



QF Quality Forum 2019

ACTIVATE | INTEGRATE | CELEBRATE
FEBRUARY 26 - 28 VANCOUVER, BC



WELCOME TO QUALITY FORUM 2019!



Welcome to Quality Forum 2019! To the more than 1,250 individuals who are joining us over the next three days, the BC Patient Safety & Quality Council is honoured to host you as we mark our eighth annual Forum.

The Council has, since its inception in 2008, sought to unite stakeholders across BC to drive person- and family-centred improvement in health care quality. By bringing together stakeholders from across the system – from patients to policy makers, care providers, health care administrators, senior executives and academics – we have shared learnings, uncovered needs and developed strategies to achieve better care. The Quality Forum provides us with the unique opportunity to not only bring international perspectives and best practices to BC, but also to recognize the incredibly important work underway to improve care in the province. It is inspiring to see all the efforts that will be showcased through the pre-Forum activities, 63 rapid fire presentations, 103 storyboards and 37 breakouts that reflect the achievements to advance our shared commitment in providing the highest-quality care possible.

The Council empowers the quality movement to transform the health system. In the last 10 years, we have developed a growing community of quality champions across BC's health care landscape to facilitate sharing, learning and concrete action in pursuit of the best possible care for all. The next three days provides us the opportunity to continue to grow this movement, celebrate our achievements and envision the future together.

We encourage you to teach and learn from one another, inspire and be inspired while you are here. We hope Quality Forum 2019 sparks many new ideas and connections to help you improve the quality of care for our patients. On behalf of our entire Council team, thank you for joining us!

Doug Cochrane
Chair

Christina Krause
Chief Executive Officer



**BC PATIENT SAFETY
& QUALITY COUNCIL**

Working Together. Accelerating Improvement.

If you have any questions, please do not hesitate to ask us or one of our 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 x^wməθk^wəyəm (Musqueam), Sk̓wx̓wú7mesh (Squamish) and sə́lílwətaʔt (Tsleil-Waututh) peoples.





THANK YOU TO OUR SPONSORS!

PLATINUM



GOLD



SILVER



First Nations Health Authority
Health through wellness

BRONZE



BC COLLEGE OF
FAMILY PHYSICIANS
The home of family medicine



BC NURSES'
UNION

Standing up for health care

Canadian Foundation for **Healthcare Improvement**

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



Canadian Institute
for Health Information
Institut canadien
d'information sur la santé

CMPA.

Empowering
better healthcare



Canadian Patient Safety Institute
Institut canadien pour la sécurité des patients



Health
Data
Coalition



MICHAEL SMITH FOUNDATION
FOR HEALTH RESEARCH

BC's health research funding agency



northern health

the northern way of caring



How you want to be treated.



EXHIBITORS

Apollo Healthcare Project Management

BC Chiropractic Association

BC Guidelines

BC Office of Patient-Centred Measurement and Improvement

BD Canada

Canadian Agency for Drugs and Technologies in Health (CADTH)

CARF Canada

Crede Technologies

Doctors Technology Office

Family Caregivers of British Columbia

Hill-Rom Canada

Institute for Healthcare Improvement Open School: BC Chapters

International Society for Quality in Health Care (ISQua)

Manitoba Institute for Patient Safety (MIPS)

Nurses and Nurse Practitioners of BC (NNPBC)

Southcentral Foundation Nuka System of Care

University of British Columbia, Master of Health Leadership & Policy in:
Clinical Education, Seniors Care

Think Research



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

Welcome to the eighth annual Quality Forum, brought to you by the BC Patient Safety & Quality Council. We'd like to thank you for joining us in our relentless pursuit of quality! This pursuit is fueled by collaboration and partnership with patients, families and caregivers, health care providers and all those working in the health care system. Engaging with all these perspectives is key to our success in helping to inform and inspire positive change.

The BC Patient Safety & Quality Council provides system-wide leadership to efforts designed to improve the quality of health care in British Columbia. Through our day-to-day work, and through the Quality Forum, we bring together resources, stakeholder relationships and the unique expertise of our staff to lead, advise, partner, facilitate, educate and support improvement efforts throughout the province. We also look beyond BC to seek out national and international partnerships that provide knowledge and insights of value, adapt these new ideas to meet the needs of our health care system, and work with our partners to put them in place.

Quality Forum 2019 is an opportunity for more than 1,250 people to come together to acquire new skills and strategies, discuss opportunities and challenges and network with others interested in improving health care in British Columbia. You'll gain insights from international experts discussing the latest topics in health care improvement, while also hearing about local efforts from your colleagues across the province.

Whether you're here for a single event or all three days, we hope you'll leave Quality Forum 2019 feeling inspired, entertained and hopeful about the future of health care in BC.



**BC PATIENT SAFETY
& QUALITY COUNCIL**

Working Together. Accelerating Improvement.

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

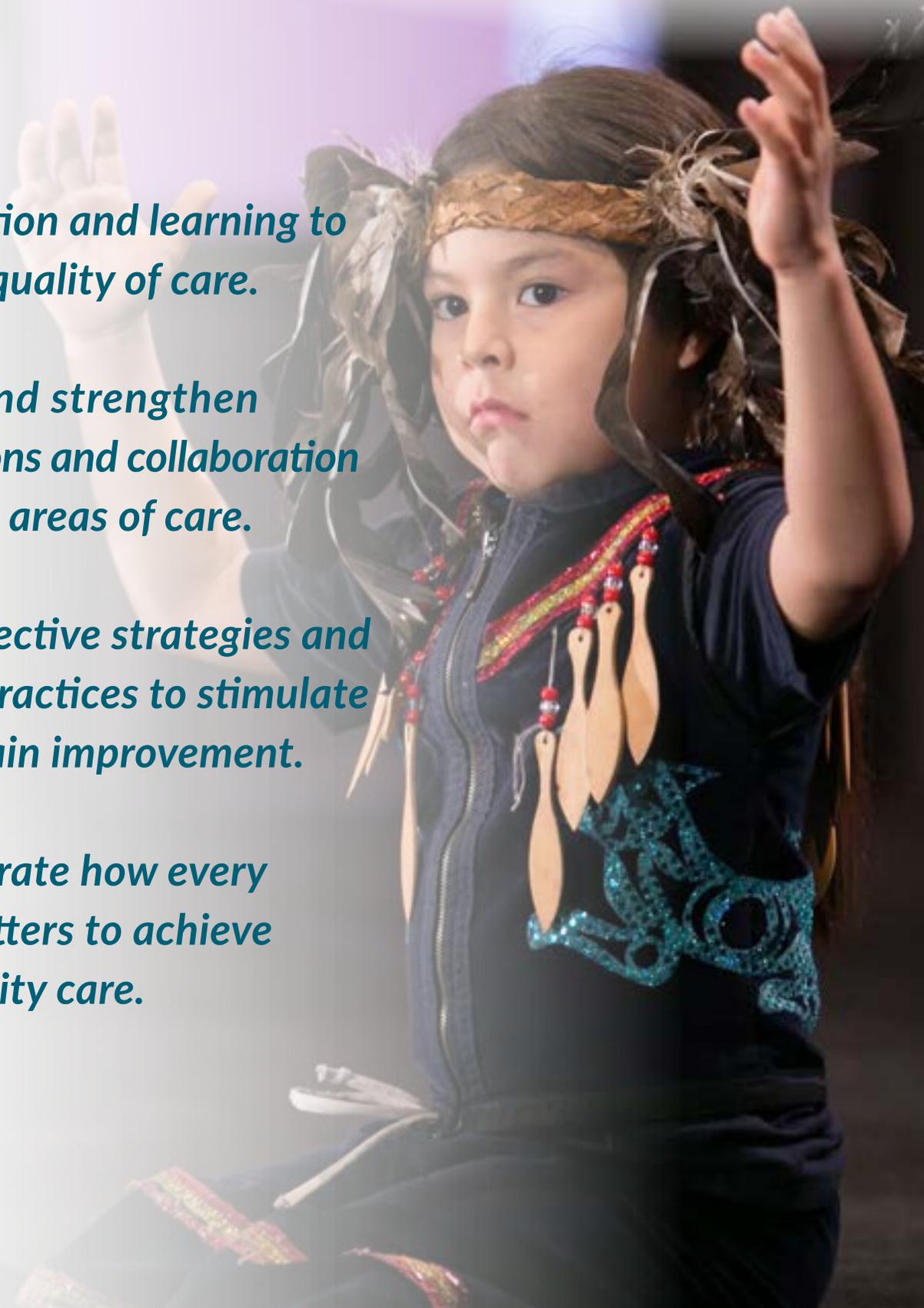
QUALITY FORUM 2019 OBJECTIVES

Ignite action and learning 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 DAY | TUESDAY, FEBRUARY 26

0700 – 0900 Registration & Breakfast

PRE-FORUM DEEP DIVE SESSIONS

0830 – 1630  **LEARNING HEALTH SYSTEMS**
In partnership with the BC Academic Health Science Network

0800 – 1700  **THE POWER OF TOGETHERNESS**
In partnership with the Joint Collaborative Committees

PRE-FORUM FIELD TRIPS

0800 – 1600  **INDIGENOUS RECONCILIATION**

0800 – 1600  **COMMUNITY VOLUNTEERING**

0900 – 1630  **HOSPITALITY INDUSTRY**

HEALTH TALKS

1800 – 1900 Health Talks Registration
Cash Bar

1900 – 2100 **QUALITY AWARDS CEREMONY & PECHAKUCHA PRESENTATIONS**

2100 – 2130 Networking Reception
Cash Bar



MAIN FORUM

WEDNESDAY, FEBRUARY 27

0700 – 0815 Registration & Breakfast

0815 – 0900 Opening & Territorial Welcome

0900 – 0940 **PLENARY PRESENTATION**
JEFFREY BRAITHWAITE

0940 – 1000 Transition

1000 – 1100 **BREAKOUT A**

1100 – 1130 Break

1130 – 1230 **BREAKOUT B**

1230 – 1330 Lunch

1330 – 1415 **DEBATE**

1415 – 1430 Transition

1430 – 1530 **BREAKOUT C**

1530 – 1600 Break

1600 – 1700 **BREAKOUT D**

1700 – 1830 **STORYBOARD RECEPTION**
Appetizers & Cash Bar

THURSDAY, FEBRUARY 28

0700 – 0815 Breakfast

0815 – 0845 Opening & Territorial Welcome

0845 – 0925 **PLENARY PRESENTATION**
RHONA FLIN

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 – 1525 **PLENARY PRESENTATION**
CHRIS POINTON

1525 – 1530 Closing

STEERING COMMITTEE

Alan Ruddiman | DOCTORS OF BC

Allison Muniak | VANCOUVER COASTAL HEALTH

Andrew Wray | BC PATIENT SAFETY & QUALITY COUNCIL

Breah Talan | BC PATIENT SAFETY & QUALITY COUNCIL

Brendan Abbott | MINISTRY OF HEALTH

Camille Ciarniello | PROVIDENCE HEALTH CARE

Chelsea Hochfilzer | BC PATIENT SAFETY & QUALITY COUNCIL

Christina Krause | BC PATIENT SAFETY & QUALITY COUNCIL

Danica Tuden | BC COLLEGE OF NURSING PROFESSIONALS

Dawn Nedzelski | ISLAND HEALTH

Doug Cochrane | BC PATIENT SAFETY & QUALITY COUNCIL

Duane Jackson | PATIENT VOICES NETWORK

George Watson | DOCTORS OF BC

Georgene Miller | PROVINCIAL HEALTH SERVICES AUTHORITY

Harmony Johnson | FIRST NATIONS HEALTH AUTHORITY

Julian Marsden | PROVIDENCE HEALTH CARE

Karen Bloemink | INTERIOR HEALTH

Kathy Lee | DOCTORS OF BC

Linda Dempster | FRASER HEALTH

Margaret English | DOCTORS OF BC

Melissa Pope | BC PATIENT SAFETY & QUALITY COUNCIL

Michael McMillan | HEALTH EMPLOYERS ASSOCIATION OF BC

Oshi Mathur | PATIENT VOICES NETWORK

Penny Anguish | NORTHERN HEALTH

Susan Brown | INTERIOR HEALTH

Tom Noseworthy | BC ACADEMIC HEALTH SCIENCE NETWORK

Wendy Hansson | PROVIDENCE HEALTH CARE (*previous*)

ABSTRACT REVIEW COMMITTEE

Alison Wainwright | BC COLLEGE OF NURSING PROFESSIONALS

Allison Muniak | VANCOUVER COASTAL HEALTH

Andrew Hughes | INTERIOR HEALTH

Andrew Wray | BC PATIENT SAFETY & QUALITY COUNCIL

Brenna Lynn | UNIVERSITY OF BRITISH COLUMBIA CONTINUING PROFESSIONAL DEVELOPMENT

Camille Ciarniello | PROVIDENCE HEALTH CARE

Cheryl Isaak | BC INSTITUTE OF TECHNOLOGY

Christina Krause | BC PATIENT SAFETY & QUALITY COUNCIL

Elisabeth Baerg Hall | JOINT COLLABORATIVE COMMITTEES

Fabio Feldman | FRASER HEALTH

Geoff Schierbeck | DOCTORS OF BC

Graham Blackburn | ISLAND HEALTH

Ian Schokking | JOINT COLLABORATIVE COMMITTEES

Jana Archer | ISLAND HEALTH

Jerry Joseph | SIMON FRASER LODGE

Jessica Jaiven | BC EMERGENCY HEALTH SERVICES

Jonny Morris | MINISTRY OF MENTAL HEALTH & ADDICTION

Julian Marsden | PROVIDENCE HEALTH CARE

Matthew Brown | MINISTRY OF HEALTH

Meghann Brinoni | FIRST NATIONS HEALTH AUTHORITY

Morag Green | INTERIOR HEALTH

Roy Stanley | BC EMERGENCY HEALTH SERVICES

Shawn Smith | NORTHERN HEALTH

Sue Fuller-Blamey | PROVINCIAL HEALTH SERVICES AUTHORITY

Thank you to both the Steering Committee and the Abstract Review Committee for your input and ongoing support in planning Quality Forum 2019!

CELEBRATING OUR JOURNEY

Whether you're a long-attending Quality Forum learner or a brand new attendee – we're pleased to welcome you to Quality Forum 2019. You can visit QualityForum.ca to read reports that capture the impact of previous years, download hundreds of available presentation and storyboard files and re-watch past plenary and Health Talks speakers light up the Quality Forum stage. Here's a look back at our journey so far.



5306

TOTAL
PARTICIPANTS



3377

UNIQUE
PARTICIPANTS



180

180 HOMETOWNS
REPRESENTED



1,608

PRESENTATION
ABSTRACTS
RECEIVED



646

STORYBOARDS
DISPLAYED



60,675

VIEWS OF
QUALITY FORUM
VIDEOS





TUESDAY PRE-FORUM FULL-DAY SESSIONS

Quality Forum 2019 features more full-day pre-Forum events than ever before! There are two deep dive sessions taking place at the hotel and three field trips that will travel off-site. All five of these options are packed with new learnings as part of the pre-Forum activities available on Tuesday, February 26.

PRE-FORUM DEEP DIVE SESSIONS

EXPLORING THE POTENTIAL OF LEARNING HEALTH SYSTEMS

In partnership with the BC Academic Health Science Network

0830 – 1630

THE POWER OF TOGETHERNESS

In partnership with the Joint Collaborative Committees

0800 – 1700

PRE-FORUM FIELD TRIPS

ADVANCING RECONCILIATION THROUGH LEADERSHIP, CULTURE & TRADITION: FROM PERSONAL TO SYSTEM CHANGE

0800 – 1600

RE-ENERGIZING YOUR BEST SELF: A DAY OF GIVING BACK TO COMMUNITY

0800 – 1600

CRAFTING A FIVE-STAR EXPERIENCE: TRADE SECRETS FOR PROVIDING EXCEPTIONAL CARE

0900 – 1630

Health Talks

BOLD IDEAS

Stories that Inspire

WHAT ARE YOUR HOPES FOR HEALTH CARE?

FEBRUARY 26 | 1900 - 2100

Health Talks is about celebration. The evening kicks off with a ceremony to honour the eight winners of the BC Patient Safety & Quality Council's annual Quality Awards, which celebrate people and projects that have improved the quality of health care in BC.

Next, eight diverse speakers will take the stage to tell you about their hopes for health care using the PechaKucha 20x20 format. This simple yet unique presentation style requires presenters to show 20 images for 20 seconds each, encouraging a rare combination of brevity, creativity and energy. The speakers represent a range of professions and perspectives from across our province.

Health Talks is an exciting and inspiring way to kick off your time at Quality Forum 2019, and it's sure to be the talk of the Forum for the next two days. So, let's come together to learn about each other's hopes and values – you won't want to miss this!



WINNERS OF THE 2019 QUALITY AWARDS

The Quality Awards are presented annually by the BC Patient Safety & Quality Council. Nominations for the 2020 Quality Awards open in May - winners receive a \$2,500 sponsorship! To receive the announcement, visit BCPSQC.ca to subscribe to our newsletter or follow us on social media (@BCPSQC).



EXCELLENCE IN QUALITY: STAYING HEALTHY

Northern Health's IMAGINE Community Grants program invests upstream to address determinants of health. It has supported more than 860 schools, Indigenous organizations and other community projects which have helped prevent illness and injury and reduce health care costs.

This project is featured in session A4.

EXCELLENCE IN QUALITY: GETTING BETTER

The Pediatric Nephrology Clinical Pathway Development Team at BC Children's Hospital provides standardized, person-centred care for children with kidney conditions by developing evidence-based clinical pathways that consider local context and input from patients' families.

This project is featured in session C6.

EXCELLENCE IN QUALITY: LIVING WITH ILLNESS

The Pharmacists Clinic at UBC is leading the charge to optimize drug therapy outcomes for people with chronic diseases, illnesses and pain. With a focus on shared decision-making, team-based care, and multiple models of care delivery to suit each patient's needs, it is modelling the future of pharmacist practice.

This project is featured in session D4.

EXCELLENCE IN QUALITY: COPING WITH END OF LIFE

The iPACE (Integrating a Palliative Approach by Having Conversations Early) team at Vancouver Coastal Health coaches staff across disciplines and care settings to use a palliative approach in their work by having earlier, more meaningful conversations with patients with serious illnesses about their goals for care.

This project is featured in session E6.

LEADERSHIP IN ADVANCING THE PATIENT VOICE

Chad Dickie has brought his unique voice to dozens of health care projects as a patient partner with the Patient Voices Network. As an Indigenous man with a chronic disease, he has shed light on the specific issues facing his communities, which resonate with patients around the province.

LEADERSHIP IN QUALITY

Bob Bluman has been developing and delivering continuing professional development for over 35 years, merging his experience as an educator and clinician, and rejecting cookie-cutter approaches to adult learning.

Bob is presenting in session E5.

EVERYDAY CHAMPION

Derek Smith, a highly-valued member of the Facilities Maintenance team at North Island Hospital, created an innovative dust abatement tool, the ipcGUARD, that dramatically increased efficiency while reducing the risks dust can create for patients, volunteers and staff.

QUALITY CULTURE TRAILBLAZER

Garry Knoll, described as "the grandfather of the Prince George Division of Family Practice," has built a strong, inclusive community of family physicians in Prince George while championing a culture of quality improvement and person-centred care.

Read more about this year's winners and runners-up at BCPSQC.ca!

DOWNLOAD OUR APP

Here are some features you might enjoy...

Please note that access to the app is only available if you gave us permission when you registered for the Forum. If you've changed your mind or need any assistance, feel free to visit us at the registration desk!

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

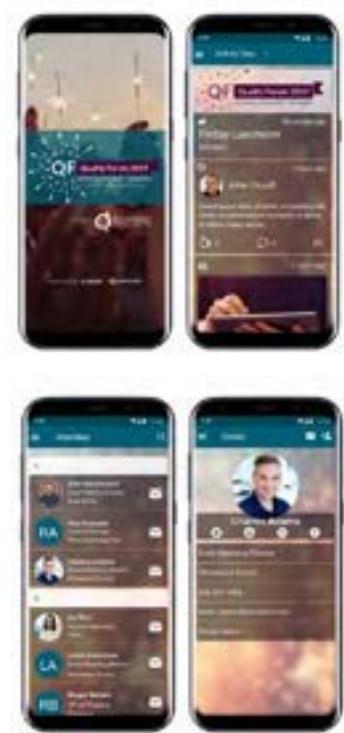
View maps of the venue used by the Forum.

DOCUMENTS

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

SOCIAL NETWORKS

Follow and join the #QF19 conversation on Twitter and Instagram.



HOW TO GET THE APP

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

STEP 2: On your smartphone or tablet, navigate to the following web link: <http://QF2019.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 (QF2019).

You will have the option to reset your password at the login screen.

Make sure you've enabled notifications for the QF19 app.



WELLNESS CHECKLIST

At QF19 attendees have endless ways to exercise their minds – but as health care professionals and patient partners, we know wellness is a full-body practice! Follow our checklist below to see how you can make the most of your time at Quality Forum 2019 and stay energized, relaxed and ready to learn.

- Walk outside during your spare time and enjoy the fresh air.
- Skip the elevator and participate in our stairwell challenge! Learn more on page 20.
- Take time to reflect and process what you've learned at the end of each day. Consider writing down your thoughts in a journal or discussing them with a friend.
- Put your phone down and be present during each session you attend.
- Wear comfortable clothing and shoes.
- Attend our Recharge Sessions taking place during breakouts C, D, E and F.
- Stay hydrated with plenty of water throughout the day.
- Stand up and walk around between sessions. You can also try standing during sessions as opposed to staying seated.
- Try some deep breathing: breathe in deeply through your nose and breathe out slowly through pursed lips. Repeat 3 to 10 times, taking your time with each breath.¹
- Stretch out: try lifting your arms above your head and holding your right hand with your left. Gently lean to the left, feeling a stretch on your right side. Hold for 15 to 30 seconds and switch sides. Repeat two to four times for each side.²

1,2 Adapted from <https://www.healthlinkbc.ca/>



GENERAL INFORMATION

REGISTRATION DESK HOURS

TUESDAY, FEBRUARY 26 | 0700 - 2000

WEDNESDAY, FEBRUARY 27 | 0700 - 1830

THURSDAY, FEBRUARY 28 | 0700 - 1530

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.

WIFI

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

EVALUATION FORMS

Your feedback is immensely valuable to us when planning the program for Quality Forum each year. When you fill out a breakout session evaluation form, you help us determine the content that participants find the most useful and let us know if the event is meeting the objectives set out by our Steering Committee.

There is also an evaluation for the Quality Forum overall. Please take time to complete the form - you will find it on your chair before the final plenary or you can stop by the registration desk at any time to pick one up. Simply return your form to us at the registration desk or place it on your table after Thursday afternoon's plenary presentation - we'll pick it up!

You can also provide your feedback in the Quality Forum app under 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 has been approved by UBC CPD for up to **11.0 MOC Section 1** Group Learning credits. This 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+** Group Learning credits. Each physician should claim only those credits he/she actually spent in the activity.

Accredited by UBC CPD



CONTINUING PROFESSIONAL DEVELOPMENT
FACULTY OF MEDICINE

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 some of 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 76-77 for maps of the hotel.

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 2019 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.

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 laying around you are invited to wear them!



OUR GREEN STRATEGY:

We are continually trying to reduce our carbon footprint and be mindful of our environmental impact. Here are some of the actions we've taken to make Quality Forum 2019 more sustainable:

- We printed 25% fewer program guides this year! You can find all the same information electronically on our website and within the Quality Forum 2019 app (see page 16).
- We've placed water stations throughout the ballroom and breakout session rooms to fill your new BCPSQC reusable water bottle.
- There are separate garbage, recycling and compost bins available so you can sort your waste appropriately.
- Your new BCPSQC tote bag is made from eco-friendly materials. Be sure to reuse it after the event!
- Don't need your name tag when you leave? Return it to us at the registration desk and we'll use it again in the future.





JOIN THE CONVERSATION

HASHTAG: #QF19 [@BCQUALITYFORUM](#) [@BCPSQC](#)

Spread the word and connect with others during the Forum! Post your favourite moments and share what you're learning with colleagues from across BC and beyond. You can find us on Twitter, Facebook and Instagram using the hashtag #QF19.

Looking for ways to get started? We've come up with some fun activities to kick start your #QF19 experience on social media – and give you a chance to win some prizes!

1. Find the giant sign on the 3rd floor that says: *"In my life, I hope I don't stop..."* Write down your commitment and post a photo with your answer (or your favourite answer written by someone else).
2. We love the murals in the stairwell – and they continue all the way up to the 34th floor! Skip the elevator to take in the scenic view and find this image.  Let us know what floor it appears on for a chance to win.
3. Share a selfie with a red vest! Find one of our staff, then snap and post a photo together.
4. We're proud to showcase 103 storyboards this year. Which one is your favourite? Post a photo of your choice with a comment about why you like it – you could win a prize for yourself AND the presenter.
5. We hear there's an incredible view from the 34th floor. Take a photo and share your view from the top.
6. Let us know a quote from your favourite breakout session. Don't forget to include the name of the speaker!
7. Re-energize by grabbing a coffee or a snack with a new connection, then tell us about it with a photo, post or video.



That's it for now – but be sure to follow us on social media (@BCPSQC and @BCQualityForum) and enable notifications for the QF19 app. We'll be posting photos from the Forum, hosting a few Instagram takeovers from special guests and sending out new, time-sensitive activities throughout our three days together!





MOBILE MEDICAL UNIT

BC'S MOBILE MEDICAL UNIT (MMU) IS A HOSPITAL ON WHEELS, READY TO SERVE BC COMMUNITIES

WEDNESDAY | 1100 - 1830

THURSDAY | 0900 - 1330

www.bcmmu.ca [@MobileMedicalBC](https://twitter.com/MobileMedicalBC) info.bcmmu@phsa.ca

The MMU is Canada's first high-tech mobile health facility. As a hospital on wheels, it is ready to be deployed 24/7 to provide support to a health care facility during a disaster or other emergency. The MMU got its start at the 2010 Olympic and Paralympic Winter Games where it served as an extension of Vancouver General Hospital. It became part of Provincial Health Services Authority (PHSA) in 2011 and since then the unit and team have worked closely with health authority partners to support the following needs:

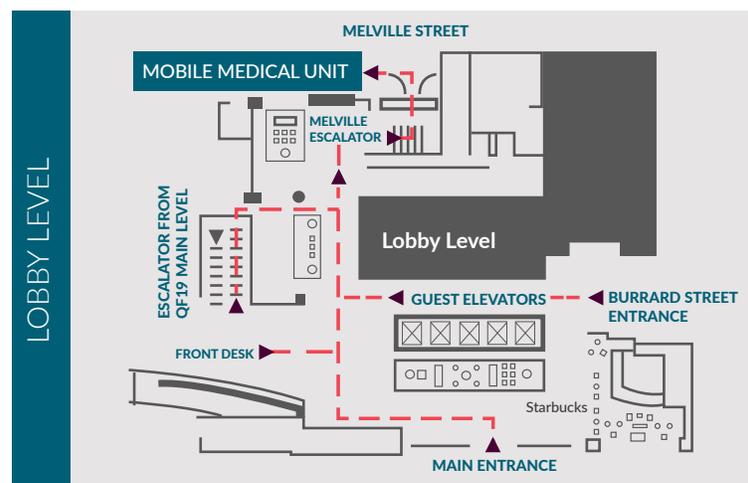
- Emergency and disaster relief for health care facilities
- Specialized community health outreach clinics, including public health emergencies
- Medical support for scheduled events
- Renovation support to health care facilities
- Education and clinical simulation/training in collaboration with health authority partners and educational institutions

A publicly funded resource operated by PHSA, the MMU is a legal extension of all hospitals and health care centres in BC. During a deployment, the host facility's clinicians are accredited to work in the MMU and their own protocols and procedures are in effect.

QUICK FACTS

Since the inception of the program:

- 1,300+ clinicians and first responders were trained through MMU education series
- 400+ education hours provided to clinicians across the province
- 8,400+ patient visits inside the MMU
- 162 day deployment to support the opioid crisis in the downtown east side
- 62 deployments across BC
- 240+ days the MMU have supported a hospital renovation
- Three First Nation communities MMU has supported





MODERATOR



STEVEN LEWIS

President | Access Consulting Ltd.

Steven Lewis is a Canadian health policy and health services research consultant, and Adjunct Professor of Health Policy at Simon Fraser University. He thinks, reads, writes and occasionally teaches about health and public policy, and has an abiding fascination for what accounts for individual values and choices, and what makes systems work effectively. 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. He served on the National Forum on Health, the Governing Council of the Canadian Institutes of Health Research, the Saskatchewan Health Quality Council, and the Health Council of Canada. He is on the editorial board of several health journals. He writes and speaks frequently on topics such as the politics of health care, quality improvement, professional regulation and equity in health and health care. He recently moved to Melbourne, Australia for a three-year adventure with his partner, who got a job offer she couldn't refuse. He continues to do consulting work in Canada and writes regular columns for *The Age*, a major daily newspaper in Melbourne.



*Steven is wonderful as a moderator,
please bring him back next year!*

– PAST QUALITY FORUM PARTICIPANT



PLENARY SPEAKER



JEFFREY BRAITHWAITE

Professor & Founding Director, Australian Institute of Health Innovation | Macquarie University, Australia
Board Member & President Elect | International Society for Quality in Health Care (ISQua)

BIG SYSTEMS TRANSFORMATION IN THE CONTEXT OF COMPLEXITY: FROM BRITISH COLUMBIA TO THE WORLD AND BACK

WEDNESDAY, FEBRUARY 27 | 0900 - 0940

Jeffrey Braithwaite is Founding Director of the Australian Institute of Health Innovation, Director of the Centre for Healthcare Resilience and Implementation Science and Professor of Health Systems Research, Faculty of Medicine and Health Sciences, Macquarie University, Sydney, Australia. He has appointments at six other universities internationally, is a board member and President Elect of the International Society for Quality in Health Care (ISQua) and consultant to the World Health Organization (WHO).

His research examines the changing nature of health systems and the quality and safety of care, which has attracted funding of more than AUD \$111 million. He is particularly interested in health care as a complex adaptive system, and applying complexity science to health care problems.

Jeffrey has contributed over 450 refereed publications, and has presented at international and national conferences on more than 900 occasions, including 90 keynote addresses. His research appears in journals such as *The BMJ*, *JAMA*, *The Lancet*, *Social Science & Medicine*, *BMJ Quality and Safety* and the *International Journal for Quality in Health Care*. He has received over 40 different national and international awards for his teaching and research.



PLENARY SPEAKER



RHONA FLIN

Emeritus Professor, Applied Psychology | University of Aberdeen

TIME FOR A LITTLE SOMETHING

THURSDAY, FEBRUARY 28 | 0845 – 0925

Rhona Flin is Professor of Industrial Psychology, Aberdeen Business School, Robert Gordon University and Emeritus Professor of Applied Psychology, University of Aberdeen. Her work examines human performance in high-risk work settings, such as health care, aviation and the energy industries, with studies focusing on leadership, safety culture, team skills and cognitive skills. In recognition of her research, she has been awarded fellowships by the Royal College of Surgeons of Edinburgh, the Royal College of Physicians and Surgeons of Glasgow and the Royal Aeronautical Society. Current projects include safety culture, managers' safety leadership and non-technical skills in safety-critical tasks. Her books include *Safety at the Sharp End: A Guide to Non-Technical Skills* (2008, with O'Connor and Crichton) and *Enhancing Surgical Performance: A Primer on Non-Technical Skills* (2015, with Yule and Youngson).



PLENARY SPEAKER



CHRIS POINTON

Co-Founder & Global Campaign Advisor | #HelloMyNameIs Campaign
Husband of the inspiring Dr. Kate Granger

THROUGH ADVERSITY COMES LEGACY: THE #HELLOMYNAMEIS STORY

THURSDAY, FEBRUARY 28 | 1445 – 1525

“Play the cards in life you’ve been dealt” – these words are what Kate and I lived by and we certainly lived life to the full everyday – even before Kate’s terminal cancer diagnosis.

Hello, my name is Chris and I am one half of the awesome duo that is “Chris & Kate.” Our lives were turned upside down around seven years ago when Kate was diagnosed with terminal cancer whilst we were holidaying in California.

Since that point we concertinaed our lives into a shorter period and crammed a huge amount into Kate’s time on this planet. Along the way we have raised over £360,000 for good causes, travelled the world, met many celebrities and royalty and started a global campaign that improves patient care through the basic message of introductions entitled #HelloMyNameIs. Kate’s legacy is huge and her name will live on forever through her legacy and various awards named in her honour.

Kate and I were fortunate enough to know what was coming and to be able to make plans accordingly for both Kate and for myself post Kate’s death. I am now on a 12-month sabbatical from my career and actively talk at conferences around the world to ensure the campaign continues for many generations to come.

Thank you all for playing your part in keeping Kate’s legacy alive and improving health care.

Through adversity comes legacy.

#hello my name is...



QUIPS, QUANDARIES & COMEBACKS: A QUALITY DEBATE

Be it resolved that... *health care performance data should be public to advance better care.*

Listen in as four great speakers argue for and against this important – and divided – motion related to improving the quality of care in BC's health system!

Who will have the last word? Come find out – you decide the winner!

Moderator: Steven Lewis | President, Access Consulting Ltd.

FOR



Jeffrey Braithwaite

Professor
Macquarie University, Australia
Board Member & President Elect
International Society for Quality
in Health Care



Tamara Komuniecki

Patient Partner
Patient Voices Network
Council Member
BC Patient Safety & Quality Council

AGAINST



Ahmer Karimuddin

Specialist, General & Colorectal Surgery
St. Paul's Hospital
Co-Director, General Surgery
Residency Program
University of British Columbia



Maria Judd

Vice President, Programs
Canadian Foundation for Healthcare
Improvement

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.

TUESDAY AM

TUESDAY PM

WEDNESDAY AM

WEDNESDAY PM

THURSDAY AM

THURSDAY PM

BREAKFAST MEETING

THURSDAY, FEBRUARY 28 | 0715 - 0800

CHANGE AMBASSADOR BREAKFAST | PLAZA AB

Looking for a little boost in your change agent energy? Join us to connect with kindred spirits from across the province to re-energize, recharge and replenish.

Hosted by the Change Ambassadors Network of BC



The networking conversations were fabulous. I have already connected with new people I met.

– QUALITY FORUM 2018 PARTICIPANT



TUESDAY AM

TUESDAY PM

WEDNESDAY AM

WEDNESDAY PM

THURSDAY AM

THURSDAY PM

BREAKOUT SESSIONS





OVERVIEW OF SESSION TYPES

RECHARGE SESSIONS

These sessions take place during breakout C, D, E and F and aim to keep you rejuvenated in body and mind.

WORKSHOPS

These two-hour sessions allow you to immerse yourself in a specific topic. They span two breakout sessions – for example, Workshop W1 takes place during breakout A and B.

FIELD TRIPS

Field trips provide an excellent opportunity to learn from other organizations and industries. Like workshops, these also span two breakout sessions, but they take place off-site.

ONE-HOUR SESSIONS

These sessions are structured around specific topics and will include a mixture of presentation and interactive learning. You can find more detailed descriptions for each within this guide.

RAPID FIRE PRESENTATIONS

Projects throughout the province that are underway or complete, as well as original thinking, promising practices or emerging ways to improve care are showcased in these hour-long sessions. You can expect three rapid fire presentations per session, which were sourced through a call for abstracts.

QUALITY AWARD WINNERS

Look for the Quality Awards logo beside four rapid fire presentations and two individual rapid fire presenters. These are winners or runners-up for the 2019 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)

0700 - 0815	Registration & Breakfast									
0815 - 0900	Opening & Territorial Welcome									
0900 - 0940	Plenary Presentation Jeffrey Braithwaite									
0940 - 1000	Transition									
BREAKOUT A	W1	W2	A1	A2	A3	A4	A5	A6	BEQLS	FIELD TRIP 1
1000 - 1100	6 Steps to Take Your Improvement Project to Infinity... & Beyond!	Be Like Mike: Compassionate Leadership in Action	Substance Use, Addiction & Harm Reduction: Incorporating Trauma- & Violence-Informed Care into Indigenous Perspectives on Harm Reduction	A Tale of Two Case Studies: Addressing the Social Determinants of Health	Share Your Quality Improvement Work with the World: A Roadmap to Publishing	Imagine All the People: Engaging Youth & Community for Better Care	The Right Stuff	Extreme Makeover: Patient Partner Edition	Board & Executive Quality Learning Series <i>By Invitation</i>	Going Beyond the Call: Behind the Scenes at BC Emergency Health Services' Vancouver Dispatch Centre
1100 - 1130	Break	OXFORD	GROUSE	PLAZA B	GEORGIA B	PLAZA C	RAPID FIRE	RAPID FIRE	ENGLISH BAY	
BREAKOUT B	W1	W2	B1	B2	B3	B4	B5	B6	BEQLS	
1130 - 1230	(continued)	(continued)	Integrating Cultural & Clinical Care: The Nu-u-chah-nulth Qu'asa Project	What Happens When You Have a Doctor, a Patient, a Nurse & an Administrator in a Clinic...	What's the Problem? Proper Diagnosis Before Quality Improvement Treatment to Target the Right Issue with the Right Tools	Cutting Issues	Supporting Care Providers to Thrive in Difficult Times	Mock, Yeah: Designing Health Care Environments	(continued)	
1230 - 1330	PLAZA A	OXFORD	GROUSE	PLAZA C	GEORGIA B	RAPID FIRE	RAPID FIRE	RAPID FIRE	ENGLISH BAY	
1330 - 1415	Lunch									
1415 - 1430	Quips, Quandaries & Comebacks: A Quality Debate									
BREAKOUT C	W3	W4	C1	C2	C3	C4	C5	C6	R1	FIELD TRIP 2
1430 - 1530	Lifelong Learning: Tools for Implementing Indigenous Cultural Safety in Your Work	Integrating Sustainability Every Step of the Way	Moving from Assessment to Action in Psychological Health & Safety	Happy Homes, Healthy People	Every Life Matters... Even Yours	The Patient Voice on What Matters	Making Evaluations Matter	A New Path: Personalizing the Journey	Body, Breath & Joy	Walk Through the Doors to a New Era of Mental Health Care: The Joseph & Rosalie Segal & Family Health Centre
1530 - 1600	GROUSE	PLAZA AB	OXFORD	ENGLISH BAY	GEORGIA B	RAPID FIRE	RAPID FIRE	RAPID FIRE	RECHARGE	
BREAKOUT D	W3	W4	D1	D2	D3	D4	D5	D6	R2	
1600 - 1700	(continued)	(continued)	Falling Through the Cracks: Greg's Story	Climate Change: A Public Health Crisis & Patient Safety Issue	Workplace Traumatic Exposure: Protecting Our Protectors	Dispensing Knowledge	Virtually There	Come Together: Team-Based Primary Care	Speed Networking	
1700 - 1830	GROUSE	PLAZA AB	GEORGIA B	OXFORD	ENGLISH BAY	RAPID FIRE	RAPID FIRE	RAPID FIRE	RECHARGE	
Storyboard Reception										

0700 - 0815	Breakfast Change Ambassador Breakfast Meeting									
0815 - 0845	Opening & Territorial Welcome									
0845 - 0925	Plenary Presentation Rhona Flin									
0925 - 0945	Transition									
BREAKOUT E	W5	W6	E1	E2	E3	E4	E5	E6	R3	FIELD TRIP 3
0945 - 1045	Understanding Organizational Energy & Culture: The Fuel of High Performance & Engagement PLAZA AB	Patient Activation: The What, The Why & The How! GROUSE	Dyad Leadership in Health Care: When One Plus One is Greater Than Two GEORGIA B	Linking Ideas to Action with Driver Diagrams OXFORD	Changing the Practice of Health Care Through Precision Medicine ENGLISH BAY	Advancing the Voice of Indigenous Peoples RAPID FIRE GEORGIA A	Ready, Set, Go! Building Capability for Improvement RAPID FIRE PLAZA C	Compassion at the End of Life RAPID FIRE CYPRESS	Experiencing a Piece of Indigenous Culture SEYMOUR	Co-Designing with Communities: A Visit with the Health Design Lab
1045 - 1115	Break									
BREAKOUT F	W5	W6	F1	F2	F3	F4	F5	F6	R4	
1115 - 1215	(continued) PLAZA AB	(continued) GROUSE	One Isn't the Loneliest Number: The Story of a Single Performance Indicator That Improved Teamwork & Safety OXFORD	Beyond the Buzzword: Taking PDSA from Acronym to Action ENGLISH BAY	Can Technology Really Empower Patients? GEORGIA B	Germ Warfare RAPID FIRE CYPRESS	Mind-Altering: Changing Provider Mindsets Toward Substance Use Disorder RAPID FIRE PLAZA C	Engage, Enable, Empower: Strengthening Care for Seniors RAPID FIRE GEORGIA A	Take a Mindful Stretch Break for Your Life SEYMOUR	
1215 - 1330	Lunch									
BREAKOUT G	G1	G2	G3	G4	G5	G6	G7	G8		
1330 - 1430	A Courageous & Collaborative Response to BC Wildfires ENGLISH BAY	A Budding Industry: Exploring the Normalization of Cannabis Use in Health Care GROUSE	No Press Pass Needed: Building Quality into First Nations Partnerships to Do Our Best Work Together, for a Better Future OXFORD	Shifting Culture: Tapping into Appreciative Approaches to Change PLAZA AB	Improving Systems Through Creative Destruction: Using TRIZ to Stop Counterproductive Behaviours GEORGIA B	Making the Link: Emergency & Community Working Together for Better Care RAPID FIRE PLAZA C	The Sky's the Limit with the Right "Data Plan" RAPID FIRE CYPRESS	Spreading the Safety Net RAPID FIRE GEORGIA A		
1430 - 1445	Transition									
1445 - 1525	Plenary Presentation Chris Pinton									
1525 - 1530	Closing									

Find the Mobile Medical Unit outside the Melville Street exit on the lobby level on Wednesday & Thursday. More details on page 21.

WORKSHOPS

WEDNESDAY, FEBRUARY 27 | 1000 - 1230

W1 6 STEPS TO TAKE YOUR IMPROVEMENT PROJECT TO INFINITY... & BEYOND! | PLAZA A

This is an intergalactic emergency! Communications is often an overlooked element of improvement work and we need to be more purposeful in embedding it throughout our projects. By integrating communications into improvement, we engage colleagues, inspire change and take projects (Buzz) lightyears ahead. This fun, hands-on workshop will walk you through six key steps for developing a communications strategy that supports improvement, and teach you a framework for Pixar-perfect storytelling. Some assembly required.

Kevin Smith

Director, Communications | BC Patient Safety & Quality Council

Courtney Chu

Communications Specialist | BC Patient Safety & Quality Council

W2 BE LIKE MIKE: COMPASSIONATE LEADERSHIP IN ACTION | OXFORD

Building on last year's plenary from Michael West on compassionate leadership, this highly interactive session will focus on bringing compassionate leadership to action in our day-to-day work. The session will explore elements of compassionate leadership including vision and strategy, inclusion and participation, support and autonomy, cross-boundary work and enabling innovation across our teams.

Tom Majek

Director, Health System Improvement | BC Patient Safety & Quality Council

Teresa Bissenden

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

Lawrence Yang

Family Physician | Fraser Health

BEQLS BOARD & EXECUTIVE QUALITY LEARNING SERIES | ENGLISH BAY (BY INVITATION)

This interactive workshop will provide a platform to engage with plenary speaker Jeffrey Braithwaite in a conversational setting. Jeffrey will lead a discussion on the findings of a 60-country study that looked to identify the "secret sauce" of health system transformation and share key lessons that were distilled from this international research. This will be a unique opportunity for board and senior executive team members to reflect on the applications of this work in the context of BC and seek Jeffrey's guidance in addressing the challenges we currently face in our province.

Jeffrey Braithwaite

Professor & Founding Director, Australian Institute of Health Innovation | Macquarie University, Australia
Board Member & President Elect | International Society for Quality in Health Care (ISQua)

FIELD TRIP

WEDNESDAY, FEBRUARY 27 | 1000 - 1230

FIELD TRIP 1 GOING BEYOND THE CALL: BEHIND THE SCENES AT BC EMERGENCY HEALTH SERVICES' VANCOUVER DISPATCH CENTRE

This two-hour field trip will take you behind the scenes of the BC Emergency Health Services (BCEHS) 911 Dispatch Centre in Vancouver, which acts as the first point of contact for people requiring emergency pre-hospital care in over 30 communities and, on average, responds to 900 emergency calls per day. You'll also get a chance to tour the new Patient Transfer Coordination Centre (PTCC), which acts as the central coordination hub for all patient movements between dedicated hospital facilities for the entire province of BC. The PTCC coordinates approximately 350 requests for transport a day and is also responsible for coordinating and providing air and ground critical care transports. You won't want to miss this unique opportunity to learn more about the services offered under Patient Care and Communication Planning at BCEHS.

Neil Lilley

Senior Provincial Executive Director, Patient Care Communications & Planning | BC Emergency Health Services

Don Elzinga

Program Manager, Patient Transfer Services | BC Emergency Health Services

Ashley Beck

Operations Manager, Patient Transfer Services | BC Emergency Health Services

David Bodnar

Operations Manager, Vancouver Dispatch Operations | BC Emergency Health Services



This field trip departs from the hotel lobby (Burrard Street entrance) at 1000 sharp!

TUESDAY AM

TUESDAY PM

WEDNESDAY AM

WEDNESDAY PM

THURSDAY AM

THURSDAY PM

BREAKOUT A

WEDNESDAY, FEBRUARY 27 | 1000 - 1100

A1 SUBSTANCE USE, ADDICTION & HARM REDUCTION: INCORPORATING TRAUMA- & VIOLENCE-INFORMED CARE INTO INDIGENOUS PERSPECTIVES ON HARM REDUCTION | GROUSE

As British Columbia enters its second year of the public health opioid overdose emergency, data show that BC First Nations communities are disproportionately represented in rates of overdose and overdose deaths. Join us to learn how this overrepresentation occurs in the context of ongoing colonialism, including specific colonial impacts and intergenerational traumas such as residential schools, the Indian Act, and the Sixties Scoop. Together we will examine how First Nations communities have many strengths and resiliency, stemming from culture and tradition, that provide us with levers that will support us through this emergency.

Andrea Medley

Indigenous Wellness Educator | First Nations Health Authority

Janine Stevenson

Clinical Nurse Specialist, Harm Reduction | First Nations Health Authority

A2 A TALE OF TWO CASE STUDIES: ADDRESSING THE SOCIAL DETERMINANTS OF HEALTH | PLAZA B

The impact of social determinants of health, such as income, social connections and positive early childhood experiences, on health and well-being is well-documented. Despite this, health care providers are often ill-equipped or not adequately prepared to address these issues with the individuals and families they serve. We will use two case studies being implemented in BC that address the social determinants of health to foster discussion, dialogue and reflection regarding the tools being used to identify the issues faced by patients, as well as changes to practice to improve the quality of the relationship between providers and patients.

Todd Kettner

Project Manager, Social Determinants of Health | Kootenay Boundary Division of Family Practice

Erin O'Sullivan

Perinatal Lead | Island Health

BREAKOUT A

WEDNESDAY, FEBRUARY 27 | 1000 - 1100

A3 SHARE YOUR QUALITY IMPROVEMENT WORK WITH THE WORLD: A ROADMAP TO PUBLISHING | GEORGIA B

Publishing the results from your quality improvement project can be intimidating, but it doesn't have to be. At this session, you'll learn how to design your project with an end result in mind: successful publication in a peer-reviewed journal. Learn how a simple framework, the right tools and a positive perspective will guide you through the publication process from start to finish.

Peter Dodek

Chair, Critical Care Working Group, Centre for Evaluation & Outcome Sciences | St. Paul's Hospital
Professor, Department of Medicine | University of British Columbia

Lillian Hung

Clinical Nurse Specialist | Vancouver Coastal Health
Clinical Assistant Professor | University of British Columbia

A4 IMAGINE ALL THE PEOPLE: ENGAGING YOUTH & COMMUNITY FOR BETTER CARE | PLAZA C RAPID FIRE

DO THE EVOLUTION: 10 YEARS OF QUALITY IMPROVEMENT IN A COMMUNITY FUNDING CONTEXT

Andrew Steele

Community Funding Coordinator, Population & Preventative Public Health | Northern Health

RURAL GROUND: SOLVING THE PROBLEM OF YOUTH UNATTACHMENT

Leta Burechailo

Physician Lead | Powell River Division of Family Practice

Maddie Peters

Youth Advisory Committee Member | Powell River Division of Family Practice

William Warren

Youth Advisory Committee Member | Powell River Division of Family Practice

MEASURING WHAT MATTERS TO BC YOUTH: 10 REASONS WHY IT REALLY COUNTS!

Skye Barbic

Research Lead | Foundry

BREAKOUT A

WEDNESDAY, FEBRUARY 27 | 1000 - 1100

A5 THE RIGHT STUFF | CYPRESS

RAPID FIRE

WHY GIVE TWO WHEN ONE WILL DO?

Jing Luo

Program Advisor, Physician Quality Assessment & Improvement | Vancouver Coastal Health

Karen Dallas

Division Head, Hematopathology & Transfusion Medicine | Providence Health Care

IN SEARCH OF APPROPRIATENESS: IMPROVING QUALITY OF ECHO REFERRALS

Raymond Dong

Cardiologist | Surrey Memorial Hospital

WHAT HAPPENS TO LAB ORDERS AFTER CST HAS GONE LIVE

Janet Simons

Medical Biochemist, Medical Lead, Pre- & Post-Examination | Providence Health Care

A6 EXTREME MAKEOVER: PATIENT PARTNER EDITION | GEORGIA A



RAPID FIRE

OUR SHARED COMMITMENTS

Mandy Lindsay

Leader, Patient & Family Centred Care | Fraser Health

DESIGNING HEARTHUB.CA: A CARDIOVASCULAR HEALTH INFORMATION HUB FOR PATIENTS, BY PATIENTS

Jessica Maiorino

Operations Manager | BC Centre for Improved Cardiovascular Health

Kimberly Miller

Knowledge Translation Lead | Sunny Hill Health Centre for Children

Don Grant

Patient Partner | Patient Voices Network & BC Centre for Improved Cardiovascular Health

FINDING THE BALANCE: BUILDING ALLIANCES FOR AUTISM NEEDS IN CLINICAL ENCOUNTERS

Liz Lamb

Quality Safety Leader | BC Children's Hospital

BREAKOUT B

WEDNESDAY, FEBRUARY 27 | 1130 - 1230

B1 INTEGRATING CULTURAL & CLINICAL CARE: THE NUU-CHAH-NULTH QUU'ASA PROJECT | GROUSE

The Quu'asa project is a complementary program which increases the availability of cultural healing alongside Western methods of care in Nuu-chah-nulth. Grounded in holistic, Nuu-chah-nulth teachings, the Quu'asa program provides one-to-one support for creating united and healthy families through culture and ceremony for 14 nations (and nation members living outside community). Participants of this session will learn more about this successful program that has led to increased alcohol and drug treatment, reduced clinical crisis counselling and empowered and engaged communities. Attendees will also experience a Nuu-chah-nulth Cultural Ceremony (the Hoop Ceremony) as part of the session.

Vina Robinson

Techuktl Manager | Nuu-chah-nulth Tribal Council

Geraldine Tom

Senior Wellness Worker | Quu'asa

Stan Matthew

Techuktl Prevention Training Coordinator | Nuu-chah-nulth Tribal Council

Margaret Bird

Techuktl Clinical Superior | Nuu-chah-nulth Tribal Council

B2 WHAT HAPPENS WHEN YOU HAVE A DOCTOR, A PATIENT, A NURSE & AN ADMINISTRATOR IN A CLINIC... | PLAZA C

Join us to explore primary care solutions in an Island Health rural region. Five unique communities with five different solutions. The session will highlight approaches to planning, strategies for solutions and actions for change exploring both hands-on, in-person care as well as virtual primary care. Learn more about primary care network development in these varied rural settings. This interactive learning session will also provide the opportunity for you to consider these learnings within your own context.

Alison Mitchell

Director, Health Services | Island Health

Dermot Kelly

Executive Director, Geography One | Island Health

BREAKOUT B

WEDNESDAY, FEBRUARY 27 | 1130 - 1230

B3 WHAT'S THE PROBLEM? PROPER DIAGNOSIS BEFORE QUALITY IMPROVEMENT TREATMENT TO TARGET THE RIGHT ISSUE WITH THE RIGHT TOOLS | GEORGIA B

The tendency in health care (and life) is to create and implement solutions before we have a firm grasp on a perceived problem. Join us for an interactive session where we will explore strategies for rigorously identifying and analyzing the problem before we get started. We will walk through a series of steps to ensure teams are investigating the facts, evidence and knowledge of both local data and best practices from problem identification through to testing, implementation and evaluation.

Maria Judd

Vice President, Programs | Canadian Foundation for Healthcare Improvement

Sarah Olver

Senior Improvement Lead | Canadian Foundation for Healthcare Improvement

B4 CUTTING ISSUES | CYPRESS

RAPID FIRE

THE PREHAB PROJECT

Michelle Scheepers

Anesthesiologist | Penticton Regional Hospital

Maya Venkataraman

Summer Student, "The Prehab Project" | Penticton Regional Hospital

OPTIMIZING ANEMIA PRIOR TO MAJOR ONCOLOGY ABDOMINAL SURGERY WITHIN ERAS PATHWAY

Kelly Mayson

Director, Quality Improvement & Patient Safety, Department of Anesthesia & Perioperative Care | Vancouver General Hospital & University of British Columbia

RURAL SURGICAL QUALITY MEASURES & THE CONUNDRUM OF LOW PROCEDURAL VOLUME

Jude Kornelsen

Co-Director, Centre for Rural Health Research | University of British Columbia

B5 SUPPORTING CARE PROVIDERS TO THRIVE IN DIFFICULT TIMES | PLAZA B

THRIVE, NOT JUST SURVIVE: IMPROVING STAFF PSYCHOLOGICAL WELLNESS FOLLOWING CRITICAL INCIDENTS

Simone Prince

Registered Nurse | Providence Health Care

BREAKOUT B

WEDNESDAY, FEBRUARY 27 | 1130 - 1230

B5 CONTINUED

TEAM ACCOMPLISHMENTS, CREATING HEALTHY WORK ENVIRONMENTS

Lara Gurney

Emergency Nurse Clinician | Vancouver Coastal Health

HOW TO BUILD A COMMUNITY INPATIENT MODEL

Tracy St. Claire

Executive Director | South Okanagan Similkameen Division of Family Practice

Elizabeth Watters

Department Head | Penticton Regional Hospital

Kyla Gowenlock

Director, Medical Program Transformation | Interior Health

B6 MOCK, YEAH: DESIGNING HEALTH CARE ENVIRONMENTS | GEORGIA A



RAPID FIRE

HUMANIZING THE HOSPITAL FRONT ENTRANCE EXPERIENCE THROUGH CO-DESIGN

Caylee Raber

Director, Health Design Lab | Emily Carr University

Michele Trask

Senior Clinical Planner, St. Paul's Redevelopment | Providence Health Care

COLLABORATIVE DEVELOPMENT OF A PRIMARY CARE NETWORK IN BURNABY, BRITISH COLUMBIA

Eunice Cho

Director, Burnaby Health Services & Hospital | Fraser Health

Charlene Lui

Board Chair | Burnaby Division of Family Practice

SIMULATION-BASED MOCK-UP EVALUATION OF A UNIVERSAL OPERATING ROOM

David Borkenhagen

Research Associate, Human Factors | W21C

Shelly Fleck

Director, Surgical Services, Vancouver General Hospital Simulation Centre & Strategic Initiatives | Vancouver Coastal Health

WORKSHOPS

WEDNESDAY, FEBRUARY 27 | 1430 - 1700

W3 LIFELONG LEARNING: 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 is a continuation of information and resources that were presented at Quality Forum 2018 and 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

Vice President, Policy, Planning & Quality | First Nations Health Authority

Cheryl Ward

Director, Indigenous Health | Provincial Health Services Authority

W4 INTEGRATING SUSTAINABILITY EVERY STEP OF THE WAY | PLAZA AB

There is nothing more frustrating than having a successful change project deteriorate back to baseline once the project is over. Oftentimes this happens because sustainability is an afterthought, rather than something that is built into the project plan. Come and learn how to plan for sustainability from the very beginning of your project. In this two-hour workshop, you'll learn key reasons why changes often don't stick and how to use concrete tools to help create lasting change.

Andrew Wray

Executive Director, Learning, Analytics & Strategic Initiatives | BC Patient Safety & Quality Council

Danielle Simpson

Leader, Health System Improvement | BC Patient Safety & Quality Council

FIELD TRIP

WEDNESDAY, FEBRUARY 27 | 1430 - 1700

FIELD TRIP 2 WALK THROUGH THE DOORS TO A NEW ERA OF MENTAL HEALTH CARE: THE JOSEPH & ROSALIE SEGAL & FAMILY HEALTH CENTRE

The Joseph & Rosalie Segal & Family Health Centre opened its doors in 2017 as the largest purpose-built facility of its kind in British Columbia for mental health and substance use treatment. Located at Vancouver General Hospital, the state-of-the-art healing environment includes 100 private patient rooms with ensuite washrooms, outdoor balconies and courtyards, exercise facilities and communal therapy areas. By consolidating access, assessment and administrative centres with inpatient and outpatient services under one roof, they have been able to maximize efficiency while ensuring environmental sustainability. Clients are also better able to receive the treatment and skills-training needed to successfully return to their lives in the community. You are invited to tour the facility and reflect on how the organizational culture, core values and principles of patient- and family-centred care served as fundamental drivers from the stages of initial design through to ongoing operations.

Monica McAlduff

Director, Mental Health & Substance Use | Vancouver Coastal Health

JJ Sidhu

Medical Director, Mental Health & Substance Use | Vancouver Coastal Health



This field trip departs from the hotel lobby
(Burrard Street entrance) at 1430 sharp!

TUESDAY AM

TUESDAY PM

WEDNESDAY AM

WEDNESDAY PM

THURSDAY AM

THURSDAY PM

BREAKOUT C

WEDNESDAY, FEBRUARY 27 | 1430 - 1530

C1 MOVING FROM ASSESSMENT TO ACTION IN PSYCHOLOGICAL HEALTH & SAFETY | OXFORD

Psychological health and safety has become one of the most important considerations for teams in the health system. In this session, we explore a tangible approach to mobilizing all organizational levels in improving psychological health and safety, including tools that teams can use to reflect on 14 key psychosocial factors and determine where to focus their actions.

Thomas Clyne-Salley

Leader, Culture Transformation | Fraser Health

C2 HAPPY HOMES, HEALTHY PEOPLE | ENGLISH BAY

Housing affordability issues are threatening the health and inclusiveness of our communities. Unique co-housing options are springing up to confront this reality, such as Kelowna-based Happipad that coordinates inter-generational living arrangements between students in need and families with room to spare. Pioneering new housing approaches such as these have shown many socio-economic benefits and are gaining popularity in Canada. This session will explore how innovative solutions can promote healthy aging-in-place, improved social connections, and create happier and healthier communities.

Cailan Libby

Chief Executive Officer | Happipad

C3 EVERY LIFE MATTERS... EVEN YOURS | GEORGIA B

Failures in optimal health care delivery can happen to any one of us, on any given day. While current investigation approaches help identify issues, they do not readily lead to real system change. During this session, you will hear about the Mayo Clinic's journey in creating the Safety Learning System (SLS™), which aims to identify the processes of care and system failures that get in the way of providers doing their best job every day, and empower organizations to make informed decisions and changes. Camille Ciarniello will also share St. Paul's Hospital's experience, and lessons learned, with their implementation journey of the SLS™ methodology.

Jeanne Huddleston

Chief Executive Officer, President & Co-Founder | HB Healthcare Safety
Medical Director, Health Care Systems Engineering Program | Mayo Clinic

Camille Ciarniello

Corporate Director | Providence Health Care

BREAKOUT C

WEDNESDAY, FEBRUARY 27 | 1430 - 1530

C4 THE PATIENT VOICE ON WHAT MATTERS | GEORGIA A



RAPID FIRE

WHY AREN'T WE LISTENING: PRENATAL ULTRASOUNDS HOW EVERY VOICE MATTERS

Sue Moccia

Patient Partner | Patient Voices Network

Meggie Ross

Public Health Nurse, Public Health Maternity Care Program | Interior Health

Leandro Nosal

Patient Partner | Patient Voices Network

PATIENT JOURNEY MAPPING, A VALUABLE TOOL FOR QUALITY IMPROVEMENT PROJECTS

Edwina Nearhood

Patient Partner | Patient Voices Network

Andrea Goodine

Physician Quality Improvement Coach | Northern Health

PATIENT PARTNER COMPENSATION IN RESEARCH & QUALITY IMPROVEMENT: TIPS FROM THE PATIENT PERSPECTIVE

Isabel Jordan

Patient Partner

Kimberly Strain

Patient Partner | Patient Voices Network

C5 MAKING EVALUATIONS MATTER | PLAZA C

RAPID FIRE

LESSONS LEARNED FROM CO-CREATING EVALUATION FRAMEWORKS TO STRENGTHEN CFHI'S QUALITY IMPROVEMENT INITIATIVES

Lise Labrecque

Senior Evaluation Lead | Canadian Foundation for Healthcare Improvement

SUPPORTING PHYSICIAN-LED QUALITY IMPROVEMENT

Sue Fuller-Blamey

Corporate Director, Quality & Safety | Provincial Health Services Authority

Bethina Abrahams

Manager, Physician Quality Improvement | Provincial Health Services Authority

Celine Kim

Physician Lead, Physician Quality Improvement | Provincial Health Services Authority

TUESDAY AM

TUESDAY PM

WEDNESDAY AM

WEDNESDAY PM

THURSDAY AM

THURSDAY PM

BREAKOUT C

WEDNESDAY, FEBRUARY 27 | 1430 - 1530

C5 CONTINUED

TRANSITION OF CORRECTIONAL HEALTH SERVICES TO PHSA: ONE YEAR EVALUATION FINDINGS

Andrew MacFarlane

Provincial Executive Director, Correctional Health Services | BC Mental Health & Substance Use Services

Nader Sharifi

Medical Director, Correctional Health Services | BC Mental Health & Substance Use Services

C6 A NEW PATH: PERSONALIZING THE JOURNEY | CYPRESS

RAPID FIRE

DEVELOPMENT OF STRATEGIES FOR MANAGEMENT OF PATIENTS WITH MALIGNANT & NON-MALIGNANT ASCITES

Conor Zeer-Wanklyn

Medical Student | University of British Columbia

CLINICAL PATHWAYS FOR CHILDREN WITH KIDNEY DISEASE: THE BIG PICTURE

Douglas Matsell

Head, Division of Nephrology | BC Children's Hospital

Marisa Catapang

Research Coordinator, Division of Nephrology | BC Children's Hospital

STREAMLINING THE OUTPATIENT INDUCTION OF LABOUR PROCESS AT BC WOMEN'S HOSPITAL

Janet Lyons

Associate Clinical Professor | University of British Columbia

Medical Lead, High Risk Obstetrics | BC Women's Hospital

R1 BODY, BREATH & JOY | SEYMOUR

RECHARGE

What happens when you bring conscious awareness to your breath, your movement and your energy? How much more powerful can you become? How much more effective? And how much more connection can you experience with others and your environment? Access new levels of vitality, creativity and joy by becoming more deeply and deliciously embodied. Experience being more grounded, focused and present. This is a movement-based session that draws on a variety of embodiment, breath and mindfulness practices.

Bettina Rothe

Somatic Leadership Coach & Movement Facilitator

BREAKOUT D

WEDNESDAY, FEBRUARY 27 | 1600 - 1700

D1 FALLING THROUGH THE CRACKS: GREG'S STORY | GEORGIA B

Falling Through the Cracks: Greg's Story is a 30-minute film that gives a glimpse of who Greg Price was and focuses on the events of his health care journey that ended in his unexpected and tragic death. In spite of the sadness of Greg's story, the message of the film is intended to inspire positive change and improvements in the health care system. This session will include a screening of a film followed by a discussion with members of Greg's family.

Teri Price

Executive Director | Greg's Wings Projects

Dave Price

Board Member | Greg's Wings Projects

Doug Cochrane

Provincial Patient Safety & Quality Officer
Chair | BC Patient Safety & Quality Council

D2 CLIMATE CHANGE: A PUBLIC HEALTH CRISIS & PATIENT SAFETY ISSUE | OXFORD

Climate change poses an unprecedented threat to human health. Health care systems must not only build capacity to respond to the effects of climate change, but also ensure that health care activities are not indirectly worsening health outcomes by exacerbating climate instability. This session will interpret the science of climate change through a health systems lens and provide practical solutions for effective action. Learn why climate change represents an unparalleled opportunity for health care quality improvement, and spend time thinking through behavioural and process changes within your practice or community.

Andrea MacNeill

Surgeon | BC Cancer Agency & Vancouver General Hospital

D3 WORKPLACE TRAUMATIC EXPOSURE: PROTECTING OUR PROTECTORS | ENGLISH BAY

Mental illness is the fastest growing category with respect to global burden of disease and is of increasing prominence in public domains such as health care and employment. Post-traumatic stress disorder (PTSD), in particular, has recently received significant attention. This session will review perspectives and knowledge on PTSD, and specific linkages for groups considered to be high risk, such as first responders. There will be the opportunity to consider what may be at play in your workplace or community, and current research on prevention and intervention across populations.

Shannon Wagner

Interim Dean, College of Arts, Social & Health Sciences | University of Northern British Columbia

BREAKOUT D

WEDNESDAY, FEBRUARY 27 | 1600 - 1700

D4 DISPENSING KNOWLEDGE | CYPRESS

RAPID FIRE

LEVERAGING PHARMACISTS TO OPTIMIZE DRUG THERAPY OUTCOMES FOR PATIENTS

Barbara Gobis

Director, Pharmacists Clinic | University of British Columbia

PILOTING A STRUCTURE FOR NURSING ORDERS

Aneta D'Angelo

Regional Practice Leader | Interior Health

Trish Hill

Team Leader, Integrated Tobacco Program | Interior Health

IMPROVING CHRONIC PAIN MANAGEMENT IN A RURAL COMMUNITY

David May

Physician Lead | Powell River Division of Family Practice

Lina Vallee

Patient Advisor | Powell River Division of Family Practice

D5 VIRTUALLY THERE | GEORGIA A

RAPID FIRE

IS VIRTUAL CARE THE FUTURE OF HEALTH CARE TRANSFORMATION?

Shannon Walker

Respirologist | Penticton Regional Hospital

Kathleen Jagger

Project Lead | South Okanagan Similkameen Division of Family Practice

BC CANCER: VICTORIA PATIENTS RECEIVING SPECIALIZED CARE AT HOME VIRTUALLY

Ying Jiang

Project Manager, Office of Virtual Health | Provincial Health Services Authority

Samuel Hackett

Clinical Informatic Adoption Lead | BC Cancer Agency

BREAKOUT D

WEDNESDAY, FEBRUARY 27 | 1600 - 1700

D5 CONTINUED

CREATING EASY ACCESS TO SPECIALIST EXPERTISE (EASE) IN THE INTERIOR

Mona Mattei

Project Manager | Kootenay Boundary Division of Family Practice

Tanya Kielpinski

Project Manager | Central Interior Division of Family Practice

D6 COME TOGETHER: TEAM-BASED PRIMARY CARE | PLAZA C

RAPID FIRE

INTEGRATING NURSES & SOCIAL WORKERS INTO A PRIMARY CARE SETTING

Jennifer Ellis

Quality Improvement Coordinator | Kootenay Boundary Division of Family Practice

NURSES WORKING IN GP PRACTICES ADVANCE THE GOALS OF PRIMARY CARE

Tristan Smith

Executive Director | Central Okanagan Division of Family Practice

Janet Evans

Board Member & Physician | Central Okanagan Division of Family Practice

Heidi Howay

Registered Nurse, CGB Medical | Central Okanagan Division of Family Practice

INTEGRATING NEW PSYCHIATRIC COLLABORATIVE PIT APPOINTMENTS IN BRITISH COLUMBIA

Marilyn Thorpe

Psychiatrist

Project Lead, Psychiatric Interdisciplinary Team (PIT) Project | Specialist Services Committee

R2 SPEED NETWORKING | SEYMOUR

RECHARGE

Save the small talk for LinkedIn and make authentic connections at our speed networking session! Come prepared with your elevator pitch and whatever else you'll need to get the conversation flowing. Whether you want to meet a mentor, collaborate with others or learn about new topics in health care, this speedy recharge session will have you building relationships in a matter of minutes.

WORKSHOPS

THURSDAY, FEBRUARY 28 | 0945 - 1215

W5 UNDERSTANDING ORGANIZATIONAL ENERGY & CULTURE: THE FUEL OF HIGH PERFORMANCE & ENGAGEMENT | PLAZA AB

Why is building energy for change and addressing culture such a critical component of health care improvement? Energy is the capacity and drive of a team, organization or system to actively pursue and achieve its goals. It is a fundamental part of everything we do, yet it often takes a backseat to the more tangible aspects of our work. In this interactive workshop, we will explore individual and organizational energy, how positive and negative energy and culture can impact efforts to improve quality of care and why burnout is becoming more common in our work. We will work through a number of team case profiles to provide opportunities for discussion and application of strategies to improve.

Christina Krause

Chief Executive Officer | BC Patient Safety & Quality Council

W6 PATIENT ACTIVATION: THE WHAT, THE WHY & THE HOW! | GROUSE

Patient activation is the future of health care. What is the difference between the terms activation, empowerment, self-management and engagement? 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’ levels 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

Brenda Huff

Family Physician & Board Director | Pacific Northwest Division of Family Practice

Pat Owen

Patient Partner | Patient Voices Network

FIELD TRIP

THURSDAY, FEBRUARY 28 | 0945 - 1215

FIELD TRIP 3 CO-DESIGNING WITH COMMUNITIES: A VISIT WITH THE HEALTH DESIGN LAB

Visit the Health Design Lab and Aboriginal Gathering Place at the new Emily Carr University of Art & Design campus. The Health Design Lab is a research and design centre that collaborates with community and industry partners to address complex challenges in health and health care through a human-centred design approach. During the field trip, we will share with you how we engage patients and communities in our projects through creative co-design approaches to ensure that people with lived experience are part of improving our health system and experiences. The session will include a presentation on our recent Avenues of Change project with United Way. The goal of this project was to gain an understanding of the Squamish community in order to improve early childhood development for children 0-6. In this session, we will share our approach to community engagement with the Squamish Nation and the development of culturally relevant co-design strategies. We will end the session with a talking circle to share experiences, questions and strategies for collaborating with Indigenous communities.

Caylee Raber

Director, Health Design Lab | Emily Carr University

Brenda Crabtree

Director, Aboriginal Programs | Emily Carr University

Nicole Preissl

Student & Research Assistant | Emily Carr University

Nadia Beyzaei

Coordinator, Health Design Lab | Emily Carr University

Lara Therrien Boulos

Community Planner & Facilitator



This field trip departs from the hotel lobby
(Burrard Street entrance) at 0945 sharp!

BREAKOUT E

THURSDAY, FEBRUARY 28 | 0945 - 1045

E1 DYAD LEADERSHIP IN HEALTH CARE: WHEN ONE PLUS ONE IS GREATER THAN TWO | GEORGIA B

Physician leadership and meaningful integration into decision-making is core to the success of high-performing health systems. Why is this important in BC right now? What frameworks can help inform the cultural, structural and relational changes that need to occur? Why are physician-administrator dyads essential and what do our emerging leaders need to be effective partners? Hear about these key elements as well as the learning to date from one health authority's journey.

Harsh Hundal

Executive Medical Director, Physician Engagement & Resource Planning | Interior Health

Mike Ertel

Vice President, Medicine & Quality | Interior Health

E2 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

E3 CHANGING THE PRACTICE OF HEALTH CARE THROUGH PRECISION MEDICINE | ENGLISH BAY

Precision medicine and genomics have the potential to fundamentally change how health care is practiced. Advances in this complex and rapidly progressing field seek to improve the lives of patients by developing new tools for safer and more effective treatment options based upon each individual's genetic blueprint. Work is underway in many clinical areas, including cancer, drug safety and rare diseases. This session will offer an overview of some of the current applications and provide an opportunity to discuss the social and ethical considerations for implementing this new knowledge and technology.

Colin Ross

Assistant Professor, Faculty of Pharmaceutical Sciences | University of British Columbia
Scientist | BC Children's Hospital

BREAKOUT E

THURSDAY, FEBRUARY 28 | 0945 - 1045

E4 ADVANCING THE VOICE OF INDIGENOUS PEOPLES | GEORGIA A



RAPID FIRE

BUILDING A NATION

N'Quatqua Chief Micah Thevarge

Men's Health Coordinator | Southern St'atl'imx Health Society

Edwin Bikadi

Men's Health Coordinator | Southern St'atl'imx Health Society

Michael McCarthy

Men's Health Coordinator | Nuu-Chah-Nulth First Nations

SUPPORTING INDIGENOUS VOICES IN HEALTH CARE IMPROVEMENT: GUIDED BY INDIGENOUS ADVISORS

Jacquelyne Foidart

Engagement Leader | BC Patient Safety & Quality Council

Santanna Hernandez

Patient Partner | Patient Voices Network

Daryll Laboucan

Patient Partner | Patient Voices Network

THE FRASER-SALISH CULTURAL SAFETY INITIATIVE

Vishal Jain

Coordinator, Aboriginal Health | Fraser Health

E5 READY, SET, GO: BUILDING CAPABILITY FOR IMPROVEMENT | PLAZA C

RAPID FIRE

CLIENTS' JOURNEYS TO TEAM ACTION: AN INTEGRATED APPROACH TO STAFF ENGAGEMENT/ QUALITY IMPROVEMENT

Peter Yuen

Coach, People & Culture | Vancouver Coastal Health

Tanya Tang

Coach, People & Culture | Vancouver Coastal Health

Anne Marrett-Hiley

Operations Leader, Child & Youth Mental Health Services | Vancouver Coastal Health

BREAKOUT E

THURSDAY, FEBRUARY 28 | 0945 - 1045

E5 CONTINUED

REIGNITING IMPROVEMENTS IN EMERGENCY DEPARTMENTS: NEW APPROACHES TO RESOLVING 'UNSOLVABLE' PROBLEMS

Jennifer McDuff

Clinical Nurse Specialist, Emergency Network | Fraser Health

Mary Van Osch

Clinical Nurse Specialist, Emergency Network | Fraser Health

Lisa Bournelis

Senior Consultant, Change Initiatives, Strategic Transformation Team | Fraser Health

CPD ECOACH: AN ONLINE, SELF-GUIDED PRACTICE ASSESSMENT TOOL TO SUPPORT INDIVIDUAL LEARNING

Bob Bluman

Executive Medical Director, Continuing Professional Development | University of British Columbia



BREAKOUT E

THURSDAY, FEBRUARY 28 | 0945 - 1045

E6 COMPASSION AT THE END OF LIFE | CYPRESS

RAPID FIRE



IPACE: A FOCUS ON WHAT MATTERS

Umilla Stead

End of Life Leader | Vancouver Coastal Health

Katerina Velecky

End of Life Leader | Vancouver Coastal Health

Michelle Pan

Clinical Educator | Vancouver Coastal Health

IMPROVING THE END OF LIFE ICU EXPERIENCE THROUGH LASTING MEMORIES AND COMPASSION

Sybil Hoiss

Clinical Nurse Specialist, Critical Care Network | Interior Health

Robyn Goplen

Registered Nurse | Interior Health

MEDICAL ASSISTANCE IN DYING (MAID): A COMMUNITY SIMULATION

Darin Abbey

Director | Centre for Interprofessional Clinical Simulation Learning

Rosanne Beuthin

Clinical Nurse Specialist, End of Life | Island Health

R3 EXPERIENCING A PIECE OF INDIGENOUS CULTURE | SEYMOUR

RECHARGE

You are invited to learn about Indigenous traditions and customs from an Indigenous Knowledge Keeper.

Tsawaysia Spukwus

Indigenous Knowledge Keeper | Squamish Nation

BREAKOUT F

THURSDAY, FEBRUARY 28 | 1115 - 1215

F1 ONE ISN'T THE LONELIEST NUMBER: THE STORY OF A SINGLE PERFORMANCE INDICATOR THAT IMPROVED TEAMWORK & SAFETY | OXFORD

Do you feel overwhelmed, frustrated or perplexed by your suite of key performance indicators (KPIs)? Would you like a single unit risk score that reduces the number of indicators while providing an objective evaluation of performance? Do you want to target improvement resources and efforts to areas that require the most support to improve outcomes? Come hear how Fraser Health has combined quality indicators, financial performance and employee experience into a single safety score to integrate improvement efforts and focus on minimizing preventable harm to patients, while improving staff experience and financial accountability.

Monica Nicol

Executive Director, People Strategies | Fraser Health

Ray Houston

Director, Financial Planning & Business Support | Fraser Health

Kevin Hare

Executive Director, Clinical Quality & Patient Safety | Fraser Health

Lisa Zetes-Zanatta

Tri-Cities Home Health Services | Fraser Health

F2 BEYOND THE BUZZWORD: TAKING PDSA FROM ACRONYM TO ACTION | ENGLISH BAY

We've all heard it – it's hard not to. It seems to be everywhere in quality improvement these days. It's even been turned into a verb – “we'll ‘PDSA’ it!” But what does that really mean? While the concept may be straightforward, it's often oversimplified and what people call PDSAs end up being a PDSA in name only. In this session, we'll go beyond the buzzword and break down what makes the Plan-Do-Study-Act cycle so powerful. We'll highlight key aspects that are typically missed in practice, so you can improve the effectiveness of your PDSA cycles. Using examples and exercises, we'll show how PDSA cycles draw on the scientific method to accelerate your learning and drive action.

Ben Ridout

Director, Analytics & Strategic Initiatives | BC Patient Safety & Quality Council

BREAKOUT F

THURSDAY, FEBRUARY 28 | 1115 - 1215

F3 CAN TECHNOLOGY REALLY EMPOWER PATIENTS? | GEORGIA B

What does patient-centred mean when it comes to access to information? Have new technologies really changed the way we deliver care? In this session, we will explore some of the key concepts and questions around the role that technology plays in supporting patients, including virtual care, personal health records and home health monitoring. Beyond having access to information, we will explore other opportunities related to engaging and empowering patients through technology.

Douglas Kingsford

Chief Medical Information Officer | Interior Health

Alison Pearce

Executive Director, Health Information Privacy, Security & Legislation | Ministry of Health

Shannon Holms

Director, Patient Engagement & Community Programs | Ministry of Health

F4 GERM WARFARE | CYPRESS

RAPID FIRE

TACKLING PERIOPERATIVE GLUCOSE CONTROL... BECAUSE IT'S THE RIGHT THING TO DO!

Cammy Benson

Surgical Clinical Reviewer | Langley Memorial Hospital

CLINICAL & ECONOMIC IMPACT OF ULTRA-VIOLET LIGHT GERMICIDAL IRRADIATION AT FRASER HEALTH

Petra Welsh

Director, Infection Prevention & Control Strategy & Performance | Fraser Health

William Hall

Research Associate | Centre for Clinical Epidemiology & Evaluation

HOSPITAL PATIENT & VISITOR HAND HYGIENE KNOWLEDGE, ATTITUDES & PRACTICES

Jocelyn Srigley

Corporate Director, Infection Prevention & Control | Provincial Health Services Authority

BREAKOUT F

THURSDAY, FEBRUARY 28 | 1115 - 1215

F5 MIND-ALTERING: CHANGING PROVIDER MINDSETS TOWARD SUBSTANCE USE DISORDER | PLAZA C

RAPID FIRE

OAT FORCE: REDUCING STIGMA & BUILDING TRUST AMONGST FAMILY DOCTORS

Lawrence Yang

Family Physician | Fraser Health

Meaghan Ryley

Project Assistant, Opioid Response | Surrey-North Delta Division of Family Practice

INTRODUCTION OF AN ONLINE SUBSTANCE USE TREATMENT PROGRAM

Morenike Akinyemi

Project Manager, Office of Virtual Health | Provincial Health Services Authority

Kimberley Korf-Uzan

Director, e-Mental Health & Special Projects | BC Mental Health & Substance Use Services

OPIOID USE DISORDER: AN EMERGENCY WORTH TREATING

Melissa Allan

Emergency Physician | Fraser Health

Zoe Schuler

Clinical Nurse Educator | Fraser Health

Gloria Su

Clinical Pharmacy Specialist | Fraser Health

F6 ENGAGE, ENABLE, EMPOWER: STRENGTHENING CARE FOR SENIORS | GEORGIA A



RAPID FIRE

ENHANCING EARLY DIAGNOSIS & CULTURALLY SENSITIVE SUPPORT & CARE OF DEMENTIA

Leena Jain

Physician | Fraser Health

Peter O'Connor

Physician | Fraser Health

FRAIL ELDERLY PREOPERATIVE ASSESSMENT CLINIC: FROM AN IDEA TO REALITY

Marija Stefic-Cubic

Clinical Nurse Specialist, Surgery | Providence Health Care

BREAKOUT F

THURSDAY, FEBRUARY 28 | 1115 - 1215

F6 CONTINUED

#UNITGOALS: BUILDING A DEMENTIA-FRIENDLY CULTURE IN HOSPITAL

Marta Filipski

Patient Services Manager, Hospitalist Medicine & Specialized Dementia Program | Vancouver Coastal Health

Jenifer Tabamo

Clinical Nurse Specialist | Vancouver Coastal Health

Koren Jaschke

Rehabilitation Assistant | Vancouver Coastal Health

R4 TAKE A MINDFUL STRETCH BREAK FOR YOUR LIFE | SEYMOUR

RECHARGE

Treat your mind, body and soul to an easy-to-follow stretch and meditation session that will leave you feeling energized, relaxed and alive. Learn simple stretch techniques adapted from yoga that can be done at your work station or in your home - no clothing change or special equipment required! Live your best life.

Regina Kaiser

Founder | Veracis Meditation, Yoga & Wellness Centre

BREAKOUT G

THURSDAY, FEBRUARY 28 | 1330 - 1430

G1 A COURAGEOUS & COLLABORATIVE RESPONSE TO BC WILDFIRES | ENGLISH BAY

In 2018, British Columbia declared a state of emergency for the second year in a row due to unprecedented wildfires burning around the province. After the worst fire season on record, uncertainty about human activities and changes in the climate have many of us fearing a “new normal”. The flames and smoke are not limited by boundaries, so neither can be our response. This session tells the story of partnership between health authorities and across communities to support coordinated and creative efforts. Learn about the tools and strategies used to solve problems in real-life scenarios, and reflect on the lessons learned about serving those in need in complex situations, while also caring for staff and responders.

Penny Anguish

Chief Operating Officer | Northern Health

Susan Brown

President & Chief Executive Officer | Interior Health

G2 A BUDDING INDUSTRY: EXPLORING THE NORMALIZATION OF CANNABIS USE IN HEALTH CARE | GROUSE

Prior to legalization in Canada, cannabis had long been used for therapeutic and recreational purposes. While medical cannabis has been approved for use in Canada for some time, the broader use of the product has recently become more mainstream through the liberalization of federal and provincial legislation to support distribution, use and enforcement. Despite these changes, there remain many misunderstandings, stigmas and myths about cannabis and the impact, or lack thereof, resulting from its use. Participants will be introduced to different perspectives on cannabis, including self- and medically-prescribed for therapeutic use, as well as the risks and impacts of use for recreational purposes. Through enquiry, discussion and dialogue, participants will explore the normalization of cannabis use and the implications for the health care sector, including broader public health considerations.

Michael John Milloy

Assistant Professor, Faculty of Medicine | University of British Columbia

Pippa Hawley

Head, Division of Palliative Care | University of British Columbia

BREAKOUT G

THURSDAY, FEBRUARY 28 | 1330 - 1430

G3 NO PRESS PASS NEEDED: BUILDING QUALITY INTO FIRST NATIONS PARTNERSHIPS TO DO OUR BEST WORK TOGETHER, FOR A BETTER FUTURE | OXFORD

Robust, reciprocal and culturally safe partnerships are a critical success factor in advancing quality across our health system and are essential to achieving the vision of healthy, self-determining and vibrant BC First Nations children, families and communities. You've probably wondered how to build quality partnerships with First Nations organizations, clients and communities in your sector. This session will profile partnerships between First Nations Health Authority and partner organizations in three different areas: primary care, cancer and mental health and wellness. These partnership stories will highlight the factors of success, as well as key challenges, in relationship-building, engagement and co-planning between First Nations and health system partners. Participants will have the opportunity to join a "press conference" to ask these policy, program and health system leaders their burning questions and get advice on next steps. Only together can we build a stronger, brighter future.

Erika Mundel

Manager, Strategic Policy | First Nations Health Authority

Kevin Linn

Senior Policy Analyst | First Nations Health Authority

Leah Kelley

Senior Policy Analyst | First Nations Health Authority

Warren Claremont

Director, Indigenous Cancer Control | BC Cancer Agency

Cheryl Martin

Director, Chronic Disease Management & Rural Primary Care | Ministry of Health

Lori MacKenzie

Executive Director | Ministry of Mental Health & Addictions

G4 SHIFTING CULTURE: TAPPING INTO APPRECIATIVE APPROACHES TO CHANGE | PLAZA AB

How do we as leaders and teams consciously tap into the power of appreciation in our efforts to make change and shift culture? Join us as we examine the psychology behind what motivates change in groups and individuals and explore simple, practical approaches to effectively celebrate those around us and harness the positive in our efforts to shift culture and behaviour. Come ready to play with real scenarios and explore creative ways to move the dial on safety and quality efforts that matter to you.

Samantha Stevens

Manager, The Residence in Mission | Fraser Health

Sheelagh Davis

Leader, Leadership & Organization Development, People Development | Fraser Health

TUESDAY AM

TUESDAY PM

WEDNESDAY AM

WEDNESDAY PM

THURSDAY AM

THURSDAY PM

BREAKOUT G

THURSDAY, FEBRUARY 28 | 1330 - 1430

G5 IMPROVING SYSTEMS THROUGH CREATIVE DESTRUCTION: USING TRIZ TO STOP COUNTERPRODUCTIVE BEHAVIOURS | GEORGIA B

Many times we can't help but get in our own way when it comes to improving our health care system. We continue to promote counterproductive actions and outcomes without knowing we are doing so. By identifying and addressing these counterproductive behaviours, we often allow creative ideas to emerge organically and from unexpected sources. TRIZ is one of 33 Liberating Structures that is designed to identify and address these counterproductive activities in a fun and engaging way. In this session, participants will be guided through a TRIZ using the challenges faced by BC's health care system with regards to health human resources to demonstrate its use.

Anthony Gagné

Leader, Learning & Capability Development | BC Patient Safety & Quality Council

Jennie Aitken

Leader, Health System Improvement | BC Patient Safety & Quality Council

G6 MAKING THE LINK: EMERGENCY & COMMUNITY WORKING TOGETHER FOR BETTER CARE | PLAZA C

RAPID FIRE

RAPID ADMISSION & DISCHARGE UNIT (RADU): A VIRTUAL APPROACH TO RIGHT CARE

Afshin Shamshiri

Process Improvement Consultant | Island Health

Dale West

Process Improvement Consultant | Island Health

STRENGTHENING PRIMARY CARE FOR EMERGENCY DEPARTMENT 'FAMILIAR FACES'

Fred Voon

Emergency Physician | Island Health

Abhinav Ajay Joshi

Resident Co-Lead, Familiar Faces | Victoria Family Medicine

Adnan Iftikhar

Resident Co-Lead, Familiar Faces | Victoria Family Medicine

BREAKOUT G

THURSDAY, FEBRUARY 28 | 1330 - 1430

QUICK RESPONSE TEAM (QRT): BUILDING TRUST IN TEAM-BASED CARE FROM ACUTE TO COMMUNITY

Brent Harold

Emergency Physician | South Okanagan Similkameen Division of Family Practice

Lisa Danby

Manager, Community Integrated Health Services | Interior Health

G7 THE SKY'S THE LIMIT WITH THE RIGHT "DATA PLAN" | CYPRESS

RAPID FIRE

EFFECT OF A SYSTEMATIC CHANGE IN AN EMS RESOURCE ALLOCATION ON MORTALITY

Julie Wei

Manager, Analytics | BC Emergency Health Services

Lu Zheng

Senior Analyst | BC Emergency Health Services

DEVELOPING A CLEARER IMAGE OF PATIENT SAFETY EVENTS INVOLVING MEDICAL IMAGING PROCEDURES

Elizabeth Jongedijk

Regional Manager, Quality & Process Improvement | Vancouver Coastal Health

Terri Aitken

Coordinator, Patient Safety Learning System | Vancouver Coastal Health

ESTABLISHMENT OF QUALITY PROGRAM FOR LMBME INFUSION PUMPS

Brendan Gibbons

Biomedical Engineer | Providence Health Care

G8 SPREADING THE SAFETY NET | GEORGIA A



RAPID FIRE

SAFETY PASSPORT: PROMOTING PATIENT SAFETY FOR HEALTH CARE PROVIDERS

Fabio Feldman

Director, Clinical Quality & Patient Safety | Fraser Health

Javairia Raza

Co-Op Student | Fraser Health

BREAKOUT G

THURSDAY, FEBRUARY 28 | 1330 - 1430

G8 CONTINUED

IMPROVING PATIENT SAFETY REPORTING IN PRE-HOSPITAL CARE



Roy Stanley

Advanced Care Paramedic | BC Emergency Health Services

Heather St Laurent

Analyst, Patient Safety Review Office | BC Emergency Health Services

SAFETY LEARNING SYSTEM: LEARNING FROM EVERY DEATH

Camille Ciarniello

Corporate Director | Providence Health Care

Allison Muniak

Executive Director | Vancouver Coastal Health

Julie Bedford

Regional Manager | Vancouver Coastal Health

STORYBOARDS





STORYBOARD RECEPTION

WEDNESDAY, FEBRUARY 27 | 1700 - 1830

THE RECEPTION TAKES PLACE IN THE FOYER ON BOTH THE 2ND AND 3RD FLOORS.

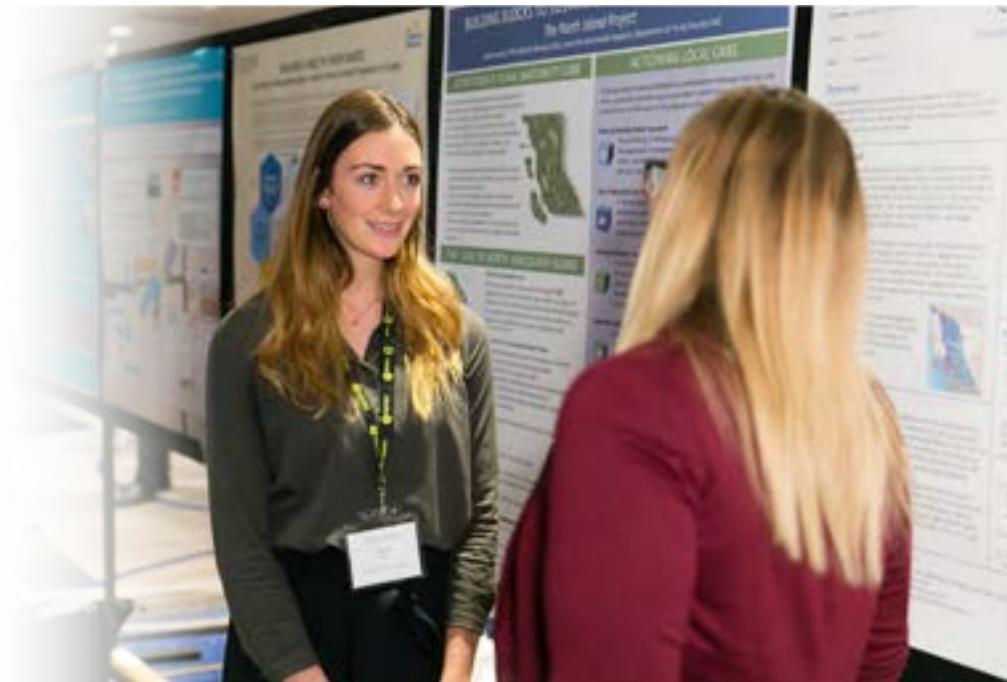
Join us for the Storyboard Reception immediately following Breakout D. It's your chance to network and ask storyboard presenters about their projects.



- Check out posters related to improvement capability, population health and students on the 2nd floor.
- Posters related to experience of care and clinical practice can be found on the 3rd floor.
- See pages 66-75 for a complete listing.

Entrance to the Storyboard Reception is included in your Forum registration. Complimentary hors d'oeuvres and a cash bar will be available on each floor.

All storyboards will be reviewed by a panel of judges and winners will be announced Thursday at lunch.



TUESDAY AM

TUESDAY PM

WEDNESDAY AM

WEDNESDAY PM

THURSDAY AM

THURSDAY PM



STORYBOARDS

WEDNESDAY, FEBRUARY 27 | 0815 - 1830

THURSDAY, FEBRUARY 28 | 0700 - 1530

IMPROVEMENT CAPABILITY | 2ND FLOOR

- | | | |
|-----------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| 1 | COMPARISON OF DATA QUALITY FROM MANUAL & AUTOMATED MRSA SURVEILLANCE SYSTEMS | Shehlina Arshad
Data Analyst, Infection Prevention & Control Fraser Health |
| 2 | DYNAMIC ANALYSIS & REPORTING TOOL: A WEB-BASED PATIENT-REPORTED EXPERIENCES & OUTCOMES TOOL | Jenyo Banjo
Project Manager & Analyst Providence Health Care |
| 3 | HOW TO WIN FRIENDS & INFLUENCE DECISION-MAKERS IN HEALTH (PART TWO) | Kira Barwich
Research Coordinator, Centre for Rural Health Research University of British Columbia |
| 4 | TOWARD A SUSTAINABLE MODEL OF PHYSICIAN CARE IN NURSING HOMES | Jennifer Begin
Family Physician South Okanagan Similkameen Division of Family Practice |
| 5 | NEW TRAUMA MORTALITY REVIEW PROCESS OFFERS PROVINCE-WIDE OPPORTUNITIES FOR IMPROVEMENT | Beide Bekele
Program & Project Lead Trauma Services BC |
| 6 | "JUST IN TIME SIMULATION" FOR PEDIATRIC RESIDENTS | Debbie Cain
Leader, Clinical Education in Simulation Children's & Women's Health Centre of British Columbia |
| 7 | INTEGRATING PROGRAMS & SERVICES THROUGH FALL PREVENTION: A MULTIDISCIPLINARY TEAM APPROACH | Cindy Carleton
Quality Improvement & Safety Coordinator Ts'ewulhtun Health Centre of Cowichan Tribes |
| 8 | CRITERIA LED DISCHARGE | Marco Catalano
Clinical Nurse Leader St. Paul's Hospital |
| 9 | RELEASING TIME TO CARE: FRONTLINE DRIVEN QUALITY IMPROVEMENT AT BURNABY HOSPITAL | Princess Catarroja
Registered Nurse Fraser Health |
| 10 | IMPROVING PATIENT FOOD INTAKE & MINIMIZING WASTE | Lisa Cheng
Food Service Manager Surrey Memorial Hospital |
| 11 | BC SIMULATION NETWORK: CAPACITY BUILDING FOR PROVINCIAL PATIENT SAFETY | Christina Choung
Regional Clinical Educator, Simulation Vancouver Coastal Health |



STORYBOARDS

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| 12 | STRATEGIES TO IMPROVE NURSES' TRANSITION FROM THE BESIDE TO NURSING LEADERSHIP POSITIONS | Ashley DaCosta
Registered Nurse & Clinical Lead Interior Health |
| 13 | THE VICTORIA INTEGRATED NEPHROLOGY WORKING GROUP PROJECT: A COLLABORATIVE QUALITY IMPROVEMENT APPROACH | Helena Daudt
Director, Education & Research Victoria Hospice |
| 14 | PATIENT SAFETY REVIEW TRACKER: A VISUAL MANAGEMENT SYSTEM IMPROVING PATIENT SAFETY | Rachel Duncan
Coordinator, Patient Safety Learning System Island Health |
| 15 | USING THE A3 TOOL TO IMPROVE BRONCHOSCOPY BOOKING AT RIDGE MEADOWS HOSPITAL | Frank Ervin
Head, Division of Nephrology Fraser Health |
| 16 | MOVING AWAY FROM SINGLE DISEASE THINKING TO INTEGRATED CARE FRAMEWORK (ICF) | Alexandra Greenhill
Chief Executive Officer & Chief Medical Officer Careteam |
| 17 | LMBME'S BCPSLS PROCESS QUALITY IMPROVEMENT PROJECT | Brendan Gibbons
Biomedical Engineer Providence Health Care |
| 18 | UTILISING PDSAS TO ENGAGE TEAMS IN PROGRAM CHANGE | Shannon Groff
Quality Improvement Consultant Interior Health |
| 19 | CONNECTING THE DOTS FOR PATIENT SAFETY | Debbie Johannesen
Director, Quality Safety & Accreditation BC Women's Hospital and Health Centre |
| 20 | THE MOBILE MATERNITY TELEHEALTH PROJECT AS A CASE EXAMPLE OF EXPANSIVE COST-BENEFIT | Jude Kornelsen
Co-Director, Centre for Rural Health Research University of British Columbia
Associate Professor, Department of Family Practice University of British Columbia |
| 21 | COLLABORATIVE, EVIDENCE-BASED HEALTH SYSTEM PLANNING: THE CHALLENGE OF MOVING PARTS | Jude Kornelsen
Co-Director, Centre for Rural Health Research University of British Columbia
Associate Professor, Department of Family Practice University of British Columbia |
| 22 | A CBT SKILLS GROUP PROGRAM | Julie Lawrence
Psychiatry Resident University of British Columbia |



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| 23 | INDIGENOUS COMMUNITY-DRIVEN CLINICAL PHARMACISTS SERVICES | Larry Leung
Lecturer & Clinical Pharmacist, Faculty of Pharmaceutical Sciences University of British Columbia |
| 24 | ACCELERATING PROVINCIAL SPREAD & SCALE OF APPROPRIATE USE OF ANTIPSYCHOTICS IN LTC | Tanya Mac Donald
Director, Programs Canadian Foundation for Healthcare Improvement |
| 25 | IMPROVING COLLABORATION IN COMMUNITY HEALTH SERVICES & PRIMARY CARE | Brennan Macdonald
Manager, Professional Practice Island Health |
| 26 | UNCOVERING TEAMWORK IN A PEDIATRIC EMERGENCY DEPARTMENT | Trisha Manio
Master of Nursing Student
University of British Columbia
Registered Nurse BC Children's Hospital |
| 27 | THE EMERGENCY HEALTH PROVIDER REGISTRY: A LITTLE HELP FROM MY FRIENDS | Carolyn Morris
Senior Policy Analyst Ministry of Health |
| 28 | GROW, NURTURE & SUSTAIN: ADVANCING THE QI PROJECT REGISTRY AT ISLAND HEALTH | Jaclyn Morrison
Consultant, Quality & Patient Safety
Royal Jubilee Hospital |
| 29 | ENHANCING DEMENTIA ACUTE CARE THROUGH PROTECTED MEALTIMES INITIATIVE | Joban Nijjar
Dietitian Vancouver General Hospital |
| 30 | SPECIALTY EDUCATION: FILLING THE REGION'S WORKFORCE PLANNING PROCESS GAP | Sonya Rinzema
Manager, Clinical Education, Learning & Performance Support Island Health |
| 31 | ACTIVATING PATIENT VOICE IN THE QUALITY COUNCILS: AN ITERATIVE APPROACH | Xela Rysstad
Patient Safety Consultant Island Health |
| 32 | DAILY MANAGEMENT & HOSHIN KANRI; ALIGNING CONTINUOUS IMPROVEMENT CULTURE TO ORGANIZATIONAL STRATEGY | Afshin Shamshiri
Process Improvement Consultant Island Health |
| 33 | CAN A SECURE MESSAGING SOLUTION IMPROVE COMMUNICATION BETWEEN HOSPITAL & COMMUNITY SETTINGS? | Sean Spina
Clinical Coordinator Island Health
Clinical Associate Professor
University of British Columbia |



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34 CONNECTING THE DOTS

Tracey Swallow

Leader, Patient Safety & Quality |
BC Women's Hospital & Health Centre

35 EARLY DETECTION OF DELIRIUM AT DELTA HOSPITAL

Jane Van Den Biggelaar

Hospitalist & Emergency Physician | Delta Hospital

36 INNOVATION IN REAL TIME DATA COLLECTION FOR
RELEASING TIME TO CARE™

Susan Waldron

Clinical Practice Consultant | Fraser Health

37 COLLABORATIVE EXPLORATION OF RESIDENTIAL CARE
TRANSFERS TO EMERGENCY DEPARTMENTS FOR
DIAGNOSTIC TESTING

Alice Wang

Medical Student | University of British Columbia

38 IMPROVING QUALITY OF INTRAVENOUS DRUG THERAPY
FOR HOSPITAL PATIENTS ACROSS METRO VANCOUVER

Gigi Wong

Clinical Pharmacist |
Lower Mainland Pharmacy Services

39 IMPROVING PATIENT-EXPERIENCE, CLINICAL WORKFLOWS
& RESEARCH: BENEFITS OF A PATIENT-REPORTED DATA
REGISTRY

Fontayne Wong

Coordinator, Data Management |
BC Children's Hospital

40 A MULTILAYER SUPPORT NETWORK TO BUILD NEW
GRADUATE NURSES TO PROVIDE BEST PATIENT CARE

Margurite Wong

Regional Clinical Educator, Clinical Education |
Vancouver Coastal Health

41 PCQO PROCESS REDESIGN: AN EXPERIENCE OF SERVICE
USER COLLABORATION & LEARNINGS

Yvonne Zwaag

Patient Care Quality Officer | Island Health

POPULATION HEALTH | 2ND FLOOR

42 INTEGRATING HEALTH & ADMINISTRATIVE DATASETS TO
IMPROVE QUALITY OF CARE: THE BC-HTC

Sofia Bartlett

Postdoctoral Fellow | BC Centre for Disease Control
& University of British Columbia

43 ADDRESSING CHILD HEALTH CLINIC WAIT TIMES TO
PROVIDE INFANT IMMUNIZATIONS ON TIME

Catharine Berghuis

Clinical Coordinator, Public Health | Island Health

44 A COLLABORATIVE, ITERATIVE PROCESS TO CREATE
CULTURALLY SENSITIVE, EASY-TO-UNDERSTAND HEPATITIS
C RESOURCES

Terri Buller-Taylor

Research Manager | BC Centre for Disease Control



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45 APPLYING THE BC QUALITY MATRIX TO DRUG CHECKING

Ellen Korol

Project Leader, Clinical Operations | Interior Health

46 ACCEPTABILITY & ACCESSIBILITY OF NON-CONTACT RESPIRATORY MONITORS FOR PEOPLE WHO USE DRUGS

Vivian Tsang

Medical Student | University of British Columbia

STUDENTS | 2ND FLOOR

47 WHEN TIME IS FUNCTION: INCREASING THE EFFICIENCY OF STROKE REHABILITATION ADMISSION

Maria Cooke

Bachelor of Commerce Student |
University of British Columbia

48 IMPROVING CARDIAC CARE FOR PATIENTS AT SURREY MEMORIAL HOSPITAL

Amandeep (Amy) Gill

Student Research Assistant | Surrey Memorial Hospital

49 RESOURCE NAVIGATION PROGRAM: CONNECTING INDIVIDUALS TO SOCIAL DETERMINANTS OF HEALTH IN ABBOTSFORD

Mia Harries

Medical Student | University of British Columbia

50 A JOURNEY OF COLLABORATION & HUMILITY: RECOGNIZING ABORIGINAL HEALING & CULTURAL PRACTICES

Shantelle Medel

Master of Public Health Student |
Simon Fraser University

51 SMARTMOM: DELIVERING PRENATAL EDUCATION THROUGH TEXT MESSAGING IN BC

Pooja Patel

Master of Health Administration Student |
University of British Columbia

CLINICAL PRACTICE | 3RD FLOOR

52 IMPROVING LABORATORY-RELATED PATIENT SAFETY OUTCOMES & RESOURCE UTILIZATION: REDUCING EXTRANEIOUS REFERRED-IN COLLECTIONS

Andrew Balbirnie

Technical Coordinator | BC Centre for Disease Control
Public Health Laboratory

53 BRINGING THE VOICE OF PRIMARY CARE TO BC CANCER

Laura Beamish

Project Manager, Division of Continuing Professional
Development | University of British Columbia

54 ENGAGING WITH LM LABS MEDICAL LABORATORY ASSISTANTS: PATIENT IDENTIFICATION

Josie Boutcher

Coordinator, Laboratory Administration & Business
Support | Lower Mainland Laboratories



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| 55 | THE FIRST FIVE MINUTES | Debbie Cain
Leader, Clinical Education in Simulation Children's & Women's Health Centre of British Columbia |
| 56 | IMPROVING DELIRIUM EXPERTISE IN ACUTE CARE: AN INTERPROFESSIONAL APPROACH | Helen Chow
Geriatric Clinical Nurse Specialist Fraser Health |
| 57 | IMPROVING BRADEN SCALE COMPLETION RATES | Laura Colley
Clinical Practice Consultant Fraser Health |
| 58 | SMOKING CESSATION IN CROHN'S DISEASE | Ben Cox
Internal Medicine Resident Royal Jubilee Hospital |
| 59 | MAKING WORK VISIBLE: OPTIMIZING THE NEW PATIENT CONSULTATION PROCESS IN MEDICAL ONCOLOGY | Barbara Czerkawski
Physician, Medical Oncology BC Cancer Agency |
| 60 | YES WE HAVE AN APP FOR THAT: PRIMARY IMMUNODEFICIENCY DISEASE | Pam Danesin
Senior Technical Coordinator & Special Projects BC Provincial Blood Coordinating Office |
| 61 | DELIVERY IN FOCUS: 10-YEAR REVIEW OF CMPA & HIROC OBSTETRICAL DATA | Kimberly Dieleman
Manager, Western Region & Senior Healthcare Risk Management Specialist Healthcare Insurance Reciprocal of Canada |
| 62 | THE "P" PROJECT | Daisy Dulay
Cardiologist Island Health |
| 63 | FALLS REDUCTION PROJECT AT THE FORENSIC PSYCHIATRIC HOSPITAL | Prab Gill
Director, Quality, Safety & Systems Improvement BC Mental Health & Substance Use Services |
| 64 | LET THEM EAT CAKE! | Heather Gregory
Registered Dietitian Fraser Health |
| 65 | THE BELIEFS & UNDERSTANDING OF ADVANCED CARE PLANNING AMONG THE CHINESE COMMUNITY | Amrish Joshi
Clinical Assistant Professor, Faculty of Medicine University of British Columbia
Palliative Doctor Richmond Hospital |
| 66 | PROMOTING BETTER PATIENT CARE THROUGH ROLE EVOLUTION | Jordana Keil
Clinical Nurse Educator, Care Management Program Vancouver Coastal Health |



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67 POMDRA INITIATIVE: YEAR ONE

Samira Kermanchi

Clinical & Practice Support Officer |
College of Physicians and Surgeons of BC

68 BC GUIDELINES: SUPPORTING PRIMARY CARE PRACTICE IN BC

Sandra Lee

Medical Consultant, Guidelines & Protocols Advisory
Committee | Ministry of Health

69 TRIAGE TO IMPROVE EXPERIENCE OF PATIENTS &
FAMILIES REFERRED FOR PALLIATIVE RADIOTHERAPY

Michael McKenzie

Vice President Quality & Radiation Oncologist |
BC Cancer Agency

70 IMPROVING THE DOCUMENTATION & ADMINISTRATION
OF PERIOPERATIVE SUBCUTANEOUS (SC) HEPARIN AT PHC

Trina Montemurro

Physician | St. Paul's Hospital

71 USING INTERDISCIPLINARY SIMULATIONS TO IMPLEMENT
EMERGENCY COGNITIVE AIDS AT PROVIDENCE
HEALTHCARE

Trina Montemurro

Physician | St. Paul's Hospital

72 SURVIVING SEPSIS AT EAGLE RIDGE HOSPITAL

Alison Morris

Hospitalist | Fraser Health

73 USING HOME-TELEMONITORING TO SUPPORT COPD
PATIENT CARE: THE NURSING EXPERIENCE

Natasha Ng

Researcher, Digital Emergency Medicine |
University of British Columbia

74 KNOWLEDGE TRANSLATION OF NUTRITION RISK
SCREENING IN A CANADIAN ACUTE-CARE HOSPITAL

Alena Spears

Clinical Dietitian | St. Paul's Hospital

75 IMPROVING DURING CRISIS: BOOST COLLABORATIVE
(BEST PRACTICES IN ORAL OPIOID AGONIST THERAPY)

Cole Stanley

Medical Lead, BOOST Collaborative |
BC Centre for Excellence in HIV/AIDS

76 PSP MODULE EVOLUTION PROJECT: LEADING CPD &
QUALITY IMPROVEMENT PRACTICE

Sarah Tajani

Program Coordinator, Division of Continuing
Professional Development |
University of British Columbia

77 CLINICAL PHARMACY INTERVENTIONS DURING
EMERGENCY DEPARTMENT MEDICATION REVIEWS IN
HIGH RISK PATIENTS

Mildred Tang

Clinical Pharmacotherapeutic Specialist |
Vancouver Coastal Health



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| 78 | INITIATION OF OPIOID AGONIST THERAPY IN THE ER: FENTANYL CRISIS ER RESPONSE. | Jason Wale
Medical Director, Emergency Services
Royal Jubilee Hospital & Victoria General Hospital |
| 79 | UNDERSTANDING NURSES' EXPERIENCE WITH A SCOPE EXPANSION FOR LPNS IN ACUTE MEDICINE | Katie Wilkie
Master of Health Administration Student
University of British Columbia |
| 80 | ACCURATE MEDICATION ALLERGY STATUS LABELING | Tiffany Wong
Pediatric Allergist BC Children's Hospital |
| 81 | COLLABORATION BETWEEN A PHARMACIST & FAMILY PHYSICIAN IN MANAGING UNCONTROLLED TYPE2 DIABETES | Jamie Yuen
Clinical Pharmacist & Lecturer, Faculty of
Pharmaceutical Sciences
University of British Columbia |

EXPERIENCE OF CARE | 3RD FLOOR

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| 82 | REMOTE PATIENT MONITORING: IMPROVING QUALITY OF CARE IN GESTATIONAL DIABETES | Morenike Akinyemi
Project Manager, Office of Virtual Health
Provincial Health Services Authority |
| 83 | DELTA'S HEALTH HUB: ENHANCED CONNECTIONS OF AL/IL SENIORS TO HEALTH SERVICES | Tomas Reyes
Project Manager Delta Division of Family Practice |
| 84 | IMPROVING INTERACTIONS | Sam Burnett
Director, Programs
The Centre for Collaboration, Motivation & Innovation |
| 85 | IMPROVING PATIENT CARE & SAFETY BY EMPOWERING DIRECT CARE NURSES USING THE SYNERGY MODEL | Marcia Carr
Clinical Nurse Specialist Ridge Meadows Hospital |
| 86 | IMPROVING THE PATIENT EXPERIENCE OF INTRAVENOUS THERAPY BY UTILIZING PATIENT-CENTRED DATA | Lena Cuthbertson
Provincial Executive Director, Office of Patient-Centred
Measurement & Improvement
Ministry of Health/Providence Health Care |
| 87 | STREAMLINING CLIENT EXPERIENCE WITH HEALTHLINKBC | Willa England
Team Manager, Nursing Services HealthLinkBC |
| 88 | A REGIONAL APPROACH TO SPIROMETRY WAIT TIMES AT FRASER HEALTH | Frank Ervin
Head, Division of Nephrology Fraser Health |



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| 89 | A SYSTEM WIDE EVALUATION FRAMEWORK FOR VIRTUAL HEALTH IN PHSA | Michèle Fryer
Director, Office of Virtual Health
Provincial Health Services Authority |
| 90 | OPTIMIZING THE HEALTH OF PATIENTS BEFORE SURGERY | Laura-Lynne Funnelle
Registered Nurse Abbotsford Regional Hospital |
| 91 | SECURE VIRTUAL APPOINTMENTS IN THE PATIENT HOME | Luc Holland
Project Lead, Patient Transitions
Providence Health Care |
| 92 | CHANGE BC KIDS CAMPS: BUILDING A GP LED "BOLT ON" MODEL | Brenda Huff
Family Physician & Board Director
Pacific Northwest Division of Family Practice |
| 93 | HOSPITALIST SERVICE DEDICATED TO PSYCHIATRY: DOES IT WORK? | Natalie Jahnke
Hospitalist, Psychiatry Medical Care Group
Royal Jubilee Hospital |
| 94 | REDESIGNING PATIENT EXPERIENCE: CONNECTING PATIENTS & PROVIDERS WITH DIGITAL MESSAGING ACROSS PHSA | Ying Jiang
Project Manager, Office of Virtual Health
Provincial Health Services Authority |
| 95 | EFFECTS OF TRAUMA INFORMED PRACTICE IN EMERGENCY DEPARTMENTS | Terri Jones
Clinical Nurse Educator, Emergency Network
Fraser Health |
| 96 | TIERS OF SERVICE: OUTPATIENT MEDICAL ONCOLOGY SERVICES | Shallen Letwin
Vice President, Regional Operations
BC Cancer Agency |
| 97 | LABORATORY REPORT DISTRIBUTION: SUPPORTING TIMELY CLINICAL DECISIONS | Ada Leung
Quality Lead Lower Mainland Laboratories |
| 98 | WELCOME TO SUNNY HILL: ENHANCING THE EXPERIENCE OF FAMILY VISITS | Leslie Louie
Family Engagement Advisor
Sunnyhill Health Centre for Children |
| 99 | ENGAGING PATIENTS IN BEDSIDE WHITEBOARD IMPROVEMENT AT BURNABY HOSPITAL | Ryan MacKay
Coordinator, Quality & Patient Experience
Burnaby Hospital |

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| 100 | EPICC CANCER CARE: COMBINING AN EARLY PALLIATIVE APPROACH WITH PATIENT-REPORTED OUTCOMES | Antony Porcino
Project Manager BC Cancer Agency |
| 101 | ESTABLISHMENT OF A POINT-OF-CARE ULTRASOUND CLINIC FOR DEVELOPMENTAL DYSPLASIA OF THE HIP | Emily Schaeffer
Research Associate BC Children's Hospital |
| 102 | INTEGRATING TECHNOLOGY IN PHSA CLINICAL PROGRAMS WITH THE OFFICE OF VIRTUAL HEALTH | Kathy Steegstra
Senior Provincial Executive Director, Virtual Health, Trauma Services BC & Mobile Medical Unit Provincial Health Services Authority |
| 103 | NOT TOO LITTLE, NOT TOO MUCH, JUST RIGHT (IMPROVING PATIENT EDUCATION) | Carol Wilson
Project Coordinator, Patient Education Fraser Health |

Join us for the Storyboard Reception
WEDNESDAY, FEBRUARY 27 | 1700 - 1830



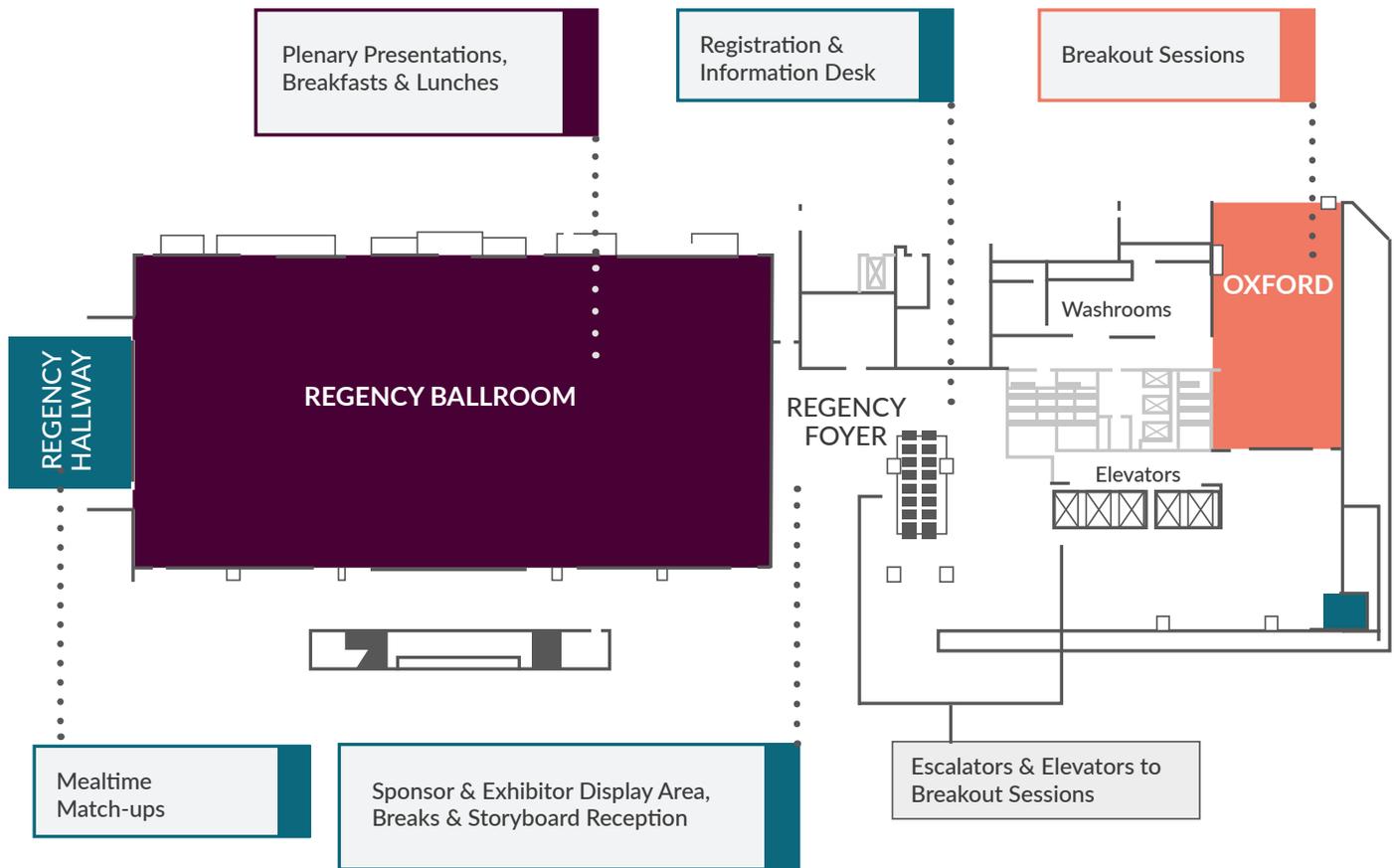
VENUE MAPS

3RD FLOOR

PLENARY PRESENTATIONS, MEALS, DEBATE:
Regency Ballroom

REGISTRATION & INFORMATION DESK, BREAKS, SPONSORS & EXHIBITORS BOOTHS, STORYBOARDS:
Regency Foyer

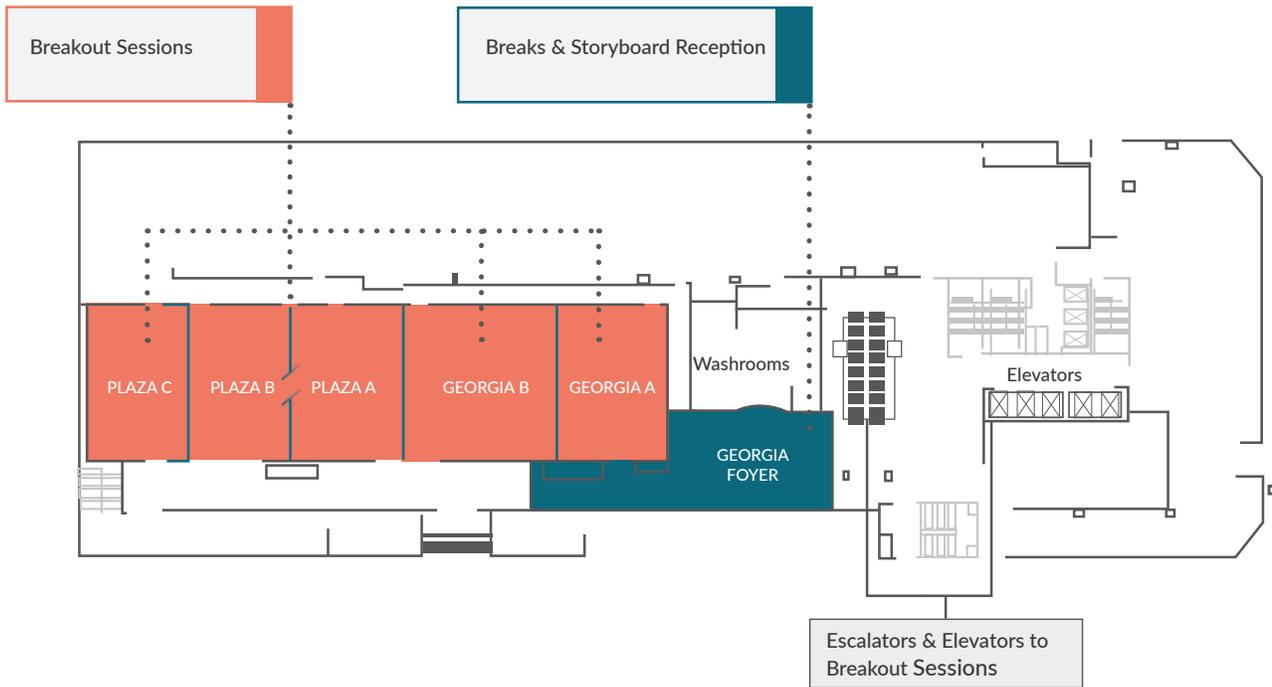
BREAKOUT SESSIONS:
Oxford



2ND FLOOR

BREAKOUT SESSIONS:
Georgia A, Georgia B, Plaza A, Plaza B, Plaza C

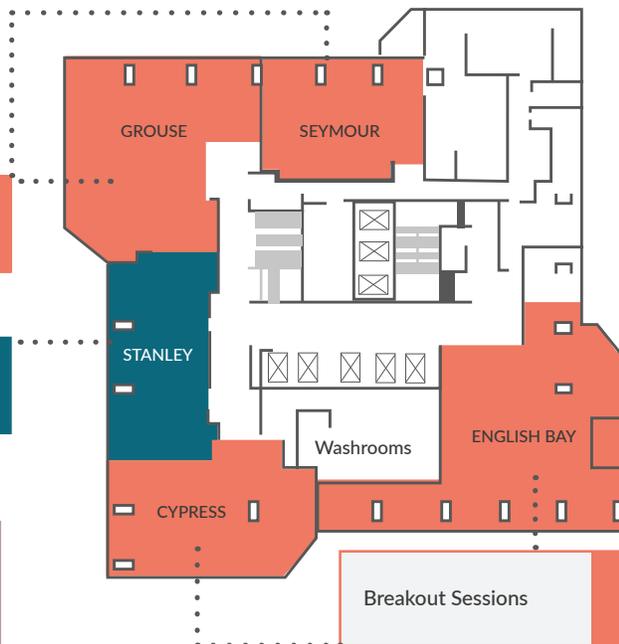
BREAKS & STORYBOARDS:
Georgia Foyer



34TH FLOOR

Breakout Sessions

Breaks



BREAKOUT SESSIONS:
Grouse, Seymour, Cypress, English Bay

BREAKS:
Stanley

#QF19

Questions?

QualityForum@bcpsqc.ca
604.668.8254

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