications, as well as chapters in scholarly books. He is a Fellow of the British Psychological Society, the American Psychological Association (APA), the APA Society for Industrial/Organizational Psychology, the International Association of Applied Psychologists, the British Academy of Management, and the Academy of Social Sciences, and a Chartered Fellow of the Chartered Institute of Personnel and Development. The focus of his research over 30 years has been culture and leadership in organizations, and team and organizational innovation and effectiveness, particularly in relation to the organization of health services.

The King's Fund is an independent charity that's been working to improve health and care in England for over a century. Today, it continues to act as a forum for the exchange of experience and ideas, by shaping policy and practice through research and analysis; developing individuals, teams and organizations; promoting understanding of the health and social care system; and bringing people together to learn, share knowledge and debate.

WEDNESDAY AM

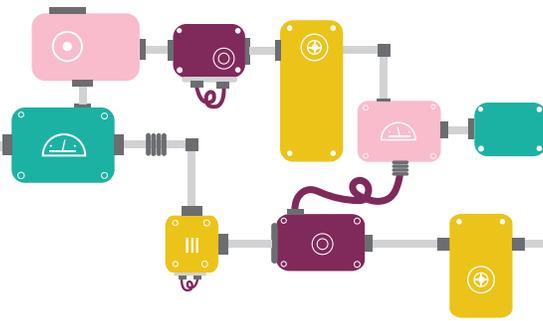
WEDNESDAY PM

THURSDAY AM

THURSDAY PM

FRIDAY AM

FRIDAY PM



PLENARY SPEAKER

Camila Lajolo

Corporate Manager for Quality & Patient Safety
Associação Congregação de Santa Catarina, Brazil

TALES FROM THE FIELD: WHAT DISASTERS CAN TEACH US ABOUT RESILIENCE FRIDAY, FEBRUARY 23 | 1445 - 1530

Camila Lajolo is a Brazilian medical doctor with experience in quality design, control and improvement across a variety of care settings and scales, both domestically and abroad. She currently acts as Corporate Manager for Quality & Patient Safety at Associação Congregação de Santa Catarina (ACSC), a large Brazilian non-governmental organization working in education, health and social care across different states in the country.

Camila is one of the leaders of ACSC's successful safety program. In 2017 she spent nine months working as Technical Officer with the Emergency Medical Teams Initiative of the World Health Organization (WHO) Health Emergencies Program in Geneva. She was tasked with managing the self-external evaluation program for emergency medical teams, that aims to improve timeliness and quality of care provided upon deployment and is based on a published set of internationally-agreed-upon standards, of which Camila is the co-author.

When a disaster strikes, time is of the essence. The WHO Emergency Medical Teams Initiative assists in building capacity and strengthening health systems when they are needed the most. It coordinates the rapid deployment of quality assured medical teams in outbreaks and emergencies, and helps countries around the world continue to develop their own response teams.

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QUIPS, QUANDARIES AND COMEBACKS: A QUALITY DEBATE

Be it resolved that advances in technology and artificial intelligence are putting the art of medicine at risk.

MODERATOR:

Steven Lewis

President, Access Consulting Ltd.

FOR:



Mita Rychkun

Licensed Practical Nurse,
Ridge Meadows Hospital
Fraser Health



Doug Eby

Vice President,
Medical Services
Southcentral Foundation

AGAINST



Susan Brown

VP & Chief Operating Officer,
Hospitals & Communities
Interior Health



Tim Omer

Citizen Health Hacker
& Type 1 Diabetic Rebel

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.



BREAKFAST MEETINGS

Are you an early bird? Choose from among the optional breakfast meetings being offered each morning!

FEBRUARY 22 | 0715 - 0800

PATIENT PARTNER WELCOME & EVENT ORIENTATION | OXFORD

Grab a plate from the buffet available on the 3rd floor.

Patient, family and caregiver volunteers are invited to learn how to make the most of this event, ask questions, hear about the Patient Voices Network, and share the exciting variety of engagement opportunities across the province at this informal welcome and orientation to the Quality Forum.

Hosted by the BC Patient Safety & Quality Council's Patient & Public Engagement team

PREPARING THE NEXT GENERATION OF QUALITY IMPROVEMENT LEADERS: EDUCATING FOR THE FUTURE | GEORGIA B

Grab a plate from the buffet available on the 2nd floor.

Do you work with health professional students? Join us at this informal networking breakfast session to connect with faculty who are building a provincial community of educators who are passionate about embedding quality and safety concepts into undergraduate and graduate curricula. Students are welcome too!

Co-hosted by faculty from the BC Institute of Technology & University of Victoria schools of nursing

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FEBRUARY 23 | 0715 - 0800

BREAKFAST MEETINGS

A CLEAR WAY FORWARD FOR OUR RESIDENTS | OXFORD

Grab a plate from the buffet available on the 3rd floor.

Passionate about improving the quality of care in long-term care? Interested in learning how others are doing it? Sharpen your skills and boost your energy by hearing motivating stories about how care homes across BC have successfully improved the quality of life for residents (and staff!) by tackling issues like communication with families, prescribing practices and staff teamwork. Meet some great innovators who can support you in your quest!

Hosted by the BC Patient Safety & Quality Council's Clear team, which is supporting long-term care homes to reduce their use of antipsychotics

NEED A BOOST? RRRREV YOUR OWN ENGINE | PLAZA AB

Grab a plate from the buffet available on the 2nd floor.

Calling all change agents! Are you a change agent at heart yet feeling a little fatigued? Need a little boost in your change agent energy? Then this is the breakfast session for you! Join us to connect with kindred spirits from across the province to **Reenergize**, **Recharge**, and **Replenish**. We'll explore tools and strategies to ignite and **Revitalize** your passion!

Hosted by the Change Ambassadors Network of BC

SURGICAL OPTIMIZATION & CARE PATHWAYS | GEORGIA B

Grab a plate from the buffet available on the 2nd floor.

Building on the success of the BC Summit on Surgical Improvement, this breakfast session offers an opportunity for surgical teams, primary care providers and patient partners to connect and hear the summarized results of the working session at the Summit. This session is open to anyone who would like to join, even if you weren't able to attend the Summit.

Co-hosted by the BC Patient Safety & Quality Council and the Joint Clinical Committees



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STORYBOARD RECEPTION

THURSDAY, FEBRUARY 22 | 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 on the 2nd floor. Posters related to experience of care, clinical practice, population health, and students can be found on the 3rd floor. See pages 63-69 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 winners will be announced Friday morning.



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BREAKOUT SESSIONS

QUALITY FORUM 2018 PROGRAM MATRIX | Main Forum Day 1 - Thursday, February 22, 2018

0700-0815	Registration & Breakfast Breakfast Meetings										
0815-0940	Plenary Presentation - Tim Omer										
0940-1000	Transition										
BREAKOUT A	FIELD TRIP 1	W1	W2	A1	A2	A3	A4	A5	A6	BEQLS	
1000-1100	How Do You Assist a Thousand Travelers? Behind the Scenes at the Hyatt	The Fundamentals of Engaging People in Improving Quality Plaza AB	Finding and Building Digital Stories to Engage, Inspire & Drive Action Grouse	Pursuing Quality Through an Indigenous Lens Georgia B	Detecting Residents' Early Health Decline Seymour	Stigma: Confronting an Invisible Barrier to Service Oxford	Exploring Novel Ideas: The Strength of Mind, Body & Technology RAPID FIRE Cypress	Thinking Outside-the-Box to Achieve Team-Based Primary Care RAPID FIRE Plaza C	Co-Design: Shaping Improvement Together RAPID FIRE Georgia A	Board & Executive Quality Learning Series <i>By Invitation</i> English Bay	
1100-1130	Break										
BREAKOUT B				B1	B2	B3	B4	B5	B6		
1130-1230	Continued	Continued	Continued	People-Powered Digital Health Georgia B	Trauma-Informed Care for Residents with Dementia Seymour	Catching It Early, Getting It Right! New Guidelines for Treating Sepsis Oxford	Enhanced Recovery & Beyond: Advancing Surgical Optimization RAPID FIRE Cypress	Caring for Young Minds: Spelling Out the CYMHU Collaborative RAPID FIRE Plaza C	Share, Listen, Act Towards Indigenous Cultural Humility RAPID FIRE Georgia A	Continued	
1230-1330	Lunch										
1330-1415	Quips, Quandaries & Comebacks: A Quality Debate										
1415-1430	Transition										
BREAKOUT C	FIELD TRIP 2	W3	W4	C1	C2	C3	C4	C5	C6	R1	
1430-1530	Whose (Central) Line is it Anyway?	Tools for Implementing Indigenous Cultural Safety in Your Work Grouse	Confronting Our Inner Homer Simpson: How Behavioural Economics Can Make Quality Improvement More Effective Georgia B	Taking Care of People Who "Ask So Little and Give So Much" Oxford	Appropriateness in Surgical Care: Asking the Right Questions English Bay	Discovering the Extraordinary Value of Routine Monitoring Plaza AB	Diverse Approaches to Addressing the Opioid Crisis RAPID FIRE Georgia A	Making Care Better for Those with Chronic Conditions RAPID FIRE Plaza C	Innovative Care for Residents RAPID FIRE Cypress	Stretch Break for Your Lifestyle Seymour	
1530-1600	Break										
BREAKOUT D				D1	D2	D3	D4	D5	D6	R2	
1600-1700	Continued	Continued	Continued	Rallying Around Youth at Risk: Community Supports for Suicide Prevention Oxford	A Tale of Two Communities: The North Island Hospital Transition English Bay	Open Your Eyes to a New "Safety" Plaza AB	Meds 'R' Us RAPID FIRE Cypress	Improving Access, Overcoming Distance RAPID FIRE Georgia A	People Matter: Creating a Culture of Collaboration & Compassion RAPID FIRE Plaza C	Indigenous Culture Seymour	
1700-1830	Storyboard Reception										



FIELD TRIP

THURSDAY, FEBRUARY 22 | 1000 - 1230

FIELD TRIP 1 HOW DO YOU ASSIST A THOUSAND TRAVELERS?

Behind the Scenes at the Hyatt

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

Hyatt Regency Vancouver is a recognized leader in hospitality excellence. During the Quality Forum this is put to the test as the hotel welcomes nearly 1,000 people on Thursday and Friday, while simultaneously meeting the needs of other hotel guests staying in its 644 rooms. 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.

Join us for this walking tour and behind-the-scenes look at the flow of this complex, large-scale operation. Get ready to think about what lessons we can bring back to health care.

Natasha Carpio | Sales Manager

Hyatt Regency Vancouver

Dan Spitznagle | Director of Operations

Hyatt Regency Vancouver

Ryan Reynolds | Assistant Director of Operations

Hyatt Regency Vancouver



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



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THURSDAY, FEBRUARY 22 | 1000 - 1230

WORKSHOPS**W1 THE FUNDAMENTALS OF ENGAGING PEOPLE IN IMPROVING QUALITY | PLAZA AB**

In this interactive workshop, we'll explore the fundamentals of quality improvement principles and methods, and will apply a framework to guide and accelerate these efforts. Build your improvement muscle through understanding how rapid cycle testing of changes creates the conditions for improvement and, using the Engaging People in Improving Quality (EPIQ) modules, walk through the fundamentals of change, the process of improvement, measuring and using data, and moving from ideas to implementation.

Leanne Couves | Principal
Improvement Associates Ltd

**W2 FINDING AND BUILDING DIGITAL STORIES TO ENGAGE, INSPIRE & DRIVE ACTION
GROUSE**

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 | Partner, Engagement
Monday Creative Inc.

BEQLS BOARD & EXECUTIVE QUALITY LEARNING SERIES | ENGLISH BAY
By Invitation

The board and senior executive team play a critical role in establishing organizational culture. A positive culture fosters high quality care for patients and also promotes the well-being and flourishing of all those who work within it. This workshop will be an opportunity to hear from plenary speaker Michael West on highlights from the research evidence and the experience of the National Health Service (NHS) in England. Practical guidance for developing cultures of continuous improvement, innovation and compassionate care specifically for those at the helm will be offered, as we reflect together on our own context and what we can do differently to avoid common traps and ensure high quality care throughout the province.

Michael West | Head of Thought Leadership
The King's Fund, England

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BREAKOUT A**THURSDAY, FEBRUARY 22 | 1000 - 1100****A1 PURSUING QUALITY THROUGH AN INDIGENOUS LENS | GEORGIA B**

This session will explore what is possible when we blend our perspectives of quality care to provide health services to diverse Indigenous peoples. We will examine the current colonial state and the need for increased access to culturally-safe care. Using examples of community-driven quality solutions, we will also consider some of the core values of Indigenous health and wellness - including relationship-building, care sharing and collaborative practice - and how they may be measured and incorporated within mainstream health to better serve our populations.

Inez Louis | Nursing Supervisor
Sto:lo Service Agency

Carolyne Neufeld | Director, Health & Social Development
Seabird Island Band

A2 DETECTING RESIDENTS' EARLY HEALTH DECLINE | SEYMOUR

The PREVIEW-ED© tool is a simple way to identify subtle changes in resident conditions that may lead to health decline. Designed by Marilyn El Bestawi through the Canadian Foundation for Healthcare Improvement's EXTRA program, specifically for health care assistants working in long-term care to complete daily, the one-page document focuses on the main reasons why residents are transferred to the emergency department and leverages a powerful instrument: the observational skills and familiarity of direct care staff. Join in a hands-on overview of the tool and a deep dive into Fraser Health's experience implementing, sustaining and spreading its use.

Catherine Kohm | Project Director, Residential Care Integration
Fraser Health

Mike Mutter | Clinical Nurse Educator, Residential Services
Fraser Health

Gina Kuipers | Registered Care Aid
Fraser Health

Diana Sarakbi | Improvement Lead
Canadian Foundation for Healthcare Improvement

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THURSDAY, FEBRUARY 22 | 1000 - 1100

BREAKOUT A**A3 STIGMA: CONFRONTING AN INVISIBLE BARRIER TO SERVICE | OXFORD**

High quality health care cannot flourish under the weight of judgement, blame and discrimination. In this session we will unpack stories that illustrate the meaning of stigma and the importance of addressing it at an individual and organizational level. Leave with new tools and strategies that can be applied within health centres and across communities to help avoid harm and ensure that compassion and respect remain at the heart of every health care interaction.

Penny Jones | Community Outreach & Assertive Services Team, Mental Health & Addiction Services
Northern Health

Marika Sandrelli | Leader, Knowledge Exchange, Mental Health & Substance Use
Fraser Health

Mary van Osch | Clinical Nurse Specialist, Emergency Network
Fraser Health

**A4 EXPLORING NOVEL IDEAS: THE STRENGTH OF MIND, BODY & TECHNOLOGY
RAPID FIRE | CYPRESS** **Implementation of Novel Cognitive Aids for Malignant Hyperthermia**

Trina Montemurro | Anesthesiologist Lead for Quality & Safety
Providence Health Care

Paul Yen | Medical Student
University of British Columbia

 **Anatomy-Based Yoga for Stress Management in First Year Medical Students**

Alexa Higginbotham | Medical Student
Royal College of Surgeons in Ireland &
McMaster University

**DEMONSTRATED RESULTS**

Projects underway or complete with “how-to” tips and lessons that can be shared with participants.

**NOVEL IDEAS**

Original thinking, promising practices or emerging ways of “how to improve care” that are too young to have results.

**QUALITY AWARD WINNERS**

Look for this icon beside six rapid fire presentations! They are winners or runners-up for the 2018 Quality Awards – we think you should hear about their great work!

**SEE THIS ICON BESIDE A SESSION TITLE?**

Tell your colleagues! Presentations will be streamed live on our Facebook page (@BCPSQC)

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BREAKOUT A

THURSDAY, FEBRUARY 22 | 1000 - 1100

A4 CONTINUED...

Digital Proximity-Based App for Identifying Patient Risks & Information

Amritpal Brar | Business Transformation Manager
Crothall Healthcare & Providence Health Care

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

A5 THINKING OUTSIDE-THE-BOX TO ACHIEVE TEAM-BASED PRIMARY CARE RAPID FIRE | PLAZA C

Evolution of BC's Primary Care Team Model - CHANGE BC

Brenda Huff | Board Director
Pacific Northwest Division of Family Practice

Wouter Morkel | Board Director & Treasurer
Pacific Northwest Division of Family Practice

Onuora Odoh | Board Director
Pacific Northwest Division of Family Practice

"If My Doctor Sent You, He Must Really Care" - Meeting Patients at Home

Lori Blain | Clinical Pharmacy Specialist, Frail Seniors
Fraser Health

Raminderjit Sandhu | Family Physician

Martin Street Outreach Centre: Innovative Partnerships at One-Stop Mental Health & Substance Use Clinic

Aarin Frigon | Project Manager
South Okanagan Similkameen Division of Family Practice

Deb Salverda | Team Leader & Knowledge Coordinator, Mental Health & Substance Use Services
Interior Health

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THURSDAY, FEBRUARY 22 | 1000 - 1100

BREAKOUT A

A6 CO-DESIGN: SHAPING IMPROVEMENT TOGETHER

RAPID FIRE | GEORGIA A

Provincial Health Services Authority Patient & Family Engagement Framework**Suzanne Fuller Blamey** | Corporate Director, Quality & Safety
Provincial Health Services Authority**Debbie Johannesen** | Director, Quality, Safety & Outcome Improvement
Provincial Health Services Authority**Suzanne Steenburgh** | Director, Quality, Safety & Outcome Improvement
Provincial Health Services Authority **“Megamorphosing” Residential Care: Shifting From an Institutional to a Social Model****Sonia Hardern** | Performance Improvement Consultant
Providence Health Care**Jo-Ann Tait** | Program Director, Elder Care & Palliative Services
Providence Health Care **Engaging & Empowering Teams to Create & Shape Their Future****Valoria Hait** | Quality & Safety Leader, Neonatal Program
BC Women’s Hospital & Health Centre**Ronnalea Hamman** | Leader, Quality, Safety & Improvement
BC Women’s Hospital & Health Centre

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BREAKOUT B**THURSDAY, FEBRUARY 22 | 1130 - 1230****B1 PEOPLE-POWERED DIGITAL HEALTH | GEORGIA B**

You are invited to join a more intimate chat with plenary speaker Tim Omer regarding the #WeAreNotWaiting movement. This audience-driven session will be an opportunity to dive deeper into a few example projects and equipment used by the community to highlight some of the key principles driving this work. Let's consider the implications and opportunities for advancing patient-centred digital health in the province together.

Tim Omer | Citizen Health Hacker & Type 1 Diabetic Rebel
#WeAreNotWaiting

B2 TRAUMA-INFORMED CARE FOR RESIDENTS WITH DEMENTIA | SEYMOUR

Let's have a conversation about Trauma-Informed Practice (TIP) in residential care. This interactive session will encourage you to recognize the impact of a resident's trauma history on dementia-related behaviours. A case study will be reviewed using the principles of TIP and practical care planning tools will be discussed.

Alicia Vicic | Clinical Practice Educator, Mental Health & Substance Use, Tertiary Mental Health
Interior Health

Amanda Brown | Regional Knowledge Facilitator, Complex Cases, Residential Services
Interior Health

**B3 CATCHING IT EARLY, GETTING IT RIGHT! NEW GUIDELINES FOR TREATING SEPSIS
OXFORD**

Sepsis has one of the highest in-hospital mortality rates in Canada, but if caught early it can be treated effectively. In 2017, revised screening and treatment guidelines were released and a toolkit created for management of sepsis in hospitals. This session will explore these best practices for prompt recognition and timely management of sepsis across an expanded context including community, primary care, long term care, as well as acute care settings. Take home practical tips for recognizing sepsis and learn about the simple therapies that save lives.

David Sweet | Clinical Lead, Sepsis
BC Patient Safety & Quality Council
Critical Care & Emergency Medicine Physician

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THURSDAY, FEBRUARY 22 | 1130 - 1230

BREAKOUT B

B4 ENHANCED RECOVERY & BEYOND: ADVANCING SURGICAL OPTIMIZATION
RAPID FIRE | CYPRESS **Can We Better Prepare Patients Prior to Major Oncology Surgery Within an ERAS Program?**

Kelly Mayson | Director of Quality Assurance & Patient Safety, Department of Anesthesia & Perioperative Care
Vancouver Coastal Health

Tracey Hong | Quality & Patient Safety Coordinator
Vancouver Coastal Health

 **Nutrition Screening for Elective Colorectal Surgery Patients at St. Paul's Hospital**

Vanessa Lewis | Clinical Dietitian - GI/General Surgery, Palliative
Providence Health Care

 **Adherence to ERAS Protocol & Impact on Elective Gyne Oncology Surgery Patients**

Christa Lepik | Resident
University of British Columbia

Kelly Mayson | Director of Quality Assurance & Patient Safety, Department of Anesthesia & Perioperative Care
Vancouver Coastal Health

B5 CARING FOR YOUNG MINDS: SPELLING OUT THE CYMHSU COLLABORATIVE
RAPID FIRE | PLAZA C **The Child & Youth Mental Health & Substance Use Collaborative: The Legacies**

Jennifer Mervyn | Practice Initiative Lead, Child & Youth Mental Health & Substance Use Collaborative
Doctors of BC

Nikita Soares | Senior Project Coordinator
Shared Care Committee

 **Crisis Response Protocol Development for Child & Youth Mental Health & Substance Use Patients & Their Families**

Shirley Sze | Co-Chair & Family Physician
Thompson Local Action Team for Child & Youth Mental Health & Substance Use

Raj Chahal | Manager, Parkview
Interior Health

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BREAKOUT B**THURSDAY, FEBRUARY 22 | 1130 - 1230****B5 CONTINUED...****✓ Breaking Down Silos: Improve Access to Primary Care, Mental Health & Public Health**

Caroline Reilly | Clinical Educator, Public Health
Vancouver Coastal Health

Tara Deeth | Program Lead, Child & Youth Public Health
Vancouver Coastal Health

B6 SHARE, LISTEN, ACT TOWARDS INDIGENOUS CULTURAL HUMILITY 
RAPID FIRE | GEORGIA A**💡 The P'ápayek Way of Learning**

Kim Brooks | Department Head
Yúustway Health Services

✓ Integrating Cultural Humility into Health Care Using a Video on Indigenous Health

Elizabeth Stacy | Research Coordinator, Digital Emergency Medicine
University of British Columbia

Kendall Ho | Professor & Lead, Digital Emergency Medicine
University of British Columbia

✓ What's the Harm? Examining the Stereotyping of Indigenous People in Health Systems

Laurie Harding | Integration Lead
Provincial Health Services Authority

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FIELD TRIP

THURSDAY, FEBRUARY 22 | 1430 - 1700

FIELD TRIP 2 **WHOSE (CENTRAL) LINE IS IT ANYWAY?**

This highly-interactive workshop will focus on the Improv Mindset as a powerful leadership tool for increasing teamwork and creativity in your day-to-day professional (and personal) lives. Vancouver TheatreSports has been working with a wide variety of organizations for over 15 years, and will share strategies for embracing the unpredictable, taking risks, exploring new approaches to problem-solving, building on mistakes, creating a culture of collaboration and removing blocks to creativity.

Ken Lawson | Mainstage Artist & Lead Facilitator, Improv for Business Division
Vancouver TheatreSports

Angela Galanopolous | Mainstage Artist & Instructor
Vancouver TheatreSports



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

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WORKSHOPS

THURSDAY, FEBRUARY 22 | 1430 - 1700

W3 TOOLS FOR IMPLEMENTING INDIGENOUS CULTURAL SAFETY IN YOUR WORK GROUSE

Health leaders in BC have committed to building a culturally safe health system and empowering health organizations and individuals to innovate, develop cultural humility and foster an environment of cultural safety. System-wide change begins with every individual that works in health. This interactive session will provide practical tools for individuals to use in their workplace to advance cultural safety and humility. Learn key enablers and concrete actions you can undertake in your workplace or practice.

Harmony Johnson | Executive Director, Policy, Planning & Transformation
First Nations Health Authority

Becky Palmer | Chief Nursing Officer
First Nations Health Authority

Cheryl Ward | Interim Director, Indigenous Health
Provincial Health Services Authority

W4 CONFRONTING OUR INNER HOMER SIMPSON: HOW BEHAVIOURAL ECONOMICS CAN MAKE QUALITY IMPROVEMENT MORE EFFECTIVE | GEORGIA B

Quality improvement is based on evidence, yet the ratio of “high-quality evidence applied” to “high-quality evidence available” is distressingly low. Why? Because while scientific evidence is linear and rational, people often aren’t. We are, to varying degrees, hybrids of Mr. Spock and Homer Simpson. And most of us aspire to be more Spock-like in our decision-making even when we understand why we aren’t.

Enter behavioural economics, which describes how our Homer-esque psychological wiring often thwarts our rationalist aspirations. This workshop will describe the evolution from classical to behavioural economics, and show how its insights can be applied to health care improvement so that we can narrow the gap between what we know we ought to do and what we actually do.

Steven Lewis | President
Access Consulting Ltd.

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

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THURSDAY, FEBRUARY 22 | 1430 - 1530

BREAKOUT C**C1 TAKING CARE OF PEOPLE WHO “ASK SO LITTLE AND GIVE SO MUCH” | OXFORD**

The organized Ground Search and Rescue (GSAR) service in British Columbia has evolved over the past 60+ years into a network of 80 community-based groups with approximately 2,500 volunteer members who respond to over 1,600 incidents annually – which is more than the rest of Canada combined. Volunteers are deployed in a variety of terrains and conditions, and are often involved in large-scale civil emergencies such as the recent wildfire events. This session will offer strategies for taking care of those working at the point of care – by looking at how GSAR prepares its people for the physical risks and emotional tolls of responding to critical incidents and providing support for those who suffer injuries.

Jim McAllister | Director at Large
British Columbia Search & Rescue Association
Co-Chair
Joint Search & Rescue Volunteer Health & Safety Committee

Greg Miller | Steering Committee Chair & Human Resources Advisor
British Columbia Search & Rescue Association

C2 APPROPRIATENESS IN SURGICAL CARE: ASKING THE RIGHT QUESTIONS | ENGLISH BAY

Patient-reported outcomes and experiences are being collected by more and more surgical sites, but how are we going to use them? This session will explore the different ways in which patient-reported outcome measures (PROMs) and patient-reported experience measures (PREMs) can be collected, ask participants to consider why PROMs are important at their site and discuss the larger purpose of measuring appropriateness in surgical care.

Lena Cuthbertson | Provincial Executive Director, Office of Patient-Centred Measurement & Improvement
Ministry of Health

Kimberly McKinley | Patient Services Manager
Vancouver Coastal Health

C3 DISCOVERING THE EXTRAORDINARY VALUE OF ROUTINE MONITORING | PLAZA AB

Do you really know if your program or service is delivering high-quality care? This session will explore routine performance monitoring, from defining a suite of indicators to practical considerations that you should address. It will also help distinguish when you need to react – and, more importantly, when you shouldn't react – to issues identified through your monitoring so that you can confidently state that you are delivering high-quality care.

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

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BREAKOUT C

THURSDAY, FEBRUARY 22 | 1430 - 1530

C4 DIVERSE APPROACHES TO ADDRESSING THE OPIOID CRISIS

RAPID FIRE | GEORGIA A

Opioid Substitution Therapy: An Emergency Room Response to the Fentanyl Crisis

Jason Wale | Medical Director of Emergency Medicine
Island Health

Responding to Urgent Health Care Needs: Provincial Opioid Addiction Treatment Support

Kate Campbell | Senior Instructional Designer
University of British Columbia Continuing Professional Development

A Pilot Project on Improving Mental & Substance Use Disorder Care in Acute Settings

Kofi Bonnie | Clinical Nurse Specialist
Providence Health Care

Emily Jenkins | Assistant Professor
University of British Columbia

C5 MAKING CARE BETTER FOR THOSE WITH CHRONIC CONDITIONS

RAPID FIRE | PLAZA C

Heart Failure Care in the Home Innovation Program

Suzanne Nixon | Clinical Nurse Specialist, Regional Heart Failure
Vancouver Coastal Health & Providence Health Care

Leah Christoff | Nurse Practitioner, Cardiac Function Clinic
Vancouver Coastal Health & Providence Health Care

Nancy Gwadry | Nurse Practitioner, Cardiac Function Clinic
Vancouver Coastal Health & Providence Health Care

Implementing Emotional Wellness Screening in a Cystic Fibrosis Clinic

Anna Gravelle | Cystic Fibrosis Nurse Clinician
BC Children's Hospital

Hospital 2 Home: A Collaborative Approach to Improving Care for Patients with COPD

Jenny Buckley | Senior Improvement Lead
Canadian Foundation for Healthcare Improvement

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THURSDAY, FEBRUARY 22 | 1430 - 1530

BREAKOUT C

C6 INNOVATIVE CARE FOR RESIDENTS

RAPID FIRE | CYPRESS

**IlluminAID: Lighting for Residential Care Homes****Caylee Raber** | Director, Health Design Lab
Emily Carr University**Factors that Influence a Successful Care Conference in Residential Care****Ann Marie Leijen** | Executive Director
Cheam Village**Demonstrating Improvement in Pain Management through International Collaboration****Jo-Ann Tait** | Program Director, Elder Care & Palliative Services
Providence Health Care**Heather Mak** | Clinical Nurse Specialist
Providence Health Care**Cyrelle Muskat** | Manager
Seniors Quality Leap Initiative**R1 STRETCH BREAK FOR YOUR LIFESTYLE | SEYMOUR**

Treat your body to a revitalizing and easy-to-follow stretch session that will leave you feeling strong and relaxed. Learn techniques that can be done at your work station or in your home, no clothing change or special equipment required!

Regina Kaiser | Founder & Meditation Teacher, Certified Healer & Yoga Instructor
Veracis Meditation, Yoga & Wellness Centre

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BREAKOUT D**THURSDAY, FEBRUARY 22 | 1600 - 1700****D1 RALLYING AROUND YOUTH AT RISK: COMMUNITY SUPPORTS FOR SUICIDE PREVENTION | OXFORD**

Suicide is the second leading cause of unnatural death for youth between 16 and 24 years of age in British Columbia, with our First Nations communities' rising rates among the highest in the world. Building upon the work of the BC Child and Youth Mental Health and Substance Use (CYMHSU) Collaborative, this session will explore the essential role of community in preventing suicide among our young people, through efforts such as addressing adverse childhood experiences to offset risk and build resilience, as well as new changes in practice in emergency departments. Participants will take away tips and tools to increase community awareness and respond effectively to mental health crisis and suicidal ideation.

Jennifer Mervyn | Practice Initiative Lead, Child & Youth Mental Health & Substance Use Collaborative
Doctors of BC

Justine Thomson | Executive Director
NEED2 Prevention Education & Support
Project Lead
Salt Spring Island Local Action Team

Kirsten Funk
Youth

D2 A TALE OF TWO COMMUNITIES: THE NORTH ISLAND HOSPITAL TRANSITION ENGLISH BAY

In 2012, both a new 95-bed hospital in Campbell River and a new 153-bed hospital in the Comox Valley were approved, intended to work in unison to support the health of the population throughout the North Island. One hospital, two campuses, two communities, two employers, two provincial ridings, three First Nations cultural family groups, four municipalities, and 2,100 staff, physicians and volunteers serving a population of 123,000...opened over three weeks in the fall of 2017. How hard could it be?

Dermot Kelly | Executive Director, Integrated Health Services, Geography 1
Island Health

Jeff Beselt | Executive Medical Director, Integrated Health Services, Geography 1
Island Health

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THURSDAY, FEBRUARY 22 | 1600 - 1700

BREAKOUT D**D3 OPEN YOUR EYES TO A NEW “SAFETY” | PLAZA AB**

Are you ready to think differently about patient safety? What does safety mean to you now, and how might you broaden your thinking around this essential component of our work in health care? The Vincent Framework for Measuring and Monitoring Safety – originally developed and tested in the United Kingdom, and now being trialled in Canada – offers important insights about safety that may spark your interest. The framework considers not just the absence of harm, but explores how we can foster the presence of safety now, as well as into the future. If you want to stretch your thinking around safety and converse with others keen to do the same (no matter what role you are in), join us for this session. Together, let’s challenge the status quo and see where it takes us!

Mita Rychkun | Licensed Practical Nurse, Ridge Meadows Hospital
Fraser Health

Sarah Grummisch | Clinical Nurse Educator, Ridge Meadows Hospital
Fraser Health

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

**D4 MEDS ‘R’ US
RAPID FIRE | CYPRESS****The ABCD’s of How to Not Mess Up the Discharge Prescription**

Laura Becotte | Project Lead
Thompson Region Division of Family Practice

Joslyn Conley | Shared Care Physician Specialist Lead
Interior Health

Jacqueline Pelton | Professional Practice Leader, Pharmacy
Interior Health

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BREAKOUT D

THURSDAY, FEBRUARY 22 | 1600 - 1700

D4 CONTINUED ...

 **To Pee or not to Pee: Medication Safety for Renal Patients****Lesley Thellend** | Registered Nurse
Interior Health**Joslyn Conley** | Nephrologist
Interior Health **Medication Wastage in Residential Care Facilities****Tracy St. Claire** | Executive Director
South Okanagan Similkameen Division of Family Practice**Bob Mack** | Family Physician
South Okanagan Similkameen Division of Family Practice**D5 IMPROVING ACCESS, OVERCOMING DISTANCE** 
RAPID FIRE | GEORGIA A **Text-Messaging Enhanced Primary Care: The Haida Gwaii Experiment****Tracy Morton** | Family Physician
Northern Health**Alissa MacMullin** | Project Manager & Researcher
Northern Health **eCASE: Connecting Providers Through Technology****Nico Miraftab** | Project Leader, Patient Transitions
Providence Health Care**Robert Levy** | Shared Care Specialist Lead
Providence Health Care**Nardia Strydom** | Regional Medical Director, Primary Care
Vancouver Coastal Health & Providence Health Care **First Nations Telehealth Expansion Team****Eyrin Tedesco** | Director, Clinical eHealth Initiatives
First Nations Health Authority

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THURSDAY, FEBRUARY 22 | 1600 - 1700

BREAKOUT D**D6 PEOPLE MATTER: CREATING A CULTURE OF COLLABORATION & COMPASSION**
RAPID FIRE | PLAZA C **Capturing, Sharing & Recognizing the Compassion in Our Care****Lisa Stewart** | Quality & Patient Safety
Vancouver Coastal Health**Sheri Johnson** | Social Worker
Vancouver Coastal Health **Shifting Culture of Care to Improve Hydration of Rehabilitation Hospital In-Patients****Jiwei Li** | Hospitalist
Providence Health Care**Liz Ong** | Clinical Nurse Leader
Providence Health Care**Stephanie Bury** | Registered Dietitian
Providence Health Care **Randomized Coffee Trials - Creating Connections at Island Health!****Xela Rysstad** | Quality & Patient Safety Consultant
Island Health**Sonya Chandler** | Consultant, Quality & Engagement
Island Health**R2 INDIGENOUS CULTURE | SEYMOUR**

You are invited to learn about Indigenous traditions and customs from a local elder.

Syexwaliya/Ann Whonnock
Squamish Nation**DEMONSTRATED RESULTS**

Projects underway or complete with “how-to” tips and lessons that can be shared with participants.

**NOVEL IDEAS**

Original thinking, promising practices or emerging ways of “how to improve care” that are too young to have results.

**QUALITY AWARD WINNERS**

Look for this icon beside six rapid fire presentations! They are winners or runners-up for the 2018 Quality Awards – we think you should hear about their great work!

**SEE THIS ICON BESIDE A SESSION TITLE?**

Tell your colleagues! Presentations will be streamed live on our Facebook page (@BCPSQC)

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FIELD TRIP

FRIDAY, FEBRUARY 23 | 0945 - 1215

FIELD TRIP 3 **IMITATE TO IMPROVE: HOW SIMULATION CAN HELP DRIVE HIGH QUALITY CARE**

Come explore how simulation practices can contribute to improved health care outcomes. This will be an opportunity to visit the Simulation Centre at BC Children's Hospital where, through a whirlwind combination of presentations, tours and interactive team-based activities, you will learn about the art and science of health care simulation. No clinical experience required! This session will help increase awareness of how simulation practices can contribute to improved patient, provider and health care-related outcomes. Come ready to discover ways to bring simulation to your own setting, as we learn with, from and about each other.

Darin Abbey | Director, Centre for Interprofessional Clinical Simulation Learning, Royal Jubilee Hospital
Island Health

Geoff Schierbeck | Quality Leader
BC Patient Safety & Quality Council

Elena Felgar | Senior Leader, Clinical Education, New Knowledge & Innovation
BC Children's Hospital & BC Women's Hospital & Health Centre



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



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FRIDAY, FEBRUARY 23 | 0945 - 1215

WORKSHOPS

W5 ACTIVATING PATIENTS TO IMPROVE CARE | ENGLISH BAY

The concept of patient activation has gained a lot of momentum internationally through its connections to healthier behaviours, better clinical outcomes and lower rates of hospitalization. Perhaps you've heard it, but aren't quite sure what it means? How does it differ from other concepts such as patient empowerment? And how do you support your patients in becoming more "activated?" In this interactive workshop, we'll explore these questions and work collaboratively to learn how to increase patients' level of activation. Attendees will leave the session with practical tips and ideas to take back to their care site!

Cathy Almost | Engagement Leader
BC Patient Safety & Quality Council

Anthony Gagne | Engagement Leader
BC Patient Safety & Quality Council

Ben Ridout | Director, Patient & Public Engagement
BC Patient Safety & Quality Council

W6 ADDRESSING ADVERSE CHILDHOOD EXPERIENCES: A HIDDEN KEY TO HEALTH GROUSE

Adverse Childhood Experiences (ACEs) have a very real and powerful impact on a person's health. The relationship between ACEs and lifetime use of the health system, mental health and substance use, as well as the social and emotional wellbeing of children and families, is well established. Through the stories of local communities, we will learn and discuss how we can all play a part in building the resilience needed to overcome this powerful determinant of public health.

Kirsten Hargreaves | Manager of Social Development
District of Mission

Nicole Martin | Project Manager
District of Mission

Marika Sandrelli | Knowledge Exchange Leader
Fraser Health

Joan Fujiwara | Youth Clinic Physician
Surrey-North Delta Division of Family Practice

Lynne Godrey
Parent

Gillian McLeod | City Social Planner
City of Delta

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BREAKOUT E**FRIDAY, FEBRUARY 23 | 0945 - 1045****E1 MAKING ENGAGEMENT MEANINGFUL THROUGH ANALYSIS & ACTION | GEORGIA B**

As one of the biggest buzzwords in human resources, the term “engagement” can get a bad rap as being “fluffy” or “feel good fodder.” In this session, we’ll discuss the importance of employee engagement for meeting your team’s goals, and discuss ways to elevate its status to an operational metric. This will include best practices in engagement survey analysis, taking action on the results that come forward, as well as the top leadership behaviours to boost engagement in your team. The session is suitable for anyone who needs to inspire those around them to achieve objectives as a group.

Stephanie Hallett | Manager, Retail Recruitment & Retention
Save-On-Foods

E2 MEASURING THE VALUE, IMPACT & RETURN ON INVESTMENT OF OUR IMPROVEMENT ENDEAVOURS | PLAZA AB

Looking to prove the value of a program or project? This hour will provide a methodology to credibly evaluate improvement initiatives. Learn the 10 Step ROI Methodology as it is applied to health care programs and initiatives; how to isolate the impact of programs and initiatives from other influences; and how to enhance program quality, results and return on investment.

Suzanne Schell | Chief Executive Officer
ROI Institute Canada

E3 TRANSITIONING TO LEGAL CANNABIS | OXFORD

Cannabis legalization and regulation in Canada have us and our patients heading into uncharted waters. Grounded by an overview of the current state, latest evidence, and potential directions for BC, this session will provide time for a conversation about how the health system is looking to respond. Medicinal and non-medicinal use and prevention of harms will be discussed, as well as exploring together what this new landscape means for those working and receiving care within the BC health system.

Gerald Thomas | Director, Alcohol, Tobacco, Cannabis & Gambling Policy & Prevention
Ministry of Health

Brian Emerson | Medical Consultant
Ministry of Health

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FRIDAY, FEBRUARY 23 | 0945 - 1045

BREAKOUT E

E4 GOING THE DISTANCE FOR HIGH QUALITY RURAL CARE 
RAPID FIRE | GEORGIA A **Increasing Access to Physiotherapy Services for Chronic Pain in Rural Communities**

Jen Hanson | Director of Education & Engagement
Pain BC

 **Supporting Rural Maternity Services Through Telehealth: An Integrated Systems Perspective**

Jude Kornelsen | Associate Professor, Department of Family Practice
University of British Columbia
Co-Director
Centre for Rural Health Research

 **Telehealth & Medical Assistance in Dying: Enabling Equitable Access**

Nancy Mareck | Telehealth Analyst
Island Health

E5 BLANKET OF CARE FOR THOSE WITH DEMENTIA
RAPID FIRE | CYPRESS **Using Social Robots to Reduce Loneliness in Dementia Care**

Lillian Hung | Clinical Nurse Specialist
Vancouver Coastal Health

Andy Au-Yeung | Occupational Therapist
Vancouver Coastal Health

Mike Wilkins-Ho | Physician
Vancouver Coastal Health

 **Using Personalized Music to Improve the Quality of Life of Residents in Long Term Care**

Niki Kandola | Summer Student Intern
Vantage Living and BC Patient Safety & Quality Council

Jannah Mitchell | Education & Professional Practice Specialist
Vantage Living

 **Home-Based Memory Rehabilitation in Dementia: A Scotland-Wide Improvement Journey**

Alison McKean | Project Lead, Post Diagnostic Support
Alzheimer Scotland

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BREAKOUT E**FRIDAY, FEBRUARY 23 | 0945 - 1045****E6 REDESIGNING FOR OPTIMAL OUTCOMES**

RAPID FIRE | PLAZA C

 **Connect 4 Care: Redesigning Care Delivery for Patients with Complex Needs****Rita Janke** | Manager, Quality, Patient Safety & Accreditation
BC Children's Hospital - Sunny Hill Health Centre**Veena Birring Hayer** | Project Manager
Provincial Health Services Authority **Improving the time to ECG in the Vancouver General Hospital Emergency Department****Heather Lindsay** | Associate Head & Associate Medical Director, Emergency Medicine
Vancouver Coastal Health **Improving Efficiency & Effectiveness of NICU Rounds: Changing a 25-Year Practice****Ronnalea Hamman** | Leader, Quality, Safety & Improvement
BC Women's Hospital & Health Centre**Sandesh Shivananda** | Medical Director, Neonatal Intensive Care Unit
BC Women's Hospital & Health Centre**Valoria Hait** | Quality & Safety Leader, Neonatal Program
BC Women's Hospital & Health Centre**R3 GUIDED MEDITATION | SEYMOUR**

Curious about how meditation can fit into your lifestyle? This session will cover the basic principles and benefits of practicing mindfulness. Participants will be led through a guided meditation and leave feeling rejuvenated, with new skills to try at home.

Cheryl Christensen | Meditation Teacher
Veracis Meditation, Yoga & Wellness Centre

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FRIDAY, FEBRUARY 23 | 1115 - 1215

BREAKOUT F**F1 LINKING IDEAS TO ACTION WITH DRIVER DIAGRAMS | 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

F2 BIG DREAMS FOR BIG DATA | PLAZA AB

The convergence of powerful analytical technologies is rapidly redefining health care delivery and medical decision-making as a data-science. How will this new paradigm of data-driven medicine generate valuable insights and what effect will it potentially have on health and operational outcomes? Don't let all the information overwhelm you – join us for a simple look at the opportunities and implications that matter to you.

Tyler Wish | Health Care Entrepreneur
Founder & Former Chief Executive Officer
Sequence Bio

F3 TRANSFORMING PRIMARY CARE IN SCOTLAND: THE JOURNEY SO FAR | GEORGIA B

This will provide an opportunity to discuss the learning from the Primary Care Transformation Programme in Scotland, which supports the vision of general practice and primary care being at the heart of the health care system. It will be an interactive session where you will be able to consider how you could apply this learning to your own local context including the potential impact for patients, your service and the wider system.

Jennifer Wilson | Professional Nurse Advisor, Primary Care Division
Directorate for Population Health Improvement, Scottish Government
National Clinical Lead (Nursing), Primary Care Portfolio
Healthcare Improvement Scotland

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FRIDAY, FEBRUARY 23 | 1115 - 1215

F4 ALL HANDS ON DECK: PEER-POWERED IMPROVEMENT RAPID FIRE | GEORGIA A



The Other Side of the Desk - Integrating Peer Services on DTES Health Care Teams

Isaac Malmgren | Manager, Peer Services & Community Development
RainCity Housing

Caitlin Etherington | Strategy Planner
Vancouver Coastal Health

Aaron Munro | Associate Director
RainCity Housing

Improving Public Engagement in Advance Care Planning Through Peer-Facilitated Public Sessions

Rachel Carter | Advance Care Planning Project Manager, Research Manager
BC Centre for Palliative Care

Eman Hassan | Director, Public Health Initiatives
BC Centre for Palliative Care

Fall-unteers: A Volunteer-Based Falls Prevention Strategy in Residential Care

Nadra Ali | Clinical Nurse Leader
Providence Health Care

Carrie-ann Longstaffe | Coordinator, Volunteer Resources
Providence Health Care

F5 YOU WILL BE SEEN IN TWO WEEKS NOW! RAPID FIRE | CYPRESS

Are Wait Times Bad for Everyone: A Case Study of Inguinal Hernia Repair

Katie Redfern | Project Manager, VALHUE & Wait One
Vancouver Coastal Health

Ernest Lai | Research Assistant
Vancouver Coastal Health

Reducing Wait Times for Spirometry: The Fraser Health Experience

Frank Ervin | Respiriologist, Regional Division Head
Fraser Health

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FRIDAY, FEBRUARY 23 | 1115 - 1215

BREAKOUT F

F5 CONTINUED...

 **Imaging Wisely: Reducing Inappropriate MRI Exams to Address Long Wait Time in BC****Bruce Forster** | Professor & Head, Department of Radiology
University of British Columbia**Vivian Chan** | Physician Quality
Vancouver Coastal Health**Flora Dong** | Program Advisor, Choosing Wisely
Vancouver Coastal HealthF6 **EVERYONE CAN PREVENT INFECTIONS, FROM PATIENTS TO PROVIDERS TO... DOGS!**

RAPID FIRE | PLAZA C

 **Implementation of a Pharmacy Escalation Tool for Patients with Clostridium difficile****Elizabeth Brodtkin** | Executive Medical Director
Fraser Health**Katy Short** | Epidemiologist, Infection Prevention & Control
Fraser Health**Colin Lee** | Pharmacist
Lower Mainland Pharmacy Services **The Nose Knows: Sniffing Out C. difficile Spores in Our Hospitals****Teresa Zurberg** | K9 Handler & Trainer, K9 C. diff Detection Program
Vancouver Coastal Health **Riding the Cycle to Preventing Hospital-Acquired Infections One Patient at a Time****Kim Beaudry** | Surgical Clinical Nurse Reviewer (Retired)
Fraser HealthR4 **TAI CHI | SEYMOUR**

Led by an experienced Tai Chi instructor, this hour will offer a brief introduction on the cultural context of Tai Chi and associated health benefits, followed by a guided practice of the movements found by many to increase wellness and counteract pressures of daily life.

Mary Hardy | Instructor
Fung Loy Kok Taoist Tai Chi®

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BREAKOUT G**FRIDAY, FEBRUARY 23 | 1330 - 1430****G1 PATIENT ENGAGEMENT TECHNIQUES: DETERMINING THE BEST APPROACH
GEORGIA B**

Learn about the successes and challenges of some tried and true, as well as cutting-edge, patient engagement techniques. This session will include local case studies designed to explore approaches to engagement like advisory councils, simulation, storytelling and personas. You'll also hear from special guests with experience in these techniques.

Jami Brown | Engagement Leader, Fraser Valley
BC Patient Safety & Quality Council

Jacquelyne Foidart | Engagement Leader, Thompson Cariboo
BC Patient Safety & Quality Council

Naomi Erickson | Manager of Quality Improvement & Patient Safety - IH West
Interior Health

Matthew Miller | Manager, Brand & Innovation
Island Health

Kyle Warkentin | Patient Partner
Patient Voices Network

G2 LIVING & LEARNING: BECOMING AN ALLY IN INDIGENOUS HEALTH | ENGLISH BAY

Working towards equitable health outcomes for Indigenous people requires action on everyone's part, especially non-Indigenous people. But what does it mean to be a good ally working in Indigenous Health? It can mean being willing to make mistakes – and keep going! Hear multiple perspectives in this engaging, interactive session that will leave you ready for action.

Sam Bradd | Principal
Drawing Change

Jan Christilaw | Past President
BC Women's Hospital & Health Centre

Alycia Fridkin | Policy & Research Analyst, Indigenous Health
Provincial Health Services Authority

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FRIDAY, FEBRUARY 23 | 1330 - 1430

BREAKOUT G**G3 WHAT'S IN YOUR ATTIC? ACTIVITIES FOR TRANSFORMING TEAMS & IGNITING CHANGE | PLAZA AB**

Is your team looking to accelerate improvement in health care and beyond? Come join us for this hands-on session to explore the ATTIC toolkit – a collection of activities formerly known as MindShift that can be used to build teamwork, develop communication skills, enable creative thinking, and help explore systems. We'll explore and have a chance to try three of the 28 activities (and counting!) that are available. This hands-on practice will walk through the fundamentals and empower you to get the most out of these tools.

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

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

G4 THRIVING WITH RISK: HOW VENTURE CAPITAL SUCCEEDS BY FAILING 90% OF THE TIME | OXFORD

Safe care requires thorough management and minimizing risks. But this same philosophy can stifle progress if a healthy and positive attitude towards risk isn't adopted. What is risk, and why do we so often equate it with failure? The venture capital industry is an excellent case study around the meaning of risk and the management of failure. Venture capital professionals allocate limited resources amongst groups of projects all aiming for success, while knowing that 90% of these initiatives will fail. This presentation will plumb 60 years of industry experience to determine how the reality of frequent failure can be turned into potentially massive success.

Bernd Petak | Investment Partner
Northmark Ventures

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BREAKOUT G**FRIDAY, FEBRUARY 23 | 1330 - 1430****G5 AT THE FRONTIER OF NEW SCOPES OF PRACTICE: THE OPIOID CRISIS AS A CASE STUDY | GROUSE**

On your way to the Forum this year, you may notice something new clipped to backpacks on the SkyTrain or stored on shelves of local pharmacies. In the midst of the opioid overdose crisis, Naloxone kits have become synonymous with basic first aid. As the three panellists will describe, shifts in mindsets and scopes of practice have led to rapid empowerment of both health care professionals and the public. What can we learn from this case study, and what are other areas of untapped potential where a scope of practice change may be beneficial? Let's explore this together.

Erica Thompson | Person with Lived Experience & Peer Advocate

Roy Stanley | Advanced Care Paramedic & A/District Supervisor, Okanagan
BC Emergency Health Services

Sara Young | Manager, Hepatitis & Harm Reduction Programs
BC Centre for Disease Control

G6 TURNING TOWARDS THOSE IN GRIEF RAPID FIRE | CYPRESS** A Learning Journey through Patient Journey Mapping**

Marlene Apolczer | Quality Improvement Lead
Northern Health

Sally Rosevear | Patient Partner
Patient Voices Network

 Building a Community of Hope: The Story of Camp Kerry, A Family Bereavement Retreat

Heather Mohan | Founder & Executive Director
Camp Kerry Society

Josh Dahling | Director of Operations & Youth Services
Camp Kerry Society

 MyGrief.ca and KidsGrief.ca: Taking Bereavement Support Online

Shelly Cory | Executive Director
Canadian Virtual Hospice

Marissa Ambalina | Communications Specialist
Canadian Virtual Hospice

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FRIDAY, FEBRUARY 23 | 1330 - 1430

BREAKOUT G

G7 BECAUSE WHERE WE CARE MATTERS

RAPID FIRE | GEORGIA A 

Abbotsford Rapid Response – Meeting Urgent Health Needs of Frail Seniors at Home

Sarah Siebert | Interim Clinical Nurse Specialist, Home Health
Fraser Health

Julie Fraser | Manager, Home Health Abbotsford
Fraser Health

How One Nurse Changed a System

Kristan Ash | Executive Director
Fraser Northwest Division of Family Practice

Jeff Dresselhuis | Family Physician
Fraser Northwest Division of Family Practice

Going Beyond the 9-1-1 Call: Cultivating Innovation to Support Low Acuity Patients

Jessica Jaiven | Director, Quality, Patient Safety & Accreditation
BC Emergency Health Services

Corinne Begg | Continuous Improvement Manager, Dispatch Operations
BC Emergency Health Services



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BREAKOUT G**FRIDAY, FEBRUARY 23 | 1330 - 1430****G8 MUCH ADO ABOUT DATA**
RAPID FIRE | PLAZA C**Real-Time Patient Experience Survey: Timely Feedback for Rapid Improvements****Terry Brock** | Regional Practice Leader, Social Work
Fraser Health**Joshua Myers** | Director, Patient Experience
Fraser Health**How a Resilient Perspective Shifted Our View of Performance Measurement****Karen Cardiff** | Researcher
Vancouver Coastal Health**Allison Muniak** | Executive Director, Quality, Patient Safety & Infection Control
Vancouver Coastal Health**Leslie Forrester** | Regional Epidemiologist
Vancouver Coastal Health**Collecting, Analyzing & Using Data: Reforming Information Management in Health Care****Doug Eby** | Vice President of Medical Services
Southcentral Foundation**R5 LAUGHTER YOGA | SEYMOUR**

Remember hearing about Laughter Yoga at Health Talks 2017? Come try it out for yourself, and experience the stress-relieving techniques that deepen creativity and build resilience first-hand.

Kasim Al-Mashat

Registered Psychologist & Certified Mindfulness Based Stress Reduction Teacher

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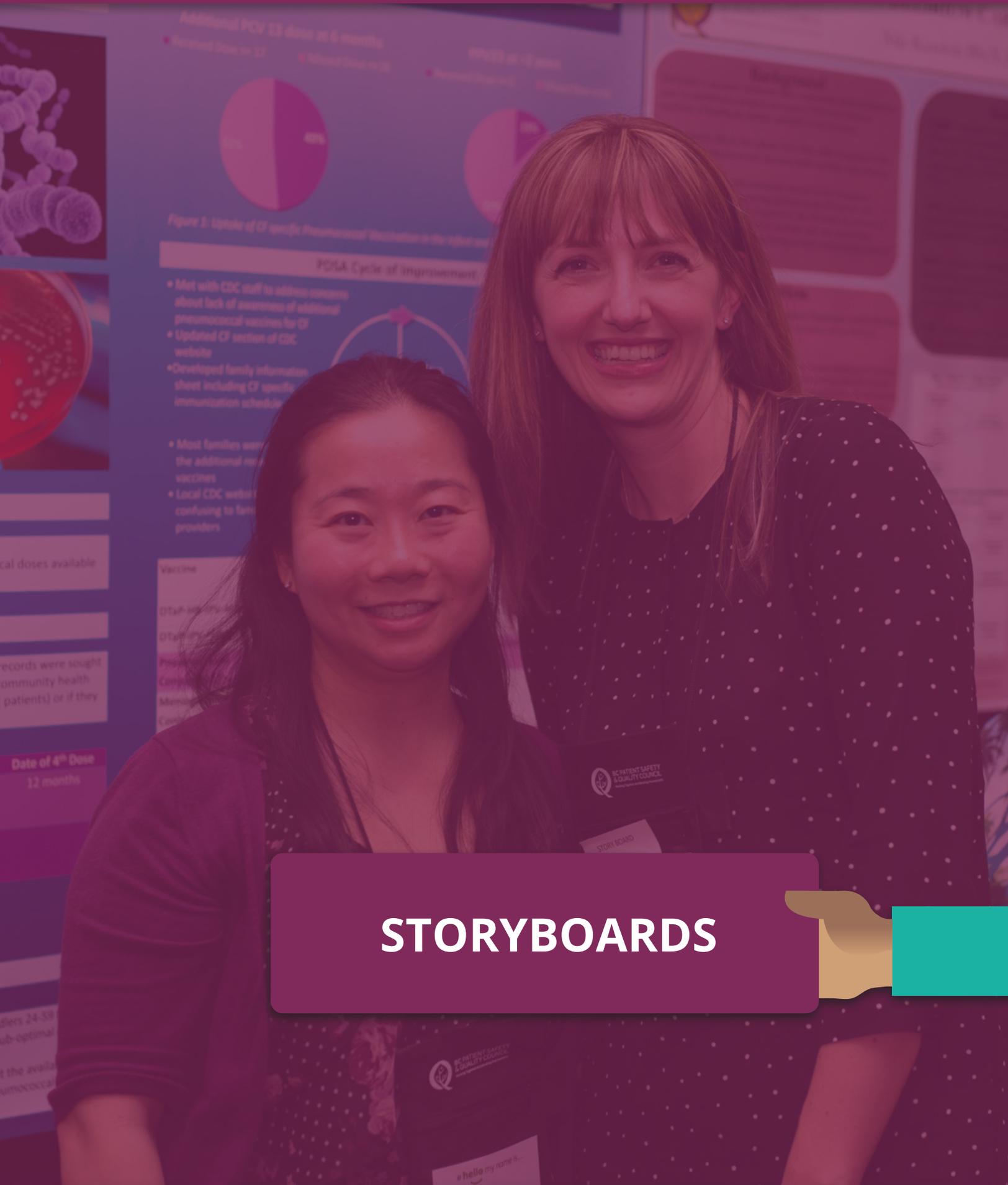
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STORYBOARDS

STORYBOARDS

THURSDAY, FEBRUARY 22 | 0815 - 1830

FRIDAY, FEBRUARY 23 | 0700 - 1530

Improvement Capability | 2ND FLOOR

Join us for the Storyboard Reception
THURSDAY, FEBRUARY 22 | 1700 - 1830



1	BC Women's Hospital Interdisciplinary Simulation Training Evaluation Results	Jessalyn Almond BC Women's Hospital & Health Centre
2	Influencing Change for Quality Serious Illness Conversations	Doris Barwich BC Centre for Palliative Care
3	Design Thinking a Better Discharge Medication List	Ian Bekker Island Health
4	Moving Evidence into Practice: Early Results from a Regional Knowledge Translation Project	Agnes Black Providence Health Care
5	A Standardized Process for Managing NPO Orders	Theresa Cividin Vancouver Coastal Health
6	Fraser Health Assisted Living Tenant Satisfaction & Quality of Life	Donna Clark Fraser Health
7	Shared Approach to Integrated (Enterprise) Risk Management	Annette Down Healthcare Insurance Reciprocal of Canada
8	Implementing a Surgical Site Infection Reduction Bundle of Care to Reduce Occurrences	Laura-Lynne Funnelle Fraser Health
9	Introduction of a Multiplex Panel to Identify the Causative Agents of Gastroenteritis	John Galbraith Island Health
10	Intra-Professional...the Other Collaboration in Health Care	Barbara Gobis University of British Columbia
11	Building Powerful Health Care Teams: Lessons from the Business World	Barbara Gobis University of British Columbia
12	Applying the Principles of Enhanced Recovery to Hip Fractures	Lila Gottenbos Fraser Health
13	Evaluating Change: Fraser Health's Success with Implementing E-Documentation	Michelle Gramozis Fraser Health
14	A Facilitated Multi-Source Feedback Process to Assure Quality of Practice	Laurie Kilburn Vancouver Coastal Health
15	Patients' Pre-Operative Health Status & Hospital Length of Stay	Ernest Lai Vancouver Coastal Health

STORYBOARDS

Improvement Capability | 2ND FLOOR

16	Equip Physicians to Lead Quality Improvement Projects: A Customized Physician Quality Improvement Training Program	Philippe Lang Vancouver Coastal Health
17	Improving Patient Identification by the Laboratory	Angela Lee Fraser Health
18	Using eSafety to Enable Quality Care	Yanyan Li Fraser Health
19	A Provincial Network Approach to Improving Emergency Medicine Care	Ronald Lindstrom BC Emergency Medicine Network
20	Embedding Accreditation Across Fraser Health Using Mock Tracers	Joanne Longson Fraser Health
21	What Always Matters to You?	Leslie Louie Provincial Health Services Authority
22	The Quality Improvement Challenge: Providence Health Care's New Practical Training Program	Meghan MacLeod Providence Health Care
23	The Surgical Quality Outcomes Reports (SQOR) Study to Spread Lower-Cost Monitoring	Malcolm Maclure University of British Columbia
24	Better Together: Partnering with Patients & Families to Spread Family Presence	Christine Maika Canadian Foundation for Healthcare Improvement
25	Radiation/Oncology Supply Standardization: Minimizing Inventory Costs & Waste	Deirdre McCaughey University of Calgary
26	The Red Dot Project: Analysis of Post-Operative Visits to the Emergency Room	Susan McDonald Fraser Health
27	Not Just Food: Striving to Make Your Dining Experience Beyond Good	Michelle McQuoid ValleyCare
28	When Good Technology Has Limitations, How Safe Are We Making the System?	Tonya Ng BC Cancer Agency
29	No Association Between Wait Times for Cholecystectomy & Patient Reported Outcomes	Alexander Peterson University of British Columbia
30	Spreading a Process for Ethical Oversight of Quality Improvement & Evaluation Projects	Jody Pistak Interior Health
31	Not For Comfort Anymore: A Peri-Operative Oral Care Trial to Reduce Hospital-Acquired Pneumonia	Trudy Robertson Fraser Health

STORYBOARDS

Improvement Capability | 2ND FLOOR

32	Using Vmn (Virtual Mobile Number) to Expedite Communications: Nanaimo E-mentor Project	Rebecca Robson Nanaimo Division of Family Practice
33	Triple S: Spreading, Sustaining & Scaling Health Care Innovation	Meghan Rossiter Canadian Foundation for Healthcare Improvement
34	Novel Neonatal Complex Care & Transition (NCT) Primary Provider Team Model for Improvement	Sandesh Shivananda Provincial Health Services Authority
35	Standardization of Hybrid Practice Through Order Set Reconciliation	Alison Steinbart Island Health
36	Communication Skills to Optimize Patient Care: A Novel Continuing Professional Development Innovation	Sarah Tajani University of British Columbia Continuing Professional Development
37	Incident Reporting: One Physician at a Time	Dave Williams Fraser Health
38	Using Education & Simulation	Rachel Wilson Island Health
39	Designing & Piloting an Opioid Stewardship Pharmacy Clinical Service	Brendan Woods Lower Mainland Pharmacy Services
40	Hands-On Ultrasound Education Program: Improving Patient Care in Rural Communities	Kathryn Young University of British Columbia Continuing Professional Development
41	Better Together: Collaborative Quality Improvement in Residential Care	Kathleen Yue BC Centre for Palliative Care



STORYBOARDS

Experience of Care | 3RD FLOOR

42	Understanding Discharge Needs from the Client's Perspective: A Quality Improvement Project	Nicole Beauregard Providence Health Care
43	Understanding the Patient Experience of Emergency Department Case Management	Graham Blackburn Island Health
44	Building a Provider Education Model to Optimize Care through Electronic Health Record	Jill Breker Island Health
45	Improving Family Experience Discussing Risk in Inpatient Child-Adolescent Psychiatry	Leah Burgess BC Children's Hospital
46	Clinician & Family-Centred Redesign of Outpatient Psychiatry Collaborative Care Planning	Taneille Johnson Provincial Health Services Authority
47	Decreasing Length of Stay in Short Stay Program: A Cross Portfolio Project	Jennifer Campbell Interior Health
48	Evaluating a Low Literacy mHealth Platform - TickiT® - to Collect Patient Experience Data	Mitchell Chow Tickit Health
49	Promoting Interprofessional Collaborative Practice in Maternity Care across British Columbia	Nancy Falconer Doctors of BC
50	Engagement & Empowerment: Success With Youth Who Have Mental Health Challenges	Joan Fujiwara Surrey-North Delta Division of Family Practice
51	A Three-Pronged Approach to Surgical Quality Improvement at a Tertiary Care Hospital	Alana Gavsie Fraser Health
52	Violence. Not Part of the Job.	Adriane Gear BC Nurses' Union
53	Infectious Disease Telemedicine Services in Northern British Columbia	Abu Obeida Hamour Northern Health
54	Building Blocks for Sustainable Rural Maternity Care	Jude Kornelsen Centre for Rural Health Research
55	Walking a Mile in Their Shoes: Using Design Thinking to Prepare Children for Surgery	Liz Lamb BC Children's Hospital
56	Improving Linkages of Services for Palliative Patients	Ben Lee BC Cancer Agency

STORYBOARDS

Experience of Care | 3RD FLOOR

57	Looking into the Patient's View of Safety: A Student Perspective	Tracy Lust Provincial Health Services Authority
58	Bedside Shift Report: One Year Later	Kate McNamee Providence Health Care
59	Implementation of Patient's View at BC Mental Health & Substance Use Services	Robert Tang BC Mental Health & Substance Use Services
60	Hello My Name Is: Creating a Human Connection in Care	Robert Tang BC Mental Health & Substance Use Services
61	Releasing Time to Care: A Year in Review	Susan Waldron Fraser Health
62	Patient & Family Partnership in Action: Creating an Intensive Care Unit Handbook	Vininder Bains Providence Health Care

Clinical Practice | 3RD FLOOR

63	Critical Care Exchange: Enhancing Clinical Skills, Teamwork & Staffing Versatility	Vininder Bains Providence Health Care
64	Improving Documentation of Pain, Agitation & Delirium (PAD) in the Intensive Care Unit	Jennifer Atchison Fraser Health
65	Using Collaborative Quality Improvement to Improve Care for People Living with Opioid Use Disorder	Laura Beamish BC Centre for Excellence in HIV/AIDS
66	Perioperative Glucose Control: Is this the Missing Piece to Success in Reducing Surgical Site Infections?	Cammy Benson Fraser Health
67	Does Vincristine Chemotherapy Effect Lower Extremity Movement & Function in Adults Living with Acute Lymphoblastic Leukemia?	Jennifer Bermingham Vancouver Coastal Health
68	Providing Patient-Centred Podiatry Care through the Abbotsford Regional Hospital Hemodialysis Foot Care Clinic	Micheli Bevilacqua Fraser Health
69	B-Safe Project: A Safety Plan Co-Produced with Young People	Francess Doherty National Health Service Child & Adolescent Mental Health Services (NHS CAMHS)
70	A Common Challenge: Designing an Appropriateness Quality Improvement Initiative in Paper-Based Systems	Flora Dong Vancouver Coastal Health

STORYBOARDS

Clinical Practice | 3RD FLOOR

71	Fragmentation to Integration: Triage Consulting Team	Rumneek Dosanjh White Rock South Surrey Division of Family Practice
72	Using Machine Learning to Improve End-of-Life Conversations after Spinal Cord Injury	Nader Fallah Rick Hansen Institute
73	Promoting Safer Practice in Medication Administration	Babita Heer BC Mental Health & Substance Use Services
74	Why Fraser Health Needs an Interprofessional Complex Wound Center	John Hwang Fraser Health
75	Improving Quality of Care for Burn Patients by Focusing on Nursing Education	Simmie Kalan Vancouver Coastal Health
76	Family Physicians & Chiropractors Partnering in Low Back Pain Initiative	Liza Kallstrom BC Chiropractic Association
77	Overcoming the Obstacles to Best Practice Education, the Foundation of Quality Care	John Kristiansen BC Hip Fracture Redesign Initiative
78	Improving Glycemic Control within an Enhanced Recovery after Surgery Program	Kelly Mayson Vancouver Coastal Health
79	Optimal Timing for Umbilical Cord Clamping: Towards Universal Guidelines for Newborns	Gustavo Pelligra Island Health
80	Applying BC Health Quality Matrix to Ensure Quality Care: BC Institute of Technology Nursing Program	Theresa Shaughnessy British Columbia Institute of Technology
81	Surgical Site Infection Reduction of Almost 70% in Colorectal Patients with Global SSI Bundle	Pawan Sindhar Fraser Health
82	Same-Day-Discharge Total Knee Replacement: Compatible with Canadian Standard of Care?	Bernardus Smit Fraser Health
83	The Value Of Bringing Quality Improvement to the Workplace: A Clinical Coaching Example	Claire Thomson University of British Columbia Continuing Professional Development
84	Rising Up After a Fall: Quality Improvement for Patients at Risk of Impaired Mobility	Amy Williams Island Health
85	Collaboration between a Neurologist & Pharmacy Team Helps Headache Sufferers	Jamie Yuen University of British Columbia
86	Exploring Nurses' Perceptions of a Managed Alcohol Protocol at St. Paul's Hospital	Beena Parappilly Providence Health Care

STORYBOARDS

Population Health | 3RD FLOOR

87	Exploring Perceptions & Attitudes of Stroke Survivors about Secondary Prevention	Beena Parappilly Providence Health Care
88	A Case of Prevention: Registered Dietitians Impacting Upstream Primary Care in Abbotsford	Danielle Edwards Abbotsford Division of Family Practice
89	A Family Physician Designed Community e-Map: Pacific Northwest FETCH	Colleen Enns Pacific Northwest Division of Family Practice
90	Hepatitis C: The Basics - Education for Engagement	Liza McGuinness BC Centre for Disease Control
91	Impact of Socio-Economic Deprivation on Chronic Disease in Kootenay-Boundary	Drona Rasali BC Centre for Disease Control
92	Transforming Services for Young People: Foundry's Stepped Care Model	Karen Tee Foundry

Students | 3RD FLOOR

93	Physical Activity Habits of Medical Students, Burnout & Patient Counselling Practices	Magar Ghazarian Royal College of Surgeons in Ireland
94	Gamification in Dementia Training	Lillian Hung Vancouver Coastal Health
95	Using Video Reflexive Groups to Innovate Practice in Dementia Care	Lillian Hung Vancouver Coastal Health
96	Introducing Patient Reported Outcomes in the National Surgical Quality Improvement Program at Royal Inland Hospital	Braedon Paul Interior Health
97	Perceptions of Pharmacy Students Involved in Preventative Health & Wellness Events	Jillian Reardon University of British Columbia
98	Choosing Wisely Canada STARS: Training the Next Generation of Medical Professionals	Melissa Wan University of British Columbia
99	Pediatric Post-Appendectomy Surgical Site Infections: A Retrospective Single-Centre Study	Julie Wong BC Children's Hospital
100	Improving Patient & Visitor Hand Hygiene in a Pediatric Acute Care Hospital	Matthew Wong BC Children's & Women's Hospitals

VENUE MAP

3rd FLOOR

Plenary Presentations, Meals, Debate:

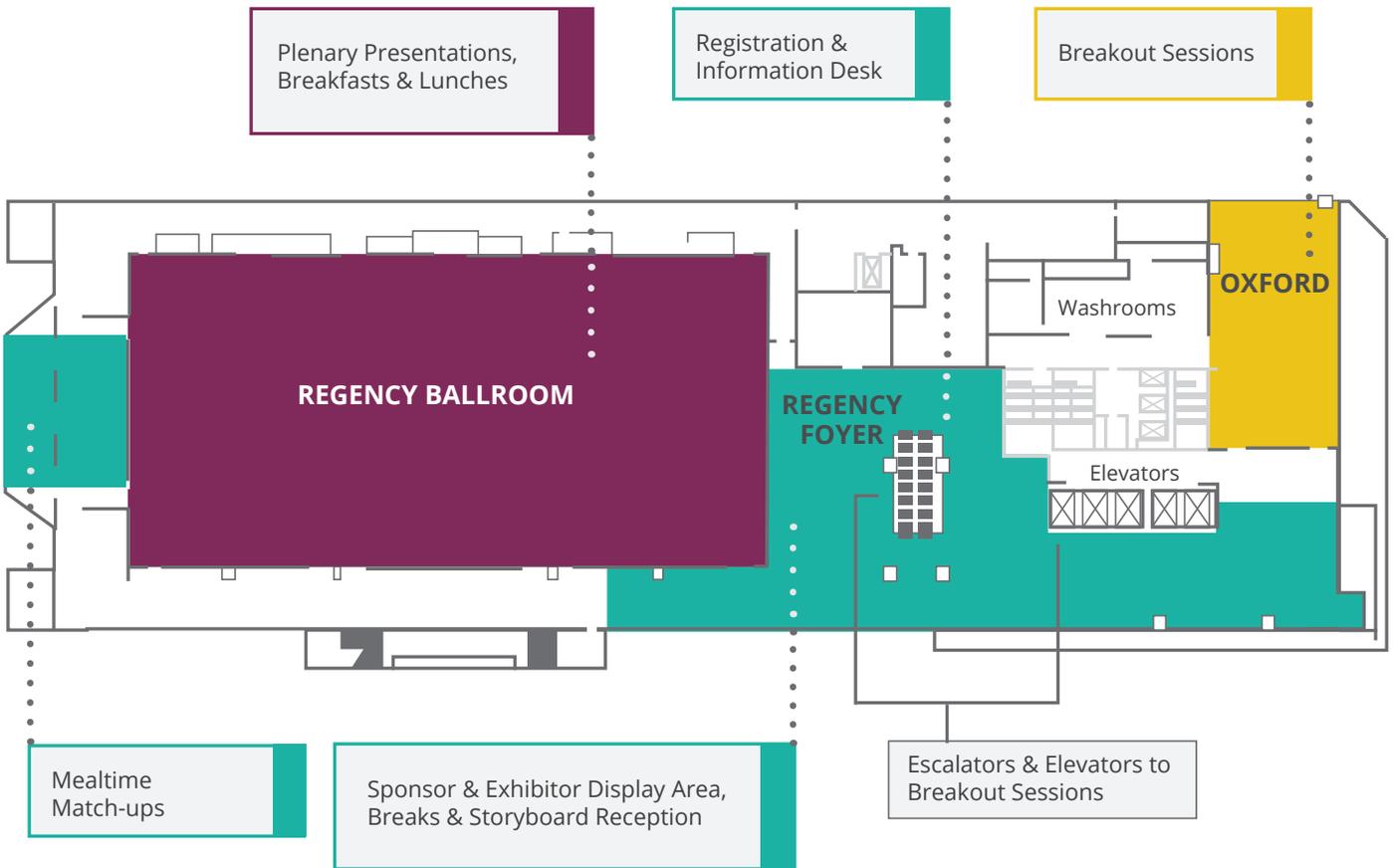
Regency Ballroom

Registration & Information Desk, Breaks, Sponsors & Exhibitors Booths, Storyboards:

Regency Foyer

Breakout Sessions:

Oxford



Breakout Sessions:

Georgia A, Georgia B,
Plaza AB, Plaza C

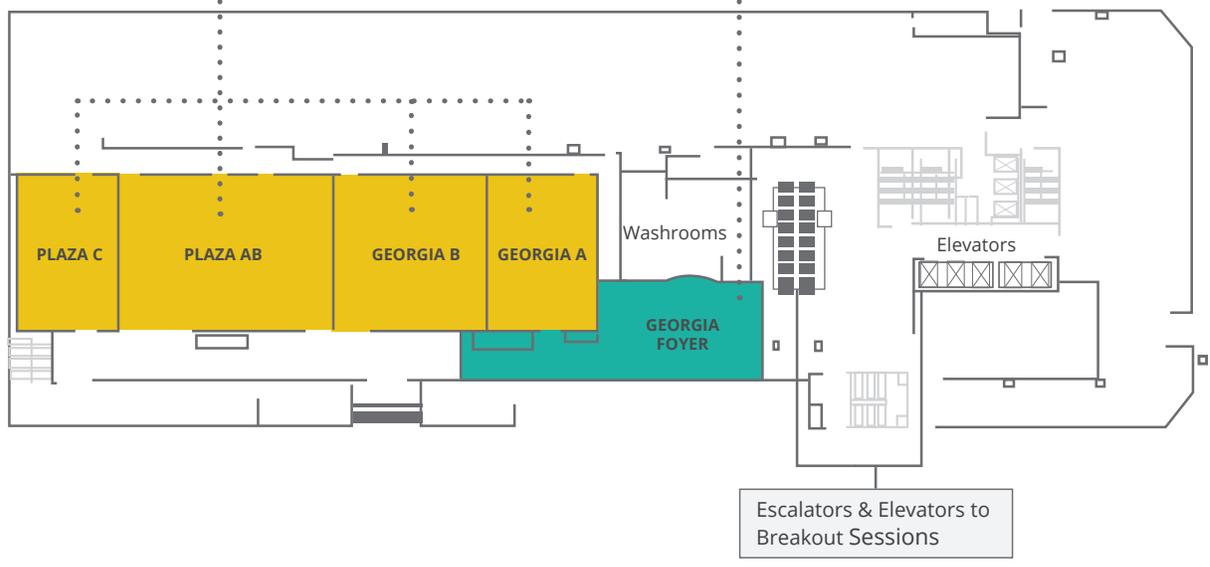
Breaks & Storyboards:

Georgia Foyer

2nd FLOOR

Breakout Sessions

Breaks & Storyboard
Reception



34th FLOOR

Breakout Sessions:

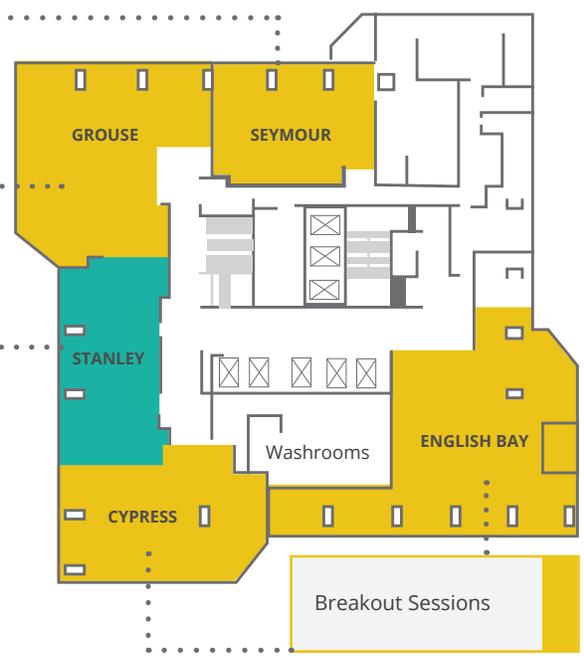
Grouse, Seymour,
Cypress, English Bay

Breaks:

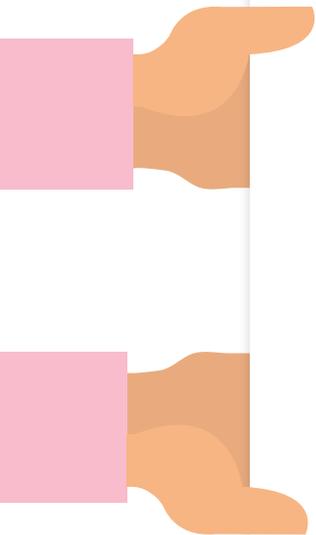
Stanley

Breakout Sessions

Breaks



#QF18



WE'RE HERE TO HELP

If you have a question, please ask one of the people wearing a red vest! We're team members with the BC Patient Safety & Quality Council, and we'll be pleased to help you. You can also send us a private message through Twitter or Facebook, email info@bcpsqc.ca, or message us through the Quality Forum 2018 app.

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

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 resources from all of our previous six events.



SAVE THE DATE! #QF19
FEBRUARY 20-22, 2019

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**BC PATIENT SAFETY
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