

# Quality Forum 2022

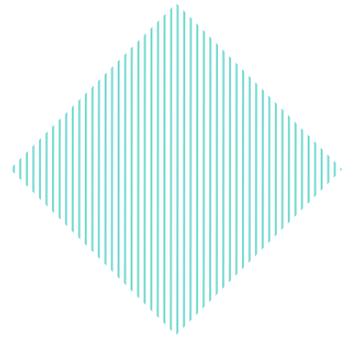
Healing Together,  
Emerging Stronger

VANCOUVER, BC | MAY 31 – JUNE 2

**PROGRAM GUIDE**



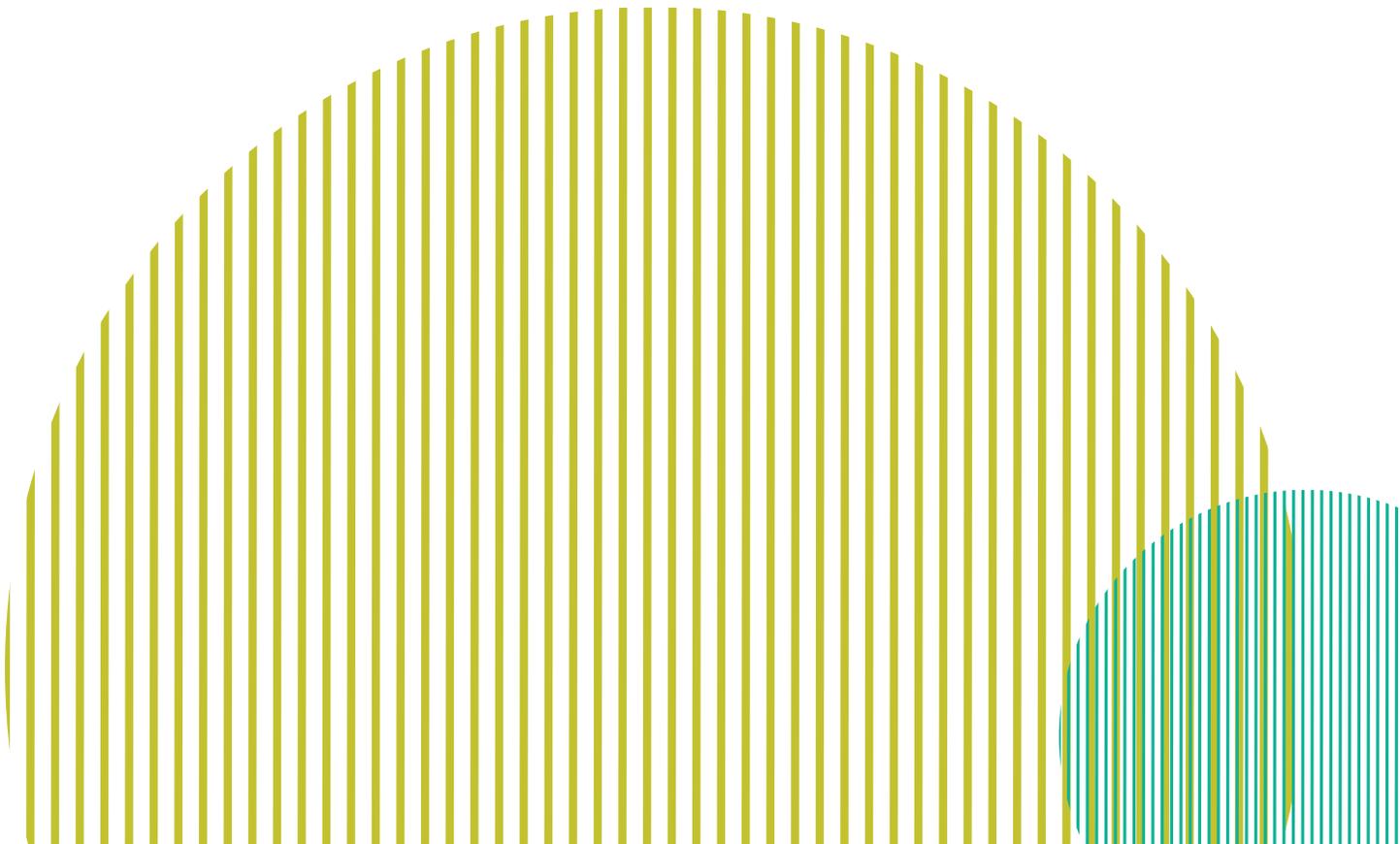
**BC PATIENT SAFETY  
& QUALITY COUNCIL**  
Working Together. Accelerating Improvement.



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

Start a conversation by asking...

- ◆ **What are you looking forward to during the Quality Forum?**
- ◆ **What is the best part of your role?**
- ◆ **What is your hope for health care?**



# Welcome to the Quality Forum!

Welcome to Quality Forum 2022! After more than two years of being apart, we, along with our colleagues at the BC Patient Safety & Quality Council, are thrilled to mark our 11th annual Quality Forum by hosting participants in person once again.

The Quality Forum provides a unique opportunity to share and discuss how to improve the quality of care with people working across the health care system. We welcome participants who work in academia, quality improvement, administrative and senior executive roles, as well as physicians, nurses, pharmacists, allied health professionals, patients and students. Through pre-Forum activities, plenaries, breakout sessions, rapid fire presentations and storyboards, you'll have the opportunity to learn from international experts in improvement, local champions for better care and, importantly, from each other.

Our theme this year is Healing Together, Emerging Stronger. We know that British Columbia has had its own unique set of challenges over the last few years, which have put further pressure on those working in our health care system. In addition to responding to COVID-19, our province has endured devastating wildfires, floods, heat domes and polar vortexes, continues to face an opioid overdose crisis and seeks to eliminate the racism and discrimination that exists in health care. As part of our main Forum opening on June 1, we have dedicated time to bear witness to all that you have been through, with the intention of providing an opportunity for reflection and collective healing. If you need to take a moment to yourself during this time, or at any other time during the event, we encourage you to utilize the quiet spaces that are available on the fourth floor.

We're committed to keeping your health and safety at the forefront over the next three days. We strongly encourage you to wear a mask in high-traffic and high-occupancy areas and use hand sanitizer, both of which we have made available throughout the event. We also strive to ensure the event is inclusive and accessible for everyone. You can find information about universal (open to all genders) and wheelchair accessible washrooms, American Sign Language interpretation and designated seating and space on page 18. For those unable to attend in person, we're providing free virtual access, as we do every year. More than 20 hours of programming will be available, for free, at [BCPSQC.ca](https://bcpsqc.ca)!

In closing, we want to thank you. We know you have done so much in the last few years to continue providing high-quality patient care despite the multiple challenges you've faced. It is our sincere hope that your time at Quality Forum 2022 will leave you feeling more connected and inspired, and that you'll return to your role energized about what's possible as we move forward, together.



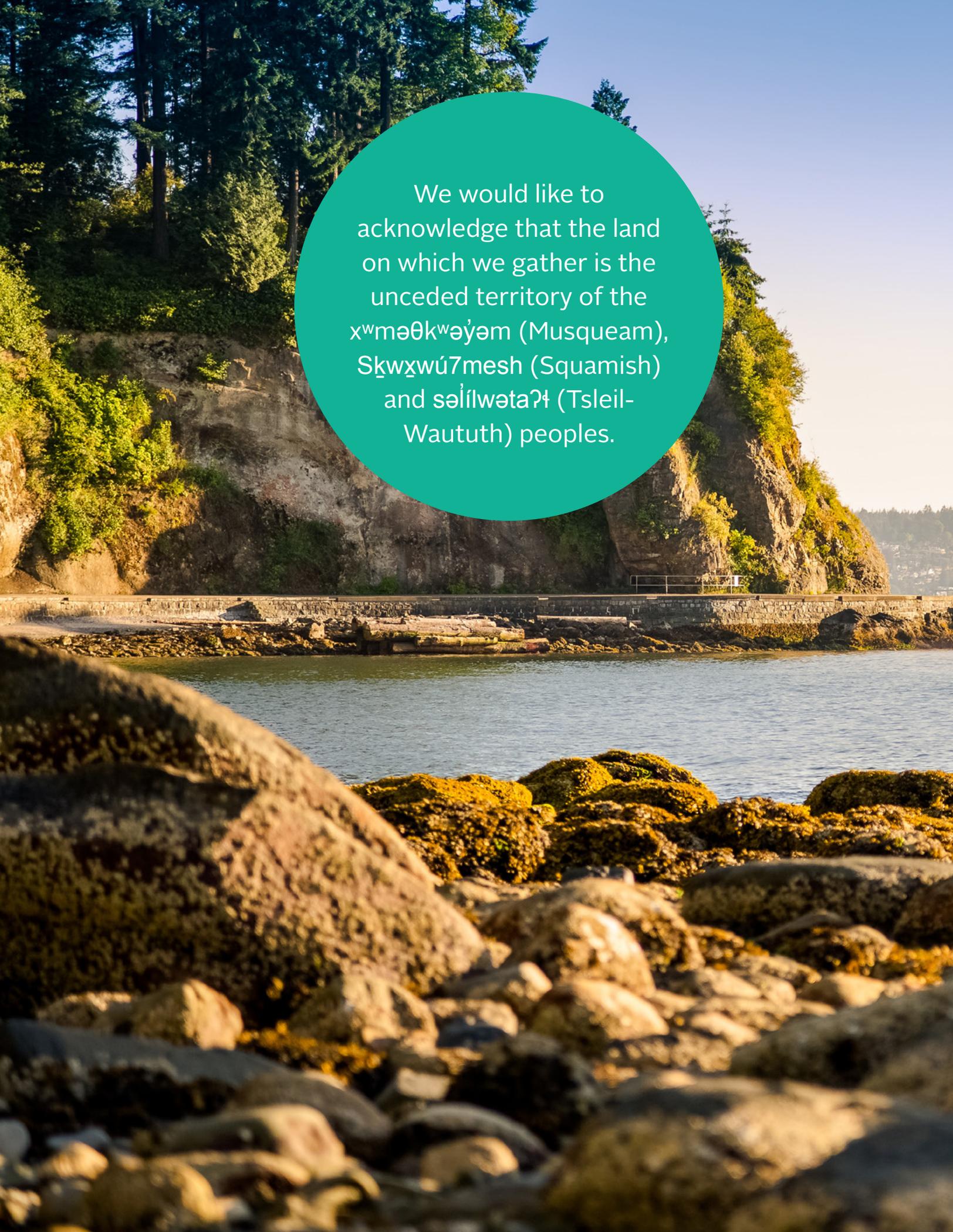
*Devin Harris*  
**Devin Harris**  
Chair



*Christina Krause*  
**Christina Krause**  
Chief Executive Officer



**BC PATIENT SAFETY  
& QUALITY COUNCIL**



We would like to acknowledge that the land on which we gather is the unceded territory of the x̣ẉməθḳẉəỵəm (Musqueam), Sḳẉx̣ẉú7mesh (Squamish) and sə́ḷílẉətaʔṭ (Tsleil-Waututh) peoples.



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BE SURE TO STOP BY THE  
REGENCY FOYER TO SHARE  
YOUR IDEAS!

“Our health care  
system can emerge  
stronger by...”

# Event Objectives

- 1** Ignite action and learning to improve quality of care;
- 2** Create and strengthen relationships and collaboration across all areas of care;
- 3** Share effective strategies and leading practices to stimulate and sustain improvement; and
- 4** Demonstrate how every voice matters to achieve high-quality care.

# Quality Forum 2022 is proudly brought to you by the BC Patient Safety & Quality Council.

Stop by our booth in the Regency Foyer (third floor) to pick up a copy of some of our resources and learn more about our work!

The Council brings health system stakeholders together in partnership to promote and inform provincially coordinated, innovative and person- and family-centred approaches to quality in British Columbia.

We build a foundation of quality, provide advice and make recommendations to the health system, including the Minister of Health, on matters related to quality of care in all health care sectors.





## BC PATIENT SAFETY & QUALITY COUNCIL

Working Together. Accelerating Improvement.

### WHAT WE DO



#### OUTCOMES

We improve health outcomes for British Columbians, focusing our efforts on areas with an identified need.



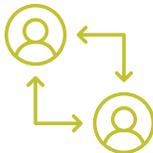
#### CONVENE

We bring health system partners together on quality issues requiring collective action and to foster strategic alignment and coordination.



#### PEOPLE

We ensure everyone engaged in the health system has what they need to succeed, including skills in quality improvement, change management and engagement, as well as a supportive environment to work and thrive.



#### ANTICIPATE

We provide thought leadership on quality through horizon scanning of existing gaps and future opportunities, identifying best practices and innovative approaches to improvement, and offering expertise to our partners.

Visit [BCPSQC.ca](https://www.bcpsqc.ca) to access programs and resources that can help you improve BC's health care system!

# Thank You to Our Sponsors

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## PLATINUM



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## GOLD



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## SILVER



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## BRONZE



Institute for Health System  
Transformation & Sustainability



Safety, Wellbeing, Innovation, Training & Collaboration in Healthcare

# Exhibitors

- BC Centre for Palliative Care
- BC Chiropractic Association
- BC Family Doctors
- BC Guidelines
- Canadian Accreditation Council
- Canadian Institute for Health Information
- CARF Canada
- Cortico Health Technologies
- Doctors Technology Office & Practice Support Program (Doctors of BC)
- Family Caregivers of British Columbia
- Institute for Healthcare Improvement Open School: BC Chapters
- Nurses & Nurse Practitioners of BC
- REACH BC
- The Health Data Coalition of BC
- UBC Health
- UBC Master of Health Leadership & Policy



# Program at a Glance

## Pre-Forum

**TUESDAY, MAY 31**

**0700 – 0900** Registration & Breakfast

**0900 – 1700** **FULL-DAY SESSIONS**

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



**1800 – 1900** **Networking Reception | Cash Bar**

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

**2100 – 2130** **Networking Reception | Cash Bar**

## Main Forum

**WEDNESDAY, JUNE 1**

**0700 – 0800** Registration & Breakfast

**0800 – 0830** Territorial Welcome

**0830 – 0930** **HEALING TOGETHER,  
EMERGING STRONGER**

**0930 – 0945** Break

**0945 – 1000** Opening Remarks

**1000 – 1045** **PLENARY PRESENTATION**

**1045 – 1100** Transition

**1100 – 1200** **Breakout A**

**1200 – 1300** Lunch

**1300 – 1345** **DEBATE**

**1345 – 1400** Transition

**1400 – 1500** **Breakout B**

**1500 – 1530** Break

**1530 – 1630** **Breakout C**

**1630 – 1800** **Storyboard Reception**  
Appetizers & Cash Bar

**THURSDAY, JUNE 2**

**0700 – 0800** Breakfast

**0800 – 0815** Territorial Welcome

**0815 – 0900** **PLENARY PRESENTATION**

**0900 – 0915** Transition

**0915 – 1015** **Breakout D**

**1015 – 1045** Break

**1045 – 1145** **Breakout E**

**1145 – 1245** Lunch

**1245 – 1345** **Breakout F**

**1345 – 1415** Break

**1415 – 1515** **Breakout G**

**1515 – 1530** Transition

**1530 – 1615** **PLENARY PRESENTATION**

**1615 – 1630** Traditional Closing

# Steering Committee

<b>Ainsley Young</b>	SWITCH BC
<b>Alan Ruddiman</b>	Joint Standing Committee on Rural Issues
<b>Allison Muniak</b>	Vancouver Coastal Health
<b>Andrew Wray</b>	BC Patient Safety & Quality Council
<b>Anthony Meyer</b>	General Practice Services Committee
<b>Breah Talan</b>	BC Patient Safety & Quality Council
<b>Christina Krause</b>	BC Patient Safety & Quality Council
<b>Danica Tuden</b>	BC College of Nurses and Midwives
<b>Danielle Lavallee</b>	Michael Smith Health Research BC
<b>Devin Harris</b>	Interior Health & BC Patient Safety & Quality Council
<b>Janice Butler</b>	Ministry of Health
<b>Jessica Jaiven</b>	Provincial Health Services Authority
<b>Jonny Morris</b>	Canadian Mental Health Association (BC Division)
<b>Linda Dempster</b>	Fraser Health
<b>Liz Flores</b>	Providence Health Care
<b>Marc Pelletier</b>	Institute for Health System Transformation & Sustainability
<b>Margaret English</b>	Shared Care Committee
<b>Meghann Brinoni</b>	First Nations Health Authority
<b>Michael McMillan</b>	Health Employers Association of BC
<b>Peter Gajecki</b>	Specialist Services Committee
<b>Roger Parsonage</b>	Interior Health
<b>Scott Fielding</b>	Island Health
<b>Terry Browne</b>	Patient Voices Network
<b>Vash Ebbadi-Cook</b>	Northern Health



Thank you to  
the Steering and  
Abstract Review  
Committees for your  
input and support  
in planning Quality  
Forum 2022!

# Abstract Review Committee

<b>Ainsley Young</b>	SWITCH BC
<b>Alisa Harrison</b>	University of British Columbia
<b>Allison Muniak</b>	Vancouver Coastal Health
<b>Andrew Wray</b>	BC Patient Safety & Quality Council
<b>Anish Mitra</b>	BC Patient Safety & Quality Council
<b>Camille Ciarniello</b>	Providence Health Care
<b>Christie Pollock</b>	Patient Voices Network
<b>Christina Krause</b>	BC Patient Safety & Quality Council
<b>Christopher Brabant</b>	Métis Nation BC
<b>Darlene Secong</b>	BC College of Nursing Professionals
<b>Deanne Taylor</b>	Rural Coordination Centre of BC
<b>Devin Harris</b>	Interior Health & BC Patient Safety & Quality Council
<b>Hilary Robertson</b>	Patient Voices Network
<b>Katie Fenn</b>	BC Centre for Disease Control
<b>Kim Williams</b>	Rural Coordination Centre of BC
<b>Laura Parmar</b>	Northern Health
<b>Leah Smith</b>	Ministry of Health
<b>Lesli Matheson Jennings</b>	Fraser Health
<b>Marc Pelletier</b>	Institute for Health System Transformation & Sustainability
<b>Margaret English</b>	Joint Collaborative Committees
<b>Mark Matthew</b>	First Nations Health Authority
<b>Michaela Watson</b>	BC Emergency Health Services
<b>Michele Nault Mclsaac</b>	Victoria Native Friendship Centre
<b>Mike Bergunder</b>	BC Patient Safety & Quality Council
<b>Naomi Jensen</b>	Interior Health

Did you know?  
We received  
311 abstracts  
for Quality  
Forum 2022!

# Pre-Forum Events

## TUESDAY, MAY 31

Before the main two days of programming, Quality Forum 2022 features several pre-Forum events for participants to choose from. During the day, there is one pre-Forum session taking place at the hotel as well as two pre-Forum field trips that will travel off-site.

### FULL-DAY SESSIONS

#### **Regroup, Reflect & Evolve: Strengthening Our Community of Caring**

In partnership with the Joint Collaborative Committees (JCCs)

#### **New Beginnings: Learning from Settlement Services to Advance Systems-Level Health Equity**

A pre-Forum field trip in partnership with Immigrant Services Society of BC

#### **Advancing Cultural Safety & Humility: Understanding Colonial History & Pathways of Healing**

A pre-Forum field trip in partnership with the First Nations Health Authority

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 2022.

### HEALTH TALKS: BOLD IDEAS, STORIES THAT INSPIRE

#### 1900 – 2100 | REGENCY AB

The evening kicks off with a ceremony to honour the nine winners of the BC Patient Safety & Quality Council's annual BC 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 Quality Forum for the next two days.



Can't make it to Health Talks? We've got you covered! All presentations will be streamed live at [BCPSQC.ca](https://bcpsqc.ca) and recorded for viewing after the event.

# BC Quality Awards 2021

Nominations for the BC Quality Awards 2022 will open in June – 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).

The BC Quality Awards are presented annually by the BC Patient Safety & Quality Council to recognize and raise the profile of improvements to the quality of care in our province.

## **Excellence in Quality: Optimizing The Early Years**

After hearing concerns about children's decreasing physical activity levels, fruit and vegetable intake and increasing screen time, Child Health BC, in collaboration with provincial partners (Sport for Life, YMCA of Greater Vancouver, Childhood Obesity Foundation and the Ministry of Health) launched Appetite to Play to enable children to make healthy choices that will benefit them later in life.

**This project is being presented in F5.**

## **Excellence in Quality: Strengthening Health & Wellness**

The Spirit of Healthy Kids program focuses on elementary schools as a place to nurture a lifetime of healthier habits, connecting students with positive role models who encourage them to take care of their bodies, minds and communities.

**This project is being presented in F5.**

## **Excellence in Quality: Returning to Health & Wellness**

Patients with severe injuries have better outcomes when they are treated at a designated trauma hospital — but sometimes they are transported to local emergency departments that are less equipped to care for them. BC Emergency Health Services led a collaborative with Trauma Services BC in Fraser Health which ensures patients are brought to the right place for their trauma care, the first time.

**This project is being presented in A7.**

## **Leadership in Advancing the Patient Voice**

After her daughter was born preterm, Michelle Peltier became an advocate for person-centred support at BC Women's Hospital + Health Centre.

## **Excellence in Quality: Living with Illness or Disability**

In Nanaimo, a treatment for diabetic foot ulcers is improving patients' quality of life, decreasing wait times and preventing amputations.

**This project is being presented in G5.**

## **Excellence in Quality: Coping with Transition from Life**

Working closely with bereaved parents and clinicians, the Population and Global Health team at BC Women's Hospital + Health Centre has developed resources for families coping with perinatal loss that are accurate, appropriate, sensitive and accessible.

**This project is being presented in D4.**

## **The Doug Cochrane Leadership in Quality Award**

In 2017, Interior Health had the lowest physician satisfaction scores of any health authority in BC. To address that crisis, Harsh Hundal started by building relationships, empowering leaders and cultivating a culture of trust — a strategy that has more than doubled physician satisfaction.

## **Everyday Champion**

Patients with spasticity — a disabling condition where muscles are involuntarily contracted — often hit a plateau with conventional treatments. Paul Winston has made it his life's mission to help those patients live better, by developing novel treatments and sharing them with providers around the world.

## **Quality Culture Trailblazer**

When Beverley Pomeroy joined the BC SUPPORT Unit Fraser Centre team just one month before the COVID-19 pandemic hit, they immediately identified a lack of resources to support researchers engaging with patient partners who've experienced trauma — and then set out to change that.

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

# General Information

## REGISTRATION DESK HOURS

May 31 | 0700 – 2100

June 1 | 0700 – 1800

June 2 | 0700 – 1630

## WIFI

Connect with us! The network is Hyatt\_Meeting and the password is QF2022.

## FREE VIRTUAL ACCESS

As we do every year, we're making Quality Forum 2022 accessible virtually so anyone can participate. Do you have a friend or colleague who wasn't able to attend in person? Let them know to visit [BCPSQC.ca](https://bcpsqc.ca) to access 20+ hours of programming for free!

## COVID-19 HEALTH & SAFETY

We're following the guidance of BC's Provincial Health Officer and public health leaders to keep Quality Forum participants safe. We strongly encourage that masks be worn in high-traffic and high-occupancy areas and when in close proximity to others. ASTM Level 3 masks are available at the registration desk. We also have hand sanitizer available on tables and in common areas throughout the hotel.

## DESIGNATED SEATING & SPACE

Each room will have designated seating and space reserved in the front row, around the perimeter and/or on the end of aisles for those that need it.

## WASHROOMS

We strive to ensure that the Quality Forum is inclusive and accessible to everyone who attends. There are universal (open to all genders), single-stall washrooms available on the second, third and fourth floors.

Multi-stall, gendered washrooms are also available on the lobby, second, third, fourth and 34th floors, with designated wheelchair accessible stalls on the lobby, second and third floors. There are two gendered, multi-stall washrooms on the 34th floor, however, these spaces are not wheelchair accessible.

## AMERICAN SIGN LANGUAGE (ASL) INTERPRETATION

ASL interpreters will be present at Health Talks on May 31, as well as the plenary presentations and debate taking place during the main Forum programming on June 1 & 2. ASL interpretation will also be available for those participating in these sessions virtually.



Need help?  
Have a question?  
Find a red vest!

A BC Patient Safety  
& Quality Council  
team member will be  
pleased to assist you.

## LUGGAGE STORAGE

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

## COATS

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

## CATERING

Buffet breakfasts will be available in the Regency Foyer on the third floor, with seating available in the Regency Ballroom. Every effort has been made to accommodate special dietary requests submitted by participants during registration. Please talk to a hotel staff member if you require something different than what is available on the buffet.

Plated lunches will be served to participants in the Regency Ballroom on the third floor. 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 hotel staff member to see.

Nutrition breaks and refreshments are hosted in the Georgia and Regency Foyers on the second and third floors, as well as the Stanley Room on the 34th floor.

## 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 **10.5 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 **10.5 Mainpro+** Group Learning credits. Each physician should claim only those credits accrued through participation in the activity.

**CFPC Session ID: 197382-001**

### Accredited by UBC CPD



CONTINUING PROFESSIONAL DEVELOPMENT  
FACULTY OF MEDICINE

Need a certificate of  
attendance? Scan this  
QR code to request  
yours starting June 2.



## WHAT'S WITH THE SNEAKERS?

You may have noticed people wearing colourful sneakers today. This is no accident! We're 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 Quality 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're taking this year:

- We've reduced the number of printed program guides that will be distributed. You can find all the same information in the Quality Forum 2022 app (see page 21).
- We've placed water stations throughout the meeting space on each level of the hotel to fill your new reusable water bottle.
- There are separate garbage, recycling and compost bins available so you can sort your waste appropriately.
- We've eliminated plastic name tag holders and opted for a recyclable alternative. Look out for name tag disposal bins after the event.
- We encourage you to keep your lanyard, but you can also return it to us when you leave and we'll use it again in the future.

# Download Our App

## HERE ARE SOME FEATURES YOU MIGHT ENJOY...

### Personal Schedule

Access your personal schedule, including session locations and speaker details.

### Announcements

Stay informed of all Quality Forum 2022 updates in one convenient location.

### Venue Maps

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

### Documents

Open session-specific documents on your device for easy viewing.

### Evaluations

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

### Networking

Explore who else is attending and connect through real-time chat.



## HOW TO GET THE APP

### Step 1:

Get connected! The WiFi network is Hyatt\_Meeting and the password is QF2022.

### Step 2:

Visit the Apple App Store (iPhone and iPad users) or the Google Play store (Android users) and search “Quality Forum 2022”. Look for the icon to the right and install the application.

### Step 3:

Open the app and enter your email and password to login – this will be printed on the back of your name tag for easy reference.



# Wellness Checklist

In order to make the most of your days at the Quality 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're encouraged to take the breaks you need.



Need to take a break?  
We have quiet spaces available for you to relax and recharge away from the sights and sounds of the Quality Forum. Head to the fourth floor and look for the Tennyson, Dover and Constable rooms.

## Here are some ideas we have for you to take care of yourself during the Quality 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.
-  Check out one of Vancouver's beautiful public spaces within walking distance of the hotel:
  - 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.

# Moderator



## STEVEN LEWIS

Steven Lewis is a Canadian health policy and health services research consultant, and Adjunct Professor of Health Policy at Simon Fraser University. He led a health research granting agency and created the first applied health research organization in Saskatchewan, was research director for major provincial and national health care commissions, and served on the National Forum on Health, Health Council of Canada, and the inaugural Board of the Canadian Institutes of Health Research. He thinks, reads, writes, speaks and occasionally teaches about health and public policy, distributive justice, quality improvement, and what makes systems work. He recently returned to Canada after a three-year stint in Australia.

# Plenary Speaker



## **JASON LEITCH**

**National Clinical Director  
Scottish Government**

Jason has worked for the Scottish Government since 2007 and in January 2015 was appointed as the National Clinical Director in the Health and Social Care Directorate. He is a Scottish Government Director and a member of the Health and Social Care Management Board. He is one of the senior team responsible for the NHS in Scotland.

Jason is also an Honorary Professor at the University of Dundee and was named the UK Clinician of the Year in 2011. He is a Senior Fellow at the Institute for Healthcare Improvement (IHI). He was a 2005-06 Quality Improvement Fellow at IHI, in Boston, sponsored by the Health Foundation.

# Plenary Speaker



## **COURTNEY HOWARD**

**Emergency Physician & Clinical Associate Professor  
University of Calgary**

Courtney is an Emergency Physician in Yellowknife and a Clinical Associate Professor in the Cumming School of Medicine at the University of Calgary.

Working with Doctors Without Borders on a children's malnutrition project in Djibouti, she learned that one of the devastating forecasts of climate change is malnutrition. After returning to Canada's North she heard her mostly Indigenous patients relate how the rapidly-changing landscape was wreaking havoc on their wellbeing. She is now a globally-recognized expert on the impacts of climate change on health, and in the broader emerging field of planetary health.

# Plenary Speaker



## **SHAWN “AH UP WA EEK” & HEATHER “YA’AK CHUMAT AXA” ATLEO**

**Founders**

**Atleo Centre for Compassionate Leadership**

Shawn “Ah up wa eek” Atleo was twice elected National Chief of the Assembly of First Nations (AFN). A Hereditary Chief of the Ahousaht First Nation, he also served as Regional Chief of the BC AFN, founding the BC First Nations Leadership Council, which brought together senior First Nations leadership organizations to work together.

Heather “Ya’ak chumat axa” Atleo is of Blackfoot ancestry and is an experienced leader in the area of conflict resolution, negotiation, mediation, senior strategic analysis, and facilitation. She has worked with and for First Nations communities and leadership for more than 20 years.

Together, Shawn and Heather are partners in life and work and engage in a full co-leadership approach in a variety of intersecting streams including education, business and politics, while always connecting in mental and emotional health and well-being. Founders of the Atleo Centre for Compassionate Leadership, they provide compassionate leadership coaching and training founded on Indigenous philosophy and worldviews as well as mainstream advancements in areas such as child development, non-violent communication and empathy. They continue to work to advance First Nations reconciliation.

# Quips, Quandaries & Comebacks: A Quality Debate



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

Be it resolved that... *increasing access to virtual care will improve quality of care.*

Moderator: Steven Lewis

## FOR



**DANA HUBLER**  
First Nations Health Authority  
Rural Coordination Centre of BC  
UBC Rural CPD  
Island Health PQI



**HOLLIE BLANCHETTE**  
Village of Valemount

## AGAINST



**JASON LEITCH**  
Scottish Government



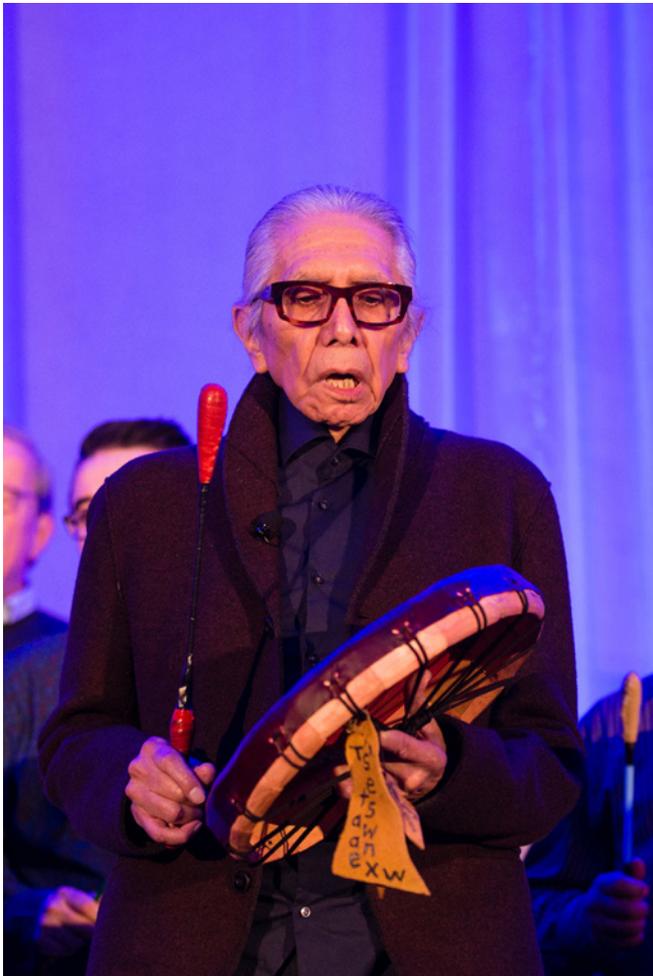
**JENNIFER BEAVERIDGE**  
Vancouver Coastal Health

# Coast Salish Anthem

## CURIOS ABOUT THE COAST SALISH ANTHEM?

Our territorial welcome on the first day of the main Forum includes singing 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.

Leonard George joined us at Quality Forum 2017 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 Tsleil-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



## TWO-HOUR 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 B and C.

## ONE-HOUR SESSIONS

These sessions are structured around specific topics and will include a mixture of presentation and interactive learning. You can find detailed descriptions of 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 breakout A, 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.



**BC Quality Awards**  
BC PATIENT SAFETY & QUALITY COUNCIL

### BC Quality Award Winners

Look for the BC Quality Awards logo beside five rapid fire presentations. These are our Excellence in Quality winners for the BC Quality Awards 2021, and we think you should hear about their great work!

# PROGRAM MATRIX

- WORKSHOP
- FOCUS SESSION
- RAPID FIRE SESSION
- RECHARGE SESSION
- BOARD & EXECUTIVE QUALITY LEARNING SERIES
- FIELD TRIP

## MAIN FORUM DAY 1 | June 1

<b>0700 – 0800</b>	Registration & Breakfast									
<b>0800 – 0930</b>	<b>TERRITORIAL WELCOME HEALING TOGETHER, EMERGING STRONGER</b>									
<b>0930 – 0945</b>	Break									
<b>0945 – 1045</b>	<b>PLENARY PRESENTATION   JASON LEITCH</b>									
<b>1045 – 1100</b>	Transition									
<b>BREAKOUT A</b>	<b>A1</b>	<b>A2</b>	<b>A3</b>	<b>A4</b>	<b>A5</b>	<b>A6</b>	<b>A7</b>	<b>A8</b>	<b>R1</b>	
<b>1100 – 1200</b>	Disrupting Stigma & Advancing Diversity, Equity & Inclusion Through Illustrated Storytelling	Building Systemic Resilience: Operationalizing Rest & Recovery Before, During & After a Crisis	Displaying Data to Drive Improvement	A Roadmap to High-Quality Maternity Services in BC: The Maternity Services Strategy (MSS)	Healing & Learning: Envisioning a Restorative Approach to Respond to Harm	More Than Pots & Pans: Supporting Staff & Provider Wellness	Right Care, Right Place, Right Time	Keeping Quality at the Forefront in Long-Term Care	Experiencing a Piece of Indigenous Culture	
<b>1200 – 1300</b>	Lunch									
<b>1300 – 1345</b>	<b>QUIPS, QUANDARIES &amp; COMEBACKS: A QUALITY DEBATE</b>									
<b>1345 – 1400</b>	Transition									
<b>BREAKOUT B</b>	<b>W1</b>	<b>W2</b>	<b>B1</b>	<b>B2</b>	<b>B3</b>	<b>B4</b>	<b>B5</b>	<b>B6</b>	<b>BEQLS</b>	<b>FT1</b>
<b>1400 – 1500</b>	Designing for Effective Interactivity & Collaboration in a Virtual Space	Design Sprints: Ready, Set, Solve!	Reducing Inequity in Type 2 Diabetes Care	Value of Collaboration: Lessons from the Critical Care Pandemic Response	Healing, Safety, Choice & Control: Trauma-Informed Practice	Decolonizing Health Care & Improving Quality with Indigenous Teachings	Leveraging Technology to Improve Patient & Family Experience	Addressing Gaps in Care with Patients as Partners	Board & Executive Quality Learning Series (By Invitation Only)	Going Beyond the Call: Behind the Scenes at BC Emergency Health Services' Vancouver Dispatch Centre
<b>1500 – 1530</b>	Break									
<b>BREAKOUT C</b>	<b>W1</b>	<b>W2</b>	<b>C1</b>	<b>C2</b>	<b>C3</b>	<b>C4</b>	<b>C5</b>	<b>C6</b>	<b>BEQLS</b>	
<b>1530 – 1630</b>	(continued)	(continued)	Going Beyond the Plate: Envisioning Food as a Therapeutic Intervention in Health Care	Canines for Care: Saving Lives One Sniff at a Time	Kaa-wiichitoyaaahk: "We Take Care of Each Other"	Starting Important Conversations for End-of-Life Care	Using Patient Outcome Data to Drive Improvement	Advancing Improvements in Primary Care	(continued)	
<b>1630 – 1800</b>	<b>STORYBOARD RECEPTION</b>									

# MAIN FORUM DAY 2 | June 2

<b>0700 – 0800</b>	Registration & Breakfast									
<b>0800 – 0900</b>	TERRITORIAL WELCOME PLENARY PRESENTATION   COURTNEY HOWARD									
<b>0900 – 0915</b>	Transition									
<b>BREAKOUT D</b>	<b>W3</b>	<b>W4</b>	<b>D1</b>	<b>D2</b>	<b>D3</b>	<b>D4</b>	<b>D5</b>	<b>D6</b>	<b>R2</b>	<b>FT2</b>
<b>0915 – 1015</b>	Exploring Diversity, Equity & Inclusion: A Foundations Workshop	Launching a Successful Improvement Project	Rural Personal Health Records Project: A Community Affair	Achieving Zero Suicide: Identifying & Caring for People at Risk for Suicide	Climate Change & Its Impact on Seasonal Readiness Planning	Increasing Compassion, Decreasing Barriers for Pregnant or Parenting People	Building Relationships to Improve Care for Indigenous Patients & Communities	Best Practices & Beyond in Infection Prevention & Control	Get Moving & Learn to Defend Yourself: A Personal Safety Lesson with the VPD	Behind the Scenes with the Vancouver Symphony Orchestra
<b>1015 – 1045</b>	Break									
<b>BREAKOUT E</b>	<b>W3</b>	<b>W4</b>	<b>E1</b>	<b>E2</b>	<b>E3</b>	<b>E4</b>	<b>E5</b>	<b>E6</b>	<b>R3</b>	
<b>1045 – 1145</b>	(continued)	(continued)	Remembering Keegan: A BC First Nations Case Study Reflection	A Provincial Approach to Accelerating Team-Based Primary Care	Adopt, Adapt, Abandon: What Can We Learn About QI from the COVID-19 Response?	Strategies for High-Quality, Sustainable Surgical Care	Let's Get Digital! Changing the Game in Health Information Management	Lessons from the Field: Navigating the Impacts of Climate Change on Health Service Delivery	Mindfulness & Art: Exploring the Zentangle Drawing Method	
<b>1145 – 1245</b>	Lunch									
<b>BREAKOUT F</b>	<b>W5</b>	<b>W6</b>	<b>F1</b>	<b>F2</b>	<b>F3</b>	<b>F4</b>	<b>F5</b>	<b>F6</b>	<b>R4</b>	<b>FT3</b>
<b>1245 – 1345</b>	Improving Health Care Together: Charting a Path Forward	BC Cultural Safety & Humility Standard: Setting the Bar for Your Organization	Examining Societal Consequences of the COVID-19 Pandemic	Working & Leading in Remote & Hybrid Environments	Value-Based Surgical Systems Redesign	Ensuring High-Quality Care for Persons Who Use Drugs	Caring for the Whole Person: Establishing Healthy Habits & Community Support	Rebooting Our Health System: Virtual Care Solutions in Action	Work Can Be a Pain: An Interactive Session on Workplace Ergonomics	Pandemic-Driven Innovation: An Inside Look at the Vancouver Coastal Health PPE Testing Lab
<b>1345 – 1415</b>	Break									
<b>BREAKOUT G</b>	<b>W5</b>	<b>W6</b>	<b>G1</b>	<b>G2</b>	<b>G3</b>	<b>G4</b>	<b>G5</b>	<b>G6</b>		
<b>1415 – 1515</b>	(continued)	(continued)	Coming Together to Address Health Care Staff & Provider Psychological Health & Safety	Remote Patient Monitoring: Current Innovations & Future Opportunities	How a Measurement System for Physician Quality Improvement Fits into the QI Landscape	Rising to the Challenge: Innovations in Training & Education	Working Together to Prevent & Manage Chronic Conditions	Delivering High-Quality Mental Health Services in Rural & Remote Communities		
<b>1515 – 1530</b>	Transition									
<b>1530 – 1630</b>	PLENARY PRESENTATION   CHIEF SHAWN "AH UP WA EEK" & HEATHER "YA'AK CHUMAT AXA" ATLEO TRADITIONAL CLOSING									

# Breakout Sessions

## Breakout A

### A1 Disrupting Stigma & Advancing Diversity, Equity & Inclusion Through Illustrated Storytelling

Illustrated storytelling is a design thinking approach used to understand and solve complex health system problems by creating vivid and compelling patient narratives. The UNITE initiative (UNderstanding each other TogEther), led by BC Mental Health and Substance Use Services (BCMHSUS), aims to disrupt stigma in mental health and substance use care through illustrated storytelling and dialogue. BCMHSUS and the Emily Carr University Health Design Lab collaborated to produce a three-part animated series featuring real-life stories from three individuals with lived experience of mental health complexities, substance use, and the criminal justice system. In this interactive session, participants will explore how illustrated storytelling can be applied in their settings to facilitate change management. We will share our research and design process, lessons learned, best practices for design thinking and storytelling in health care, evaluation strategy and findings and recommendations on how to utilize this approach to improve policies and practices, disrupt stigma, and advance diversity, equity and inclusion (DEI).

**Kathryn Proudfoot**  
BC Mental Health &  
Substance Use Services

**Victoria Maxwell**  
BC Mental Health &  
Substance Use Services

**Chris Lamoureux**  
BC Mental Health &  
Substance Use Services

**Caylee Raber**  
Emily Carr University of  
Art + Design

● FOCUS SESSION | GEORGIA B

### A2 Building Systemic Resilience: Operationalizing Rest & Recovery Before, During & After a Crisis

For more than a year into the pandemic, the importance of individual resilience was a common theme of discussion. However, now more than two years into the presumed “sprint” that has become an “ultra-marathon”, there is greater recognition of the need for robust systemic resilience. What might this look like? If one’s sphere of influence is at the organizational rather than systemic level, how might one still build resilience beyond the level of the individual? Drawing upon his operational experience over the past 20 years including his direct involvement in the Canadian Armed Forces pandemic response, BGen Malcolm will lead a discussion on meaningful improvements to build organizational/systemic resilience to improve preparedness for future crises.

**Brigadier-General  
Scott Malcolm**  
Canadian Armed Forces

● FOCUS SESSION | PLAZA AB

JUNE 1 | 1100 – 1200

### A3 Displaying Data to Drive Improvement

How we present data matters when it comes to the message we are hoping to impart on our audience. If our goal is to drive improvement, we need to present data in a way that supports testing changes and makes the variation visible. No need for computer skills, this non-technical session will focus on the display of data to spur meaningful action and to meet the needs of those leading improvement initiatives.

● FOCUS SESSION | OXFORD

#### Andrew Wray

BC Patient Safety & Quality Council

#### Ben Ridout

BC Patient Safety & Quality Council

### A4 A Roadmap to High-Quality Maternity Services in BC: The Maternity Services Strategy (MSS)

The Maternity Services Strategy (MSS) aims to stabilize, sustain and improve the safety and quality of maternal and newborn services for all across our province. To meet these goals, a three-year roadmap composed of 11 initiatives has been developed; this is the foundation of the MSS. Please join us to learn more about the MSS and discuss some of the projects underway.

● FOCUS SESSION | ENGLISH BAY

#### Ellen Giesbrecht

Perinatal Services BC

#### Robert Finch

Perinatal Services BC



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

# Breakout A

## A5 Healing & Learning: Envisioning a Restorative Approach to Respond to Harm

Health care is a complex socio-technical ecosystem which is characterized by uncertainty and unpredictability that can, and does, lead to unintended harm. We can think of “harm” in a broad context, including harm from adverse and unexpected events, harm from moral burnout and/or distress, harm from systemic racism, harm from not feeling “heard” or harm from not having needs met, among others. When harm does occur there are various administrative processes that can be utilized to address the harm but often those processes themselves compound the initial harm. In this session, we will explore the potential application of a restorative approach to addressing health care harm, which is an alternative, relational approach based upon the philosophical underpinnings of restorative justice that maximizes healing and learning. We will discuss how we might re-orient and re-imagine how we collectively heal and cultivate trust following harm, including taking the lessons learned from past harms to prevent future ones.

**Nelly Oelke**

University of British Columbia

**Allison Kooijman**

Patient Voices Network & University of British Columbia

**Meghann Brinoni**

Simon Fraser University

**Brenda Morrison**

Simon Fraser University

● **FOCUS SESSION** | GROUSE

## A6 More Than Pots & Pans: Supporting Staff & Provider Wellness | STREAMED LIVE

### 1. Building a Provincial Physician Peer Support Initiative

**Felicia Phan** | Doctors of BC

**Tom Rapanakis** | Doctors of BC

### 2. Disability Management BEFORE the Disability: Protecting Paramedics from Psychological Injury

**Katrina Scaife** | Provincial Health Services Authority

### 3. Psychological Personal Protective Equipment During COVID-19: The Patient Stories Project & Examining the Patients' Experience With Sharing Their Story

**Lara Gurney** | Vancouver Coastal Health

**Vincci Chung** | Vancouver Coastal Health

● **RAPID FIRE SESSION** | PLAZA C

## A7 Right Care, Right Place, Right Time

### 1. Getting to the Right Place: Implementation of Triage & Transportation Guidelines in Fraser Health

Jessica Jaiven | BC Emergency Health Services

Ole Olsen | BC Emergency Health Services

Wilson Wan | BC Emergency Health Services

Recep Gezer | Trauma Services BC



### 2. Order Set Implementation: Revisiting the Hierarchy of Effectiveness

Alison Steinbart | Island Health

Sarah Porter | Island Health

### 3. Providing the Right Care for the Right Patient: A Collaboration Between BCEHS & Urgent & Primary Care Centres

Jennie Helmer | BC Emergency Health Services

Nechelle Wall | BC Emergency Health Services

● RAPID FIRE SESSION | CYPRESS

## A8 Keeping Quality at the Forefront in Long-Term Care | STREAMED LIVE

### 1. Polypharmacy With a Twist: Reducing Medication Administration Time at Queens Park

Nick Petropolis | Fraser Health

### 2. Review of a Tool to Reduce Transfers of Long-Term Care Residents to Emergency Departments

Alison Andrews-Paul | Simon Fraser University

● RAPID FIRE SESSION | GEORGIA A

## R1 Experiencing a Piece of Indigenous Culture

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

Elder Syexwáliya /  
Ann Whonnock  
Squamish Nation

● RECHARGE SESSION | SEYMOUR

# Workshops & Field Trip

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## **W1 Designing for Effective Interactivity & Collaboration in a Virtual Space**

Facilitating and collaborating in a virtual space is now a required skillset in health care. In this introductory workshop, we will explore how to plan, design and deliver a virtual session that is purposeful, interactive and effective at achieving its intended purpose. Participants will discuss strategies and apply practical tools to increase knowledge and confidence to lead and engage with others in a virtual space.

● **TWO-HOUR WORKSHOP | GEORGIA B**

**Karen Bowen**  
EQ Development  
Group Ltd

**April Price**  
BC Patient Safety &  
Quality Council

**Colin O'Neill**  
BC Patient Safety &  
Quality Council

## **W2 Design Sprints: Ready, Set, Solve!**

On your mark... let's go! Join us in taking your design thinking skills to the races. A design sprint is a rapid, iterative process for solving complex challenges. This workshop will share the Coles Notes on design sprints, how to gauge when to use them and focus on some key tools that you can bring back to your change initiative that will accelerate you to action. You will not want to miss this workshop if you're interested in further honing your design thinking skills. Undoubtedly you will be inspired to try some new things by the end of the session!

● **TWO-HOUR WORKSHOP | OXFORD**

**Marlies van Dijk**  
Pivot Group

**Andrew Siu**  
Coast Capital Savings

## BEQLS Board & Executive Quality Learning Series (By Invitation Only)

This year's Board & Executive Quality Learning Series will focus on the unprecedented change and disruption our health care system has experienced, not just from the COVID-19 pandemic response, but also the continuing overdose crisis and devastating climate-related events such as wildfires, floods and heat domes. Even under normal conditions, health care staff and providers are known to be at high risk for anxiety, depression, burnout, moral distress and post-traumatic stress disorder. We know that in order to achieve the service recovery we desire, we require a purposeful strategy for people recovery as well.

**Jason Leitch**  
Scottish Government

**Devin Harris**  
BC Patient Safety &  
Quality Council

**Christina Krause**  
BC Patient Safety &  
Quality Council

During this session, we will talk about how we can address this critical challenge as it relates to the ability to deliver high-quality care. Participants will have the opportunity to hear from Jason Leitch, the National Clinical Director of the Scottish Government, who will share the actions that Scotland is taking on this issue. We will explore the evidence and best practice around the role of change management and quality improvement to support effective recovery. Time will also be spent building upon the outcomes of a recent provincial summit on staff and provider psychological health and wellness, with a specific focus on the role of board and senior executive team members.

● **TWO-HOUR WORKSHOP | ENGLISH BAY**

## FT1 Going Beyond the Call: Behind the Scenes at BC Emergency Health Services' Vancouver Dispatch Centre

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

● **FIELD TRIP**



This field trip  
departs from the lobby  
level (Melville Street  
entrance) at 1400 sharp!

# Breakout B

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## **B1 Reducing Inequity in Type 2 Diabetes Care**

There is emerging evidence that supports better management and prevention of type 2 diabetes. However, there is also a growing disparity in outcomes between mainstream population groups and underrepresented groups in our health care system. Often it is those that have the worst health outcomes that have inequitable access to prevention and management services. In this interactive session, we will focus on the equity limitations to current and emerging approaches to diabetes care. You will hear about the latest innovative and transformative approaches to type 2 diabetes prevention and management and will explore how we can support a more equitable approach to care.

● **FOCUS SESSION** | SEYMOUR

**Dhruv Pandey**  
University of Alberta

**Drona Rasali**  
BC Centre for  
Disease Control

## **B2 Value of Collaboration: Lessons From the Critical Care Pandemic Response**

The COVID-19 pandemic challenged traditional geographic boundaries and silos. By working together across the province, the critical care community was able to respond collectively to provide support where it was needed most. The pandemic also spurred new collaborations to facilitate rapid clinical sharing, which contributed to improved clinical outcomes. This session will explore lessons from the critical care response and opportunities to leverage provincial collaboration moving forward.

● **FOCUS SESSION** | GROUSE

**David Sweet**  
BC Patient Safety &  
Quality Council

**Hussein Kanji**  
BC Patient Safety &  
Quality Council

**Jolanta Piszczek**  
BC COVID Therapeutics  
Committee

## **B3 Healing, Safety, Choice & Control: Trauma-Informed Practice**

Trauma-informed practice is a strengths-based framework grounded in an understanding of and responsiveness to the impact of trauma. It emphasizes physical, psychological and emotional safety for everyone and creates opportunities for survivors to rebuild a sense of control and empowerment. In this session, we will explore how you can incorporate trauma-informed practice into your own practice to promote healing and support safety, choice and control.

● **FOCUS SESSION** | PLAZA AB

**Marika Sandrelli**  
Fraser Health

## **B4 Decolonizing Health Care & Improving Quality With Indigenous Teachings | STREAMED LIVE**

### **1. 7 Caring Teachings Model: Indigenous Teachings for Health Care Professionals to Support the Stages of Life**

**Gracie Kelly** | Chilliwack Division of Family Practice

### **2. A Community-Based Approach to Cultural Safety Education Through Reciprocity & Making**

**Caylee Raber** | Emily Carr University of Art + Design

### **3. A First Nations Perspective on Accreditation & Quality Improvement: Experience, Impacts & Lessons Learned**

**Erin Duncan** | Simpcw First Nation Health Program

**Pamela Naymark** | Indigenous Services Canada

**Parm Poonia** | First Nations Health Authority

#### **● RAPID FIRE SESSION | PLAZA C**

## **B5 Leveraging Technology to Improve Patient & Family Experience | STREAMED LIVE**

### **1. Use of Live Streamed Webcams to Improve Infant-Parent Bonding Experience in the Neonatal Intensive Care Unit at Richmond Hospital**

**Joanas Wong** | Vancouver Coastal Health

**Tamsin Morgana** | Vancouver Coastal Health

### **2. Using QR Codes for Quality Improvement in Emergency Department Discharge**

**Julie Lockington** | Vancouver Coastal Health

**Tina Cheng** | BC Patient Safety & Quality Council (Student Intern)

### **3. Utilization of Virtual Queue Management & Appointment Reminders at Vancouver Coastal Health**

**Joanas Wong** | Vancouver Coastal Health

**Tamsin Morgana** | Vancouver Coastal Health

#### **● RAPID FIRE SESSION | GEORGIA A**

## **B6 Addressing Gaps in Care With Patients as Partners**

### **1. Improving Chronic Disease Self-Management & Patient Experience in Hospitalized Congestive Heart Failure Patients**

**Barbara Drake** | Fraser Health

**Jennifer West** | Fraser Health

### **2. Optimizing the Patient Experience in Medical Travel**

**Jennifer Dahl** | BC Patient Safety & Quality Council (Student Intern)

### **3. Supporting Mental Health Challenges in Individuals Affected by Brain Tumours**

**Claire Snyman** | Two Steps Forward

#### **● RAPID FIRE SESSION | CYPRESS**

# Breakout C

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## **C1 Going Beyond the Plate: Envisioning Food as a Therapeutic Intervention in Health Care**

Food is an important determinant of health across the continuum of care, impacting the development, progression and recovery from illness and contributing to increasing demands on the health care system. It also underlies inequities in the community, through differences in access to healthy, nutritious and culturally relevant foods. Food systems are one of the main drivers of the climate and ecological crisis, responsible for approximately one third of global greenhouse gas emissions and significant pressures on land, water and biodiversity. To address this complex issue, a multi-disciplinary team was convened including members from the UBC Planetary Healthcare Lab, Vancouver Coastal Health (VCH) Public Health and Aboriginal Health, Business Initiatives and Support Services, clinical dietetics and Energy and Environmental Sustainability, with support from senior leadership at VCH. In partnership with Nourish Healthcare, a Canadian community of practice dedicated to leveraging the power of food in health care, the team has undertaken a transitions design process to restore food to the therapeutic paradigm, strategically working across silos to maximize social value creation. In this session, we will expand on the importance of food for individual and planetary health, describe how our team has been collectively reimagining the role of food in health care, and outline the interventions in development for the upcoming year at VCH.

**Andrea MacNeill**

Vancouver Coastal Health

**Annie Lalonde**

University of British  
Columbia

● **FOCUS SESSION** | PLAZA AB

## C2 Canines for Care: Saving Lives One Sniff at a Time

Canines for Care, Vancouver Coastal Health's Canine Scent Detection Program, is an evidence-based biomedical scent detection team, led by multidisciplinary experts and highly trained canines. For the past five years, our team has been promoting and protecting the safety of patients, staff, visitors and physicians by rapidly and non-invasively uncovering hidden reservoirs of C.difficile. This has supported infection prevention, education and reduction at acute health care settings across the country. Most recently, by building on these strong foundations, we've been exploring canine scent detection for new and emerging pathogens including COVID-19 odour detection. Given the impact of the pandemic, restarting social activity requires systematic and innovative approaches to ensure public safety, support the safe re-opening of the economy and make Canada more resilient to possible future surges of COVID-19. As our program expands, our "why" continues to be focused on detecting unseen threats to human health by using canine scenting superpowers so we can keep our communities healthy. We are excited to share our program's recent advancements in bio-medical scent detection, lessons learned and next steps.

● FOCUS SESSION | SEYMOUR

**Marthe Charles**

Vancouver Coastal Health

**Teresa Zurberg**

Vancouver Coastal Health

## C3 Kaa-wiichihitoyaahk: "We Take Care of Each Other"

What does cultural wellness mean to you? This session will provide an overview of the rich history and unique identity of the Métis people and culture within BC as well as their experiences in the BC health care system. Through sharing and interactive discussions around the principles of Kaa-wiichihitoyaahk: "We take care of each other", participants will be able to identify personal actions to help advance reconciliation in the BC health care system in the context of Métis cultural wellness.

● FOCUS SESSION | GROUSE

**Don Corrigan**

Métis Nation BC

# Breakout C

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## C4 Starting Important Conversations for End-of-Life Care

### 1. Outcomes & Learnings from Implementing Community-Led Advance Care Planning Programs for People Living with Dementia & Family/Friend Caregivers

**Pam Martin** | BC Centre for Palliative Care

### 2. Paramedics & Palliative Care Keeping Patients at Home: A Collaboration Between BCEHS & Home & Community Care

**Jennie Helmer** | BC Emergency Health Services

**Michelle Brittain** | BC Emergency Health Services

### 3. Serious Illness Conversations With Structurally Vulnerable Patients: An Innovative New Guide & Teaching Tool

**Wallace Robinson** | Providence Health Care

**Wendy Stevens** | Vancouver Coastal Health

● **RAPID FIRE SESSION** | CYPRESS

## C5 Using Patient Outcome Data to Drive Improvement | STREAMED LIVE

### 1. Measuring Performance to Save Lives: BCEHS Cardiac Arrest Report 2019/20

**Nechelle Wall** | BC Emergency Health Services

### 2. Patient-Centred Care for Patients With Complex Medical Needs: The Role of Patient-Reported Outcome Measures

**Falla Jin** | BC Children's Hospital Research Institute

**Soojin Kim** | BC Children's Hospital & University of British Columbia

### 3. The Early Symptom Indicators for Cancer Care: Achieving Clinical Results

**Antony Porcino** | BC Cancer

**Michael McKenzie** | BC Cancer

● **RAPID FIRE SESSION** | PLAZA C

**C6 Advancing Improvements in Primary Care** |  **STREAMED LIVE**

**1. “Post-COVID-19 Recovery Care Pathway”: From Community to a Post-COVID-19 Recovery Clinic**

**Michelle Malbeuf** | Providence Health Care

**Raveena Garcha** | Providence Health Care

**2. Reducing Weight Bias in a Team-Based Primary Care Clinic**

**Omowumi Iyaoromi** | Northern Health

**3. Reimagining Primary Care in Rural Communities for Unattached Patients**

**Erin Fazzino** | Interior Health

**Mona Mattei** | Kootenay Boundary Division of Family Practice / Prima Health Cooperative

**Tanya Peever** | Kootenay Boundary Health Online Clinic / Prima Health Cooperative

 **RAPID FIRE SESSION** | **GEORGIA A**

# Workshops & Field Trip

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## W3 Exploring Diversity, Equity & Inclusion: A Foundations Workshop

This interactive workshop is designed for individuals who are relatively new to the field of diversity, equity and inclusion. We will explore concepts relating to identity, privilege and power, intersectionality, unconscious bias and allyship. Specifically, this workshop will focus on identity, privilege and power and will provide participants a safe and welcoming space to learn and share. Participants will come away with an understanding of how they can personally contribute to equity in the workplace.

**Sherilyn Trompetter**  
MT Consulting Group

**Sky McLaughlin**  
MT Consulting Group

● TWO-HOUR WORKSHOP | GROUSE

## W4 Launching a Successful Improvement Project

So you've identified an opportunity to improve, and have decided that you're ready to get going – but where do you start? This workshop will walk through the fundamentals of starting an improvement initiative and charting a course to lasting changes. Filled with practical tips and tricks, you'll explore critical success factors for starting your project off on the right foot.

**Andrew Wray**  
BC Patient Safety &  
Quality Council

● TWO-HOUR WORKSHOP | PLAZA AB

## FT2 Behind the Scenes With the Vancouver Symphony Orchestra

Musicians make magic when they work together. They learn to be responsive and listen to others through practice and coaching on the technical and artistic aspects of their craft to achieve individual and group excellence.

The GRAMMY and JUNO Award-winning Vancouver Symphony Orchestra (VSO) was founded in 1919 and has since become the largest performing arts organization in Western Canada and one of the few orchestras in the world to have its own music school. They present passionate, high-quality live performances of classical, popular and culturally diverse music to create meaningful engagement with audiences.

We have a special opportunity to go behind the scenes with the VSO at the Orpheum to discover what it takes for the musicians, conductors and members of the production team to prepare for a world-class concert. We will speak with two musicians and watch the dress rehearsal for the concert that evening with James Ehnes – one of the most sought-after violinists on the international stage! Let's discover together what can be borrowed for the world of health care to foster teamwork and excellence.

● **FIELD TRIP**



This field trip  
departs from the  
lobby level (Melville  
Street entrance) at  
0915 sharp!

# Breakout D

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## D1 Rural Personal Health Records Project: A Community Affair

The rural Personal Health Record (rPHR) is envisioned as a holistic and integrated electronic health system for rural persons, and those who support them, to access their health information to manage their health and wellness. In this interactive session, we will explore how a community engagement approach, including a community “design lab”, formed the basis for the first implementation of an rPHR in Valemount, BC. The critical elements of a rPHR will be discussed, as well as the engagement strategy used to help ensure the rPHR development process is driven by communities. We will also discuss the importance of engaging with health care providers so that a rPHR enhances the provision of care in terms of workflow, communication, confidentiality and data safety and security.

● **FOCUS SESSION** | ENGLISH BAY

**Jess Rothenburger**

Rural Coordination Centre of BC

**Anthony Meyer**

Rural Coordination Centre of BC

**Hollie Blanchette**

Village of Valemount

**Brigitte Mettler**

Rural Coordination Centre of BC

**Nicole Ebert**

Rural Coordination Centre of BC

**Olivia Cheng**

Rural Coordination Centre of BC

## D2 Achieving Zero Suicide: Identifying & Caring for People at Risk for Suicide

Zero Suicide is a quality improvement model that transforms system-wide suicide prevention and care to save lives. Zero Suicide is several things: an aspirational goal designed to catalyze transformational change, a suicide care model with specific practices for health systems to employ and a movement seeking to make health care settings safer and more compassionate for people experiencing suicidal thoughts and urges. In this session, we will learn more about this new approach, discuss local learning around implementation and explore opportunities for each of us to take action on this critical issue in our respective roles.

● **FOCUS SESSION** | OXFORD

**Jonny Morris**

Canadian Mental Health Association (BC Division)

**Allison Muniak**

Vancouver Coastal Health

**JJ Sidhu**

Vancouver Coastal Health

### **D3 Climate Change & Its Impact on Seasonal Readiness Planning**

Each season brings with it its own challenges for the health system, whether it be the traditional flu season, forest fires or injury prevention in the winter. The planning that occurs in preparation for these seasonal challenges is critical for the provision of quality care during these times. Climate change is bringing new challenges to this planning, with the increasing frequency and severity of events such as fires, floods and most recently, heat domes. In this interactive session, we will explore how we can best prepare for the changing environment and its impact on quality of care.

**Nicole Quilty**  
Fraser Health

**Scott Blessin**  
Health Emergency Management  
British Columbia

**Suzanne Fox**  
Fraser Health

● **FOCUS SESSION** | GEORGIA B

# Breakout D

## D4 Increasing Compassion, Decreasing Barriers for Pregnant or Parenting People | STREAMED LIVE

### 1. Blueprint for Perinatal Substance Use Continuum of Care in British Columbia

Pamela Joshi | BC Women's Hospital + Health Centre

### 2. Increasing Vaginal Birth Rate (VBR) in Nulliparous Women with Singleton, Vertex, Term Pregnancies

Brenda Tan | Vancouver Coastal Health

### 3. Improving the Quality of Care for Patients Experiencing Perinatal Loss at BC Women's Hospital + Health Centre

AJ Murray | BC Women's Hospital + Health Centre

Lana Sullivan | BC Women's Hospital + Health Centre



● RAPID FIRE SESSION | GEORGIA A

## D5 Building Relationships to Improve Care for Indigenous Patients & Communities | STREAMED LIVE

### 1. Continuing the Story: How a Culturally Safe Person- & Family-Centered Approach Impacts Quality of Care

Cathy Almost | BC Patient Safety & Quality Council

Lee Cameron | Northern Health

Linda Nelson | Patient Voices Network

### 2. Kílala Lelum Health Centre COVID-19 Vaccination Quality Improvement Initiative: "No One Left Behind"

Wajid Khan | Kílala Lelum (Urban Indigenous Health & Healing Cooperative)

### 3. Kwiis-hen-niip (Change): Co-Designing & Implementing Community-Driven First Responder Care Improvements in Remote Indigenous Communities

Alex Kent | Simon Fraser University

Nicole Malcomson | Nuu-chah-nulth Tribal Council

● RAPID FIRE SESSION | PLAZA C

## D6 Best Practices & Beyond in Infection Prevention & Control

### 1. Dialysis Drain Maintenance at the Peritoneal Dialysis Unit in St. Paul's Hospital

**Ben Nehra** | Providence Health Care  
**Ramses Prado Mares** | Providence Health Care

### 2. Infection Control, Occupational & Public Health Measures to Protect Health Care Workers From COVID-19

**Jennifer Grant** | Vancouver Coastal Health

### 3. Reducing MRSA Transmission in the Family Birthing Unit: Our Two-Year Journey

**Grace Choi** | Fraser Health  
**Jacky Hin Cheung Wu** | Fraser Health

#### ● RAPID FIRE SESSION | CYPRESS

## R2 Get Moving & Learn to Defend Yourself: A Personal Safety Lesson With the Vancouver Police Department

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!

All genders are welcome. You are encouraged to wear something you feel comfortable moving around in. Actions may include standing, kneeling and/or lying down.

**Kerry-Anne Horgan**  
Vancouver Police Department

#### ● RECHARGE SESSION | KENSINGTON

# Breakout E

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## E1 Remembering Keegan: A BC First Nations Case Study Reflection

Keegan Combes of Skwah First Nation was 29 years old, he was a high school graduate, Grade 10 pianist and chess champion who was loved by many. Keegan passed away on September 26, 2015 from a delayed diagnosis following an accidental poisoning. Remembering Keegan: A BC First Nations Case Study Reflection was publicly released and gifted in ceremony on Keegan's birthday, February 21, 2022. This case study reflection is an ongoing gift from Keegan to leaders of the BC health system. For so long, First Nations truths and experiences of racism in BC's health system have been unacknowledged, dismissed and silenced. Storytelling is a traditional method used to teach about cultural beliefs, values, customs, rituals, history, practices, relationships and ways of life. First Nations storytelling is a foundation for holistic learning, relationship building and experiential learning.

● **FOCUS SESSION** | ENGLISH BAY

## E2 A Provincial Approach to Accelerating Team-Based Primary Care

The advancement of team-based care in primary care that has been underway across BC is a promising opportunity to re-design care to improve access and overall quality. This session will bring together key provincial partners to share innovative ideas and strategies to deliver primary care services in a new way. Learn about what this work looks like in BC and explore how the concept of team-based care might look like and benefit your area of work.

● **FOCUS SESSION** | GEORGIA B

**Dallas Smith**  
BC Patient Safety &  
Quality Council

**Erin Lutz**  
Doctors of BC

**Kelly Giesbrecht**  
BC Patient Safety &  
Quality Council

**Lara McLachlan**  
BC Patient Safety &  
Quality Council

**Sarah Fletcher**  
University of British  
Columbia

### **E3 Adopt, Adapt, Abandon: What Can We Learn About QI from the COVID-19 Response?**

As we transition from pandemic response to pandemic recovery, it is important that we take the time to reflect on the lessons learned over the last two years when it comes to driving change and improving quality. We know there were pockets of rapid innovation and effective quality improvement in action as a result of the COVID-19 response, however, we also have examples of implementing changes that resulted in consequences elsewhere in the system. This purely interactive session will focus on identifying those things we want to keep, where we can improve upon progress made and what we might want to leave behind as we move forward into this next phase.

**Christina Krause**  
BC Patient Safety &  
Quality Council

**David Sweet**  
BC Patient Safety &  
Quality Council

● **FOCUS SESSION** | OXFORD

### **E4 Strategies for High-Quality, Sustainable Surgical Care**

#### **1. Gynecologic Surgical Outcomes**

**Kailey Somerville** | BC Women's Hospital + Health Centre

#### **2. Quality in Low Volume Surgical Programs: A Powerful Enabler of Sustainability**

**Nancy Humber** | Rural Coordination Center of BC

**Tom Skinner** | Rural Coordination Centre of BC

#### **3. Surgical Patient Prehabilitation at the University Hospital of Northern British Columbia**

**Alym Abdulla** | University Hospital of Northern British Columbia

**Nicole Dron** | University Hospital of Northern British Columbia

● **RAPID FIRE SESSION** | CYPRESS

# Breakout E

## E5 Let's Get Digital! Changing the Game in Health Information Management | STREAMED LIVE

**1. IMMSBC: BC's COVID-19 Vaccine Management Digital Health Solution Through a Quality Lens**  
May Tuason | Provincial Health Services Authority

### 2. Making Great Governance

Jeb Dykema | Vancouver Coastal Health

### 3. Prototyping an End-to-End Platform for Genomic Care to Meet the Needs of Both Patients & Providers

Frannie MacKenzie | Women's Health Research Institute

Julia Handra | BC Women's Hospital + Health Centre

Shani Norte Tangkhpanya | BC Women's Hospital + Health Centre

● RAPID FIRE SESSION | GEORGIA A

## E6 Lessons from the Field: Navigating the Impacts of Climate Change on Health Service Delivery | STREAMED LIVE

### 1. CCEDARR: Enhancing Rural Community Resiliency to Climate Change & Ecosystem Disruption

Anna de Waal | University of British Columbia

Stefan Grzybowski | University of British Columbia

### 2. Wildfire Evacuations 2021: Moving 800+ Long-Term Care & Assisted Living Residents Across Three BC Health Authorities & Back Again

Brent Hobbs | Interior Health

Diana Peters | Interior Health

Michelle Smith | Interior Health

### 3. Wildfire Emergency Response Prompts Collaborative Planning

Chelsea Brookes | Thompson Region Division of Family Practice

Graham Dodd | Thompson Region Division of Family Practice

Rhonda Eden | Thompson Region Division of Family Practice

● RAPID FIRE SESSION | PLAZA C

### **R3 Mindfulness & Art: Exploring the Zentangle Drawing Method**

Are you curious about mindfulness and exploring your creative side? Did you know that you may be able to reduce your stress and anxiety by making repetitive patterns and shapes? The Zentangle drawing method is a prescribed way of drawing that may help you achieve a state of “flow”. Many participants have claimed that after a class they have experienced a sense of ease and relaxation.

Join us for a one-hour class led by Michelle Man, who will share how she has turned to small format art during these extraordinary times for healing and creative expression. The session will include a guided breath meditation, an art demonstration and a chance to win some Zentangle prize packs.

All are welcome, no expertise needed. Drawing templates and supplies provided.

**Michelle Man**  
BC Children’s  
Hospital

● **RECHARGE SESSION** | SEYMOUR

# Workshops & Field Trip

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## W5 Improving Health Care Together: Charting a Path Forward

The world has changed forever for everyone. Health care is challenged with evolving to meet the needs of British Columbians. What does that mean for how we involve the public in health care improvements? How can we learn from each other to create a health care system that works for all? If you are brimming with ideas and are passionate about seeking ways to work better together, this workshop is for you!

The session will be co-facilitated with health care – patient partner teams and will tap into our collective experience and shared goals to explore how, in this difficult and complex environment, we can create a path forward. We will spend time learning from each other through case studies and engage in conversation and thought-provoking commentary that challenges all to be forward-thinking.

● **TWO-HOUR WORKSHOP | GROUSE**

**Jami Brown**

BC Patient Safety &  
Quality Council

**Jana Buhlmann**

Patient Voices Network

## W6 BC Cultural Safety & Humility Standard: Setting the Bar for Your Organization

Widespread and systemic racism, stereotyping and discrimination against Indigenous peoples in the BC health system have resulted in a range of negative impacts, up to and including, harm and even death. Developed by a First Nations-led Technical Committee, the BC Cultural Safety and Humility organizational standard is the first of its kind in Canada. It outlines the responsibilities of health organizations to establish a culture of anti-racism and cultural safety and humility to better respond to the health and wellness priorities of Indigenous People. The standard is aligned with recommendation eight of the In Plain Sight report. In this workshop, you'll join the Technical Committee co-chairs to dive into the standard and hear how your colleagues are planning to apply it in practice so you can identify how to align your work to the standard and contribute to eradicating Indigenous-specific racism in your organization. Take action now, personally and in your workplace, to save lives.

● **TWO-HOUR WORKSHOP | GEORGIA B**

**Nel Wieman**

First Nations Health  
Authority & Cultural  
Safety & Humility Standard  
Technical Committee

**Elder Gerry Oleman**

Cultural Safety & Humility  
Standard Technical  
Committee

### **FT3 Pandemic-Driven Innovation: An Inside Look at the Vancouver Coastal Health Personal Protective Equipment Testing Lab**

Western Canada's first accredited personal protective equipment (PPE) lab is a pandemic-driven innovation by Vancouver Coastal Health (VCH), with support from the Ministry of Health and the Provincial Health Services Authority (PHSA) to help protect health care workers, patients and frontline workers from COVID-19. At the onset of the COVID-19 pandemic, there was an increased demand for PPE around the world and it severely disrupted global supply chains. British Columbia faced challenges acquiring all types of PPE. At the same time, there were only a few labs located in North America that could test and validate PPE supplies for use in a medical setting and they were based in the United States. With increased demand for their services, there had been a two-month turnaround to confirm compliance with Canadian or international standards. VCH recognized the need for a local lab that could test and validate the efficacy of PPE to provide assurance to health care workers and patients in the province and a vision came to light.

Mobilizing a multi-disciplinary team across several organizations, VCH's PPE Testing Laboratory was completed in June 2020 and accredited in October 2020. Initially, the lab's mandate was to ensure the safety of health care workers and patients by providing testing for priority pieces of PPE, such as N95 respirators. The PPE Testing Lab now offers tests for gowns (such as fluid resistance and hydrostatic pressure) and surgical masks (such as flammability and synthetic blood resistance) and is available to any Canadian organization.

Join members of the VCH PPE Testing Lab team as they take us on a tour of the lab, provide a PPE test demonstration and share their experiences of bringing together a multi-disciplinary team to respond to an urgent need under such incredible circumstances.

● **FIELD TRIP**



This field trip  
departs from the  
lobby level (Melville  
Street entrance) at  
1245 sharp!

# Breakout F

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## F1 Examining Societal Consequences of the COVID-19 Pandemic

Measures implemented to slow the spread of COVID-19 and prevent severe outcomes and deaths also had an impact on individuals' physical, mental, emotional and spiritual health and wellness, as well as the health care system, environment and economy. The BC Centre for Disease Control and the Office of the Provincial Health Officer have been working to understand how COVID-19 response measures have affected individuals and communities in British Columbia. The Examining Societal Consequences of the COVID-19 Pandemic project looks to identify and monitor societal consequences of the COVID-19 pandemic and advise on how to support British Columbians through the recovery and after the pandemic. Join us to hear more about this project and explore what has been learned so far.

● FOCUS SESSION | OXFORD

**Reka Gustafson**

Provincial Health Services  
Authority

## F2 Working & Leading in Remote & Hybrid Environments

At the outset of the pandemic, many co-located teams were suddenly launched into working remotely. This experience showed people the benefits and challenges with remote work and has changed the landscape for how teams expect to work in the future. This panel discussion will focus on the way different organizations have supported remote, in-person and hybrid staff to function effectively, achieve results and work as a team.

● FOCUS SESSION | PLAZA AB

**Andrew Wray**  
(Moderator)

BC Patient Safety &  
Quality Council

**Dave Keen**

Fraser Health

**Kim Williams**

Rural Coordination  
Centre of BC

**Katharine Casey**

Island Health

### F3 Value-Based Surgical Systems Redesign

Improving surgical care requires a focus on all of dimensions of quality. This session will illustrate how Vancouver Coastal Health has adapted value-based health care principles, including the creation of Integrated Practice Units, to support local teams to monitor their own performance and take steps to improve the quality and value of surgical care.

● FOCUS SESSION | ENGLISH BAY

**Morad Hameed**  
Vancouver Coastal  
Health

**Arianna Cruz Segura**  
Vancouver Coastal  
Health

### F4 Ensuring High-Quality Care for Persons Who Use Drugs

#### 1. Initiation of a Suboxone® (buprenorphine/naloxone) Program in Rural Emergency Departments

Leslie Lappalainen | Interior Health

#### 2. Partial Oral Antibiotic Therapy for Serious Infections in Persons Who Inject Drugs on the Urban Health & Infection Unit

Adrianna Gunton | University of British Columbia

#### 3. The Intersection of Cognitive Bias & Failure to Rescue in Acute Care Patients

Camille Ciarniello | Providence Health Care

Nardia Strydom | Providence Health Care

● RAPID FIRE SESSION | CYPRESS

# Breakout F

## F5 Caring for the Whole Person: Establishing Healthy Habits & Community Support | STREAMED LIVE

### 1. The Need for Social Prescription in BC

Matthew Leung | Beyond The Conversation

### 2. Appetite to Play: Building Capacity of Early Years Providers to Promote Healthy Eating & Physical Activity

Sana Fakhri | Child Health BC



### 3. Spirit of Healthy Kids BC Quality Awards

Breanne Frenkel | Northern Health

Lindsay Seegmiller | Northern Health

● RAPID FIRE SESSION | GEORGIA A

## F6 Rebooting Our Health System: Virtual Care Solutions in Action | STREAMED LIVE

### 1. Remote Patient Monitoring (RPM): BC Cancer Victoria Proof of Concept Implementation of RPM to Improve Care & Patient Experience

Annie Chen | Provincial Health Services Authority

Mehdi Dibaji | Provincial Health Services Authority

Sunny Vafi | Provincial Health Services Authority

### 2. Transforming Care With Access to Virtual Interpreters

Kevin Waldorf | Vancouver Coastal Health

### 3. Virtual Hospital for Providing Acute Care to Long-Term Care Clients

Anna Cosslett | Fraser Health

● RAPID FIRE SESSION | PLAZA C

## **R4 Work Can Be a Pain: An Interactive Session on Workplace Ergonomics**

Feeling sore from work? Capilano University's School of Kinesiology will be hosting an interactive session on workplace ergonomics to relieve those pains! You'll learn about poor workplace set ups and the consequences of harmful postures. We'll then walk through an ergonomic assessment and provide suggestions for positive changes, including some simple exercises to alleviate common musculoskeletal conditions. This session does not require significant mobility and is open to all.

Movement is not necessary. Attendees will have the option of trying out the physical exercises.

**Brendan Carrigan**  
Capilano University

**Carey Simpson**  
Capilano University

**Jerome Genz**  
Capilano University

● **RECHARGE SESSION** | SEYMOUR

# Breakout G

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## **G1 Coming Together to Address Health Care Staff & Provider Psychological Health & Safety**

The last two years have brought unprecedented change and disruption to our health care system. From responding to the pandemic and continuing overdose crisis, to climate-related events such as devastating wildfires, floods and heat domes. Even under normal conditions, health care staff and providers are known to be at high risk for anxiety, depression, burnout, moral distress and post-traumatic stress disorder. We know that in order to achieve the service recovery we desire, we require a purposeful strategy for people recovery as well. During this session, we will share results from a recent provincial summit that brought together key partners from across BC to explore collective strategies for working together to support health care staff and provider psychological health and safety. Building upon the outcomes from the provincial summit, we will seek your input in creating a provincial strategy for moving forward on this critical issue.

● **FOCUS SESSION** | PLAZA AB

**Christina Krause**  
BC Patient Safety &  
Quality Council

**Victoria Schmid**  
SWITCH BC

## **G2 Remote Patient Monitoring: Current Innovations & Future Opportunities**

Remote Patient Monitoring (RPM) is a method of health care delivery that utilizes digital and virtual technology to gather health and biometric data from patients outside of traditional health care settings. The use of RPM supports a vision for the future where patients are active participants in their health care. In this session, we will discuss the origins of RPM in British Columbia, as well as advancements in use cases resulting from the COVID-19 pandemic. Join us as we spotlight successful implementations of RPM technology within the Provincial Health Services Authority and Island Health that have played a key role in monitoring patient health and supporting prevention and wellness efforts.

● **FOCUS SESSION** | ENGLISH BAY

**Arlene Singh**  
Provincial Health Services  
Authority

**Vanessa Wright**  
Island Health

### G3 How a Measurement System for Physician Quality Improvement Fits Into the QI Landscape

Quality improvement requires a judgement-free culture of learning, discovery and change. Join us to find out what the collaboration between Doctors of BC, the Ministry of Health and BC’s health authorities to develop a Measurement System for Physician Quality Improvement (MSPQI) is all about. We will discuss how this system will enable physicians to access confidential and personalized quality measures information aimed at improving patient care and the physician experience. Physicians, health authorities and the Ministry of Health will also be able to use MSPQI to assess and improve overall health system performance and demonstrate the value of health services.

**Sean Ebert**

MSPQI Acute & Emergency Care Quality Measures Group

**Pierre Guy**

MSPQI Surgical & Procedural Care Quality Measures Group

**Devin Harris**

MSPQI Steering Committee

**Sam Bugis**

MSPQI Steering Committee

● FOCUS SESSION | OXFORD

### G4 Rising to the Challenge: Innovations in Training & Education | STREAMED LIVE

**1. Connecting the Caring to Education: A Blended Learning Approach to Extracorporeal Life Support Specialist Training**

**Simmie Kalan** | Vancouver Coastal Health

**2. Innovative Critical Care Training Pathway Strategically Addresses Nursing Shortages**

**Alana Larkin Grant** | Fraser Health

**3. Vancouver Island COVID-19 Long-Term Care Simulation Project**

**Darin Abbey** | Island Health

**Jae Yon Jones** | Island Health

● RAPID FIRE SESSION | GEORGIA A

# Breakout G

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## G5 Working Together to Prevent & Manage Chronic Conditions

### 1. Preventing Diabetic Foot Amputations Through Total Contact Casting in Nanaimo, BC

Grace Boutilier | Island Health



### 2. Improving Chronic Disease Care in Northern BC: Quality Improvement Through Implementation & Sustainability of the COPD Program in Fort St. James

Anthon Meyer | Rural Coordination Centre of BC

Shannon Freeman | University of Northern British Columbia

### 3. Promoting Health Literacy & Self-Management of Chronic Conditions With Rural Populations in Fraser Health

Julissa Goodnough | Fraser Health

● RAPID FIRE SESSION | CYPRESS

**G6 Delivering High-Quality Mental Health Services in Rural & Remote Communities** |  STREAMED LIVE

**1. Compass Connections: Case-Based Learning**

**Barby Skaling** | Carrier Sekani Family Services

**Catherine Weilmeier** | Carrier Sekani Family Services

**Jennifer Russel** | BC Children's Hospital

**2. Development of a Virtual Child & Youth Psychiatry Consultation Service for Rural & Remote Emergency Departments in Northern British Columbia, Canada**

**Angela Olsen** | Child Health BC

**Jennifer Begg** | Northern Health

**3. Inspired by the Residential School Crisis: A Call to Action for Mental Health Professionals**

**Marilyn Thorpe** | Island Health

● **RAPID FIRE SESSION** | PLAZA C

# Storyboard Reception

**JUNE 1 | 1630 – 1800**

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

You will find storyboards numbered 1 – 47 on the second floor and storyboards numbered 48 – 95 on the third floor. See pages 65 – 71 for a complete listing, sorted alphabetically by last name of presenter.

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

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

Storyboards will be on display throughout the Georgia and Regency Foyers on the second and third floors.



# Storyboard Listing

JUNE 1 & 2

## FIND STORYBOARDS 1 – 47 IN THE GEORGIA FOYER (SECOND FLOOR)

<b>1. Optimizing Crystalloid Resuscitation of Shock in the Emergency &amp; Critical Care Departments: An Update</b>	<b>Stephanie Alexis</b> University of British Columbia
<b>2. The Patients' Experience With Cochlear Implant Remote Mapping Between St. Paul's &amp; Royal Jubilee Hospitals</b>	<b>Darren Barnfield</b> St. Paul's Hospital
<b>3. Transparent Blood Inventory: Supporting Planning &amp; Informed Decision Making in Blood Shortage Situations</b>	<b>Aimee Beauchamp</b> BC Provincial Blood Coordinating Office
<b>4. Door to Factor: The Crimson Hour</b>	<b>Michelle Bech</b> Providence Health Care
<b>5. Building Patient-Oriented Research Capacity Among Clinicians in the BC Cancer Practice-Based Research Challenge</b>	<b>Scott Beck</b> BC Cancer
<b>6. Supporting People Experiencing Bereavement in British Columbia: A Provincial Evidence-Informed Approach</b>	<b>Joshua Black</b> BC Centre for Palliative Care
<b>7. Reduce Admissions to Emergency Room of Suicidal &amp; Self-Harming Youth by Improved Discharge Safety Planning</b>	<b>Rachelle Bouffard</b> Island Health
<b>8. Simulated Learning Environments for Video Consultations: A Toolkit for Educators Supporting Staff Virtual Care Competency Development</b>	<b>Christy Boyce</b> Fraser Health
<b>9. Addressing Indigenous-Specific Racism Through Regulatory Policy: Key Learnings from CPSBC &amp; BCCNM's Standard Development &amp; Consultation Process</b>	<b>Lindsay Brazeau</b> College of Physicians & Surgeons of BC
<b>10. COVID-19 Diagnostic Testing: The Role of Accreditation in Collection &amp; Testing Sites in the Province of British Columbia</b>	<b>Elsie Chan</b> College of Physicians & Surgeons of BC

<b>11. Barriers to Health Care Providers' Adherence to Infection Prevention &amp; Control Practices in British Columbia During the COVID-19 Pandemic</b>	<b>Brooke Cheng</b> University of British Columbia
<b>12. Preventing Post-Operative Atrial Fibrillation (POAF) in Cardiac Surgery Patients</b>	<b>Allison Chiu</b> Vancouver Coastal Health
<b>13. Creation of a Real-Time Audit Tool for a Regional QI Framework</b>	<b>Karen Chiu</b> Fraser Health
<b>14. Implementing New Care Pathways: Using Best Available Evidence to Improve Diagnosis Timelines for Children With Cerebral Palsy in BC</b>	<b>Mor Cohen Eilig</b> BC Children's Hospital
<b>15. Reduction in Length of Stay for Infants Less Than 60 Days Old With a Urinary Tract Infection to Less Than Five Days Over 12 Months</b>	<b>Tinta Deasy</b> BC Children's Hospital
<b>16. Improving the Coordination of Care for People Living With Dementia</b>	<b>Miranda Defer</b> Providence Health Care
<b>17. A Nurse Key Worker for BC Children's Hospital Complex Care Program</b>	<b>Tessa Diaczun</b> BC Children's Hospital
<b>18. Characterizing the Impact of Pharmacist's Consultation Notes on Health Care Decisions</b>	<b>Nicole Domanski</b> University of British Columbia
<b>19. Listening First: Supporting Patients With Advanced Heart Failure</b>	<b>Daisy Dulay</b> Doctors of BC
<b>20. "Dear HEiDi": Callers' Utilization of Health Services After Virtual Physician Referral by 811 Nurses</b>	<b>Ross Duncan</b> Michael Smith Health Research BC
<b>21. Transitioning to Primary Angioplasty for the Treatment of Acute Myocardial Infarction Patients at Two Regional Referral Centres</b>	<b>Chad Dyck</b> Interior Health
<b>22. Improving Patient Access Through Team-Based Care</b>	<b>Valerie Ehasoo</b> Island Health
<b>23. Evaluating the Generalizability &amp; Efficacy of Safewards Across In-Patient Mental Health Care Settings in Fraser Health</b>	<b>Greg Ekland</b> Fraser Health
<b>24. Baby Hippy: To Reduce the Long-Term Harm of Hip Dysplasia in Infants Through Early Detection</b>	<b>Janice Eng</b> Fraser Health
<b>25. Gabapentin as an Alternative to Benzodiazepines for the Management of Low-Risk Alcohol Withdrawal Syndrome in the Emergency Department</b>	<b>Damian Feldman-Kiss</b> University of British Columbia

<b>26. Initiating Clozapine in the Community Using a QI Collaborative Approach</b>	<b>Valeria Gal</b> BC Centre for Excellence in HIV/AIDS
<b>27. Engaging Patients &amp; Families in Surgical Site Infection Prevention</b>	<b>Carmina Gogal</b> BC Children's Hospital
<b>28. Short Stay Unit Admissions Process Improvement in Kelowna, BC</b>	<b>Emma Guerrero Mohajir</b> Interior Health
<b>29. Developing Clinical Care Performance Indicators to Improve Patient Outcomes at BCEHS</b>	<b>Jennie Helmer</b> BC Emergency Health Services
<b>30. Automating Case Identification Reports</b>	<b>Jennifer Hightower</b> Fraser Health
<b>31. Home Sleep Apnea Testing: Bringing Quality to Unregulated Health Care</b>	<b>Laura Homewood</b> College of Physicians & Surgeons of BC
<b>32. Virtual Health Accreditation Standards Gap Analysis Review: Setting Up for Success</b>	<b>Shaila Jiwa</b> Provincial Health Services Authority
<b>33. Making the Invisible, Visible Through an Innovative Critical Incident Review Dashboard Reporting System</b>	<b>Hamze Jomaa</b> Fraser Health
<b>34. Enhanced Mentorship Program Retains New Graduate Nurses in Emergency Departments</b>	<b>Terri Jones</b> Fraser Health
<b>35. Getting SAVy About STI Testing: Improving Access to Self-Administered Vaginal Swabs (SAVS) for Sexually Transmitted Infections (STI) &amp; Vaginitis</b>	<b>Jennifer Kask</b> Island Health
<b>36. Disaggregated Data Dialogue Series</b>	<b>Shelly Keidar</b> University of British Columbia
<b>37. Bridging the Gap: Implementing the Transitional Care Approach for New Hemodialysis Patients</b>	<b>Prachi Khanna</b> University of British Columbia
<b>38. Digital Health Literacy: An Interactive eLearning Course for Providers</b>	<b>Cecilia Kim</b> Provincial Health Services Authority
<b>39. Enhancing Rural Health Care: A Virtual Community of Multidisciplinary Rural Practicum Students</b>	<b>Carrie Krekoski</b> University of British Columbia
<b>40. Supporting Transition of NICU Graduates Back Home</b>	<b>Mimi Kuan</b> BC Women's Hospital + Health Centre & University of British Columbia

<b>41. Hand Hygiene Heroes: Quality Improvement &amp; Staff &amp; Family Engagement</b>	<b>Sarah Kuhn</b> BC Children's Hospital
<b>42. Improving Awareness of Pharmacotherapies for Alcohol Use Disorder With Clinicians Promotes Uptake of Treatment</b>	<b>Stefan Kurbatfinski</b> The Canadian Alcohol Use Society
<b>43. Decreasing Length of Stay for Acute Uncomplicated Appendicitis at a Community Hospital</b>	<b>Tessa Ladner</b> University of British Columbia
<b>44. Implementing an Inter-Professional Surgical Site Infection Prevention Bundle Using the World Health Organization "4E" Approach</b>	<b>Liz Lamb</b> BC Children's Hospital
<b>45. Characterization of Adverse Drug Events Reported Through ActionADE</b>	<b>Anthony Lau</b> Vancouver Coastal Health
<b>46. Zooming Past Barriers: Provincial Partnership &amp; Path to One Million Virtual Health Visits</b>	<b>Ben Lee</b> Provincial Health Services Authority
<b>47. Improving Education &amp; Process Around Care for Children with Gastrojejunostomy Tubes</b>	<b>Esther Lee</b> BC Children's Hospital & Canuck Place Children's Hospice

## **FIND STORYBOARDS 48 – 95 IN THE REGENCY FOYER (THIRD FLOOR)**

<b>48. Virtual Wound Care Support for Long-Term Care</b>	<b>Warren Lokke</b> Island Health
<b>49. A Public Engagement Approach to Co-Developing Advance Care Planning Resources for Hindi Speaking Communities in BC</b>	<b>Pam Martin</b> BC Centre for Palliative Care
<b>50. Challenges of &amp; Solutions to Implementing Virtual Obstetrical Care: Findings From a Provincial Study</b>	<b>Mona Mattei</b> Kootenay Boundary Division of Family Practice / Prima Health Cooperative
<b>51. Preoperative Fasting Advice &amp; Compliance in the Virtual Care Era</b>	<b>Richard Merchant</b> Royal Columbian Hospital
<b>52. Buddy-Up! Peer Support Pilot Program for Physicians</b>	<b>David Migneault</b> Vancouver Coastal Health
<b>53. Embedding Nurse Educators in a Unit-Based Quality Improvement Model</b>	<b>Renesa Moseley</b> Fraser Health

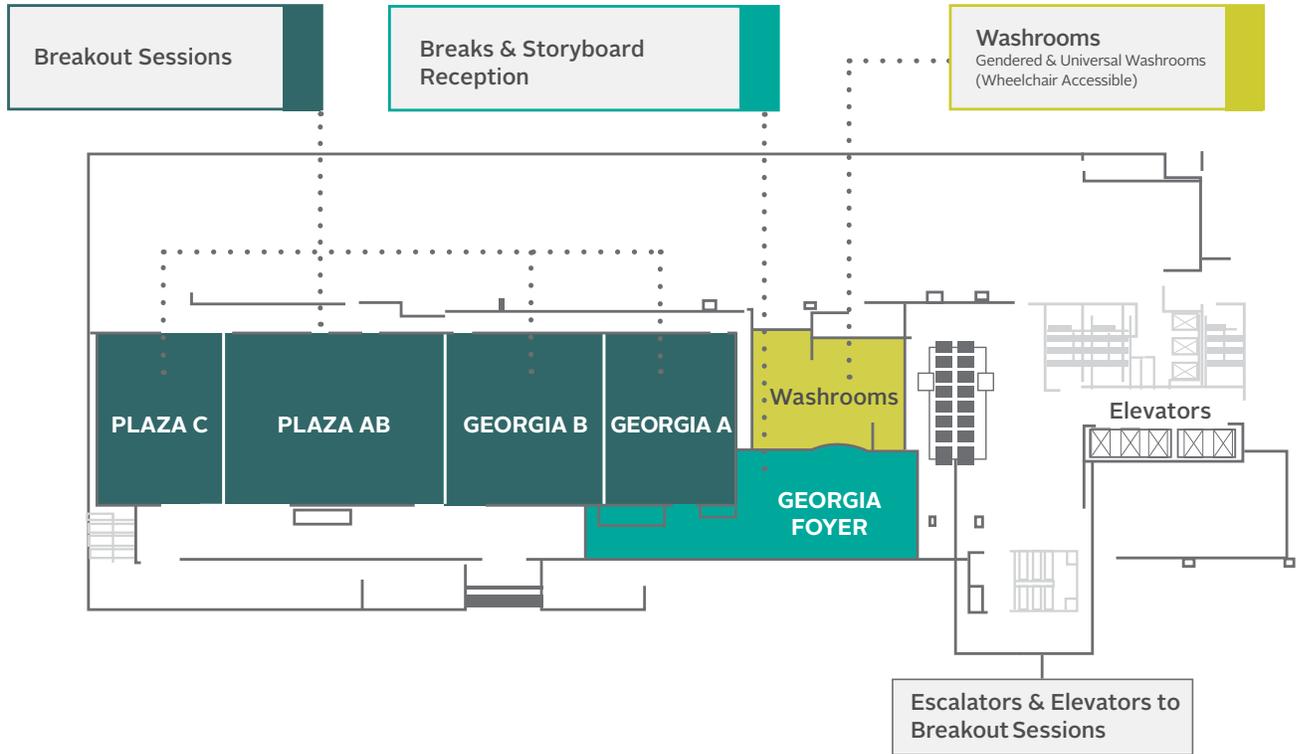
<b>54. The Clinical Reference Group: A Rapid Collaborative Governance &amp; Knowledge Synthesis Structure to Support COVID-19 Clinical Management in BC</b>	<b>Fritha Munday</b> Ministry of Health
<b>55. DropTheLabel.ca: Patient-Oriented Penicillin Allergy De-Labeling Resources</b>	<b>Bryan Ng</b> BC Patient Safety & Quality Council (Student Intern)
<b>56. The Lived Health Care Provider Experiences for Children With Neurodevelopmental Disorders &amp; Behavioural Complexity Requiring Sedation: Stories Untold</b>	<b>Aaron Ooi</b> BC Children's Hospital & University of British Columbia
<b>57. How iOAT Care Could Be Improved to Better Meet Clients' Needs? Providers Perspectives on Clients' Needs</b>	<b>Eugenia Oviedo Joekes</b> Centre for Health Evaluation & Outcome Sciences
<b>58. An Investigation of the Organizational Infrastructure of a Rural Health Network</b>	<b>Anshu Parajulee</b> University of British Columbia
<b>59. Outcomes of ERCP Under Conscious Sedation Compared to General Anesthesia: A Pre-Post Retrospective Cohort Review</b>	<b>Brent Parker</b> Brent Parker Consulting & Stream Law Group
<b>60. Digital Health Research to Clinical Implementation Roadmap: A Transparent &amp; Integrated Innovation Process</b>	<b>Beth Payne</b> BC Children's Hospital Research Institute
<b>61. "Gold Star SBARs": Improving Physician-Nurse Communication in the Long-Term Care Setting</b>	<b>Nick Petropolis</b> Fraser Health
<b>62. Improving Fetal Movement Education at Royal Columbian Hospital</b>	<b>Erica Phelps</b> Fraser Health
<b>63. Increasing Equity &amp; Safety for Sexual Orientation &amp; Gender Identity/Expression (SOGIE) Minority Patients in Cancer Care</b>	<b>Antony Porcino</b> BC Cancer
<b>64. Good Call: Exploring the Factors That Influence the On-Call Experience Through a Physician Lens</b>	<b>Julia Porter</b> Island Health
<b>65. Choosing Wisely: Generating Public Awareness Through Patient &amp; Physician Engagement</b>	<b>Sarah Porter</b> Island Health
<b>66. Sepsis: A Regional Quality Improvement Initiative to Standardize Care</b>	<b>Sarah Porter</b> Island Health
<b>67. Improving Quality &amp; Safety in Long-Term Care During a Pandemic</b>	<b>April Price</b> BC Patient Safety & Quality Council
<b>68. Using Patient-Reported Outcomes for Measurement-Based Care: The Family Input Tool</b>	<b>Arlanna Pugh</b> BC Children's Hospital

<b>69. Improving Efficiency of Patient Flow Through the Perioperative Area at St. Paul's Hospital</b>	<b>Lisa Renaud</b> BC Patient Safety & Quality Council (Student Intern)
<b>70. Post-Cesarean Section Surgical Site Infection Surveillance Program: Investigating the True Rates of Post-Procedure Complications</b>	<b>Stephen Ristow</b> Provincial Health Services Authority
<b>71. Improving Patient Safety Culture with Learning Summaries at Island Health</b>	<b>Xela Rysstad</b> Island Health
<b>72. We're Hearing Voices Everywhere: Engaging with Patient Partners to Support Resolution of Patient Care Concerns</b>	<b>Carolyn Semeniuk</b> Interior Health
<b>73. Implementation of a Team-Based Quality Improvement Collaborative Approach to Pandemic Preparedness in Long-Term Care Homes in Fraser Health</b>	<b>Janice Sorensen</b> Fraser Health
<b>74. General Orientation Evaluation Results in a Dynamic &amp; Responsive Health Care Organization That Attracts &amp; Retains the Best Nurses &amp; Allied Health Clinicians</b>	<b>Sandra Squire</b> Providence Health Care
<b>75. Engaging Emergency Nurses in the BC Emergency Medicine Network: A Needs Assessment Survey</b>	<b>Elizabeth Stacy</b> BC Emergency Medicine Network
<b>76. BC Patient Safety &amp; Learning System Takes to the Cloud!</b>	<b>Kim Steger</b> BC Patient Safety & Learning System
<b>77. Integrating Licensed Practice Nurses in the Fort St. John Emergency Room Using a Primary &amp; Team Nursing Model</b>	<b>Tanya Stevens-Fleming</b> Northern Health
<b>78. Bella Coola Diabetic Education Model: Supporting Rural &amp; Remote Patients with Diabetes</b>	<b>Helen Truran</b> Rural & Remote Division of Family Practice
<b>79. Kidney Wellness Hub: An Innovative Online Community to Support Kidney Patients' Well-Being</b>	<b>Deborah Tucker</b> The Kidney Foundation (BC & Yukon Branch)
<b>80. East Kootenay Medical Office Assistant Support &amp; Resource Network</b>	<b>Jacqui Van Zyl</b> East Kootenay Division of Family Practice
<b>81. Inviting Patients to Partner in Care</b>	<b>Susan Waldron</b> Fraser Health
<b>82. Reducing Emergency Department Visits in Patients With Deep Vein Thrombosis: Introducing a Standardized Outpatient Treatment Pathway</b>	<b>Tony Wan</b> St. Paul's Hospital
<b>83. Design &amp; Implementation of a Peer-to-Peer QA Framework for Paramedic-Led Clinical Advice &amp; Consultation Services</b>	<b>Michaela Watson</b> BC Emergency Health Services

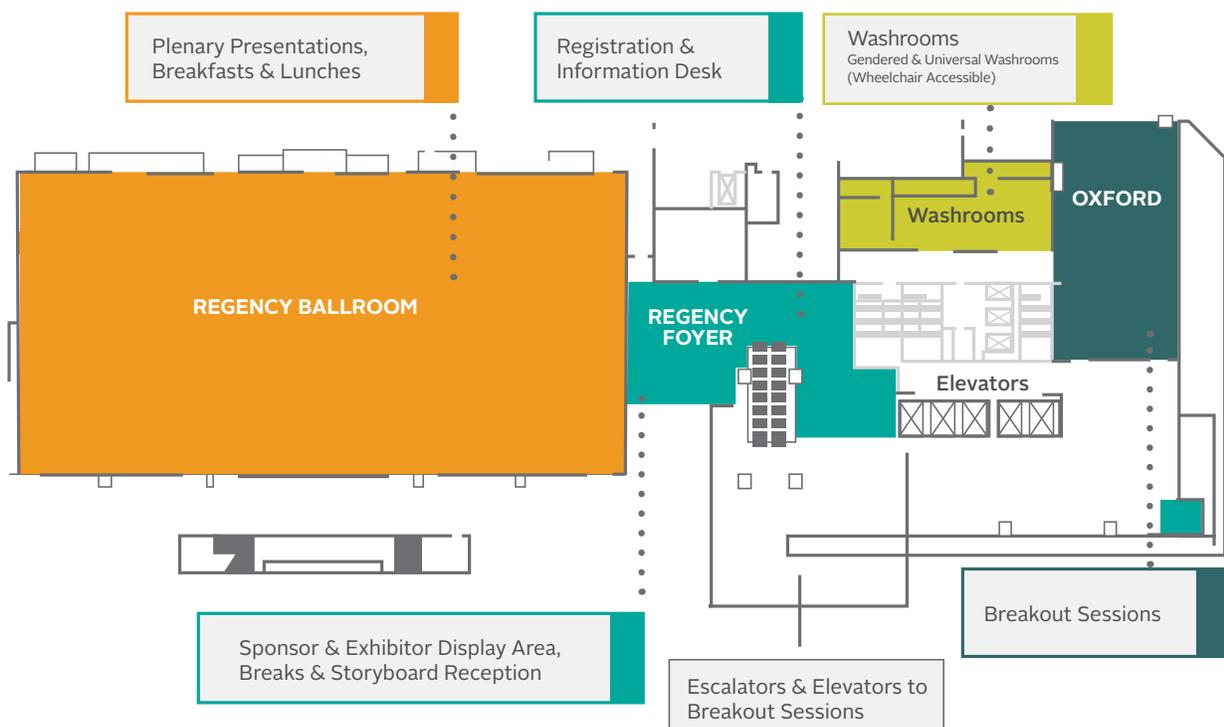
<b>84. Improving Early Enteral Nutrition Initiation in Mechanically Ventilated Adult Patients</b>	<b>Courtney Wedemire</b> Fraser Health
<b>85. Enhancing Access to Chronic Pain Services at Island Health</b>	<b>Lindsay Wheelock</b> Island Health
<b>86. Use of a Regionally Focused Model to Direct Asymptomatic SARS-CoV-2 Testing in Pre-Surgical &amp; Admitted Patients in Interior Health</b>	<b>Amanda Wilmer</b> Interior Health
<b>87. Rural Peer Support: The Impact of Coaching &amp; Mentoring on Rural Health Professionals' Practice</b>	<b>Lisa Wissink</b> University of British Columbia
<b>88. If Food is Medicine, How Can We Measure its Effectiveness? Food QI Project at Holy Family Hospital LTC: Quality of Life Issue</b>	<b>Eileen Wong</b> Providence Health Care
<b>89. Using Virtual Reality to Deliver Pulmonary Rehab</b>	<b>Vanessa Wright</b> Island Health
<b>90. Dietitian Advocacy for Community Pediatric Eating Disorder Care</b>	<b>Erin Wyllie</b> Fraser Health
<b>91. Improving the Discharge Process of an Acute Care Patient to a Long-Term Care Facility</b>	<b>Karen Yip</b> Vancouver Coastal Health
<b>92. Current State, Challenges &amp; Successes of Compassionate Communities in British Columbia</b>	<b>Jasper Yoo</b> BC Centre for Palliative Care
<b>93. How Best to Maximize Use &amp; Value of Standardized Health Data Transformed to OMOP &amp; i2b2</b>	<b>Ella Young</b> Provincial Health Services Authority
<b>94. Characterization of Advanced Pharmacy Practice Experience Students' Patient Care at a Pharmacist-Led Primary Care Clinic at a University</b>	<b>Jamie Yuen</b> University of British Columbia
<b>95. Patients &amp; Pharmacists Partnering in Virtual Hypertension Management</b>	<b>Jamie Yuen</b> University of British Columbia

# Venue Maps

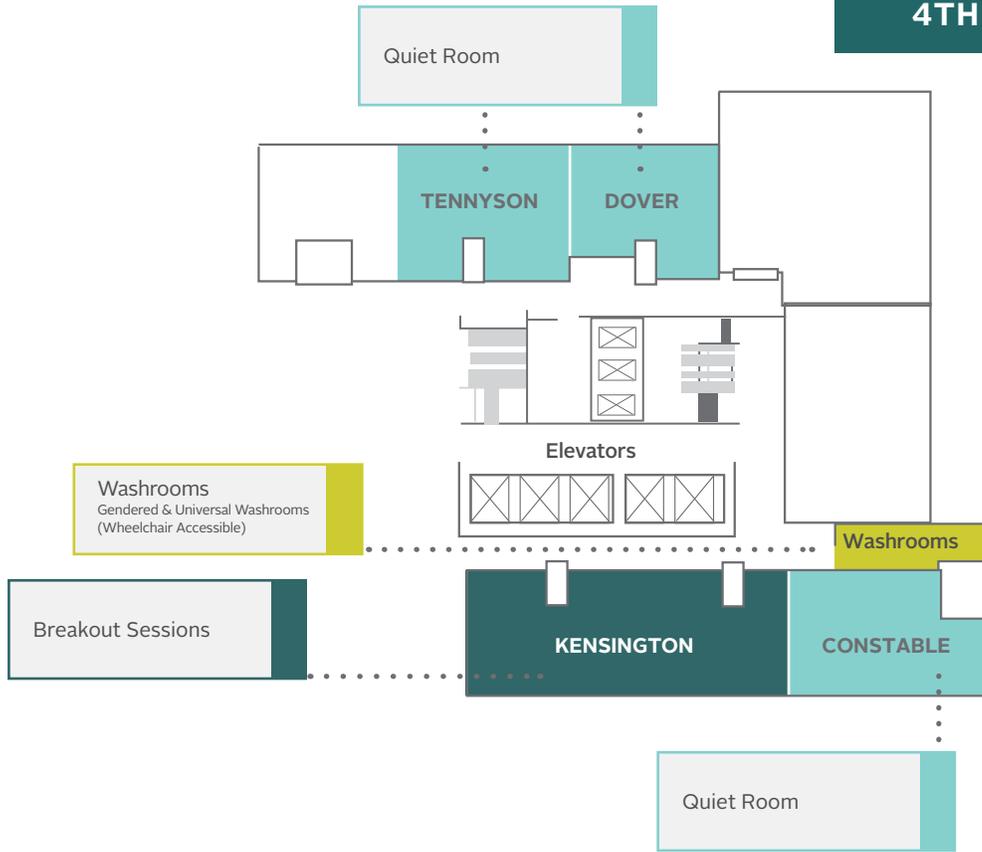
## 2ND FLOOR



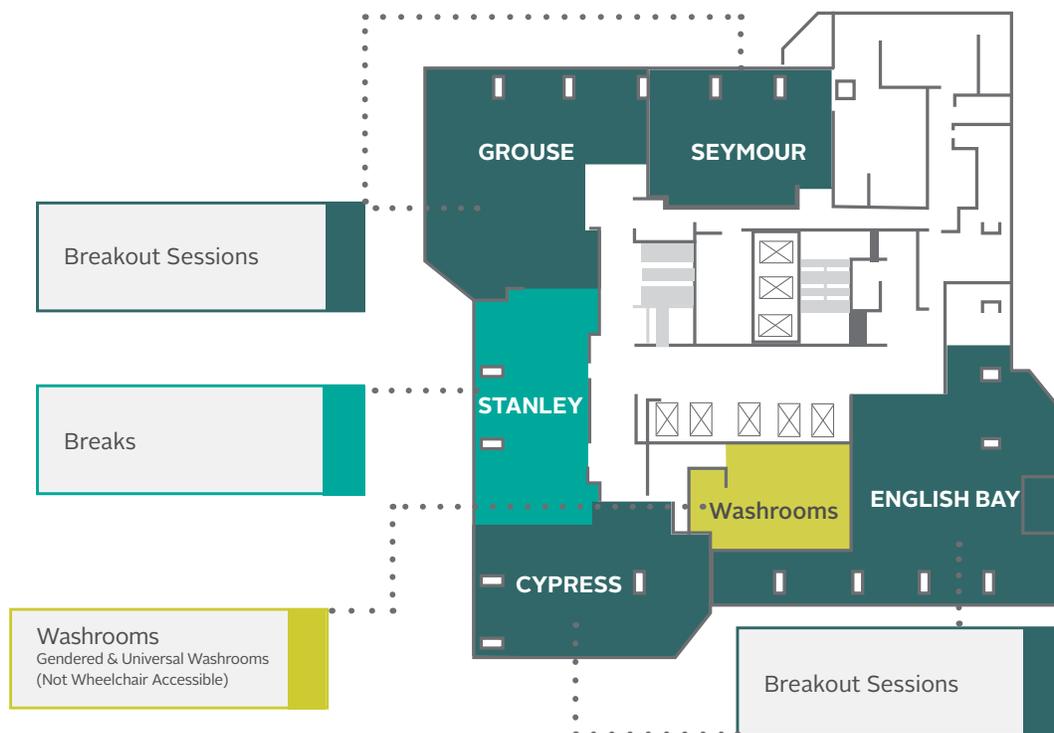
## 3RD FLOOR



## 4TH FLOOR



## 34TH FLOOR





BC PATIENT SAFETY  
& QUALITY COUNCIL  
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# SAVE THE DATE!

## Quality Forum 2023

June 6 – 8, 2023  
Vancouver, BC

 [BCPSQC.ca/Quality-Forum](https://bcpsqc.ca/Quality-Forum)

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 604.668.8210

    @BCPSQC

We acknowledge that the Quality Forum takes place on the traditional, unceded territory of the xʷməθkʷəy̓əm (Musqueam), Sk̓wx̓wú7mesh (Squamish) and səliłwətał (Tseil-Waututh) Nations.