



Quality Forum 2020

Shaping Success *Together*



BC PATIENT SAFETY
& QUALITY COUNCIL

February 25 – 27
VANCOUVER

#QF20 | PROGRAM



The Quality Forum is a great chance to learn from one another and make new connections. Spark a conversation by asking...

What are you looking forward to during the Forum?

What is the best part of your role?

What is your hope for health care?





Welcome to Quality Forum 2020!



It is our pleasure to welcome you to the ninth annual Quality Forum! Over the next three days, we, along with the rest of the BC Patient Safety & Quality Council, will host more than 1,250 individuals who are united in their passion for providing the best possible care for patients in our province.

The Council is in a unique position that allows us to build strong relationships with patients, policymakers, care providers, health care administrators, senior executives, academics and others. These relationships have enabled us to tune in to the needs of our health care system. What we've heard is a resounding hope for improving the quality of care in BC – and a strong desire to do so together.

Because collaboration is at the heart of improvement, we have proudly included patients in each level of planning for the Quality Forum. We also make every effort to ensure their participation throughout the event, including featuring patient-led or moderated presentations, providing bursaries for patients to attend all three days of programming and an invitation to watch presentations and engage with the audience online. We are happy to say that this year's Quality Forum is once again a Patients Included event.



Our belief that the most meaningful changes come from working together guides everything that we do to drive high-quality health care in BC. While we may hold varying titles, work in different capacities or inhabit different parts of our province, we are all leaders on the journey to better health care. We all have experiences that can help to make care in this province the best that it can be.

With this in mind, this year's Quality Forum program was designed with the hope of uniting our community to learn from international experts in improvement, from local champions for better care and, importantly, from each other. There are 63 rapid fire presentations, 102 storyboards and 55 inspiring breakout sessions – all intended to advance person- and family-centred care through teamwork and collaboration.

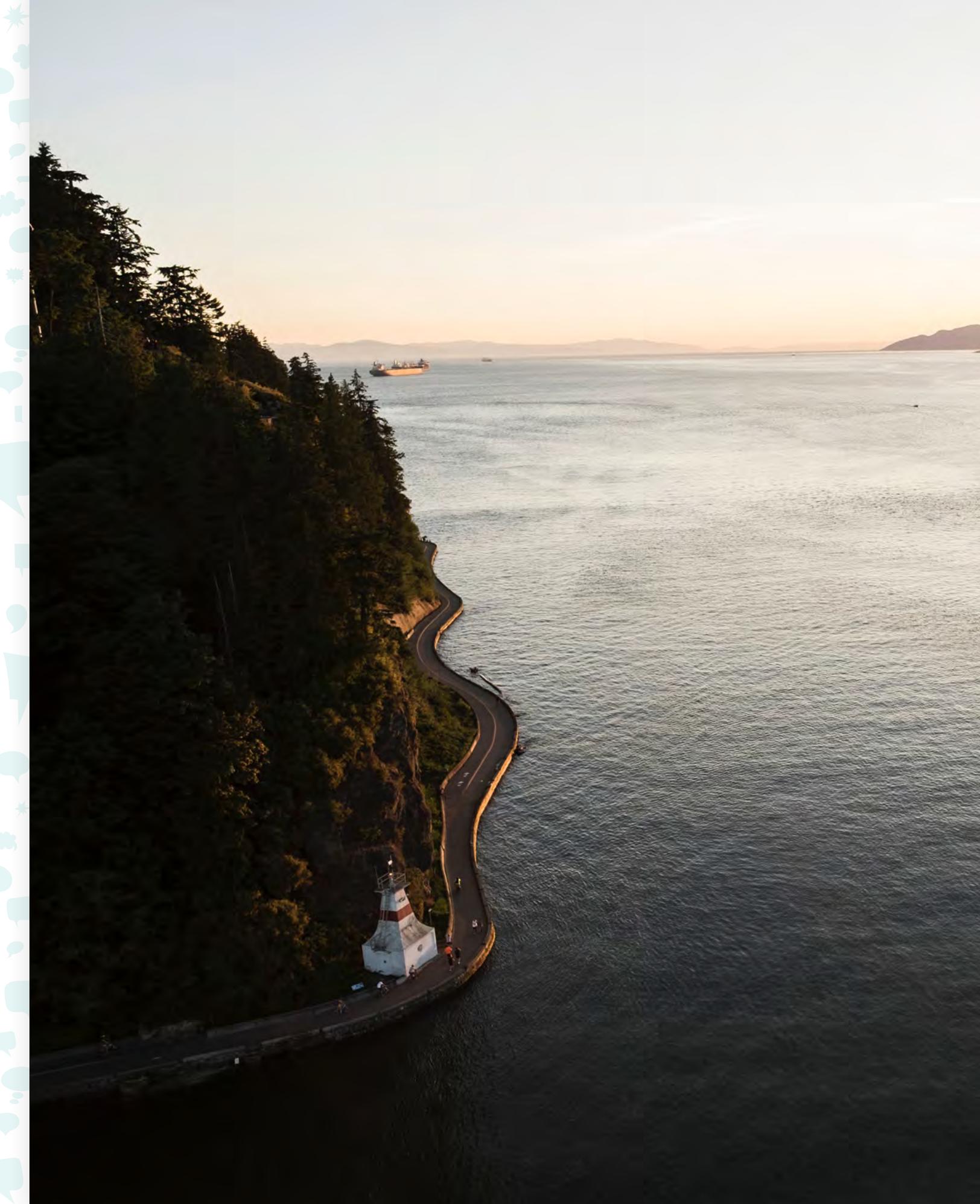
Whether you're here for a single event or all three days of Quality Forum 2020, we have no doubt that you'll leave this year's Forum feeling connected, energized and inspired to continue in pursuit of high-quality care for every British Columbian.

Devin Harris
Chair

Christina Krause
Chief Executive Officer



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





We would like to acknowledge that the land on which we gather is the unceded territory of the x^wməθk^wəy̓əm (Musqueam), Sk̓wx̓wú7mesh (Squamish) and sə́lílwətaʔt (Tsleil-Waututh) peoples.

Image Credit: Kyle Thacker

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Be sure to stop by the Regency Foyer to share your ideas!

If I were in charge of the health system, I would ...



QUALITY FORUM 2020 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; and

Demonstrate how every voice matters to achieve high-quality care.





WHO ARE WE?

The BC Patient Safety & Quality Council is a driving force for high-quality health care in British Columbia. Using evidence-informed strategies, we shift culture, improve clinical practice and advance person- and family-centred care to support the best care possible for every person in our province.

WHAT DO WE DO?

We bring health system stakeholders together to build consensus and provide a provincial perspective on quality.

For example, we recently led the revision of the BC Health Quality Matrix, which provides a common definition and understanding of health care quality for the province. Alongside our partners at the First Nations Health Authority, we engaged more than 30 stakeholder groups and organizations to set a new standard of excellence for how we frame high-quality care.

We develop and foster meaningful opportunities to engage patients, families and caregivers as partners in their care.

Whether you're a patient partner interested in sharing your perspective and experience, or a health care partner looking to incorporate the patient voice, we can help!

Learn more about the Patient Voices Network and how we support patient engagement throughout the province at PatientVoicesBC.ca.

We provide education to build knowledge, skills and confidence in a variety of topics related to improving quality.

Check out the back cover of this #QF20 program guide for information on our upcoming learning opportunities!

We lead and support work that aims to improve quality of care in numerous clinical areas.

Our current initiatives are accelerating improvements in:

- Critical Care
- Medical Imaging
- Sepsis
- Substance Use
- Surgery
- Team-Based Primary & Community Care

Visit BCPSQC.ca to access our full collection of innovative tools and resources, read more about our ongoing activities and discover how we can support you!

SPOTLIGHT ON OUR RESOURCES

- **A Guide to Patient Engagement**
- **BC Health Quality Matrix**
- **Culture Change Toolbox**
- **Tips for Effective Communication**
- **A Guide to Successful Presentations**



CELEBRATING A DECADE OF THE PATIENT VOICES NETWORK

2020 marks an exciting milestone for the Patient Voices Network (PVN): 10 years since the network began! In 2010, PVN was created by the Ministry of Health as part of its Patients as Partners strategy, with the BC Patient Safety & Quality Council providing leadership for PVN since 2016. Over the past decade, the level of engagement and the ability of patients to be directly involved in improving health care services and the patient experience has increased exponentially, and the results can be felt throughout the health care system in BC.

WHO ARE OUR PATIENT PARTNERS?

There are 1,123 patient partners in the network.

How do they self-identify?*

Indigenous: 9%

Members of visible minorities: 6%

People with disabilities: 5%

LGBTQIA2S+: 4%

** These numbers represent patient partners who chose to respond to these questions, therefore they could be higher.*

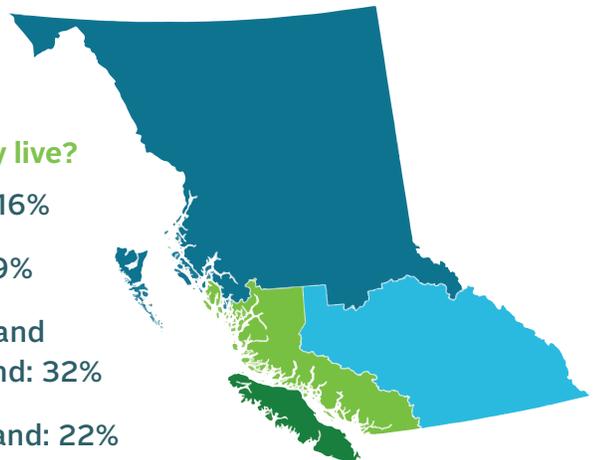
Where do they live?

Northern BC: 16%

Interior BC: 29%

Fraser Valley and Lower Mainland: 32%

Vancouver Island: 22%



IN 2018/19:

745

patient partners participated in engagement opportunities

270

new engagement opportunities were supported

28

patient partners attended Quality Forum 2019, 8 of whom were supported to present

95%

of health care partners felt that the patient voice added value to their initiative

87%

of patient partners indicated their engagement opportunity was a success

Sign up to participate as a patient or health care partner at PatientVoicesBC.ca!

@PatientVoicesBC



Patient
Voices
Network

PVN is guided by patient and health care partners and administered by the:



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

Thank you to our sponsors!

GOLD



BC AHSN

British Columbia
Academic Health Science Network



Interior Health
Every person matters



**doctors
of bc**

Joint Collaborative Committees



**Provincial Health
Services Authority**

Province-wide solutions.
Better health.

**Vancouver
CoastalHealth**

Promoting wellness. Ensuring care.

SILVER



island health

BRONZE



BC COLLEGE OF
FAMILY PHYSICIANS
The home of family medicine

BCCNP
British Columbia
College of Nursing
Professionals

CMPA.
Empowering
better healthcare



Canadian Foundation for **Healthcare Improvement**
Fondation canadienne pour **l'amélioration des services de santé**



First Nations Health Authority
Health through wellness



Providence
HEALTH CARE
How you want to be treated.



EXHIBITORS

BC CENTRE FOR PALLIATIVE CARE

BC CHIROPRACTIC ASSOCIATION

BC EMERGENCY MEDICINE NETWORK

BC GUIDELINES

BC NURSES' UNION

BD

BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY

CANADIAN INSTITUTE FOR HEALTH INFORMATION

CARF CANADA

DOCTORS TECHNOLOGY OFFICE

FAMILY CAREGIVERS OF BRITISH COLUMBIA

HEALTH DATA COALITION

INSTITUTE FOR HEALTHCARE IMPROVEMENT OPEN SCHOOL: BC CHAPTERS

NURSES AND NURSE PRACTITIONERS OF BC

ONDINE BIOMEDICAL INC.

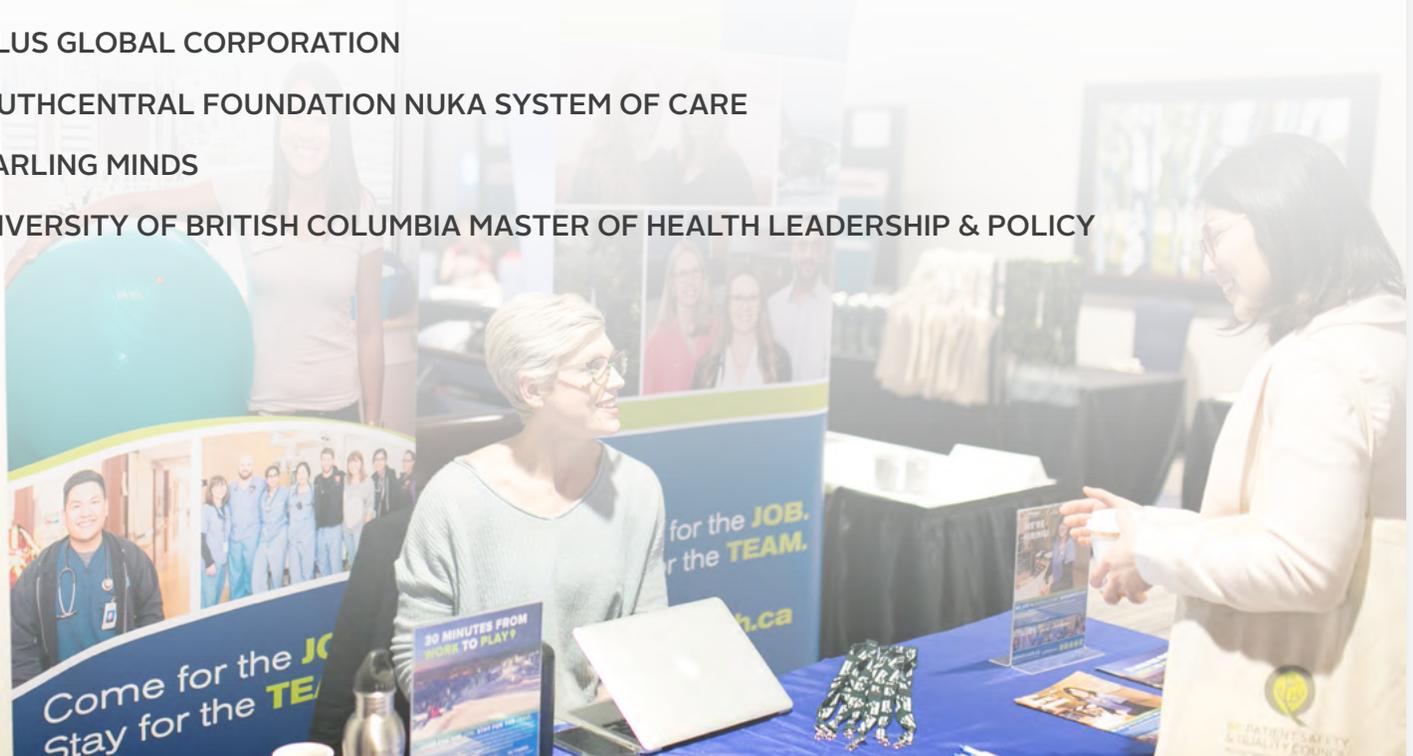
RURAL EDUCATION ACTION PLAN AND RURAL COORDINATION CENTRE OF BC

SALUS GLOBAL CORPORATION

SOUTHCENTRAL FOUNDATION NUKA SYSTEM OF CARE

STARLING MINDS

UNIVERSITY OF BRITISH COLUMBIA MASTER OF HEALTH LEADERSHIP & POLICY



PROGRAM AT A GLANCE

PRE-FORUM

TUESDAY, FEBRUARY 25

0700 – 0900 Registration & Breakfast

* PRE-FORUM DEEP DIVE SESSIONS

0830 – 1700 **UNLEASHING COMPASSION TO OVERCOME BURNOUT**

0800 – 1700 **CREATING CONNECTIONS FOR HEALTH**
In Partnership with the Joint Collaborative Committees

* These events take place simultaneously

* PRE-FORUM FIELD TRIP

0900 – 1600 **USHERING IN A NEW AGE OF CULTURALLY SAFE & INTEGRATED PRIMARY CARE**

*A Visit to Lu'ma Medical Centre
In Partnership with First Nations Health Authority & Lu'ma Native Housing Society*

RECONVENE @ 1800



1800 – 1900 Health Talks Registration
Cash Bar

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

2100 – 2130 Networking Reception
Cash Bar

MAIN FORUM

WEDNESDAY, FEBRUARY 26

0700 – 0815 Registration & Breakfast

0815 – 0900 Opening & Territorial Welcome

0900 – 0940 **PLENARY PRESENTATION Penny Pereira**

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 27

0700 – 0800 Breakfast

0800 – 0830 Opening, Territorial Welcome & Coast Salish Anthem *

0830 – 0910 **PLENARY PRESENTATION Diarmid Campbell-Lendrum**

0910 – 0930 Transition

0930 – 1030 **BREAKOUT E**

1030 – 1100 Break

1100 – 1200 **BREAKOUT F**

1200 – 1300 Lunch

1300 – 1315 Transition

1315 – 1415 **BREAKOUT G**

1415 – 1430 Transition

1430 – 1510 **PLENARY PRESENTATION Sickboy Podcast**

1510 – 1530 Traditional Closing

* Read more about the Coast Salish Anthem on page 28

STEERING COMMITTEE

Alan Ruddiman | Joint Standing Committee on Rural Issues

Allison Kooijman | Patient Voices Network

Allison Muniak | Vancouver Coastal Health

Andrew Wray | BC Patient Safety & Quality Council

Breah Talan | BC Patient Safety & Quality Council

Brendan Abbott | Ministry of Health

Bruce Raber | Patient Voices Network

Camille Ciarniello | Providence Health Care

Christina Krause | BC Patient Safety & Quality Council

Danica Tuden | BC College of Nursing Professionals

Georgene Miller | Provincial Health Services Authority

Kathy Lee | Specialist Services Committee

Linda Dempster | Fraser Health

Margaret English | Shared Care Committee

Meghann Brinoni | First Nations Health Authority

Michael McMillan | Health Employers Association of BC

Minnie Downey | BC SUPPORT Unit

Penny Anguish | Northern Health

Shallen Letwin | Interior Health

Victoria Schmid | Island Health

Thank you to both the Steering Committee and the Abstract Review Committee for your input and support in planning Quality Forum 2020!



ABSTRACT REVIEW COMMITTEE

Alison Wainwright | BC College of Nursing Professionals

Allison Muniak | Vancouver Coastal Health

Andrew Hiob | Interior Health

Andrew Wray | BC Patient Safety & Quality Council

Barbara Tivadar | Northern Health

Brennan McDonald | Island Health

Camille Ciarniello | Providence Health Care

Carla Higgins | BC Emergency Health Services

Carolyn Canfield | Patient Voices Network

Christina Krause | BC Patient Safety & Quality Council

Devin Harris | Interior Health & BC Patient Safety & Quality Council

Dietrick Furstenburg | Rural Scholars Program, University of British Columbia

Elisabeth Baerg Hall | Specialist Services Committee

Fabio Feldman | Fraser Health

Kimberly Strain | Patient Voices Network

Laura Johnston | Northern Health

Marc Pelletier | Institute for Health System Transformation & Sustainability

Matthew Brown | Ministry of Health

Meghann Brinoni | First Nations Health Authority

Mia Remington | Provincial Health Services Authority

Nicole Ebert | Rural CPD Program, University of British Columbia

Ray Markham | Rural Coordination Centre of BC

Roy Stanley | BC Emergency Health Services

Sarah Forster | Shared Care Committee

Sue Fuller-Blamey | Provincial Health Services Authority

Tandi Wilkinson | Rural Scholars Program, University of British Columbia



Did you know we received 379 abstracts for Quality Forum 2020?



PRE-FORUM EVENTS

TUESDAY, FEBRUARY 25

Before the main two days of programming, Quality Forum 2020 features several pre-Forum events for participants to choose from. During the day, there are two pre-Forum deep dive sessions taking place at the hotel, as well as a pre-Forum field trip that will travel off-site.

PRE-FORUM FULL-DAY SESSIONS

Unleashing Compassion to Overcome Burnout | 0830 – 1700

Creating Connections for Health | 0800 – 1700

In partnership with the Joint Collaborative Committees

Ushering in a New Age of Culturally Safe & Integrated Primary Care | 0900 – 1600

A Visit to Lu'ma Medical Centre

In partnership with First Nations Health Authority & Lu'ma Native Housing Society

PRE-FORUM EVENING EVENT

Following these full-day pre-Forum sessions is our annual Health Talks event, which is an exciting and inspiring way to end the first day of Quality Forum 2020.

Health Talks: Bold Ideas. Stories that Inspire | 1900 - 2100

“What are your hopes for health care?”

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, a diverse group of speakers representing a range of professions and perspectives from across the province 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, and is sure to be the talk of the Forum for the next two days.

Couldn’t make it to Health Talks? We’ve got you covered! All eight presentations will be streamed live at BCPSQC.ca and recorded for viewing after the event.





WINNERS OF THE QUALITY AWARDS

The Quality Awards are presented annually by the BC Patient Safety & Quality Council. Nominations for the 2021 Quality Awards will open in May – winners will receive a \$2,500 sponsorship! To be the first to know when nominations open, subscribe to our newsletter or follow us on social media (@BCPSQC). You can also learn more about the Quality Awards at BCPSQC.ca.

EXCELLENCE IN QUALITY: STAYING HEALTHY

The Provincial Overdose Mobile Response Team provides 24/7 short-term crisis intervention and psychosocial support to first responders, frontline workers and people with lived and/or living experience who are impacted by the provincial overdose public health emergency.

This project is being presented in B4.

EXCELLENCE IN QUALITY: GETTING BETTER

Aboriginal/Indigenous Health Improvement Committees have helped build a collaborative work environment between Northern Health staff, Indigenous communities, the First Nations Health Authority and Indigenous organizations.

This project is being presented in C4.

EXCELLENCE IN QUALITY: LIVING WITH ILLNESS

A research partnership between UBC's Community Genetics Research Program and the Gitksan Health Society is identifying people predisposed to a rare genetic condition and helping them receive appropriate and effective care.

This project is being presented in E4.

EXCELLENCE IN QUALITY: COPING WITH END OF LIFE

Whole Community Palliative Rounds fosters high-quality palliative and end-of-life care for Interior Health's largely rural population by supporting collaboration among an extended circle of health care providers both within and external to Interior Health.

This project is being presented in D6.

LEADERSHIP IN ADVANCING THE PATIENT VOICE

With her feisty personality and zest for life, Betty Murray has helped shape a culture of person- and family-centred care across Providence Health Care and prepared many other patient partners to meaningfully participate in engagement opportunities that improve health care in BC.

THE DOUG COCHRANE LEADERSHIP IN QUALITY AWARD

Kim Dixon has changed the way mental health care is addressed in northern BC by creating innovative peer support initiatives for families whose loved ones experience mental illness and addiction.

Visit Kim at storyboard #27.

EVERYDAY CHAMPION

Jeff Harries is a family physician working tirelessly to increase awareness of new medical treatment options for alcohol use disorder.

Jeff is presenting in G4.

QUALITY CULTURE TRAILBLAZER

Lisa Stewart has led a movement within Vancouver Coastal Health to embed quality improvement into everyday practice and celebrate the amazing work of staff who make a difference.



Read more about this year's winners and runners-up at [BCPSQC.ca](https://bcpsqc.ca)!



GENERAL INFORMATION

REGISTRATION DESK HOURS

TUESDAY, FEBRUARY 25 | 0700 - 2100

WEDNESDAY, FEBRUARY 26 | 0700 - 1830

THURSDAY, FEBRUARY 27 | 0700 - 1530

WIFI

Connect with us! The network is Hyatt_Meeting and the password is QF2020.

EVALUATION FORMS

Your feedback is immensely valuable to us when planning the program for Quality Forum each year. Your responses to our evaluation forms help to determine the content that participants find most useful and let us know if the event is meeting the objectives set out by our Steering Committee.

All evaluation forms will be available within the Quality Forum app. You can also provide session-specific feedback and feedback for the Quality Forum overall on the printed evaluation forms that will be distributed throughout the event.

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 **11.5 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 **11.5 Mainpro+** Group Learning credits. Each physician should claim only those credits accrued through participation in the activity.

CFPC Session ID#: 191906-001

Accredited by UBC CPD



CONTINUING PROFESSIONAL DEVELOPMENT
FACULTY OF MEDICINE



*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.*

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 name tag. 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.

LUGGAGE STORAGE

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

COATS

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

WASHROOMS

We strive to ensure that the Quality Forum is inclusive and accessible to everyone who attends. There is a universal (open to all genders) single-stall washroom available on the 2nd, 3rd and 4th floors. They are clearly marked as universal and wheelchair accessible. Multi-stall gendered washrooms are also available on the 2nd, 3rd and 4th floors, with designated wheelchair accessible stalls on the 2nd and 3rd floors. There are two gendered multi-stall washrooms on the 34th floor, however, these spaces are not wheelchair accessible.

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.



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 2020 more sustainable:

- We have once again reduced the number of printed program guides that will be distributed. You can find all the same information electronically on our website and within the Quality Forum 2020 app (see page 20).
- We've placed water stations throughout the meeting space on each level of the hotel 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!
- We've eliminated plastic name tag holders and opted for a recyclable alternative. Look out for name tag disposal bins – we'll be collecting any unwanted name tags to be properly recycled after the event..
- We encourage you to keep your BCPSQC lanyard (they're made in Canada!), however, you can also return it to us when you leave and we'll use it again in the future.
- For the first time ever, the Quality Forum will feature a virtual plenary presentation! We are happy to support Diarmid Campbell-Lendrum and his team at the World Health Organization in their efforts to reduce carbon emissions by limiting travel.

DOWNLOAD OUR APP

HERE ARE SOME FEATURES YOU MIGHT ENJOY...

MY SCHEDULE

View your own, personalized schedule of breakout sessions.

ANNOUNCEMENTS

Stay informed of all Quality Forum updates in one convenient location.

INTERACTIVE MAPS

View maps of the Quality Forum venue, including the location of storyboard presentations and our exhibitor booths.

DOCUMENTS

Access session-specific documents right on your device for easy viewing.

EVALUATIONS

Skip the paper evaluation form and provide your feedback right in the app.

SOCIAL NETWORKS

Follow and join the #QF20 conversation on Twitter and Instagram.

HOW TO GET THE APP



Step 1: Get connected! The WiFi network is Hyatt_Meeting and the password is QF2020.

Step 2: Visit the Apple App Store (iPhone and iPad users) or the Google Play store (Android devices) and search “Quality Forum 2020”. Look for the icon to the left and install the application.

Step 3: Open the app and enter your email and confirmation ID to login – this will be printed on the back of your name tag for easy reference.



JOIN THE CONVERSATION



Spread the word and connect with others during the Forum! Use the hashtag #QF20 and share your top takeaways and favourite moments, such as a quote that moved you during a breakout session, or a selfie with an old friend or new connection.

We'll be posting photos, updates and other ways to engage on social media too. You can find us on Twitter, Facebook and Instagram at @BCPSQC and using the hashtag #QF20.

We'll have a Twitter wall up on screens around the conference venue, displaying a feed of all tweets using the hashtag #QF20. You'll be able to see the social media conversation happening in real time on screens!

Visit SPORcast at Quality Forum 2020!

SPORcast was created by two patient partners from the Patient Voices Network – Beverley Pomeroy and Lisa Ridgway – and is Canada's first and only patient-oriented research (POR) podcast.

Bev and Lisa work alongside POR stakeholders, health care partners, decision makers, researchers, clinicians and most importantly, patients and their families and caregivers. As patient partners, they want to inspire other patients to get involved and make an impact through patient engagement. Together, Bev and Lisa share all things POR with listeners across Canada, asking challenging questions to bring knowledge, information and perspectives for quality improvement right to you!

SPORcast is an innovative tool for knowledge translation and Quality Forum 2020 is your chance to experience the podcast firsthand! Visit the SPORcast team at their booth throughout the event and be sure to listen to their latest episodes online at any time.



Beverley Pomeroy
Patient Partner
Patient Voices Network



Lisa Ridgway
Patient Partner
Patient Voices Network



WELLNESS CHECKLIST

In order to make the most of your days at the Forum, it's important to stay energized. Participating in breakouts and getting to know the great work and people you're surrounded by will be invaluable! But if your energy reserves start to run low, you are encouraged to take the breaks you need. Here are some ideas we recommend for taking care of your mind and body during the Forum:



- Take in the beautiful view of city and sea at the top of the Hyatt on the 34th floor! If you're up for it, skip the elevator and take the stairs. You might spot some friendly wildlife in the murals in the stairwell on the way.
- Stay hydrated with plenty of water throughout the day. Water stations are located throughout the event space!
- Get a change of scenery during your spare time by stepping outside – take a trip around the block or down to the waterfront and enjoy the fresh air.
- Plug one of the following destinations into Google Maps to check out one of Vancouver's beautiful public spaces:
 - » Art Phillips Park: One minute from the Hyatt!
 - » Lot 19: 15-minute round trip
 - » Coal Harbour Park: 20-minute round trip
- Take time to reflect on what you've learned at the end of each day – consider writing down your reflections in a journal and/or discussing them with someone else. Strike up a conversation about your morning's learnings at your lunch table!



Need to take a break? We have a quiet space available for you to relax and recharge away from the sights and sounds of the Forum. Head to the fourth floor and look for the Turner room.



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.



PLENARY SPEAKER

PENNY PEREIRA

Q Initiative Director

The Health Foundation

NO IMPROVEMENT WITHOUT LEARNING. NO SCALE WITHOUT SHARING.

WEDNESDAY, FEBRUARY 26 | 0900 - 0940

Penny is the director of the Q initiative, a network of over 3,500 people with expertise in improvement in the UK health system. Q is helping encourage a more joined-up approach to learning and change through a vibrant program of networking and development activities, a grant funding offer where decisions are devolved to the community (Q Exchange), and new approaches to solving complex challenges (Q Improvement Labs).

Penny previously led the Health Foundation's work on improving patient flow, leadership development, patient safety and networks. She is the co-author of *The Challenge and Potential of Whole System Flow*.

Penny has spent her career leading improvement work at the local and national level in the English National Health Service, with particular expertise in process and system redesign and leading strategic change across organizations.



PLENARY SPEAKER

DIARMID CAMPBELL-LENDRUM

Team Lead, Climate Change & Health
World Health Organization

HEALTH & THE CLIMATE CRISIS: WHAT DO HEALTH PROFESSIONALS, DECISION MAKERS & THE PUBLIC NEED TO KNOW?

THURSDAY, FEBRUARY 27 | 0830 – 0910

Diarmid Campbell-Lendrum is the coordinator of the climate change and health program at the World Health Organization (WHO) headquarters. His training is on the ecology of infectious disease and public health, and he has worked on climate change and health for 20 years. During that time, Diarmid has played key roles in the development of the first quantitative estimates of the overall health impacts of climate change, resolutions of the World Health Assembly, the first three WHO global conferences on health and climate, and the expansion of WHO's climate change and health program, which has now provided direct support to over 30 low- and middle-income countries. Diarmid is the author of over 80 journal papers, reports and book chapters on the ecology and control of infectious disease, and on the health implications of global environmental change. He is a lead author of the Intergovernmental Panel on Climate Change (IPCC) Special Report on Extreme Events, the health chapter of the Fifth Assessment Report of the IPCC, and the first health report to the UN Climate Negotiations.

To help reduce carbon emissions, Diarmid, as well as his team at the World Health Organization, are limiting travel and choosing to deliver virtual presentations whenever possible. Diarmid will present live from Geneva, Switzerland straight to our Quality Forum audience!



PLENARY SPEAKER

**TAYLOR MACGILLIVARY,
JEREMIE SAUNDERS &
BRIAN STEVER**

Hosts

Sickboy Podcast

LAUGHTER IS THE BEST MEDICINE

THURSDAY, FEBRUARY 27 | 1430 – 1510

The three creators who make up Sickboy – Taylor, Jeremie and Brian – are no strangers when it comes to talking about illness. Sickboy started in a public library recording room, moved into the hosts' own recording studio, was funded by a hugely successful Kickstarter campaign and within weeks was among the top-rated podcasts in the country! Through the power of storytelling, laughter and vulnerability, they aim to amplify the patient voice and de-stigmatize what it means to be sick. Taking the lead from Jeremie's lifelong battle with cystic fibrosis, these three best friends will give you an inspiring new perspective on health care. Whether we're sick or healthy, we're all human, and we're all dying, so let's talk about it.



QUIPS, QUANDARIES & COMEBACKS: A QUALITY DEBATE

Listen in as our debaters argue for and against this year's motion:

Be it resolved that ... *people should have full and real-time access to their electronic medical record.*

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

MODERATOR: STEVEN LEWIS | PRESIDENT, ACCESS CONSULTING LTD.



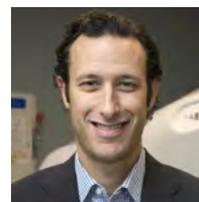
Alan Ruddiman
Rural Generalist Physician



Claire Snyman
Patient Partner
Patient Voices Network



Hardeep Chaggar
Executive Director
System Optimization
Fraser Health



Jonathon Leipsic
Chairman, Department
of Radiology
Providence Health Care

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.



COAST SALISH ANTHEM

CURIOUS ABOUT THE COAST SALISH ANTHEM?

You may have noticed that our Quality Forum opening remarks and territorial acknowledgement on Thursday includes the Coast Salish Anthem. This song is very close to our hearts, and we take pride in singing it to represent our dedication to cultural safety and humility.

Four years ago, Leonard George joined us at the Quality Forum and shared the vision for the Coast Salish Anthem: that all people (both settlers and Indigenous) on Coast Salish land would come together to sing this song in solidarity. As part of the First Nations Health Authority's adoption into the Tseil-Waututh First Nation's Wolf Clan, staff sing the Coast Salish Anthem together during their weekly morning prayer. We are deeply moved by the First Nations Health Authority's invitation to sing this song as part of their family. When we sing the Coast Salish Anthem during the Quality Forum, it serves as a symbol of our commitment to cultural safety and humility and of our role as allies in this work.





OVERVIEW OF SESSION TYPES

WORKSHOPS

These two-hour sessions allow you to immerse yourself in a specific topic and span two breakout time slots. For example, workshop W1 takes place during breakout A and B.

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 SESSIONS

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.

RECHARGE SESSIONS

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

FIELD TRIPS

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

QUALITY AWARDS 2020

Quality Award Winners

Look for the Quality Awards logo beside five rapid fire presentations, two one-hour sessions and two storyboard presentations. These are winners or runners-up for the 2020 Quality Awards – we think you should hear about their great work!

MAIN FORUM DAY 1 | Wednesday, February 26, 2020

WORKSHOP	ONE-HOUR SESSION	RAPID FIRE SESSION	BOARD & EXECUTIVE QUALITY LEARNING SERIES	RECHARGE SESSION	FIELD TRIP
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0700 – 0815	Registration & Breakfast									
0815 – 0900	Opening, Territorial Welcome									
0900 – 0940	Plenary Presentation Penny Pereira									
0940 – 1000	Transition									
BREAKOUT A	W1	W2	A1	A2	A3	A4	A5	A6	BEQLS	FT1
1000 – 1100	Patient-Centred Simulation: Want to Try It?	Compassionate Disclosure	Using Dashboards to Visualize Data & Gain Insights	Getting EQUIPED to Promote Equity-Oriented Health Care	All Together Now: The Power of Integration to Support Youth Health Outcomes in BC	Putting Indigenous Voices at the Centre of Cultural Safety	Teaming Up for High-Quality Care	Empowering Patients & Providers in Chronic Pain Management	Board & Executive Quality Learning Series By Invitation	Following The Story: Digitalization at CBC
1100 – 1130	GROUSE	SEYMOUR	PLAZA AB	GEORGIA B	OXFORD	PLAZA C	GEORGIA A	CYPRESS	ENGLISH BAY	
BREAKOUT B	W1	W2	B1	B2	B3	B4	B5	B6	BEQLS	
1130 – 1230	(continued)	(continued)	Exploring the Potential of Virtual Reality in Health Care	Inviting Indigenous Voices into Our Health Care Conversations	Right Reflexes: Fostering Patterns of Behaviour That Produce Psychological Safety	Human-Centred Responses to Opioid Use Disorder & Overdose	Tackling the Distance: Improving Access to Care in Rural & Remote Communities	Can We Build It? Yes, We Can! Research Capacity for Improvement	(continued)	
1230 – 1330	GROUSE	SEYMOUR	OXFORD	GEORGIA B	PLAZA AB	CYPRESS	GEORGIA A	PLAZA C	ENGLISH BAY	
1330 – 1415	Quips, Quandaries & Comebacks: A Quality Debate									
1415 – 1430	Transition									
BREAKOUT C	W3	W4	C1	C2	C3	C4	C5	C6	R1	FT2
1430 – 1530	Unleashing the Power of Team-Based Care	Setting the Pace: How to Effectively Manage Change & Sustain Improvement	Applying Systematic Investigation Approaches to Medical Device Incidents	Extending the Continuum of Care: Building Relationships Between People, Places & Services	Hello From the Inside: Examining the Intersection of Working in Health Care & Being a Family Caregiver	Partnering to Improve Indigenous Health & Care Experiences	Supporting Mental Health Across the Continuum of Care	Sparkling Ideas for Physician Learning & Feedback	Rebalance Your Day with Tai Chi	Discover Your Creative Practice at the Health Design Lab
1530 – 1600	GROUSE	PLAZA AB	OXFORD	GEORGIA B	ENGLISH BAY	GEORGIA A	CYPRESS	PLAZA C	SEYMOUR	
BREAKOUT D	W3	W4	D1	D2	D3	D4	D5	D6	R2	
1600 – 1700	(continued)	(continued)	How Machine Learning is Changing the Face of Precision Medicine	Defining Quality for Health & Wellness in BC	Level Up Your PDSA Game: Strategies for Teaching Others	Social Determinants of Health: Zooming Out to See the Big Picture	Safety Starts with Us: Collective Learning for Patient Safety	Collaborative & Person-Centred Approaches to End of Life Care	Experiencing a Piece of Indigenous Culture	
1700 – 1830	GROUSE	PLAZA AB	ENGLISH BAY	OXFORD	GEORGIA B	GEORGIA A	CYPRESS	PLAZA C	SEYMOUR	
Storyboard Reception										

MAIN FORUM DAY 2 | Thursday, February 27, 2020

WORKSHOP	ONE-HOUR SESSION	RAPID FIRE SESSION	BOARD & EXECUTIVE QUALITY LEARNING SERIES	RECHARGE SESSION	FIELD TRIP
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0700 – 0800	Breakfast					
0800 – 0830	Opening, Territorial Welcome & Coast Salish Anthem					
0830 – 0910	Plenary Presentation Diarmid Campbell-Lendrum					
0910 – 0930	Transition					
BREAKOUT E	W5	W6	E1	E2	E3	E4
	Storytelling with Impact	Cultural Safety & Humility: Are You Ready to Commit?	Ignite & Sustain Quality with Value-Based Health Care	The Bridge to Home: Supporting a Successful Patient-Oriented Transition from Hospital to Home	Making Just Culture a Reality	The Future is Now: Leading Innovations in Health Care
0930 – 1030	OXFORD	GROUSE	PLAZA AB	ENGLISH BAY	GEORGIA B	GEORGIA A
1030 – 1100	Break					
BREAKOUT F	W5	W6	F1	F2	F3	F4
	(continued)	(continued)	Improving Care for the Seriously Ill: Conversations That Count	Lessons from the Field: Primary Care Networks in BC	Keeping the PROMISE: Actioning Patient-Reported Outcomes to Drive Improvement	Shifting Culture & Managing Change
1100 – 1200	OXFORD	GROUSE	ENGLISH BAY	PLAZA AB	GEORGIA B	GEORGIA A
1200 – 1300	Lunch					
1300 – 1315	Transition					
BREAKOUT G	G1	G2	G3	G4	G5	G6
	Dyad Leadership in Health Care: When One Plus One Is Greater Than Two	Living Pluralism: Building Capacity for Serving & Serving A longside Others Different from Me	Building Culturally Safe & Accessible Patient Care Quality	Alcohol Use Disorder: New Name, New Standards of Care & Dramatically Better Outcomes	Working Together to Make Healthy Housing a Reality	Paving the Way for Comprehensive Maternity Care
1315 – 1415	PLAZA AB	GROUSE	OXFORD	GEORGIA B	ENGLISH BAY	CYPRESS
1415 – 1430	Transition					
1430 – 1510	Plenary Presentation Sickboy Podcast					
1510 – 1530	Traditional Closing					



Download our app to keep the program matrix (and more) at your finger tips!

W1 PATIENT-CENTRED SIMULATION: WANT TO TRY IT? | GROUSE

The use of simulation in the health and care arena is evolving from a learning activity “about” patients to a more inclusive process that is increasingly crafted “with” and “by” patients. During this interactive workshop, participants will be immersed in an activity that will highlight the key components of this emerging quality improvement strategy. By way of example, we will explore the tensions and ethical challenges experienced by patients and those who care about them when “patient autonomy” or “self-determination” are viewed as “living at risk.” This will be followed by a discovery of how workshop participants may go on to use and evaluate this type of simulation in their communities.

Darin Abbey

Director | Centre for Interprofessional Clinical Simulation Learning

Christina Choung

Simulation Educator | Fraser Health

Karen Burton

Manager, Ethics | Island Health

Debbie Nider

Patient Partner | Vancouver Coastal Health

W2 COMPASSIONATE DISCLOSURE | SEYMOUR

If we truly embrace the idea that our mission in health care is to serve those who come to us seeking help, then there can be no question that compassionate and honest disclosure to patients and their family members is mandatory when patient safety incidents, including harmful incidents, no-harm incidents and near misses, occur. However, creating a culture that embraces instead of hides from this disclosure to patients is often fraught with challenges and concerns by those within the system – even though the concept of disclosure is supported by ethical, legal and professional authorities.

This workshop will explore the Canadian-specific guidelines related to disclosure of patient safety incidents, illustrate how disclosure conversations can be used to address these events and discuss how you can work to embed a culture that embraces compassionate disclosure in your organization.

Camille Ciarniello

Corporate Director | Providence Health Care

Sarah Carriere

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



*See this icon beside a session title?
Tell your colleagues! Presentations
will be streamed live at BCPSQC.ca*

BEQLS BOARD & EXECUTIVE QUALITY LEARNING SERIES | ENGLISH BAY

The BC Patient Safety & Quality Council, in partnership with the First Nations Health Authority, recently released an updated Health Quality Matrix which provides a definition of quality for the province. This session will discuss the changes made to the Matrix and what the implications could be for health care organizations when it comes to monitoring and managing the quality of the care they deliver. Using a case example, we will examine the different types of information needed at various levels in the organization, as well as the implications for balancing our monitoring activities with the finite capacity to do so. Participants will explore the concept of variation, reflect together on the trade-offs inherent in monitoring the performance of complex systems of care and discuss how to balance direct and in-direct oversight at the board and senior executive team level.

Devin Harris

Chair | BC Patient Safety & Quality Council

Andrew Wray

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

FT1 FOLLOWING THE STORY: DIGITALIZATION AT CBC

The Canadian Broadcasting Corporation, also known as CBC/Radio-Canada, is the national public broadcaster providing radio and television services across the country. Their recent Strategy 2020 highlights the commitment to reach more Canadians, have a greater focus on their audiences and customize the experience by focusing on digital media and using internet or computer networks to share their stories. Similar to health care, their goal is to strengthen their connections and engagement with the people they serve and better reflect on the realities of the changing population while keeping up with the rapidly changing technologies.

Join us as we go behind the scenes at the CBC Vancouver Broadcast Centre – home of CBC Vancouver News, The National and CBC Radio One – to see first-hand how an integrated newsroom gathers, produces and disseminates the stories that impact Canadians. This immersive field trip will give attendees the opportunity to analyze the impact of living in a digital age and identify ways organizations can adapt and respond to the shift in ways we communicate by improving the digital user experience and better integrating information with emerging technologies.

Tamara Baluja

Social Media Editor & Reporter | CBC Vancouver



This field trip departs from the lobby level (Melville Street entrance) at 1000 sharp!

A1 USING DASHBOARDS TO VISUALIZE DATA & GAIN INSIGHTS | PLAZA AB

Do you suffer from information overload? Do you have more data than you know what to do with? Fear not! This session will illustrate how dashboards can help us sift through mountains of data to find meaning. By providing a snapshot of multiple measures over time, dashboards make it easier to learn from our data and identify areas requiring more in-depth assessment. Using case examples from BC, participants will learn how dashboards are currently being used in surgery and critical care at the provincial, site and unit levels.

Ben Ridout

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

Tom Wallace

Surgeon Champion, Royal Inland Hospital | Interior Health

Vinay Dhingra

Critical Care & Internal Medicine | Vancouver Coastal Health

A2 GETTING EQUIPED TO PROMOTE EQUITY-ORIENTED HEALTH CARE | GEORGIA B

Equity-oriented health care (EOHC) is about directing resources to those with the greatest needs. It isn't about treating everyone equally, because everyone doesn't need the same thing. The aim of UBC's EQUIP intervention is to enhance EOHC by recognizing and seeking to reduce the impact of:

- unfair and inequitable division of access for people to the social determinants of health;
- multiple and intersecting forms of discrimination and stigma; and
- the ongoing effects of trauma and violence in people's lives.

Join us for an interactive session that explores health equity and highlights the key dimensions of equity-orientated care.

Erin Wilson

Family Nurse Practitioner & Assistant Professor | University of Northern British Columbia

A3 ALL TOGETHER NOW: THE POWER OF INTEGRATION TO SUPPORT YOUTH HEALTH OUTCOMES IN BC | OXFORD

This interactive session will demonstrate how six dimensions of integration can be used to develop youth health services in BC. First, the evidence behind organizational, functional, service, clinical, normative and systemic integration will be covered. Next, we will demonstrate how Foundry has leveraged these integration dimensions to support communities across BC to receive coordinated, accessible and timely care. Finally, we will propose a unique method for evaluating the impact of integration for research, evaluation and quality improvement.

Skye Barbic

Lead Scientist | Foundry

Corinne Tallon

Research Coordinator | Foundry

A4 **PUTTING INDIGENOUS VOICES AT THE CENTRE OF CULTURAL SAFETY** | PLAZA C

Improving the Effectiveness of Addictions Services in Northern First Nations Communities

Patricia Jones

Regional Addictions Specialist | First Nations Health Authority

Making Space for Health Equity & Cultural Safety

Jillian Arkles Schwandt

Public Health Manger, STI/HIV Services | BC Centre for Disease Control

Nuu-chah-nulth Patient Voices: Using Community-to-Care Provider Dialogue to Promote Anti-Discrimination & Cultural Safety

Megan Muller

Doctoral Trainee | Carleton University

Rose Jack

Family & Health Services | Mowachaht/Muchalaht First Nation

A5 **TEAMING UP FOR HIGH-QUALITY CARE** | GEORGIA A



Creating an Integrated Health Service Plan for the Thompson Region

Monique Walsh

Executive Director | Thompson Region Division of Family Practice

Sue Lissel

Project Lead | Thompson Region Division of Family Practice

Improving Patient Access & Interdisciplinary Care: A Three-Year Quality Improvement Journey

Heath Robson

Primary Care Clinic & Network Manager | Canadian Forces Health Services Group

Team-Based Primary Care in Vancouver's Downtown Eastside

Emery Prette

Registered Nurse | Vancouver Coastal Health

Emily Daft

Chief of Clinical Services & Quality Improvement | Vancouver Coastal Health

Kimberly Merkli

Family Physician | Vancouver Coastal Health

BREAKOUT A

WEDNESDAY, FEBRUARY 26 | 1000 - 1100

A6 EMPOWERING PATIENTS & PROVIDERS IN CHRONIC PAIN MANAGEMENT | CYPRESS

“Reclaiming Our Spirits”: A Unique & Holistic Approach to Addressing Chronic Pain

Angela Heino

Community & Contract Services Coordinator, Continuing Education, Faculty of Health Sciences | Douglas College

Innovation in Chronic Pain Management: An Interdisciplinary Service in Primary Care

William Bateman

Clinical Educator & Physiotherapist | Vancouver Coastal Health

Christina Chant

Clinical Practice Leader, Primary Care | Vancouver Coastal Health

Barbara Eddy

Nurse Practitioner | Vancouver Coastal Health

Opioid & Chronic Pain Initiative

Michelle Brousson

Physician Lead | College of Physicians & Surgeons of BC

Meghan Burrows

Project Coordinator | North Shore Division of Family Practice

BREAKOUT B

WEDNESDAY, FEBRUARY 26 | 1130 - 1230

B1 EXPLORING THE POTENTIAL OF VIRTUAL REALITY IN HEALTH CARE | OXFORD

Virtual reality is a simulated experience that can be similar to or completely different from the real world. Applications of this immersive technology are vast, ranging from gaming, film and general entertainment to architecture, manufacturing and, more recently, health care. Join us to hear from two physicians who are piloting this technology in BC and exploring how virtual reality can change the way we care for patients and families. We will discuss a tested intervention that has successfully reduced pain and anxiety among children in the emergency department as well as a project in the early phases of leveraging virtual reality for cognitive training in depression. If you are interested in novel approaches to care delivery and treatment and want to connect with others who share your curiosity, then this session is for you!

Amir Behboud

Emergency Physician, Peace Arch Hospital | Fraser Health

Trisha Chakrabarty

Physician & Assistant Professor, Department of Psychiatry | University of British Columbia

B2 INVITING INDIGENOUS VOICES INTO OUR HEALTH CARE CONVERSATIONS | GEORGIA B

We know how important inclusive and person- and family-centred care is to health care planning and policy development. Indigenous voices are critical in the growing health and wellness conversation. Come learn about the unique opportunities, challenges and key elements to include in designing your engagement with Indigenous populations.

Mark Matthew

Manager, Quality Initiatives & Partner Relations | First Nations Health Authority

Cathy Almost

Engagement Leader | BC Patient Safety & Quality Council

Sheila Dick

Patient Partner | Patient Voices Network

B3 RIGHT REFLEXES: FOSTERING PATTERNS OF BEHAVIOUR THAT PRODUCE PSYCHOLOGICAL SAFETY | PLAZA AB

Psychological safety has become synonymous with high-performing teams – but in a constrained system, time to foster it often gets “bumped” from the agenda to make room for other urgent issues. Larry Aitken would know – as the deputy chief of staff for plans and operations for a 18,500-strong United Nations peacekeeping force, his Crisis Action Team faced two civil wars, a mutiny and an Ebola outbreak while working to hold the first general election in the Democratic Republic of the Congo in 40 years. The main takeaway? That the more chaotic things become, the more critical it is to invest in psychological safety. Learn how to develop the “right reflexes” that foster psychological safety when times get tough in this dynamic and interactive session.

Jennie Aitken

Manager, Physician Quality Improvement | Island Health

Larry Aitken

Brigadier-General (Retired) | Canadian Armed Forces

B4 HUMAN-CENTRED RESPONSES TO OPIOID USE DISORDER & OVERDOSE | CYPRESS

A QI Collaborative Approach to Improving Opioid Use Disorder Care in BC

Cole Stanley

Medical Lead, BOOST Collaborative | Providence Health Care

Valeria Gal

Project Lead, Quality Improvement & Practice Support | BC Centre for Excellence in HIV/AIDS

Sharon Vipler

Medical Co-Lead | Fraser Health

Caring for Older Adults With Opioid Use Disorder in Long-Term Care

Marcus Greatheart

Medical Coordinator | Providence Health Care

The Provincial Overdose Mobile Response Team

Carolyn Sinclair

Manager, Provincial Overdose Mobile Response Team | Health Emergency Management BC



B5 TACKLING THE DISTANCE: IMPROVING ACCESS TO CARE IN RURAL & REMOTE COMMUNITIES | GEORGIA A



Single Response Advanced Care Paramedics for Rural & Remote BC

Roy Stanley

Advanced Care Paramedic | BC Emergency Health Services

An Investigation of Rural Citizen-Patient-Community Priorities for Health Care Planning

Christine Carthew

Research Coordinator | University of British Columbia

Jude Kornelsen

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

Project ECHO: Mental Health & Substance Use in Interior Health

Deb Trampleasure

Professional Practice Lead, Aboriginal Mental Wellness, Cariboo-Chilcotin | Interior Health

Roland Engelbrecht

Project ECHO Steering Committee | Interior Health

B6 CAN WE BUILD IT? YES, WE CAN! RESEARCH CAPACITY FOR IMPROVEMENT | PLAZA C

Leveraging Research Capabilities to Improve Health Service Delivery in Western Canada

Chantelle Recsky

Doctoral Trainee | University of British Columbia

Megan Muller

Doctoral Trainee | Carleton University

Putting the R(earch) in RD: Increasing Research Capacity Across Fraser Health

Rebekah Sandhu

Registered Dietitian | Fraser Health

Building Research Capacity Among Point-of-Care Oncology Clinicians Across British Columbia

Maria Torrejon

Coordinator, Research & Evaluation | BC Cancer

WORKSHOPS & FIELD TRIP

WEDNESDAY, FEBRUARY 26

1430 - 1700

W3 UNLEASHING THE POWER OF TEAM-BASED CARE | GROUSE

While it may sound easy, in reality, transitioning to team-based care can be hard work! The good news is that there are key enablers that can help accelerate the formation of high-performing teams. Join us for an interactive workshop where we roll up our sleeves and apply best practice. This session will unpack the benefits of working together as highly effective teams and identify tools and strategies to help set team-based care up for success.

Colleen Kennedy

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

Maureen Clarke

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

W4 SETTING THE PACE: HOW TO EFFECTIVELY MANAGE CHANGE & SUSTAIN IMPROVEMENT | PLAZA AB

The need for improvement in our health system is a constant, yet achieving our intended outcomes requires careful attention to the amount of change that individuals, teams and organizations can handle. Too often our ambitions push us to seek too much too fast. In this workshop, we will focus on how we can manage the pace of change as a key driver for achieving our goals, while avoiding the complacency trap. Join us as we explore the evidence, consider the context of our work, reflect on the ways we engage, and challenge our assumptions about the quickest way to improve the health care system.

Christina Krause

Chief Executive Officer | BC Patient Safety & Quality Council

FT2 DISCOVER YOUR CREATIVE PRACTICE AT THE HEALTH DESIGN LAB

The Health Design Lab at Emily Carr University of Art + Design 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 this field trip, participants will tour the Health Design Lab as well as the Emily Carr campus – which is the first purpose-built institution of art and design in Canada, captivating and motivating a new generation of thinkers, creators and makers as well as welcoming the community at large.

This will be followed by a unique opportunity to learn from researchers visiting from the Lab4Living at Sheffield Hallam University's Art and Design Research Centre. They will share their philosophy on how creative practices, design and participatory working can deliver successful change in health care and lead a "hands-on" workshop that will apply creative methods they have been exploring for the past 10 years. The session will be supplemented with health care improvement case studies to help demonstrate how design-led research can be successfully applied to real-world issues that impact health and well-being.

Andrew Siu

Strategic Advisor, Health Design Lab | Emily Carr University of Art + Design

Lisa Boulton

Design Manager, Health Design Lab | Emily Carr University of Art + Design

Cheryl Grindell

Clinical Researcher, Lab4Living | Sheffield University

Remi Bec

Design Researcher, Lab4Living | Sheffield University

This field trip departs from the lobby level (Melville Street entrance) at 1000 sharp!

**Sheffield
Hallam
University**

**Art and Design
Research
Centre**



C1 APPLYING SYSTEMATIC INVESTIGATION APPROACHES TO MEDICAL DEVICE INCIDENTS | OXFORD

QUALITY
AWARDS
2020

A high incidence of IV medication over-infusions was detected and investigated in BC and ultimately led to a global recall of IV tubing sets. This session will take the audience through the investigation journey with a case study demonstrating best practices for preservation of evidence, investigatory procedures and interdisciplinary collaborative approaches for “cracking the case” on medical device incidents.

Sarah Hawley

Professional Practice Initiatives Lead | Vancouver Coastal Health

Emily Rose

Biomedical Engineer | Lower Mainland Biomedical Engineering

C2 EXTENDING THE CONTINUUM OF CARE: BUILDING RELATIONSHIPS BETWEEN PEOPLE, PLACES & SERVICES | GEORGIA B

Lack of care coordination and rigid service boundaries between organizations can result in higher risk and escalation in care needs that may be detrimental to clients, in addition to increasing frustration for providers and being costly to the system. This session will provide an opportunity to learn from two innovative projects that have successfully taken cooperative actions to bridge gaps between services, including a local example of partnership between hospitals and community shelters and a cross-government collaboration between the Health & Social Services and Justice departments of the Yukon. Join us as we explore how early identification of care needs and collaboration with key stakeholders across the continuum of care can lead to better case management and improved outcomes for clients.

Shannon Torhjelm

Clinical Practice Leader, Social Work | Fraser Health

Sarah Gau

Health Services Manager, Department of Justice | Government of Yukon

Cameron Grandy

Manager, Mental Wellness & Substance Use, Department of Health & Social Services | Government of Yukon

C3 HELLO FROM THE INSIDE: EXAMINING THE INTERSECTION OF WORKING IN HEALTH CARE & BEING A FAMILY CAREGIVER | ENGLISH BAY

You are part of a club you never knew existed until you joined, and you are in good company. Over 1.3 million people in BC are providing unpaid care for a family member or friend, with more than 75% also being employed. How does one earn a living, raise a family, act as a caregiver and remain healthy? This session will create space to discuss the tensions of being employed within the health sector while also caring for a family member or friend and explore opportunities to improve caregiver well-being at the individual, community and policy levels – all in one hour! Join us to share your insights as a health system employee and family/friend caregiver.

Barb MacLean

Executive Director | Family Caregivers of BC

C4 PARTNERING TO IMPROVE INDIGENOUS HEALTH & CARE EXPERIENCES | GEORGIA A



Aboriginal/Indigenous Health Improvement Committees

QUALITY
AWARDS
2020

Victoria Carter

Lead, Engagement & Integration, Indigenous Health | Northern Health

Cultural Safety: Enhancing Relationships Between Health Care Providers & Indigenous Communities

Jill Zirnhelt

Executive Director | Central Interior Rural Division of Family Practice

Ghaida Radhi

Physician | Central Interior Rural Division of Family Practice

Connie Jasper

Health Manager | Tsilhqot'in National Government

Interprofessional Team Development: Nurturing Collaboration Between Indigenous Elders & Primary Care

David Tu

Family Physician & Operational Coordinator, Urban Indigenous Health & Healing Cooperative | Vancouver Coastal Health

Victoria Wood

Strategic Lead, Health Systems | University of British Columbia

C5 SUPPORTING MENTAL HEALTH ACROSS THE CONTINUUM OF CARE | CYPRESS

Communicating With Clients Using Texting at BCMHSUS

Pooja Patel

Project Manager | Provincial Health Services Authority

Cultural Safety & Relationship-Building for Indigenous-Led Improvement in a Pan-Canadian Collaborative

Carol Fancott

Director, Patient & Citizen Engagement for Improvement | Canadian Foundation for Healthcare Improvement

Denise McCuaig

Indigenous Consultant | Canadian Foundation for Healthcare Improvement

Reduction in Depression With Duet Bikes in Long-Term Health Care Homes

Victor Kang

Lead Researcher | Menno Hospital

C6 SPARKING IDEAS FOR PHYSICIAN LEARNING & FEEDBACK | PLAZA C

Physician Performance Improvement Project

Todd Ring

Chief of Staff, Royal Inland Hospital | Interior Health

Physician Practice Feedback: Creating Physician Practice Enhancement Reports

Chenyu Zhang

Advisor, Medical Quality | Vancouver Coastal Health

Lily Nguyen

Advisor, Medical Quality | Vancouver Coastal Health

Physician, Know Thyself: Personalized Reports to Improve Safe Prescribing by Family Physicians

Rita McCracken

Family Physician & Assistant Professor | University of British Columbia

R1 REBALANCE YOUR DAY WITH TAI CHI | SEYMOUR

Looking to rejuvenate yourself after a long day? Join us in exploring the ancient martial art of tai chi. Originally developed for self-defence, tai chi has become a popular form of exercise that connects the mind and body. The graceful movements of tai chi require one to be present and focused, leading to benefits such as stress reduction, mindfulness and improved balance and coordination. Come find out for yourself!

Nathan Szredni

Chief Instructor | Canadian Institute of Tai Chi



D1 HOW MACHINE LEARNING IS CHANGING THE FACE OF PRECISION MEDICINE | ENGLISH BAY

Precision medicine promises to revolutionize the practice of medicine by diagnosing and treating patients based on their personal characteristics including genomic profile, lifestyle factors and environmental influences. Researchers have been working to accelerate this revolution by harnessing the power of machine learning to better integrate and process the growing volume of “big health data” that is available to us. During this session, we will work through three case examples of how precision medicine is used in health care, with a specific focus on the opportunities and challenges of leveraging machine learning in each scenario.

Martin Ester

Professor, School of Computing | Simon Fraser University

D2 DEFINING QUALITY FOR HEALTH & WELLNESS IN BC | OXFORD

The BC Health Quality Matrix establishes British Columbia's shared language and understanding about quality. Adopting the Matrix helps ensure we work together towards a common goal in advancing the health and wellness of those living and receiving care in BC. After 10 years, it was time to update the Matrix to incorporate new learning and a more holistic, representative understanding of quality. This session will be an opportunity to learn about BC's definition of quality, discuss the recent updates and identify how the changes may impact your work and/or experience of care.

Ben Ridout

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

Chelsea Hochfilzer

Leader, Strategic Initiatives | BC Patient Safety & Quality Council

Meghann Brinoni

Director, Quality | First Nations Health Authority

D3 LEVEL UP YOUR PDSA GAME: STRATEGIES FOR TEACHING OTHERS | GEORGIA B

Plan-Do-Study-Act (PDSA) cycles are fundamental to many improvement models. When used effectively, the PDSA cycle builds confidence that we will achieve our aim by helping to develop, test and implement changes in an iterative manner. Yet, too often, the PDSA cycle is misunderstood. This session will show participants how to use game-based learning to educate others about the PDSA cycle – complete with facilitator notes and the tips and tricks needed to be successful. Attendees will leave this session feeling more confident about their knowledge of PDSA cycles and equipped to share this knowledge in an engaging and motivating way. No extra quarters needed!

Edward Elkins

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



*See this icon beside a session title?
Tell your colleagues! Presentations
will be streamed live at BCPSQC.ca*

D4 SOCIAL DETERMINANTS OF HEALTH: ZOOMING OUT TO SEE THE BIG PICTURE



GEORGIA A

Screening for Social Determinants of Health in Kootenay Boundary

Joel Kailia

Physician | Kootenay Boundary Division of Family Practice

Leila Dale

Quality Improvement Coordinator & Evaluator | Kootenay Boundary Division of Family Practice

EQUIP Health Care: Implementing Health Equity Interventions at the Point of Care

Erin Wilson

Family Nurse Practitioner & Assistant Professor | University of Northern British Columbia

Supporting Health System Improvement Through Expanding Our Focus

Tracey Sherinl

Chief Executive Officer | Saskatchewan Health Quality Council

D5 SAFETY STARTS WITH US: COLLECTIVE LEARNING FOR PATIENT SAFETY | CYPRESS

A Restorative Approach to Patient Safety Events: Patient Safety Learning Summaries

Debbie Ram-Ditta

Clinical Nurse Specialist | Fraser Health

Javairia Raza

Process Improvement Coordinator | Fraser Health

HAÍŁCÍSTA: Developing a Culturally Sensitive Clinical Incident Reporting System

Joan Reiter

Nursing Quality & Client Experience Manager | First Nations Health Authority

Lucy Barney

Cultural Advisor for Client Experience | First Nations Health Authority

Sharing to Improve Care: Implementing Learning Summaries at Island Health

Xela Rysstad

Patient Safety Consultant | Island Health

D6 COLLABORATIVE & PERSON-CENTRED APPROACHES TO END OF LIFE CARE | PLAZA C

Guiding the Journey Into the Spirit World

Jennifer Mallmes

Lead Instructor, End of Life Doula Certificate Program | Douglas College

Angela Heino

Community & Contract Services Coordinator, Continuing Education, Faculty of Health Sciences | Douglas College

Improving Care for Palliative Patients With Paramedicine

Michelle Brittain

Project Manager, Strategic & Process Initiatives | BC Emergency Health Services

Jennie Helmers

Paramedic Practice Leader, Clinical & Professional Practice | BC Emergency Health Services

Whole Community Palliative Rounds: An Innovative Approach to Interprofessional Care Planning & Delivery

QUALITY
AWARDS
2020

Elisabeth Antifeau

Regional Clinical Nurse Specialist, Palliative Care | Interior Health

Karyn Morash

Executive Director, Seniors Specialized Care Transformation | Interior Health

Vicki Kennedy

Regional Clinical Nurse Specialist, Palliative Care | Interior Health

Douglas Smith

Executive Medical Director, Long-Term Care, Palliative & End-of-Life Care,
Medical Assistance in Dying & Clinical Informatics | Interior Health

R2 EXPERIENCING A PIECE OF INDIGENOUS CULTURE | SEYMOUR

You are invited to learn about Indigenous traditions and customs from a local Elder!

Syexwáliya

Indigenous Knowledge Keeper | Squamish Nation

W5 STORYTELLING WITH IMPACT | OXFORD

A well-told story has the ability to inspire, engage and move people to act. Boring, bullet-filled PowerPoints and long-winded speeches need not apply. In health care, there are thousands of stories that have the potential to influence change for the better. The trick is: where and when are stories appropriate and how can they get told with optimal influence? Join us (along with some special guests!) for a fun and interactive session open to patient and health care partners alike to explore the key elements of what it takes to elevate your message and leverage the power of stories to drive improvement. Together, we will start a movement where every experience counts!

Sue Robins

Patient Advocate & Senior Partner | Bird Communications

Jami Brown

Engagement Leader | BC Patient Safety & Quality Council

W6 CULTURAL SAFETY & HUMILITY: ARE YOU READY TO COMMIT? | GROUSE

Join in an evolving discussion of cultural safety and humility as we collectively reflect on the commitments that have been made across the BC health system. The journey to culturally safe care is an organizational and personal one. Learn about the experiences of others and wise practices as we all move forward. There will be an opportunity to reflect and plan what actions you can take for yourself and your organization.

Colleen Kennedy

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

Mark Matthew

Manager, Quality Initiatives & Partner Relations | First Nations Health Authority

Gerry Oleman

Knowledge Keeper | St'at'imc Nation

FT3 KICK HEALTH & WELLNESS UP A NOTCH WITH THE VANCOUVER STREET SOCCER LEAGUE

The Vancouver Street Soccer League (VSSL) provides a safe space for individuals to come together, share a meal and participate in organized sport. Players include individuals who have been homeless, are currently homeless or are at risk of homelessness, as well as individuals who feel marginalized within their communities or are recovering from drug and alcohol addictions. The VSSL holds open practices twice per week and organizes friendly tournaments with local companies and organizations. The highlight of the year is taking teams to June Sports, an Indigenous soccer tournament hosted by the Namgis First Nation in Alert Bay, BC.

But soccer is only part of the story. Since its launch more than a decade ago, the league has been an example for how sport can build community and self-esteem and improve overall health and wellness. The consistency of volunteers being present 52 weeks a year with equipment, food and a willingness to listen is a simple but powerful model that has kept players connected over the years. Join us to hear stories directly from the league's players – some of whom have been involved for over 10 years and grown into mentorship roles – about the program's impact on their lives.

Grab your kit – active wear and athletic shoes are recommended!

Sarah White

President | Vancouver Street Soccer League



This field trip departs from the lobby level (Melville Street entrance) at 0930 sharp!

E1 IGNITE & SUSTAIN QUALITY WITH VALUE-BASED HEALTH CARE | PLAZA AB

Value-based health care (VBHC) is becoming a leading approach to improving patient and health system outcomes around the world. It is one way of organizing health care to transform health outcomes. VBHC is about linking the dollars spent to outcomes that matter to patients, rather than to the volumes of services, processes or products that may or may not achieve those outcomes. This interactive session will explore how this approach is being applied in the Canadian context, as well as providing you with tools you can use to bring a value lens to assessing opportunities for health care improvement.

Jennifer Zelmer

President & Chief Executive Officer | Canadian Foundation for Healthcare Improvement

E2 THE BRIDGE TO HOME: SUPPORTING A SUCCESSFUL PATIENT-ORIENTED TRANSITION FROM HOSPITAL TO HOME | ENGLISH BAY

Care transitions from hospital to home can often be challenging and can pose a potential risk to patients at a time of significant stress. The Canadian Foundation for Healthcare Improvement is supporting 16 teams from across Canada to work together with patients and families in the “Bridge to Home Collaborative.” This is a 17-month program where health care organizations are implementing a patient-oriented care transitions bundle to improve the patient, caregiver and provider experience of transitions and reduce hospital re-admissions. This session will provide insights into the journey of one local team in this collaborative, highlighting key enablers and barriers as they have implemented and evaluated elements of the care transitions bundle and engaged patients, caregivers and staff in the process of change.

Carol Fancott

Director, Patient & Citizen Engagement for Improvement | Canadian Foundation for Healthcare Improvement

Suzanne Nixon

Clinical Nurse Specialist, Regional Heart Failure Strategy | Providence Health Care

Meghan MacLeod

Quality Improvement Specialist | Providence Health Care

Christine Wallsworth

Patient Partner | Patient Voices Network

E3 MAKING JUST CULTURE A REALITY | GEORGIA B

We know that a just culture is a driving force behind ensuring patient safety. When individuals feel safe to speak up in the interest of safety, when systems are set up to support continuous learning and when responses to staff behaviours are fair and just, both patients and providers benefit. This interactive session will explore the meaning of just culture and provide an opportunity to engage with a diverse group of stakeholders around how we can continue to cultivate a just culture within the BC health system.

Devin Harris

Chair | BC Patient Safety & Quality Council
Executive Medical Director, Quality & Patient Safety | Interior Health

Janice Butler

Senior Advisor, Provincial, Hospital & Laboratory Services Division | Ministry of Health

E4 THE FUTURE IS NOW: LEADING INNOVATIONS IN HEALTH CARE | GEORGIA A



Using Machine Learning & Artificial Intelligence to Improve Hospital Operations

Casper Shyr

Senior Operations Engineer | Fraser Health

Remote Video Monitoring Technology for Improved Patient Safety

Fabio Feldman

Director, Clinical Quality & Patient Safety | Fraser Health

Christy Boyce

Project Leader, Virtual Health | Fraser Health

Kimberly Doering

Clinical Operations Manager | Fraser Health

The Impact of Long QT Syndrome on First Nations People of Northern BC

QUALITY AWARDS 2020

Laura Arbour

Professor, Department of Medical Genetics, Island Medical Program | University of British Columbia

Affiliate Professor, Division of Biomedical Sciences | University of Victoria

E5 STRAIGHT TO THE SOURCE: EFFECTIVE PROVIDER-TO-PROVIDER COMMUNICATION CYPRESS

Community Paramedicine: Bridging Health Care Gaps in Rural & Remote BC

Amy Poll

Interim Director, Strategic Program Development | BC Emergency Health Services

Family Doctors Collaborate to Bring Telepsychiatry to Remote First Nations Communities

Marilyn Thorpe

Psychiatrist | First Nations Health Authority

Eyrin Tedesco

eHealth Lead | First Nations Health Authority

John Pawlovich

Physician | Carrier Sekani Family Services

Interdisciplinary Care Outcomes for Low Back Pain Patients

Felix Yang

Family Physician | BC Chiropractic Association

Jasminder Pannu

Chiropractor | BC Chiropractic Association

E6 FROM PRE-OP TO POST-OP: QUALITY IMPROVEMENT IN SURGERY | PLAZA C

Improving Adherence to St. Paul's Hospital's Incorrect Surgical Count Protocol

Sophie Carr

Medical Student | University of British Columbia

Adrienne Melck

General Surgeon | Providence Health Care

Sugar Smart: Optimizing Perioperative Glycemic Levels at Penticton Regional Hospital

Ali Duncan

Project Lead, Shared Care Surgical Optimization | South Okanagan Similkameen Division of Family Practice

Jennifer Begin

Physician Lead, Shared Care Surgical Optimization | South Okanagan Similkameen Division of Family Practice

Michelle Scheepers

Anesthesiologist & Regional Surgical Quality Improvement Lead | Interior Health

Surgical Site Infection Reduction: Our 10-Year Journey

John Street

Spine Surgeon | Vancouver Coastal Health

R3 GET MOVING & LEARN TO DEFEND YOURSELF: A PERSONAL SAFETY LESSON WITH THE VPD | KENSINGTON

Join members of the Vancouver Police Department's Women's Personal Safety Team to learn and take ownership of your safety during this fun and informative recharge session. The concepts taught are designed to be easily learned and remembered by anyone – no prior training is required!

The session will be adapted to accommodate the conference setting. However, actions may include standing, kneeling and/or lying down. You are encouraged to wear something you feel comfortable moving around in.

Inspector Colleen Yee

Women's Personal Safety Team | Vancouver Police Department

Detective Amy Harris

Women's Personal Safety Team | Vancouver Police Department

Sergeant Cindy Vance

Women's Personal Safety Team | Vancouver Police Department



F1 IMPROVING CARE FOR THE SERIOUSLY ILL: CONVERSATIONS THAT COUNT | ENGLISH BAY

The quality of communication related to a person's goals and wishes for care can improve their care experiences. This session will use case studies to identify how effective communication can improve care from the perspectives of all involved, including patients, families, caregivers, health care providers and the organization. Working together in small groups, participants will explore how opportunities for "conversations that count" can be leveraged throughout a person's health care journey, ensuring patients receive high-quality care at the end of their lives.

Rachel Carter

Research Manager & Project Manager, Advanced Care Planning | BC Centre for Palliative Care

Wallace Robinson

Leader, Advance Care Planning | Providence Health Care

Pat Porterfield

Co-Chair, Public Awareness & Education Working Group | BC Centre for Palliative Care

F2 LESSONS FROM THE FIELD: PRIMARY CARE NETWORKS IN BC | PLAZA AB

The landscape for primary care networks (PCNs) in British Columbia is evolving to include health authority primary care services, patient medical homes, urgent primary care centres, community health centres, First Nations-led primary care centres and nurse practitioner primary care clinics. Join us for an interactive session to learn about the provincial context for PCNs and lessons learned from those involved in implementation at the community level.

Shelina Musaji

Physician Lead & Co-Chair, Collaborative Steering Committee | Kootenay Boundary Division of Family Practice

Natasha Prodan-Bhalla

Executive Director, Nurse Practitioners & Primary Health Care, Nursing Policy Secretariat | Ministry of Health

Cheryl Whittleton

Chief Nursing Officer | Interior Health

Past Co-Chair, Kootenay Boundary Collaborative Services Committee | Kootenay Boundary Division of Family Practice

Kelly McQuillen

Executive Director, Primary Care Planning & Implementation Oversight, Primary Care Division | Ministry of Health

F3 KEEPING THE PROMISE: ACTIONING PATIENT-REPORTED OUTCOMES TO DRIVE IMPROVEMENT | GEORGIA B

Patient-reported outcome measures (PROMs) are increasingly recognized as essential to our efforts to improve the quality of health services. By understanding whether health services make a difference from the patient's perspective, we can better support a person- and family-centred approach to care. Despite this promise of PROMs, all too often patient-reported outcomes are collected but don't lead to improvements. After a brief introduction to PROMs, participants will work together to tackle this challenge by developing actionable ideas to translate patient-reported outcomes into improved quality of care.

Jason Sutherland

Program Head, Health Services & Outcomes | Centre for Health Evaluation & Outcome Sciences

Professor, Centre for Health Services & Policy Research | University of British Columbia

Ben Ridout

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

F4 SHIFTING CULTURE & MANAGING CHANGE | GEORGIA A



Practical Tools for Change Management

Steve Tierney

Senior Director, Quality Improvement | Southcentral Foundation

Shifting the Culture of Care in Long-Term Care Homes

Lisa Boulton

Design Manager, Health Design Lab | Emily Carr University of Art + Design

Working Together to Build Physician QI Capability

Aman Hundal

Liaison | Specialist Services Committee

Devin Harris

Chair | BC Patient Safety & Quality Council

Executive Medical Director, Quality & Patient Safety | Interior Health

Monty Martin

Provincial Lead, Diagnostic Imaging | BC Cancer

F5 ENDING THE WAITING GAME: ADDRESSING WAIT TIMES FOR HEALTH SERVICES CYPRESS

"We Can't Wait Forever!" Improving Access to the Specialized Seniors Clinic

Ashdin Tavaria

Physician | Fraser Health

Richmond Hospital Emergency Department-Medical Imaging Walker's Project

Matthew Kwok

Emergency Physician | Vancouver Coastal Health

Reducing Wait Times for Fraser Health Patients in BC's Colon Screening Program

Rachel Douglas

Quality Improvement Consultant | Fraser Health



See this icon beside a session title?
Tell your colleagues! Presentations
will be streamed live at [BCPSQC.ca](https://www.bcpsqc.ca)

F6 WELLNESS AT WORK: CARING FOR OUR CARE PROVIDERS | PLAZA C

Keeping the Light Shining: An Interdisciplinary Long-Term Care Project to Ease Workplace Stress

Kit Chan

Registered Dietitian | Providence Health Care

Anne Leclerc

Registered Physical Therapist | Providence Health Care

Karen Pott

Registered Occupational Therapist | Providence Health Care

Patient Stories Project

Lara Gurney

Head Nurse Educator, Emergency, Vancouver General Hospital | Vancouver Coastal Health

Staff Wellness: A Multi-Pronged Approach Mitigating Moral Distress & Promoting Psychological Safety

Derek Koch

Spiritual Health Practitioner & Patient- & Family-Centred Care Lead, Kelowna General Hospital | Interior Health

Jill Sinton

Health Service Director, Medicine, Rehab & Utilization, Kelowna General Hospital | Interior Health

Jamie Duteil

Manager, Cardiac Inpatient | Interior Health

R4 RELAX & UNWIND THROUGH CREATIVE EXPRESSION | SEYMOUR

Our Art Therapy Open Studio is designed to promote relaxation, joy and connection. Studies have shown how engaging in the creative process can enhance a person's physical, mental and emotional well-being, regardless of age, profession or skill set. Join us to recharge and explore the practice of art therapy – no previous artistic experience is required!

Sun Lee

Registered Clinical Counsellor & Professional Art Therapist | Iceberg Counselling & Art Therapy

Heather Hassenbein

Registered Clinical Counsellor & Professional Art Therapist | Heather Hassenbein Counselling & Art Therapy

G1 DYAD LEADERSHIP IN HEALTH CARE: WHEN ONE PLUS ONE IS GREATER THAN TWO

PLAZA AB

Physician leadership and meaningful integration into decision-making are 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

Douglas Smith

Executive Medical Director, Long-Term Care, Palliative & End-of-Life Care, Medical Assistance in Dying & Clinical Informatics | Interior Health

G2 LIVING PLURALISM: BUILDING CAPACITY FOR SERVING & SERVING ALONGSIDE OTHERS DIFFERENT FROM ME | GROUSE

This session will expose participants to stories that illuminate what it means to provide safe and effective care in the context of diversity. Each story is presented as a comic strip in a walking gallery format and is accompanied by self-reflection questions and a variety of tools for thinking about and meeting diversity competency standards. We will begin with a brief presentation about the approach to thinking about diversity that is presented in the gallery.

Bashir Jiwani

Chief Ethicist & Executive Director, Ethics & Diversity Services | Fraser Health

Mustafa Ahmed

Leader, Diversity Services | Fraser Health

G3 BUILDING CULTURALLY SAFE & ACCESSIBLE PATIENT CARE QUALITY | OXFORD

Creating culturally safe and accessible environments and processes for managing concerns is essential to delivering high-quality care. Knowing when care has not met expectations provides the opportunity to learn from diverse perspectives, strengthen relationships, resolve concerns and identify areas for improvement. We know that Indigenous peoples face unique barriers to sharing their experiences. This session is your opportunity to learn about the early work that is happening to advance patient care quality in BC and share your ideas about how we can move this forward.

Meghann Brinoni

Director, Quality | First Nations Health Authority

Matt Brown

Director, Patient Care Quality | Ministry of Health

Leesa Lyster

Director, Patient Care & Quality Office | Island Health

Glenn McRae

Executive Director, Quality & Patient Safety | Interior Health

G4 ALCOHOL USE DISORDER: NEW NAME, NEW STANDARDS OF CARE & DRAMATICALLY BETTER OUTCOMES | GEORGIA B

Alcohol use disorder (AUD) affects 10% of British Columbians, meaning over 400,000 people and their families are affected. In the past 20 years, substantial advances have been made around the understanding, diagnosis and treatment of people with AUD, which – when applied – have led to dramatic shifts in patient outcomes, as well as acute care use. Alcohol is a factor in one in three suicides and over 20% of acute care beds are used by people with AUD. Join us for an interactive session to learn about the new guidelines and their power to change the landscape of patient outcomes and the healing around AUD in BC.

Jeff Harries

Physician Lead | South Okanagan Alcohol Use Disorder Initiative

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Keith Ahamad

Medical Director, Regional Addiction Program | Vancouver Coastal Health

G5 WORKING TOGETHER TO MAKE HEALTHY HOUSING A REALITY | ENGLISH BAY

Housing has a significant and sustained impact on the health of individuals as well as our health care system. In order to reduce health disparities and evoke meaningful social change, we as health care practitioners, planners and researchers need to work together. During this session, we will explore what healthy housing means, how health care partners can participate in housing conversations, and alternative forms and tenures of housing that both meet the needs of community members and improve health outcomes.

Emily Johnson

Healthy Community Planner | BC Healthy Communities

Jacob Cramer

Researcher | BC Healthy Communities

Michelle Kam

Sustainability Coordinator | City of Kelowna

G6 PAVING THE WAY FOR COMPREHENSIVE MATERNITY CARE | CYPRESS

Building a Sustainable Primary Maternity Care Model, Together, One Step at a Time

Melanie Todd

Project Lead | Thompson Region Division of Family Practice

Ruth Brighthouse

Family Physician | Thompson Region Division of Family Practice

Stabilizing Rural Maternity Care in BC: Evidence-Based Strategic Priorities

Jude Kornelsen

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

Vancouver Island North Preterm Birth Pathway

Jennifer Kask

Family Physician & Cross-Campus Medical Lead, Maternity & Pediatrics, North Island Hospital | Island Health

Kirsten Duckitt

Medical Lead, Maternity, North Island Hospital, Campbell River & District | Island Health
Clinical Associate Professor, Department of Obstetrics & Gynecology | University of British Columbia

G7 **WHENEVER, WHEREVER: USING TELEHEALTH FOR ACCESSIBLE CARE** | PLAZA C

Implementing Telestroke Services in a Rural Community

Jackie Murray

Regional Planning Lead, Medicine & Critical Care | Vancouver Coastal Health

Kelly Sharp

Regional Planning Lead, Stroke Strategy & Rehabilitation | Vancouver Coastal Health

Improving Kidney Care for Rural & Remote Communities of Northern BC

Anurag Singh

Nephrologist & Medical Lead | Northern Health

QUALITY
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2020

Virtual Consultations for Cardiac & Wound Care: Improving Access, Patient Experience & Provider Efficiency

Jessica Kromhoff

Virtual Health Leader | Fraser Health

Tanya French

Registered Nurse, Wound Ostomy & Continence | First Nations Health Authority

G8 **HONOURING THE PATIENT & FAMILY EXPERIENCE FOR MEANINGFUL CHANGE** | GEORGIA A



Fostering Patient Enablement: Implementing a Patient Portal in Fraser Health

Brianne Bourdon

Portfolio Manager | Fraser Health

Behdokht Mohajer

Portfolio Manager | Fraser Health

GPSC Patient Experience Tool: Data Source for Quality Improvement Within Primary Care

Christina Thomas

Project Manager | Doctors of BC

Improving With Patients Takes Time – And the Results Are Worth It!

Marlene Apolczer

Quality Improvement Lead | Northern Health

Sally Rosevear

Patient Partner | Patient Voices Network



STORYBOARD RECEPTION

WEDNESDAY, FEBRUARY 26 | 1700 – 1830

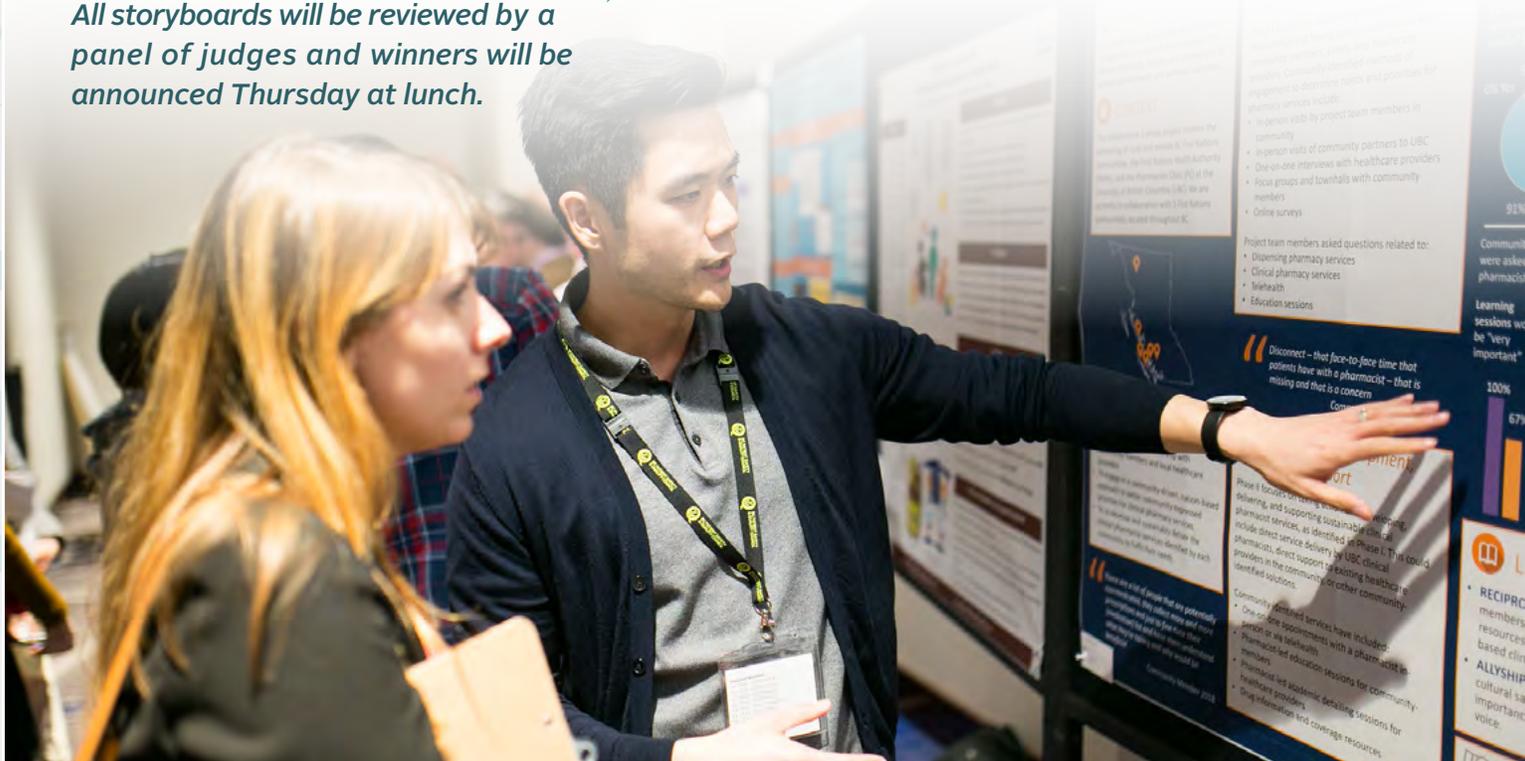
THE RECEPTION TAKES PLACE IN BOTH THE GEORGIA FOYER (2ND FLOOR) AND REGENCY FOYER (3RD FLOOR).

Join us for the Storyboard Reception immediately following breakout D. This is your chance to network and ask storyboard presenters about their projects.

You will find storyboards numbered 1 – 51 on the 3rd floor and storyboards numbered 52 – 102 on the 2nd floor. See pages 57 – 65 for a complete listing, sorted alphabetically by last name of presenter.

Entrance to the Storyboard Reception is included in your 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.



STORYBOARD LISTING

WEDNESDAY, FEBRUARY 27 | 0815 - 1830

THURSDAY, FEBRUARY 28 | 0700 - 1530

Find Storyboards #1 - #51 in the Regency Foyer (3rd Floor)

- | | | |
|----|--|---|
| 1 | STRONG TOGETHER: HEALTH CARE POLICY CO-DESIGNED WITH PATIENTS & FAMILY CAREGIVERS | Sirisha Asuri
Research Officer Ministry of Health |
| 2 | REDUCING WAIT TIMES FOR THE FALLS PREVENTION MOBILE CLINIC | Shianne Bains
Coordinator, Quality Improvement Fraser Health |
| 3 | MOVING TOWARDS HEPC-FREEBC: A CHANGE IDEAS TOOLBOX | Sofia Bartlett
Post-Doctoral Fellow BC Centre for Disease Control |
| 4 | CREATING AN INSULIN TEACHING TOOLKIT FOR INITIATION OF INSULIN THERAPY UPON DISCHARGE | Krystin Boyce
Clinical Pharmacy Specialist, Emergency Medicine
Fraser Health |
| 5 | COPD GROUP MEDICAL VISIT PILOT | Nick Brochez
Medical Student University of British Columbia |
| 6 | IMPROVING COMMUNICATION, PATIENT ACCESS & SHARED CARE IDEALS TO BETTER COORDINATE CARE FOR OLDER ADULTS | Chelsea Brookes
Project Lead Thompson Region Division of Family Practice |
| 7 | PATIENTLINK: AN INNOVATIVE ONLINE PLATFORM TO REDUCE PERIOPERATIVE ANXIETY IN PATIENT SUPPORTERS | Liz Burden
Medical Student University of British Columbia |
| 8 | BACK TO BASICS: A COMMUNITY HOSPITAL'S SYSTEMS APPROACH TO PRIORITY CARE IMPROVEMENT | Susanne Burns
Clinical Nurse Specialist Fraser Health |
| 9 | SURGE & DIVERSION BED MANAGEMENT IN A LEVEL 4 NEONATAL ICU | Michael Castaldo
Neonatologist BC Women's Hospital & Health Centre |
| 10 | THE PROCESS OF OPTIMIZING CARDIAC PRE-PRINTED ORDERS (PPOS) IN NORTHERN HEALTH | Tony Chae
Medical Student University of British Columbia |

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|-----------|--|--|
| 11 | PATIENT JOURNEY MAPPING: PAVING THE WAY FOR IMPROVED PEDIATRIC CYSTIC FIBROSIS CARE | Mark Chilvers
Cystic Fibrosis Clinic Director BC Children's Hospital |
| 12 | IMPROVING THE CARE EXPERIENCE AT SURREY MEMORIAL HOSPITAL | Karen Chiu
Registered Nurse Fraser Health |
| 13 | REDUCING MENTAL HEALTH & SUBSTANCE USE READMISSIONS WITHIN 30 DAYS AT VCH | Susan Chong
Clinical Nurse Specialist Vancouver Coastal Health |
| 14 | IMPROVING REFERRAL PROCESS FOR MULTIDISCIPLINARY REVIEW OF BC CANCER HEPATOCELLULAR CANCER PATIENTS | Sandra Chow
Quality Improvement Leader, Physician Quality Improvement Program Provincial Health Services Authority |
| 15 | IMPACT OF MEDICATION RECONCILIATION ON PATIENT MANAGEMENT IN THE EMERGENCY DEPARTMENT | Kimberley Co
Research Assistant & Medical Student
Vancouver Coastal Health |
| 16 | DRUG DIVERSION: KNOWLEDGE IS THE FIRST STEP | Laura Colley
Clinical Practice Consultant Fraser Health |
| 17 | SUPPORTING FAMILIES THROUGH THE AUTISM ASSESSMENT & DIAGNOSTIC PROCESS: AFTER A DIAGNOSIS, WHAT'S NEXT? | Tracy Conley
Program Manager Provincial Health Services Authority |
| 18 | AN EXAMINATION OF PATIENT SAFETY INCIDENT DISCLOSURE REPORTING AT ISLAND HEALTH | Fiann Crane
Manager, Patient Safety Consultant Team Island Health |
| 19 | USE OF HISTOGRAM & A GUIDELINE FOR OXYGEN ADMINISTRATION IN THE NICU | Shannon Cross
Clinical Nurse Leader Island Health |
| 20 | USING SOCIAL NETWORK ANALYSIS TO MEASURE CONNECTIONS AMONG EMERGENCY DEPARTMENT STAFF | Leila Dale
Quality Improvement Coordinator & Evaluator
Kootenay Boundary Division of Family Practice |
| 21 | SHIFTING THE SHAPES OF COLLABORATION: CROSS-REGIONAL LABORATORY DISCIPLINE WORKING GROUPS | Jennifer Danielson
Interim Strategic Lead, Laboratory Quality & Process Improvement Provincial Health Services Authority |
| 22 | IMPLEMENTATION OF AN INTEGRATED IV CATHETER SYSTEM: THE VGH EXPERIENCE | Erin Davidson
Clinical Educator, Vascular Access Team
Vancouver Coastal Health |

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|----|--|--|---|
| 23 | WORKING WELL...TOGETHER! | Karen Derry
Associate Director, Interprofessional Practice
BC Children's Hospital & UBC Health | |
| 24 | LEARNING FROM INNOVATION: A PRIMARY CARE "MENU" APPROACH TO ENHANCING FRAILTY CARE | Emilie Desmottes
Improvement Lead Canadian Foundation
for Healthcare Improvement | |
| 25 | IMPROVE PATIENT SAFETY BY INCREASING THE UTILIZATION OF THE SURGICAL SAFETY CHECKLIST | Sukhman Dhaliwal
Surgical Nurse, Surrey Memorial Hospital Fraser Health | |
| 26 | COLLABORATIVE HEART ATTACK MANAGEMENT PROGRAM (CHAMP) | Sumandeep Dhesi
Physician Interior Health | |
| 27 | F.A.M.I.L.I.E.S. (FAMILY ALLIANCE ON MENTAL ILLNESS – LEADERS IN INVOLVEMENT, EMPOWERMENT & SUPPORT)™ | Kim Dixon
Family Peer Support Mentor
BC Schizophrenia Society |  |
| 28 | SITUATED COMPETENCE: RESOLVING THE PARADOX BETWEEN PROFESSIONAL COMPETENCE & QUALITY IMPROVEMENT | Marcia Docherty
Learning Consultant Island Health | |
| 29 | ENDOSCOPY SERVICES IN A RURAL ENVIRONMENT | Sean Ebert
Physician Northern Health | |
| 30 | PENICILLIN ALLERGY DE-LABELLING CLINIC IN OBSTETRICS: TAKING ON BARRIERS TO CARE | Chelsea Elwood
Medical Lead, Antimicrobial Stewardship
BC Women's Hospital & Health Centre | |
| 31 | A COST-REDUCTION INITIATIVE FACILITATING INTER-PROFESSIONAL COLLABORATION & STAFF EMPOWERMENT | Nicole Encarnacion
Nurse Manager Louis Brier Home & Hospital | |
| 32 | EXPLORING REGISTERED NURSE PERCEPTIONS OF SINGLE-PATIENT ROOMS AFTER TRANSITION FROM MULTI-PATIENT ROOMS | Teaghan Evans
Registered Nurse University of British Columbia | |
| 33 | THE EMBEDDED PATIENT PARTNER: DEVELOPING INFRASTRUCTURE TO BECOME AN ENGAGEMENT-CAPABLE ENVIRONMENT | Carol Fancott
Director, Patient & Citizen Engagement for Improvement
Canadian Foundation for Healthcare Improvement | |
| 34 | AN ONLINE TOOL TO MANAGE PATIENTS' COMPLIMENTS & CONCERNS AT THE POINT OF CARE | Fabio Feldman
Director, Clinical Quality & Patient Safety
Fraser Health | |

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|----|--|---|
| 35 | PATIENT TO POPULATION: IMPROVING POPULATION HEALTH-LEVEL PLANNING EFFECTIVENESS THROUGH CLIENT ENGAGEMENT | <p>Katie Fenn
Director, Quality, Safety & Accreditation
Provincial Health Services Authority</p> |
| 36 | IMPROVING THE “PHYSICIAN-LED QUALITY IMPROVEMENT” CURRICULUM | <p>Enrique Fernandez
Program Advisor, Medical Quality
Vancouver Coastal Health</p> |
| 37 | TRANSITIONING OF PATIENTS WITH HYDROCEPHALUS FROM PEDIATRIC TO ADULT CARE | <p>Saman Fouladirad
Medical Student University of British Columbia</p> |
| 38 | TB OR NOT TB: ARE VIRTUAL HEALTH VISITS THE ANSWER? | <p>Devon Haag
Manager, Digital Public Health Services
BC Centre for Disease Control</p> |
| 39 | PHYSICIAN-LED QUALITY IMPROVEMENT TO ENHANCE DELIVERY OF STROKE REHABILITATION THERAPY | <p>Nicola Hahn
Physician Vancouver Coastal Health</p> |
| 40 | THE MISSING VOICE: INVOLVING PATIENTS IN INCIDENT ANALYSIS AFTER AN ADVERSE EVENT | <p>Kelly Helland
Leader, Quality & Safety BC Women's Hospital & Health Centre</p> |
| 41 | DID WE LOSE OUR SYNERGY WITH SYNERGY? | <p>Jennifer Hightower
Patient Care Coordinator Fraser Health</p> |
| 42 | PRIMARY & COMMUNITY CARE SYSTEMS MAPPING: SUPPORTING PRIMARY CARE TRANSFORMATION | <p>Tiffany Hill
Research Analyst University of British Columbia</p> |
| 43 | THE RETURN ON INVESTMENT OF BRITISH COLUMBIA'S SEPSIS NETWORK (BCSN) | <p>Asif Khowaja
Post-Doctoral Fellow
BC Patient Safety & Quality Council</p> |
| 44 | PATTERNS OF VITAMIN B12 TESTING IN HOSPITAL | <p>Brian Kim
Medical Resident University of British Columbia</p> |
| 45 | VIRTUAL HEALTH: HIGHLIGHTING POSSIBILITIES THROUGH THE PATIENT JOURNEY | <p>Jessica Kromhoff
Virtual Health Leader Fraser Health</p> |
| 46 | ACCURACY OF SURVEILLANCE FOR SURGICAL SITE INFECTION AFTER SPINE SURGERY | <p>Oliver Lasry
Spine Surgery Fellow University of British Columbia</p> |

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| 47 | SAFETY OF CEFAZOLIN VERSUS OTHER ANTIBIOTICS IN PENICILLIN-ANAPHYLACTIC PATIENTS FOR SURGICAL PROPHYLAXIS | Tim Lau
Pharmacotherapeutic Specialist, Infectious Diseases
Vancouver Coastal Health |
| 48 | EARLY SERIOUS ILLNESS CONVERSATIONS ON MEDICINE | Kathy Le
Registered Nurse Providence Health Care |
| 49 | ERCP IN TERTIARY CARE HOSPITAL: CLINICAL EVIDENCE & LITERATURE ASSESSING DIAGNOSTIC PERFORMANCE | Tami Lin
Medical Student Interior Health |
| 50 | LEARNING WITH FAMILIES: PARTNERSHIPS FOR POSITIVE IMPROVEMENTS | Leslie Louie
Family Engagement Advisor BC Children's Hospital |
| 51 | PEER-ASSISTED HISTORY-TAKING & CASE PRESENTATION: TO SUPPLEMENT RCSI'S CLINICAL COMPETENCY MODULE | Therese Lynn
Medical Student Royal College of Surgeons in Ireland |

Find Storyboards #52 - #102 in the Georgia Foyer (2nd Floor)

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| 52 | SHIFTING PRACTICE IN LONG-TERM CARE TO A PALLIATIVE APPROACH | Leah MacDonald
Medical Director, Palliative & End-of-Life Care Program
Island Health |
| 53 | ADDRESSING SEXUAL HARASSMENT DIRECTED TOWARDS MEDICAL TRAINEES | Sarah MacIsaac
Medical Student Royal College of Surgeons in Ireland |
| 54 | STOP & SMELL THE ROSES: IMPROVING PROVIDER EXPERIENCE IN OVERDOSE RESPONSE ENVIRONMENTS | Zahra Mamdani
Consultant BC Centre for Disease Control |
| 55 | PRESSURE INJURIES PREVENTION IN EMERGENCY DEPARTMENTS | Mandy Man
Registered Nurse & Clinician Lead, Team-Based Quality Improvement Vancouver Coastal Health |
| 56 | IMPROVING PHYSICIAN ENGAGEMENT IN THE BC PATIENT SAFETY & LEARNING SYSTEM | Leta Martin
Coordinator, Patient Safety & Learning System
Island Health |
| 57 | BE AT YOUR BEST: SURGICAL PATIENT OPTIMIZATION PROGRAM | Kelly Mayson
Regional Medical Director, Quality & Safety
Vancouver Coastal Health |

- 58 **FROM A BIRD'S-EYE VIEW: PRIORITIZING QUALITY IMPROVEMENT INITIATIVES FOR PATIENT SAFETY** **Shantelle Medel**
Coordinator, Process Improvement | Fraser Health
- 59 **"WHAT'S DISSEMINATION?" LET'S GIVE CONSENT FORMS A FACELIFT!** **Andrea Mellor**
PhD Candidate | University of Victoria
- 60 **PALLIATIVE APPROACH IN LONG-TERM CARE (PALM) SHIFTING PRACTICE** **Jannah Mitchell**
Quality Review Coordinator | Interior Health
- 61 **IMPROVING PRE-OPERATIVE PAIN MANAGEMENT FOR HIP-FRACTURE PATIENTS AT PROVIDENCE HEALTH CARE** **Trina Montemurro**
Physician | Providence Health Care
- 62 **ENHANCED RECOVERY AFTER SURGERY FOR OPEN HEPATECTOMY AT VANCOUVER GENERAL HOSPITAL** **Julie Nakahara**
Quality Improvement Coordinator, Enhanced Recovery After Surgery | Vancouver Coastal Health
- 63 **EXPLORING CULTURAL RESPONSIVENESS IN E-MENTAL HEALTH RESOURCES FOR DEPRESSION & ANXIETY** **Shawna Narayan**
Researcher | University of British Columbia
- 64 **A NEW PATH TO VALIDATING LABORATORY DATA** **Lily Nguyen**
Advisor, Medical Quality Analytics
Vancouver Coastal Health
- 65 **EXPLORING THE EXPERIENCE OF ACUTE CARE INPATIENTS ON A MANAGED ALCOHOL PROGRAM** **Beena Parappilly**
Clinical Nurse Specialist | Providence Health Care
- 66 **QUALITY IMPROVEMENT REPORTING TO SUPPORT CLIENTS ON OPIOID AGONIST THERAPY** **Mina Park**
Health Systems Planning Advisor
Vancouver Coastal Health
- 67 **DID I MISS ANYTHING? IMPROVING HANDOVER FROM OR TO PICU** **Mona Patel**
Critical Care Physician & Program Director, Pediatric Critical Care | BC Children's Hospital
- 68 **CLINICAL DIGITAL MESSAGING: CONNECTING PATIENTS & PROVIDERS ACROSS PHSA** **Pooja Patel**
Project Manager | Provincial Health Services Authority
- 69 **STATUS OF THE PATIENT MEDICAL MODEL IN BRITISH COLUMBIA** **Nathan Patten**
Senior Analyst, Evaluation | General Practice Services Committee

70	A NOVEL DEVICE TO MONITOR CONTINUOUS BLADDER IRRIGATION FOR SURGICAL UROLOGY PATIENTS	Drew Phillips Resident Physician University of British Columbia
71	INCREASING EARLY PALLIATIVE CARE INTEGRATION INTO CANCER CARE: EARLY PILOT RESULTS	Antony Porcino Project Manager, Early Palliative Integration into Cancer Care BC Cancer
72	AN EVALUATION OF THE IMPACT OF TRANSITIONING TO ERCP UNDER GENERAL ANESTHESIA	Thish Rajapakshe Project Coordinator Interior Health
73	PHARMACIST-LED MIGRAINE GROUP APPOINTMENTS AT THE UBC PHARMACISTS CLINIC	Jillian Reardon Clinical Pharmacist & Lecturer University of British Columbia
74	EMERGENCY DEPARTMENT PATIENT CALLBACK SYSTEM FOR ABNORMAL MICROBIOLOGY RESULTS	James Reid Physician Emergency Department Head, Kelowna General Hospital Interior Health
75	EFFECTS OF A RENAL NORDIC WALKING PROGRAM: A RANDOMIZED CONTROLLED TRIAL	Dani Renouf Renal Resource Dietitian Providence Health Care
76	NORTHERN HEALTH BABY-FRIENDLY INITIATIVE (BFI) STEP 1: POLICY IMPLEMENTATION PROJECT	Vanessa Salmons Executive Lead, Perinatal Program Northern Health
77	ENHANCING INDIGENOUS HEALTH CARE EMPLOYEE RECRUITMENT & RETENTION IN BRITISH COLUMBIA	Catherine Sanders Respiratory Therapist Providence Health Care
78	GETTING A GRIP ON NUTRITION-RELATED MUSCLE FUNCTION LOSSES	Rebekah Sandhu Interim Dietitian Practice Leader Fraser Health
79	CHANGING WHAT WE HAVE ALWAYS DONE: SURVEILLANCE SYSTEMS ANALYSIS	Laura Sauve Pediatric Infectious Diseases Specialist & Medical Lead, Infection Prevention & Control BC Children's Hospital
80	INCREASING USE OF EMR DATA FOR CLINICAL QI PROJECTS IN PRIMARY CARE	Kelsey Schaeffers Project Manager Doctors of BC
81	COLLABORATIVE REGIONAL APPROACH TO IMPROVING MEDICATION SAFETY IN ACUTE CARE SITES	Margarita Shabanova Consultant, Process Improvement Island Health
82	COMPARING PRIMARY CARE PAYMENT MODELS ON QUALITY OF CARE: A SCOPING REVIEW	Lance Shaver Medical Student University of British Columbia



83	STRENGTHENING CARE FOR INFANTS WITH MEDICAL COMPLEXITY POST-NICU DISCHARGE	Sandesh Shivananda Project Lead & Medical Director, Neonatal Program BC Women's Hospital & Health Centre
84	IMPROVING THE PATIENT JOURNEY AFTER A VERTEBRAL FRACTURE	Sonia Singh Project Lead Fraser Health
85	THE UNCONFERENCE: A TEACHING APPROACH IMPROVING COMMUNICATION AMONG AN INTERDISCIPLINARY MEDICAL TEAM	Rebecca Spouge Medical Student University of British Columbia
86	POST-CEREBRAL VASCULAR ACCIDENT CARE IN THE COWICHAN VALLEY	Evan Stefanek Student Island Health
87	BC'S COLLABORATIVE APPROACH TO ADVANCING VANESSA'S LAW: WORKING TOGETHER FOR PROVINCE-WIDE CHANGE	Kim Steger Communications Specialist BC Patient Safety & Learning System
88	PATIENT-REPORTED OUTCOMES FROM POST-OPERATIVE RENAL TRANSPLANT RECIPIENTS: A SINGLE-CENTRE STUDY	Caelie Stewart Medical Student University of British Columbia
89	ABORIGINAL MENTAL WELLNESS PLAN	Judy Sturm Aboriginal Mental Wellness Director Interior Health
90	SCREENING FOR DELIRIUM IN HIGH-RISK PATIENTS ADMITTED FROM THE EMERGENCY DEPARTMENT	Donna Sue Emergency Physician Fraser Health
91	PHSA SURGICAL SERVICES INNOVATION AIMS TO REDUCE WAITLISTS & IMPROVE ACCESS	Crystal Sun Project Manager Provincial Health Services Authority
92	DEVELOPMENT OF A CENTRALIZED ACUTE CARE AUDIT & ASSESSMENT TEAM	Shino Takizawa Coordinator Fraser Health
93	BC GUIDELINES: SUPPORTING PRIMARY CARE PRACTICE IN BC	Katey Townsend Research Officer Ministry of Health
94	GETTING TO KNOW ABBY	Alicia Vicic Clinical Practice Educator Interior Health
95	IMPLEMENTING AN OPIOID STEWARDSHIP PROGRAM IN FRASER HEALTH	Sharon Vipler Program Medical Director & Regional Department Head, Addiction Medicine Fraser Health

- 96 ADDRESSING INDIVIDUAL SOCIAL NEEDS IN PRIMARY CARE: A GOVERNMENT ASSISTANCE NAVIGATION TOOL**

Melissa Wan
Board Member | Basics for Health Society
- 97 EVALUATION OF PROVINCIAL INITIATIVES IN PALLIATIVE CARE: A BASELINE ASSESSMENT OF PRE-IMPLEMENTATION**

Alice Wang
Medical Student | Provincial Health Services Authority
- 98 BUILDING PHYSICIAN QI CAPACITY & CAPABILITY THROUGH DIVERSE COLLABORATIONS**

Hing Yi Wong
Program Advisor | Vancouver Coastal Health
- 99 DELIRIUM: A PERSPECTIVE OF PATIENTS' PHARMACOLOGICAL JOURNEYS**

Jennifer Wong
Primary Investigator | Fraser Health
- 100 DATA FOR QUALITY IMPROVEMENT: FRIEND OR FOE?**

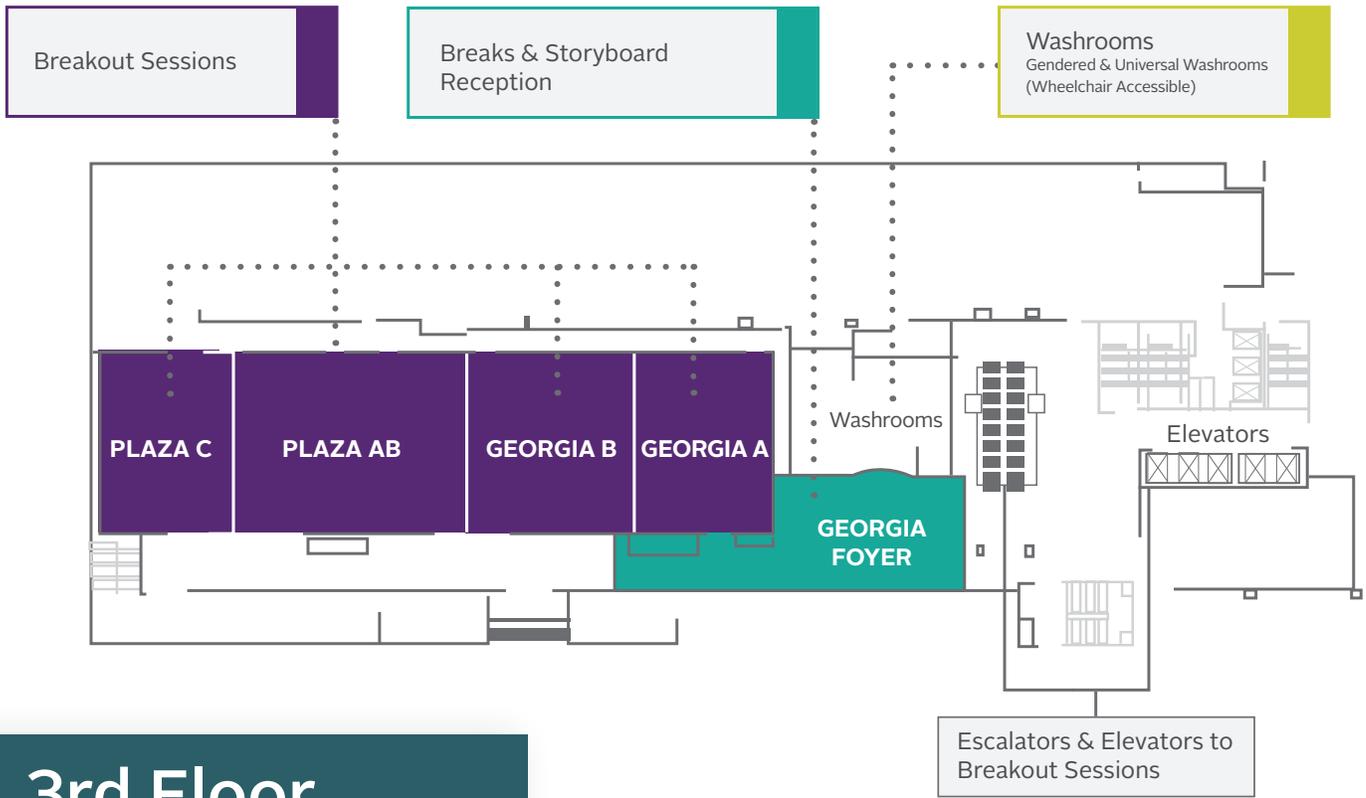
Sophia Wong
Medical Biochemist | Vancouver Coastal Health
- 101 STUDENT PHARMACIST & PHARMACY RESIDENT PERCEPTIONS OF AN AUDIO-VIDEO RECORDING LEARNING ACTIVITY**

Jamie Yuen
Clinical Pharmacist & Lecturer
University of British Columbia
- 102 CONTINUOUS ONCOPANEL & ALK STATUS TRACKING (COAST) PROJECT**

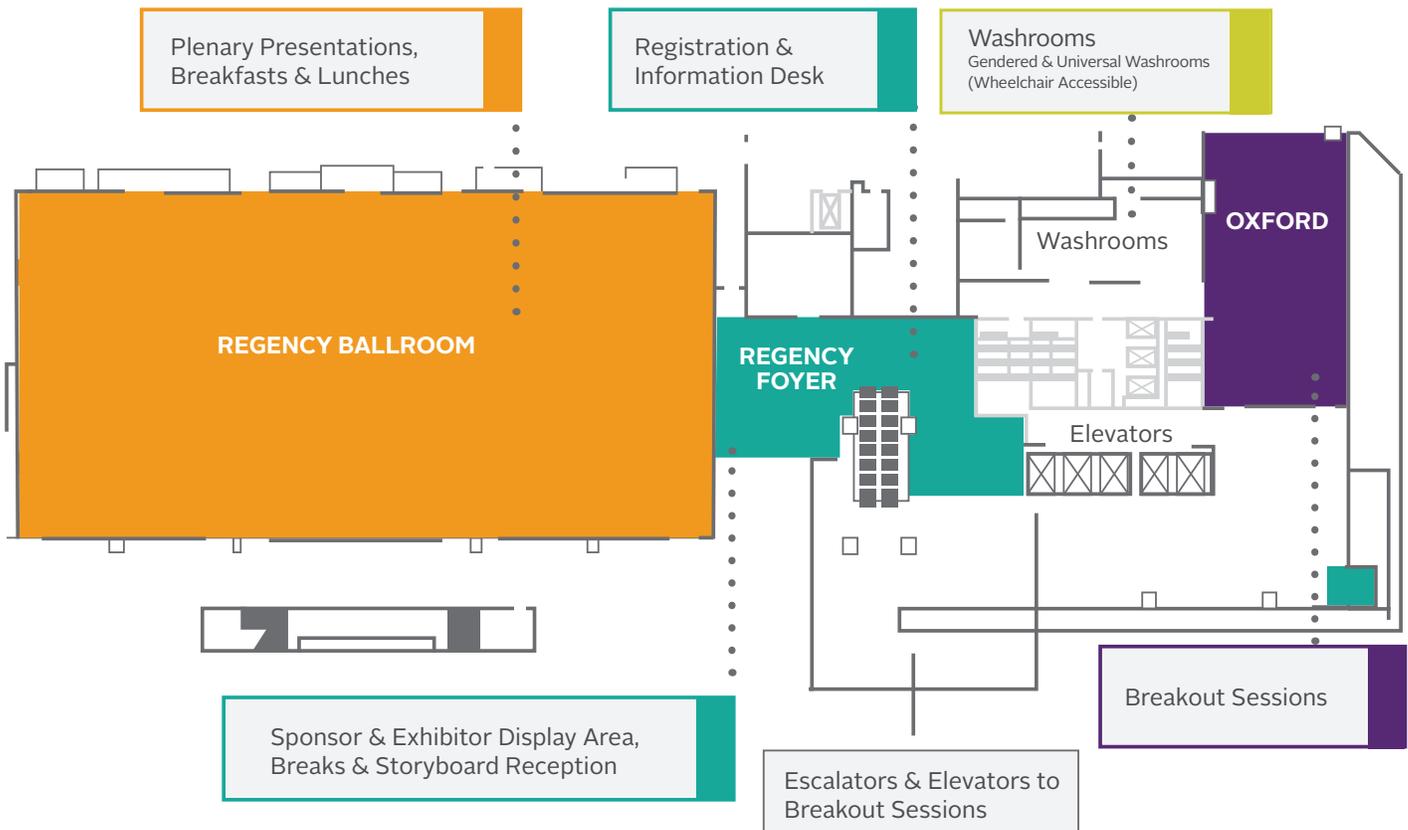
Kelly Zibrik
Nurse Coordinator | Provincial Health Services Authority



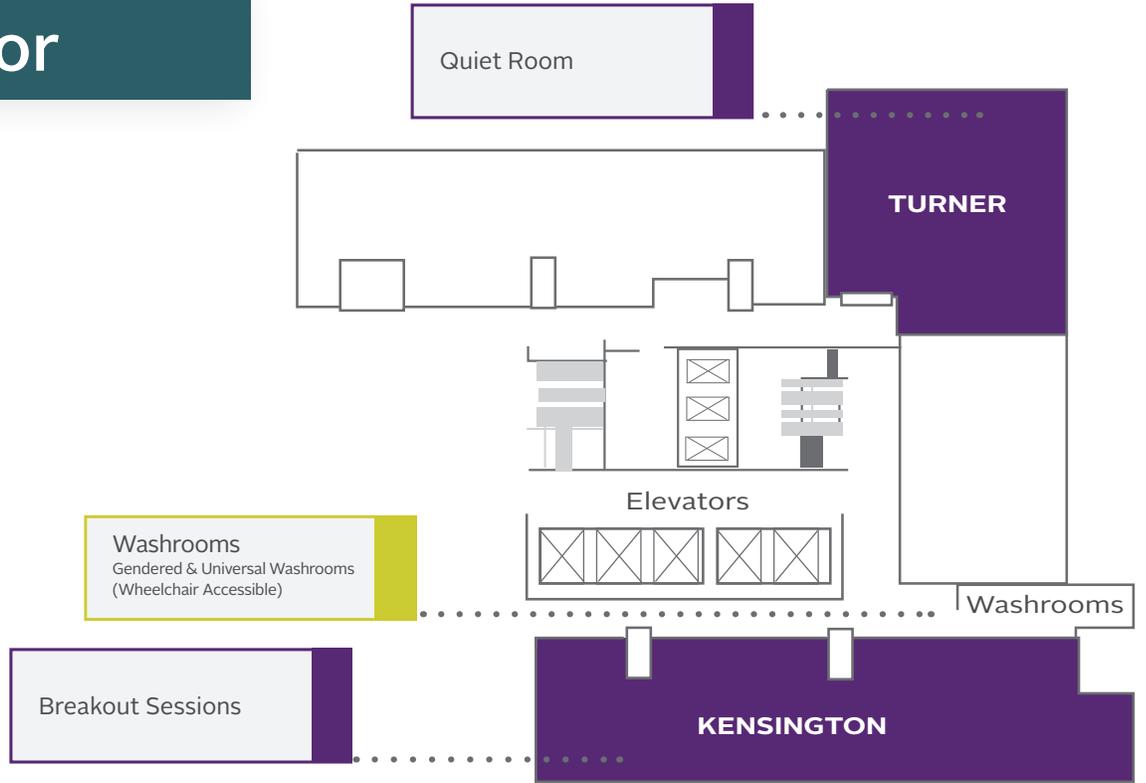
2nd Floor



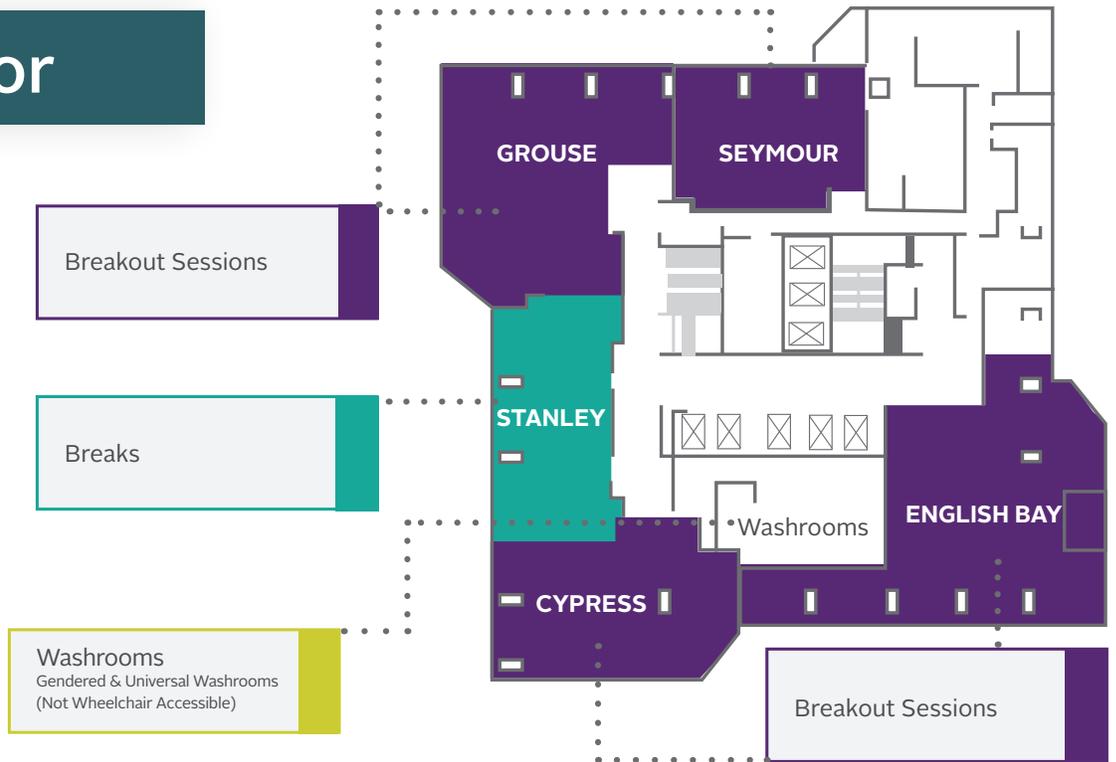
3rd Floor



4th Floor



34th Floor





UPCOMING LEARNING OPPORTUNITIES!

Throughout the year, the BC Patient Safety & Quality Council provides opportunities to build capability and capacity throughout BC. Here are just a few of our upcoming offerings that we think you should know about:

Quality Academy

Twice per year we run the Quality Academy – a professional development program that equips participants to effectively lead quality and safety initiatives within their organizations. Registration for cohort 21 launches May 1, 2020.

Teamwork & Communication Action Series

How we work as a team and communicate with each other are essential elements of a healthy culture. We offer a free and interactive 13-week Action Series that focuses on skills and tools to improve teamwork and communication on your team. Registration for wave 4 begins in early March.

Quality Café

Quality Café is a free one-hour lunch and learn series. Each session features a new guest and topic related to improving quality of care.

So What Does Quality Mean, Anyway? Using the Updated Health Quality Matrix | March 18, 2020

Workshops

Our full-day workshops provide opportunities for participants to dive deep into specific, and often unique, topics related to improving quality of care.

Data-Driven Improvement

Prince George | April 22, 2020

Fraser Valley | September 22, 2020

Design Thinking: A Human-Centred Approach to Health Care Improvement

Victoria | May 29, 2020

Going Slow to Go Fast: Change Leadership

Vancouver | June 11, 2020

Kelowna | October 7, 2020

Engage to Improve: Creative Solutions for Working Better Together

Kelowna | June 24, 2020

Putting Health Care Processes on the Map

Victoria | January 21, 2021



We're always adding new events to our calendar! Visit [BCPSQC.ca](https://bcpsqc.ca) to learn more about our future learning opportunities.