



**Program
Guide**

QUALITY FORUM 2025

Embracing Human Connection



**MARCH 11 – 13
VANCOUVER
CONVENTION
CENTRE**

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

Here are some thought-provoking conversation starters that you can use as you network throughout the week...

What are you most looking forward to this week?

What is your fondest Quality Forum memory?

How many times have you attended the Quality Forum?

Welcome to the Quality Forum!

As we gather for Quality Forum 2025, we're excited to welcome you to a new venue – the Vancouver Convention Centre. While the location may be different, the heart of the Quality Forum remains the same: bringing together passionate people dedicated to improving health care.

This year's theme, *Embracing Human Connection*, invites us all to reflect on how we foster meaningful connections with each other and with those we care for. In the face of mounting pressures and increasingly complex challenges, it's easy to lose sight of the human element in health care – both as providers and recipients of care. With division and polarization on the rise, it's more important than ever to see one another as humans first – to listen, understand and work together toward improvement.

Over the next few days, we encourage you to ask yourself: What matters to you? What drives your work, your commitment and your passion for improving care? These questions help to shape the conversations and ideas we exchange, and they will guide us toward a health care system that is more connected, collaborative and compassionate for all.

We are grateful to our distinguished plenary speakers and session presenters who will be sharing their knowledge and insights with us. We also want to express our deep gratitude to all of you – the attendees. It is your dedication and engagement that make the Quality Forum the best of its kind, year after year.

Whether it's connecting with patients, colleagues or the communities we serve, our collective ability to work together will drive the tremendous impact we can have on the quality of our health care system. The connections we make here are not just for today – they are the seeds of lasting change. We look forward to the conversations, learning and connections we will share at Quality Forum 2025!

Thank you for being part of this important work.



Devin Harris
Chair
Health Quality BC



Christina Krause
Chief Executive Officer
Health Quality BC

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We would like to acknowledge that we are living and working with humility and respect on the traditional territories of the First Nations Peoples of British Columbia.

We specifically acknowledge and express our gratitude to the keepers of the lands of the ancestral and unceded territory of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations, on which the Quality Forum takes place.

We also recognize Métis Peoples and Métis Chartered Communities, as well as the Inuit and urban Indigenous Peoples living across the province on various traditional territories.



Quality Forum 2025 is proudly brought to you by Health Quality BC.

We are excited to welcome you to our 14th annual Quality Forum, and the first at the Vancouver Convention Centre! It’s an honour to once again bring together the health care community to share and discuss how to improve quality across the continuum of care.

We decided to make the move to the VCC in response to your feedback – you told us we needed more space to include our growing quality community. We listened – and here we are!

What hasn’t changed is the Quality Forum itself. In this Program Guide, you’ll find descriptions of the many sessions we’re offering this year. We are grateful to our plenary speakers and session presenters for joining us. And we are grateful to all of you – you are the reason why the Quality Forum is one of the best events of its kind, year in and year out. We look forward to the conversations we’ll have together and the lessons we’ll learn from each other at Quality Forum 2025!

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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

4

Demonstrate how every voice matters to achieve high-quality care

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About Health Quality BC

Our purpose is improving health care quality across British Columbia.

Our work is to build a foundation of quality, and our impact means better health care for British Columbians.

We do this by delivering the latest knowledge from home and abroad to champion and support high-quality care for every person in BC. This system-wide impact requires creativity, innovative thinking, and evidence-informed strategies to shift culture, improve clinical practice and accelerate health care partners’ improvement efforts.

We are uniquely positioned to build strong partnerships with patients and communities, care providers, health leaders, policymakers, senior executives, academics and others. These connections enable us to nurture networks, recognize the needs of BC’s health care system and build capacity where it is needed the most. We provide advice and make recommendations to the health system, including the Minister of Health, on matters related to quality of care across the province.

To learn more about our work and how we help improve the quality of care, visit healthqualitybc.ca.



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Coast Salish Anthem

The Coast Salish Anthem has become synonymous with the Quality Forum. It has become our cherished tradition to open the first day of the main Forum by singing this beautiful song together during our territorial welcome, to collectively represent our dedication to cultural safety and humility.

At Quality Forum 2017, Leonard George joined us 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 at Health Quality BC are deeply moved by the FNHA’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. Please join us by lifting your voices as we sing the Coast Salish Anthem together.



With Gratitude



HQBC
Knowledge
Keeper
Syexwáliya



Métis Elder
(Old One)
Barb Hulme

We are honoured and grateful to HQBC Knowledge Keeper Syexwáliya and Métis Elder (Old One) Barb Hulme for helping us begin the Quality Forum each day in a good way. Syexwáliya will lead the Coast Salish Anthem when we open the Main Forum sessions on March 12, and Elder Barb will lead the opening of Day 2 on March 13. Together, they will help us close our time with each other at the end of Day 2.



Indigenous Cultural Supports Room

March 12 | 0830 – 1630

March 13 | 0830 – 1630

VCC ROOM 14

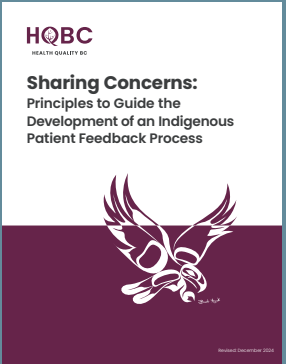
The Indigenous Cultural Supports Room welcomes all attendees of Quality Forum 2025. Here, you can take time to relax, centre yourself, and reconnect in a holistic setting that supports your well-being, in alignment with a First Nations and Métis perspective on health and wellness. This space offers spiritual, emotional and cultural support provided by Indigenous Cultural Support Workers, Elders, Knowledge Holders and Traditional Healers. The wisdom shared within this space includes knowledge of traditions, culture and Indigenous medicine. It is a place of togetherness and respect guided by the principles of *Nuts’a maht* – “we are one” and *Kaa-wiichihitoyaakh* – “we take care of each other.”



Sharing Concerns 2nd Edition: An Update to the Principles to Guide the Development of an Indigenous Patient Feedback Process

Recommendation 5 of the *In Plain Sight* report calls on the health system to create an integrated, accessible and culturally appropriate complaints process for Indigenous Peoples in BC. Health Quality BC’s *Sharing Concerns: Principles to Guide the Development of an Indigenous Patient Feedback Process* identifies nine core principles to support a safer process for Indigenous Peoples to share concerns about their health care experience.

We’ve recently updated *Sharing Concerns* to include examples shared by health authorities and regulatory bodies of how they are using these principles in practice. Visit healthqualitybc.ca to learn more, and don’t forget to visit the HQBC booth in Exhibition Hall B to pick up the 2nd edition of this popular resource.



General Information

Information & Registration Desk

Registration will be held on March 11 and the morning of March 12 in the main lobby on the first floor, Vancouver Convention Centre (VCC) East Building. It will then move to the second floor, at the top of the escalator, mid-morning on March 12 for the remainder of the Quality Forum.

March 11 | 0700 – 1830
March 12 | 0630 – 1700
March 13 | 0700 – 1600

WIFI

Network: **QualityForum2025**
Password: **HQBC2025**

Free Virtual Access

As we do every year, we’re making Quality Forum 2025 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 healthqualitybc.ca to watch our Opening Celebration evening program (including the BC Quality Awards, King Charles III Coronation Medals presentation and Health Talks), and all main stage presentations, including the opening welcome, plenaries and the debate.

Accessible Seating

Each room will have designated seating and space reserved around the perimeter and/ or on the end of aisles for those who need it. If you need help finding these reserved spaces, please ask a red vest.

Washrooms

We strive to ensure that the Quality Forum is inclusive and accessible to everyone who attends. Gendered, as well as gender-inclusive, and wheelchair accessible washrooms can be found on both the lobby level and the second floor meeting room level at the Vancouver Convention Centre.

At the Pan Pacific Hotel, you will find gendered, wheelchair accessible washrooms on both levels. A gender-inclusive washroom can be found on the restaurant level.

Please refer to the venue maps at the back of the program guide.

Luggage Storage

Please check with your hotel concierge to store your luggage after checking out. The VCC does not have luggage storage for conference attendees.

Coat Check

We have a coat check option for Quality Forum attendees this year, located in the lobby on the first floor of the VCC East Building.

March 11 | 0700 – 1900 & 2100 – 2200
March 12 | 0700 – 1830
March 13 | 0700 – 1630

Need a certificate of attendance?

Scan this QR code to request yours starting March 13. Deadline to request is April 15.



Need Help? Find a Red Vest!

Have you ever wondered why we wear bright red vests during the Quality Forum? It’s because they’re really easy to spot in a crowd – you can’t miss us! So, if you need help or have a question – ask a red vest. Health Quality BC team members are here to help you.



Thank You to Our Excellent Partners!

Some of the people wearing red vests this week are volunteers from Healthcare Excellence Canada and the Rural Coordination Centre of BC who are helping us with this event. When you see one, make sure to give them a high five, fist bump or simply say a huge thank you. We can’t put on the Quality Forum without all the people who help us!

Food & Beverage

On March 12 and 13, you will find the breakfast buffet in Exhibition Hall B on the VCC first floor, with seating available in the adjacent main Plenary room (Exhibition Hall A). Every effort has been made to accommodate special dietary requests submitted by participants during registration.

Plated lunches will be served to participants in the Plenary room (Exhibition Hall A) on the first floor. If you indicated requiring a special meal during the registration process, you would have received two tickets with your name tag. Please place one ticket at your place setting at each lunch for a Convention Centre staff member to see.

Nutrition breaks and refreshments are hosted in Exhibition Hall B on the lobby level of the VCC. Please use your reusable water bottle at the water stations located throughout the VCC and the Pan Pacific Hotel.

ACCREDITED BY UBC CPD

The Division of Continuing Professional Development, University of British Columbia Faculty of Medicine (UBC CPD) is fully accredited by the Continuing Medical Education Accreditation Committee (CACME) to provide CPD credits for physicians. This activity is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by UBC CPD. You may claim a maximum of 10.0 hours (credits are automatically calculated). This activity meets the certification criteria of the College of Family Physicians of Canada and has been certified by UBC CPD for up to **10.0 Mainpro+® Certified Activity** credits. Each physician should claim only those credits accrued through participation in the activity.

CFPC Session ID: 300688-001

Program at a Glance

PRE-FORUM

TUESDAY, MARCH 11

- 0700 – 0830

Registration & Breakfast
- 0830 – 1700

FULL-DAY DEEP DIVE SESSIONS

The Future of Change: Creating the Context & Strategies for Improvement
In partnership with Health Quality BC and Healthcare Excellence Canada
Facilitated by Helen Bevan, NHS, UK

Walking Together: Strengthening the Indigenous Health Workforce Through Connection, Reflection & Cultural Inclusion

FULL-DAY FIELD TRIP *Held offsite*
Métis 101: Ta Saantii Métis-Specific Cultural Wellness Education for Health Care Professionals
In partnership with Métis Nation BC and Amelia Douglas Institute

MAIN FORUM

TUESDAY, MARCH 11 EVENING	WEDNESDAY, MARCH 12	THURSDAY, MARCH 13
<div>1745 – 1845</div> <div>OPENING CELEBRATION RECEPTION <i>Cash Bar</i></div>	<div>0630 – 0800</div> <div>Registration & Breakfast</div>	<div>0700 – 0800</div> <div>Breakfast</div>
<div>1845 – 1855</div> <div>Territorial Welcome</div>	<div>0800 – 0830</div> <div>Opening, Territorial Welcome & Coast Salish Anthem</div>	<div>0800 – 0830</div> <div>Territorial Welcome</div>
<div>1855 – 2000</div> <div>PRESENTATION OF BC QUALITY AWARDS & KING CHARLES III CORONATION MEDALS</div>	<div>0830 – 0915</div> <div>PLENARY PRESENTATION</div>	<div>0830 – 0915</div> <div>PLENARY PRESENTATION</div>
<div>2000 – 2100</div> <div>HEALTH TALKS: BOLD IDEAS, STORIES THAT INSPIRE</div>	<div>0915 – 0945</div> <div>Transition</div>	<div>0915 – 0945</div> <div>Transition</div>
<div>2100 – 2130</div> <div>Reception Continues <i>Cash Bar</i></div>	<div>0945 – 1045</div> <div>Breakout A</div>	<div>0945 – 1045</div> <div>Breakout E</div>
	<div>1045 – 1115</div> <div>Break</div>	<div>1045 – 1115</div> <div>Break</div>
	<div>1115 – 1215</div> <div>Breakout B</div>	<div>1115 – 1215</div> <div>Breakout F</div>
	<div>1215 – 1310</div> <div>Lunch</div>	<div>1215 – 1310</div> <div>Lunch</div>
	<div>1310 – 1355</div> <div>DEBATE</div>	<div>1310 – 1330</div> <div>Transition</div>
	<div>1355 – 1415</div> <div>Transition</div>	<div>1330 – 1430</div> <div>Breakout G</div>
	<div>1415 – 1515</div> <div>Breakout C</div>	<div>1430 – 1445</div> <div>Transition</div>
	<div>1515 – 1545</div> <div>Break</div>	<div>1445 – 1530</div> <div>PLENARY PRESENTATION</div>
	<div>1545 – 1645</div> <div>Breakout D</div>	<div>1530 – 1545</div> <div>Traditional Closing</div>
	<div>1645 – 1800</div> <div>Storyboard Reception <i>Appetizers & Cash Bar</i></div>	

hello my name is...

Check out your name tag this week. There’s a prompt to introduce yourself – **# hello my name is...** Introductions are more than just a common courtesy. They are about making a connection between one human being and another. In health care, they are about connecting and building trust between a person in need of care and someone who wishes to help. Connection is key. It’s why we made it our theme of **Quality Forum 2025: Embracing Human Connection**.

What is # hello my name is...?

The *#hellomynameis* movement began in the UK as a campaign for more compassionate care. We had the opportunity to hear from Chris Pointon as a plenary speaker at Quality Forum 2019. Chris was the spouse of Kate Granger, a physician who, as a patient, founded this campaign while undergoing treatment for terminal cancer. Kate and Chris recognized that a simple introduction is a powerful part of providing quality care.

Visit healthqualitybc.ca and search “Chris Pointon” to watch his plenary presentation, and learn more at hellomynameis.org.uk.

And don’t forget to introduce yourself!

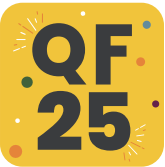
Download Our App

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 2025 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.

How to Get The App

- STEP 1:**
Get connected! The WiFi network is **QualityForum2025** and the password is **HQBC2025**.
- STEP 2:**
Visit the Apple App Store (iPhone and iPad users) or the Google Play Store (Android users) and search “Quality Forum 2025”. Look for the icon to the top right and install the application.
- STEP 3:**
Open the app and enter your email and password to login – you can find this in your “Tips to Get Ready” email.



Sponsors

We can't do this without the support of our sponsors.
Thank you for joining us in 2025!

PLATINUM



Joint Collaborative Committees



Healthcare Excellence Canada

Excellence en santé Canada

GOLD



Interior Health



island health



Nurses and Nurse Practitioners of British Columbia



Institute for Health System Transformation & Sustainability



First Nations Health Authority
Health through wellness

SILVER



fraserhealth
Better health. Best in health care.



Rural Coordination Centre
OF BRITISH COLUMBIA



British Columbia College of Nurses & Midwives



THE UNIVERSITY OF BRITISH COLUMBIA
Office of the Vice-President, Health
UBC Health



northern health
the northern way of caring

BRONZE



CMPA
Empowering better healthcare



Providence Health Care



CHILD HEALTH BC
LEAD BENEFACTOR
save on foods



THE UNIVERSITY OF BRITISH COLUMBIA
MHLP
Master of Health Leadership and Policy



Michael Smith Health Research BC



BC Care Providers Association
EngAgeBC



Commission de la santé mentale du Canada
Mental Health Commission of Canada

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Exhibitors

Alzheimer Society of BC
BC Cancer
BC College of Family Physicians
BC Family Doctors
BC Centre on Substance Use
BC Chiropractic Association
BC Public Advisory Network
Canadian Accreditation Council
Canadian College of Health Leaders
Canadian Institute for Health Information
College of Physicians & Surgeons of BC
Community Living BC
Cortico Health Technologies

Doctors of BC – Doctors Technology Office & Practice Support Program
Doctors of BC – Physician Business Services
Family Caregivers of BC
Health Data Coalition
Métis Nation British Columbia
Pain BC
Provincial Health Services Authority – Digital Health Innovation & Doctors of BC
Provincial Health Services Authority – Indigenous Health
Saskatchewan Health Quality Council
Southcentral Foundation Nuka System of Care



Say Hi! at the HQBC Booth

Don't forget to stop by and see us at the Health Quality BC booth in Exhibition Hall B!

Stop by for a chat, learn what's new at HQBC, and pick up the resources and tools we create with an eye toward improving health care quality.



Stay In the Know with HQBC!

Has Quality Forum 2025 whet your appetite to learn more about improving health care quality? Stay ahead by subscribing to Health Quality BC's newsletters – your direct connection to the latest in health care quality work from HQBC and our partners.

Our newsletters cover a wide range of topics, including mental health and substance use, sustainability, patient engagement, teamwork and communication, and more.

Join thousands of health care professionals who receive early insider access to learning opportunities, job postings and event registrations – including the Quality Forum!

Stay informed. Stay inspired.

Visit healthqualitybc.ca/newsletters to learn more and subscribe today.

Thank you to the Steering Committee and Abstract Reviewers for your input and support in planning Quality Forum 2025.

Steering Committee

Andrea Walker	Provincial Health Services Authority
Andrew Wray	Health Quality BC
Briar Mayoh	Health Quality BC
Christina Krause	Health Quality BC
Danica Tuden	BC College of Nurses & Midwives
Dave Sweet	Health Quality BC
Devin Harris	Health Quality BC
Eva Habib	Métis Nation BC
Gary Housty	First Nations Health Authority
Glenn McRae	Interior Health
Hugh Alley	Patient Voices Network
Janet Evans	Family Practice Services Committee
Joanna Richards	Doctors of BC
Jonny Morris	Canadian Mental Health Association BC Division
Kathleen Chouinor	Institute for Health System Transformation & Sustainability
Katie Fenn	BC Recreation & Parks Association
Krista Allan	Island Health
Leslie Carty	Rural Coordinator Centre of BC
Linda Dempster	Ministry of Health
Liz Flores	Providence Health Care
Manpreet Khaira	Ministry of Health
Maria Judd	Healthcare Excellence Canada
Melissa Pope	Health Quality BC
Reena Khurana	Specialist Services Committee
Roderick Tukker	Vancouver Coastal Health
Sandy Ketler	Patient Voices Network
Sherri Tillotson	Northern Health
Victoria Schmid	SWITCH BC

Abstract Reviewers

Alayna Payne	Nurses & Nurse Practitioners BC
Allison Muniak	Health Quality BC
Andrew Wray	Health Quality BC
Angela Tecson	Fraser Health
Bryan Chow	Vancouver Coastal Health / Health Quality BC
Camille Ciarniello	BC Emergency Health Services
Christiane Boroto	Métis Nation BC
Christina Krause	Health Quality BC
Ian Warbrick	Island Health / Health Quality BC
Jami Brown	Health Quality BC
Jennifer Zadorozniak	Métis Nation BC
Jesmina Biserovic	Health Quality BC
Jessie Checkley	Island Health / Health Quality BC
Kathleen Chouinor	Institute for Health System Transformation & Sustainability
Kelly Giesbrecht	Health Quality BC
Leesa Lyster	Ministry of Health
Leslie Chiang	Provincial Health Services Authority
Mark Matthew	Health Quality BC
Nickolas Cherwinski	Island Health
Renee Caillier	Interior Health
Riley Louie	Providence Health Care
Roma Toor	Northern Health
Sarah Ickowicz	Vancouver Coastal Health / Health Quality BC
Serena Bertoli-Haley	First Nations Health Authority
Zamira Vicenzino	Patient Voices Network

Pre-Forum Advisory Committee for The Future of Change:
Creating the Context & Strategies for Improvement

Adrienne Zarem	Healthcare Excellence Canada Patient Partner
Andrew Wray	Health Quality BC
Charlene McBrien-Morrison	Health Quality Council of Alberta
Christina Krause (Co-Chair)	Health Quality BC
David Kaplan	Ontario Health
Dermot Kelly	Fraser Health
Hussein Kanji	Critical Care BC / Doctors of BC Synergy Hub
Kathleen Ross	Canadian Medical Association
Kelli O'Brien	Newfoundland Provincial Health Authority
Leigh Chapman	Health Canada
Maria Judd (Co-Chair)	Healthcare Excellence Canada
Mark Matthew	Health Quality BC
Tanya MacDonald	Healthcare Excellence Canada
Tracey Sherin	Saskatchewan Health Quality Council

Indigenous Content Planning Committee

The Indigenous Content Planning Committee advises on pre-Forum sessions, field trips, workshops, focus, rapid fire and recharge sessions, Indigenous cultural supports and traditional openings and closings.

Adam Finch	Health Quality BC
Briar Mayoh	Health Quality BC
Brittany Morgan	Ministry of Health
Danielle Prandoczky	First Nations Health Authority
Duane Jackson	Patient Partner
Eva Habib	Métis Nation BC
Jessica (t'lisala) Guss	Health Quality BC
Mark Matthew	Health Quality BC
Serena Bertoli-Haley	First Nations Health Authority
Suzanna Ho	First Nations Health Authority

Join Us at the Quality Café

HQBC's Quality Café is a free monthly one-hour webinar series that delivers learning opportunities on a specific tool or that dive deep into topics related to improving quality of care. With expert speakers, real-world examples and actionable tools, the series is designed to inspire and equip participants to drive meaningful change in their organizations.

Survey participants consistently report gaining valuable insights that they can directly apply to their work after attending Quality Café.

To learn more about Quality Café and other learning opportunities, visit our website and sign up for the Health Quality BC newsletter.

Questions about Quality Café? Contact us at healthqualitybc.ca/quality-cafe.

Did You Know?

HQBC welcomed over 1,500 people across 10 Quality Café webinars last year.



Become a Quality Academy Alumnus

Join Health Quality BC's most popular learning opportunity – apply for the 27th cohort of Quality Academy, which will run from September 2025 to February 2026!

Quality Academy is a professional development program that equips learners to champion and lead quality and safety initiatives within their organizations, including teaching and advising others in the process of improving health care quality.

Delivered over a six-month period, Quality Academy consists of three in-person residency sessions and a mix of online classes and learning activities. Learners apply their skills and knowledge with an improvement project and are supported with individual coaching by instructors and mentors throughout the program. The ability to offer a high-quality improvement curriculum designed and fully supported within BC is a testament to the program's popularity, which sees every cohort fully subscribed and attended.

Applications Will Open in May at healthqualitybc.ca/quality-academy.

Did You Know?

HQBC established the Quality Academy 15 years ago and it now has a growing alumni network of over 700 dedicated health care professionals across BC.

Need a Minute to Yourself?

Quiet Rooms

March 12 & 13 | 0700 – 1800 | VCC Room 4 & 5

We have set aside two quiet spaces where you can unwind. Out of respect for other participants, please do not plan to take phone calls or join meetings from these rooms.

Patient Partner Room

March 12 & 13 | 0700 – 1800 | VCC Room 6

New this year! We’ve created a space for Patient Partners to gather, where they can network with each other, or just relax and recharge.

Indigenous Cultural Supports Room

March 12 & 13 | 0830 – 1630 | VCC Room 14

For more information, see page 9.



Applications Open for Clinician Fellowship in Health Care Quality Program

Are you a physician or nurse practitioner who wants to build their expertise in improving the quality of care in BC’s health system? Consider applying to HQBC’s Clinician Fellowship in Health Care Quality Program.

This fellowship program enables clinicians to deepen their quality improvement and leadership skills. Fellows are embedded in our team for a full year, working alongside our staff and clinical leads on initiatives focused on health care quality. This integrated learning experience offers you connections and mentorship from experienced clinical and administrative leaders who have led improvement efforts in the BC health care system.

The fellowship program is open to physicians and nurse practitioners that are practicing in BC and is best suited for early-career clinicians with a demonstrated interest in improving the quality of care. It will help you to develop the knowledge, skills and confidence to be the clinical health care quality leaders of the future!

Attend one of our info sessions and apply through our website at healthqualitybc.ca.

Deadline: May 1, 2025

Embracing Human Connection – The Green Way!

We are continually trying to reduce our carbon footprint and be mindful of our environmental impact in the work we do every day and over the course of the Quality Forum.

Here are some of the actions we’ve taken at the Quality Forum and how you can also contribute to our green efforts:

- We’re using QR codes where possible so you can access materials on your mobile device. You can also find event information within the Quality Forum 2025 app.
- Water stations are available throughout the VCC. Use your reusable water bottle and fill up!
- We’ve eliminated plastic name tag holders and opted for a recyclable alternative. Look for dedicated name tag recycling bins after the event.
- If you want to keep the lanyard your name tag is on, please do. If you don’t, you can return it to us when you leave instead.

The Vancouver Convention Centre also has its eye on sustainable practices:

- They run an extensive facility-wide recycling program that includes organics.
- They operate a ‘scratch’ kitchen using primarily fresh, local and seasonal ingredients. Promoting and using locally grown products means less energy consumption for transporting products to the VCC.
- They encourage vendors to deliver goods in reusable containers and work with suppliers with a strong commitment to the environment.
- Green Seal and EcoLogo-approved cleaning products are used facility-wide, including in the kitchen and food service areas.



LOW CARBON
HIGH QUALITY CARE

Health Quality BC’s Sustainability Focus

HQBC’s commitment to the environment doesn’t stop here – we are working to support initiatives linking high-quality care and a low-carbon, environmentally sustainable, climate-resilient health system.

Do you want to learn how we moved the health system one step closer to improving health care quality while decreasing the environmental costs of how we deliver care? Check out our recent Low-Carbon, High-Quality Care Collaborative, where we explored leading practices that drove change in Climate Conscious Inhaler Practices and Sustainable Perioperative Practices. Visit healthqualitybc.ca/low-carbon-high-quality-care to read our Change and Measurement Strategies in these areas of care.

Pre-Forum

Our pre-Forum day features deep-dive, full-day learning sessions, either held on-site or as part of a field trip.

The Future of Change: Creating the Context & Strategies for Improvement

In partnership with Health Quality BC and Healthcare Excellence Canada

March 11 | 0830 – 1700 | VCC Ballroom A/B

Join us for a deep dive into the systems of change necessary to advance quality in this ever-changing environment. In this highly interactive workshop, we will explore the six interdependent conditions that typically play a role in holding big system problems in place. Helen, an innovator and international leader of large-scale change, will guide us as we also explore the levers for change, identify the strategies to advance system improvement efforts and consider who needs to be involved in change efforts. We will invite participants to identify topics where change is needed most, such as team-based care, emergency department closures, and recruitment and retention strategies – as these topics will define the focus of the day's discussions.

- Facilitated by Helen Bevan, Professor of Practice in Health & Care Improvement, Warwick Business School, UK & Strategic Advisor, NHS Horizons



Walking Together: Strengthening the Indigenous Health Workforce Through Connection, Reflection & Cultural Inclusion

**March 11 | 0830 – 1700 | Pan Pacific
Oceanview 5/6**

Join us for a full-day event designed for health directors, Indigenous board members and Indigenous health team members. This gathering offers a unique opportunity for deep discussions around Indigenous health roles, responsibilities and collaborative efforts. Throughout the day, participants will reflect on the current progress and landscape of Indigenous health, while role modeling cultural safety, shared ownership and meaningful partnerships.

Key themes include navigating the responsibilities of Indigenous health teams, building shared ownership and system accountability, and reflecting on balance and well-being in these critical roles. Participants will explore how to measure success, strengthen connections and advocate for Indigenous health rights. Discussions will focus on understanding the roles of Indigenous and non-Indigenous partners in disrupting harmful systems and promoting cultural safety. Through open dialogue, ceremony and shared experiences, this event aims to foster meaningful partnerships and provide practical insights into advancing Indigenous health initiatives.

- Duane Jackson, Indigenous Patient Partner & Knowledge Keeper
- Mark Matthew, Director, Indigenous Health & Patient & Public Engagement, Health Quality BC
- Stephanie Papik, Director, BC Public Service, Moose Hide Campaign

Field Trip: Métis 101: Ta Saantii Métis–Specific Cultural Wellness Education for Health Care Professionals

March 11 | 0830 – 1700 | Métis Nation BC Headquarters (off-site)

This unique learning experience is hosted at Métis Nation BC’s (MNBC) headquarters on the unceded territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen and Qayqayt First Nations, and treaty lands of the Tsawwassen First Nations in Surrey, BC. We also acknowledge the local chartered community, the Surrey Delta Métis Association. This session aims to deepen health staff’s understanding of Métis culture and wellness perspectives. Participants will gain valuable insights into the rich Métis culture, history and governance, as well as the critical role MNBC plays in advocating for Métis rights and self-determination in BC. This session serves as a critical resource for frontline health workers in BC, including nurses, allied health professionals and physicians to provide culturally appropriate care for Métis People. Participants will have the opportunity to visit the Amelia Douglas Institute (ADI), the centre for Métis culture and language in BC, and tour the latest cultural exhibit on display for 30 minutes. Participants will also join in a cultural beading activity, led by Elder Barb Hulme.

- Métis Elder (Old One) Barb Hulme
- Eva Habib, Senior Manager, Métis Health Equity, Métis Nation BC
- Katina Pollard, Senior Manager, Provincial Health & Wellness, Métis Nation BC
- Tabatha Berggren, Senior Manager, Health Research & Evaluation, Métis Nation BC

Improving Health Care – Together

Improving Health Care Together Kits were created to support patient partners and health organizations to take on meaningful work to improve the quality of care together.

They were designed in partnership with health care providers and patient partners, with the result being useful, hands-on tools to engage patient voices. There are two kits available: support for Leadership Job Interview Panels designed with Providence Health Care and Island Health, and one created with Fraser Health to support Patient & Family Advisory Councils. Feedback has been so positive that we’re already exploring where the next topic will take us!

Whether you’re a health care partner or patient partner, these kits will equip you to foster meaningful engagement. Visit healthqualitybc.ca/improving-health-care-together-kits to download your kits today.

How Does Asking “What Matters to You?” Connect to Quality Forum 2025?

Did you notice the words written on your lanyard this week? At Health Quality BC, we believe in connection before content.

What Matters to You? is a simple but powerful question that can have a big impact on care. Asking What Matters to You? encourages meaningful conversations between patients, caregivers, families and their health care providers, and anyone can ask it. By asking what really matters, it helps ensure care is aligned with patient priorities – because knowing what matters supports the right care at the right time, which can improve health outcomes.

Now, take it one step further. What happens when you ask your team what matters to them? This is an equally important building block of teamwork and communication – so don’t forget to ask What Matters to You? every day, in every situation.

Visit healthqualitybc.ca to learn more, and check out our booth in Exhibition Hall B to find resources that will help you have a What Matters to You? conversation today!



Main Forum

Our main Forum program features a mix of plenary speakers, workshops, focus sessions, rapid fire presentations, storyboards, field trips and more. It all begins with the Opening Celebration, our annual recognition of the BC Quality Awards winners, inspiring stories from our Health Talks speakers, and the presentation of King Charles III Coronation Medals to worthy recipients.

Opening Celebration

March 11 Evening | 1745 – 2130 | Crystal Ballroom, Pan Pacific Hotel

The main Forum kicks off with the Opening Celebration. It includes a networking welcome reception prior to our evening events:

BC Quality Awards

A ceremony to recognize the winners of our annual BC Quality Awards, which celebrate the people and projects that are improving the quality of care in our province. Because of their work, people in BC have better quality health care.

King Charles III Coronation Medals

This year, we will be hosting a King Charles III Coronation Medal ceremony during our evening event. This award celebrates those “who have made significant contributions to the country, a province, territory, region or community, or an achievement abroad that brings benefit or honour to Canada.”

The King Charles III Coronation Medal is a way to recognize outstanding individuals of all ages and from all walks of life who have made a difference in their communities, provinces, territories or who have attained an outstanding achievement abroad that brings credit to these lands.

Health Talks

Our annual event featuring a diverse group of speakers who will all answer the question: What are your hopes for health care? These are not to be missed – our speakers’ stories will encourage, inspire and move you, and they are powerful because of the format that Health Talks follows.

As a Powered by PechaKucha event, Health Talks’ speakers use visual storytelling that simplifies the artful process of inspiring others. The 20×20 format is short and simple: each presentation contains 20 photos, and each photo is displayed for exactly 20 seconds before automatically advancing to the next one.

Can’t make it to our Opening Celebration? We’ve got you covered! Health Talks, the King Charles III Coronation Medals presentations and the BC Quality Awards will be livestreamed at healthqualitybc.ca and recorded for viewing after the event.





2025 BC Quality Awards

The BC Quality Awards are presented annually by Health Quality BC to celebrate the people and projects that are improving the quality of care in our province. Because of this work, people in BC have better quality health care.

Here are this year’s deserving winners:

Excellence in Quality: Optimizing the Early Years

BC Women’s Hospital Allergy Clinic Team
BC Women’s Hospital & Health Centre

This project is being presented in F9: Crafting Care for New Beginnings

Excellence in Quality: Strengthening Health & Wellness

Inter- and Intra-Health Authority Relocation Working Group
Health Emergency Management BC

This project is being presented in B10: Award Winning Strategies in Quality

Excellence in Quality: Returning to Health & Wellness

Bridging Care Program
Island Health

This project is being presented in B10: Award Winning Strategies in Quality

Excellence in Quality: Living with Illness or Disability

Cowichan Health and Care Plan ‘Adapting a COPD model of care to meet the needs of a community’
Island Health

This project is being presented in B10: Award Winning Strategies in Quality

Excellence in Quality: Coping with Transition from Life

Palliative Care Assess, See, Treat and Refer Pathway
BC Emergency Health Services

This project is being presented in E10: Leveling Up End of Life Care

Leadership in Co-Designing Health Quality with Communities

Cowichan Indigenous Connection Team
Island Health

Achievement in Sustainable Health Care

The Critical Air Project, Island Health

Doug Cochrane Leadership in Quality Award

Linda Dempster, Ministry of Health

Everyday Champion

Deborah Roberts, BC Emergency Health Services

Leadership in Advancing the Patient Voice

Greg Hemminger, Patient Voice

Read more about this year’s winners and runners-up at healthqualitybc.ca.

Nominations for the 2026 BC Quality Awards will open in June – winners will receive a \$2,500 sponsorship. To be the first to know when nominations open, subscribe to our newsletter at healthqualitybc.ca/newsletters



Plenary Speakers

We invite thought leaders from around the world to be plenary speakers at the Quality Forum so they can share their unique knowledge and health care quality experience with our audience.



Kris Vanhaecht
Professor, Faculty of Medicine, Leuven University

Kris began his career as a nurse, which led to an interest and a doctorate in public health. He teaches quality and patient safety at the Faculty of Medicine at Leuven University in Belgium. He also leads research projects in the field of quality improvement and patient safety with a special interest in care process organization, person-centred care and the respectful management of clinicians and managers after patient safety incidents.



Nana A. Y. Twum-Danso
Senior Vice President, Institute for Healthcare Improvement (IHI)

Nana is Senior Vice President at the IHI where she has top-line revenue responsibility for IHI’s consulting portfolio that assists health care and public health systems around the world to improve outcomes that matter to patients, families, communities, and the health workforce. She serves on IHI’s Executive Team. She is also an adjunct faculty member in the Department of Maternal and Child Health at the Gillings School of Global Public Health at the University of North Carolina, Chapel Hill in the United States.



Jameel Janjua
Fighter Pilot & Experimental Test Pilot

Jameel has had a blast living life in the fast lane. As a fighter pilot and experimental test pilot on high-performance fighter aircraft in Canada, the UK, and the US, he’s penned some pretty unique journal entries, including most recently when he became the 10th Canadian professional astronaut and the first one to pilot a winged rocket ship. Jameel’s passion for aviation started in his youth while attending airshows with his father and brother, and since then he has accumulated over 5,300 flight hours across 65 aircraft, and a spaceship! He holds degrees in engineering and aeronautics and is pursuing an MBA, and currently serves as an officer on the Board of Directors of the Society of Experimental Test Pilots.




Quips, Quandaries & Comebacks: A Quality Debate

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

Be it resolved that... we have the health data we need, we just need to use it.





Moderator:
Lynn Stevenson,
Health Care Consultant & Chair, Health Employers Association of BC

For



Goldis Mitra
Family Physician
Vancouver
Coastal Health



Kim McGrail
Professor
University of
British Columbia

Against



Hugh Alley
Patient Partner
Patient Voices
Network



Glenn McRae
Vice President,
Quality, Research &
Academic Affairs
Interior Health

Improving Access to Opioid Agonist Therapy

Opioid Agonist Therapy (OAT), in conjunction with behavioural and community supports, can be an effective treatment option for people living with opioid use disorder (OUD). Yet barriers often prevent people from starting and staying on OAT. It’s why we created our Learning About Opioid Use Disorder (LOUD) collaboratives for both emergency departments and primary care teams.

A new resource is now available: Improving Access to Opioid Agonist Therapy in Primary Care. It shares successful change ideas from expert faculty and LOUD teams to improve OAT access, patient experience, community connections and care flow. Visit the HQBC booth in Exhibition Hall B to pick up your copy or check it out on healthqualitybc.ca.

Did You Know?

We’re just getting underway with new cohorts of our Learning About Opioid Use Disorder (LOUD) in the Emergency Department collaborative and Approaches and Pharmacotherapies for Patients Living with Alcohol Use Disorder (APPLAUD) action series for primary care. There is still time to join! Contact us at substanceuse@healthqualitybc.ca to learn more!



Breakout Sessions

Main Forum also offers a variety of breakout sessions, including focus, rapid fire and recharge sessions, workshops and field trips. There are so many options for learning together!

Overview of Session Types

WORKSHOPS

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

FOCUS

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

RAPID FIRE

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

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

FIELD TRIPS

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



Breakout Sessions

Breakout Sessions: March 12 | 0945 – 1215

Read full descriptions and view room locations starting on page 42.

March 12 | One-Hour Sessions

Breakout A | 0945 – 1045

- A1:** The Provincial Goals of Care Initiative: A Province-Wide QI Partnership
- A2:** Shaping the Future of Connected Experience: Inside BC's Digital Health Initiatives
- A3:** Enhancing Feedback & Complaint Processes for Indigenous People in BC Health Care
- A4:** Nanaimo Social Prescribing Program: Collaborative Partnerships for Enhanced Health & Social Care
- A5:** What's the Problem With Mid-Sized EDs?
- A6:** Real Time Data: People, Advancements & Action
- A7:** Building Blocks for Mental Health
- A8:** Virtually There: Revolutionizing Care With Digital Solutions
- A9:** Helping Hand for a Healthier & Happier Workforce
- A10:** Designing Together: Engaging Communities for Healthier Futures

Breakout B | 1115 – 1215

- B1:** Effective Patient Engagement: Harmony like the "Beatles" Without "Blood, Sweat & Tears"
- B2:** Using the Patient Safety Learning System to Identify & Eliminate Harm From Indigenous-Specific Racism & Discrimination
- B3:** Interoperability Saves Lives: Health Data & Quality Care
- B4:** Care4All: A Game to Inspire Change
- B5:** Frailty & Menopause: The Hidden Health Crisis for Women
- B6:** The Kindness Paradox: How We Can All Make Small Changes to Create a Big Impact
- B7:** Surgical Success: Cutting Wait Times & Boosting Recovery
- B8:** Equity in Action: Walking the Talk for Inclusive Care
- B9:** Planetary Health Heroes
- B10:** Award Winning Strategies in Quality

Breakout Sessions: March 12 | 1415 – 1645

March 12 | One-Hour Sessions

Breakout C | 1415 – 1515

- C1:** Metabolic Mental Health: Looking Beyond Brain Chemistry
- C2:** Planning Hospital Services Together: Introducing the Provincial Tiers of Service Framework
- C3:** Reducing Administrative Burden in the Health Care System
- C4:** It's a Win-Win! Measuring Improvements in Quality & Environmental Sustainability
- C5:** The Escape Room: How Breaking Out Can Advance Quality
- C6:** The Power of Small Data: How Local Data Collection Can Drive QI
- C7:** Home Sweet "Long-Term Care" Home
- C8:** Decolonizing Care: Transforming Health for Indigenous Communities
- C9:** Emergency Care Crew: Strengthening Support With Teamwork
- C10:** Scope It Out: Leveraging Roles to Bridge Care Gaps
- R1:** Métis Cultural Recharge

Breakout D | 1545 – 1645

- D1:** Linking Ideas to Action With Driver Diagrams
- D2:** Appropriate Use: Coast-to-Coast
- D3:** High-Performing Health Care: Refreshing Tools for Sustained Improvement
- D4:** Diving Deep into BC's 10 Year Cancer Action Plan to Improve Quality of Care
- D5:** Quality Practice & Learning Environments: Supporting Nurse Leadership & Best Practice for Optimal Patient Care
- D6:** Navigating Climate Anxiety: Practical Discussions & Strategies
- D7:** Uprooting Racism: How to Create Culturally Safe Care
- D8:** Keeping an Eye on Patient Safety
- D9:** Guiding the Way in Medical Governance
- D10:** Tech Talk: Using AI to Improve Care
- R2:** Chair-ish Your Calm

March 12 | Two-Hour Sessions

Workshop | 0945 – 1215

- W1:** Say YES to Storytelling
- W2:** A Critical Connection: How Patient Safety Culture Can Be Enhanced Through Team Civility
- W3:** Board & Executive Quality Learning Series: How Do You Know if We Are Providing Safe Care? The Critical Role of Governors

March 12 | Two-Hour Sessions

Workshop | 1415 – 1645

- W4:** Leading Transformational Change
- W5:** Building a House of Trust: Insights From 25 Flemish Hospitals on Co-Creating Quality Management Systems
- W6:** Taking Care of Ourselves to Care for Patients: Creating a Sustainable Workplace

Field Trip | 1415 – 1645

- FT1:** Providing Healthy Food to Those in Need

Breakout Sessions: March 13 | 0945 – 1215

March 13 One-Hour Sessions	
Breakout E 0945 – 1045	Breakout F 1115 – 1215
E1: Independent Rights Advice Service as a Catalyst for QI in BC's Mental Health & Substance Use System	F1: Reinventing the Hospital Tray for Healthier Patients & a Healthier Planet
E2: Reimagining Team-Based Primary Care: Nuka-Inspired Integrated Care Teams	F2: Not Your Average Agenda: Harnessing Liberating Structures to Amplify your Daily Work
E3: Patients, Not Numbers: Data Strategies to Enhance Safety & Equity	F3: Implementing an Evidence-Based Hospital at Home Program in Your Community to Fit Local Context: An Urban & Rural Example From Vancouver Island
E4: Ratio Resolution: Strategies & Incentives to Meet Minimal Nurse to Patient Ratios	F4: Building a Stigma-Free Tomorrow: Dismantling MHSU-Related Structural Stigma in Health Care
E5: Strengthening Public Health Initiative: Advancing BC's Population & Public Health Framework Through Action	F5: When Frailty Meets Mental Health: Navigating Complex Care for Older Adults
E6: Prescription for Change: Solutions to Physician Capacity Challenges	F6: Opening the Doors to Specialized Care
E7: Nurturing the Next Wave of Health Care Heroes	F7: Creating Comfort in Critical Care Recovery
E8: Saving Cents & Sense in Health Care	F8: The Quest for Going Digital
E9: Navigating the Road to Substance Use Treatment	F9: Crafting Care for New Beginnings
E10: Leveling Up End of Life Care	F10: Wellness Wins: Cultivating Joy in the Workplace
R3: Paws Your Stress	R4: Relax & Unwind Through Creative Expression

March 13 Two-Hour Sessions	
Workshop 0945 – 1215	Field Trip 0945 – 1215
W7: When Less Is More: How to De-Implement When It Is No Longer Needed	FT2: Love the Land: Talaysay Cultural Tour of Stanley Park
W8: Building Shared Understanding: Assessing the BC Cultural Safety & Humility Standard	
W9: Understanding Human Factors! Applying a Human-Centred Approach to Health Care	

Breakout Sessions: March 13 | 1330 – 1430

March 13 One-Hour Sessions
Breakout G 1330 – 1430
G1: Disparaging Dimensions: Ableism, Colonialism & What's MAiD in Canada
G2: Indigenous Patient Experience: Measuring Cultural Safety in Health Care
G3: Using AI to Advance the Battle Against Cancer
G4: Mitigating the Damage of Online Harassment for Health Workers
G5: For the Collective Good: How Local Governments & Health Care Organizations Can Chart a Path Paved With Promise for Health Care in BC
G6: Comings & Goings: Improving Hospital Patient Transitions
G7: Safe & Sound: Cultivating a Safe Workplace
G8: All Access Pass: Unlocking the Door to Primary Care
G9: Putting Patients & Families in the Driver's Seat
G10: Teamwork Makes the Dream Work: Redefining Care Beyond Boundaries



WORKSHOP

W1: Say YES to Storytelling

VCC BALLROOM A

Unlock the power of storytelling! Vancouver’s top improv performers invite you to immerse yourself in this fun and dynamic session where improv tools become your guide to uncovering authentic narratives. Discover the art of connection and relationship building through storytelling, exploring techniques to engage and captivate your audience. Specifically tailored for health care professionals, this session will go beyond the theory, providing opportunities for you to practice and master the five essential stories that will become the foundation for your leadership practice. Say YES to the transformative world of storytelling!

- Dan Dumsha, President, Improv for Work & Wellness
- Victoria Souter, Director & Facilitator, Improv for Work & Wellness

WORKSHOP

W2: A Critical Connection: How Patient Safety Culture Can Be Enhanced Through Team Civility

VCC ROOM 11/12

We know that a critical foundation of patient safety is the ability for team members to speak up for safety – evidence has long shown that good teams save lives. But what happens when clinical teams display incivility towards each other? How does incivility in teams impact clinical performance and patient safety? In this session, participants will learn how civility in health care increases productivity, promotes team learning, protects cognitive function and improves clinical outcomes for patient safety. Learn how the level of civility on teams directly impacts the way we learn, the way we perform and our ability to keep patients safe.

- Nichole Pereira, Director, Policy Stewardship, Risk Management Advisory & Patient Safety, Island Health
- Jennie Aitken, Director, Medical Staff Quality & Improvement, Island Health
- Ava Butler, Emergency Medicine Physician & Site Scholarship Lead, Island Health & University of British Columbia

WORKSHOP

W3: Board & Executive Quality Learning Series: How Do You Know if We Are Providing Safe Care? The Critical Role of Governors

PAN PACIFIC OCEANVIEW 5/6

This session is designed for those who govern health service delivery organizations. Registration is limited to Health Authority Boards and Senior Executive Teams.

The pivotal Canadian Adverse Events Study highlighted that roughly one in 13 (7.5%) patients admitted to Canadian hospitals encountered a preventable adverse event during their care. This equated to an estimated 9,000 to 24,000 patient deaths per year during the study period – and that was 20 years ago! However, in the two decades since, and despite continued efforts and research, we have not made enough progress. Patient safety issues persist with harm occurring in at least one in 17 hospital stays (CIHI, 2024).

No patient should experience harm, and we know those who govern health service delivery play a key role in achieving success. You are integral to the collaborative effort this requires, one that also involves health care workers, patients, families, administrators, and policy makers. We need a systems approach, recognizing that most errors result from flaws in care delivery systems rather than individual negligence.

Join us for this interactive session where we will hear from internationally recognized experts in patient safety and governance, and have the opportunity to dive deep into how we can take action to address this ongoing critical issue.

- Ross Baker, Professor Emeritus, Institute for Health Policy, Management & Evaluation, Dalla Lana School of Public Health, University of Toronto
- Lynn Stevenson, Health Care Consultant & Chair, Health Employers Association of BC
- Devin Harris, Chair, Health Quality BC



FOCUS SESSION

A1: The Provincial Goals of Care Initiative: A Province-Wide QI Partnership

PAN PACIFIC CRYSTAL BALLROOM A

The Provincial Goals of Care Initiative aims to reshape health care delivery in British Columbia by ensuring that advance directives and goals of care are understood, respected, and seamlessly integrated with patient care. Time-efficient solutions with a Focus Session on open standards and interoperability will ensure that up-to-date goals of care are both accessible and secure. This interactive workshop will engage participants to discuss how the current state of goals of care affects clinicians and the general population, how health care in British Columbia will change to better align with patients’ values and preferences, and how we can work together to advocate for our patients, our loved ones, and ourselves.

- Ross Taylor, Physician, Vancouver Coastal Health
- Andrew Hurlburt, Critical Care Medicine Fellow, University of British Columbia
- Sophie McGregor, Internal Medicine Resident, University of British Columbia
- Anthon Meyer, Rural Personal Health Record Lead & Data Informatics & AI Physician Lead, Rural Coordination Centre of BC
- David Sweet, Executive Medical Director, Health Quality BC

FOCUS SESSION

A2: Shaping the Future of Connected Experience: Inside BC’s Digital Health Initiatives

VCC ROOM 1/2/3

Join us for an engaging session to experience how the BC Digital Health Strategy is shaping a seamless patient journey and enhancing health care delivery. This session builds on feedback from the 2024 Quality Forum, where we outlined upcoming objectives, goals, and intentions. This year, presenters will highlight the exciting current initiatives and innovative tools which are underway through live demonstrations. Learn how BC’s Provincial Digital Health Team is collaborating with patients, providers, and health partners, integrating their feedback to develop impactful digital health solutions.

- Michael Tatto, Chief Digital Innovation Officer, Provincial Digital Health & Information Services, Provincial Health Services Authority
- Heidi Giesbrecht, Senior Executive Director, Strategy, Innovation & Portfolio Management, Provincial Health Services Authority
- Birinder Narang, Co-Chair Digital Referrals & Orders Steering Committee, Doctors of BC
- Sandy Ketler, Patient Advisor, Patient Voices Network

FOCUS SESSION

A3: Enhancing Feedback & Complaint Processes for Indigenous People in BC Health Care

PAN PACIFIC CRYSTAL BALLROOM B/C

The Sharing Concerns Principles represent the first province-wide effort in British Columbia to improve complaint and feedback processes for Indigenous People, aligning with In Plain Sight Recommendation 5. Initially released in 2022 with nine guiding principles, this initiative has since been updated in 2024 with input from all BC health authorities and professional colleges. The updated version reflects collective advancements across the health care system in response to Indigenous-specific complaints, emphasizing a commitment to culturally safe care. Ongoing convening and collaboration on implementing these principles will further support Indigenous voices in health care feedback processes.

- Mark Matthew, Director, Indigenous Health and Patient & Public Engagement, Health Quality BC
- Adam Finch, Leader, Indigenous Health, Health Quality BC

FOCUS SESSION

A4: Nanaimo Social Prescribing Program: Collaborative Partnerships for Enhanced Health & Social Care

PAN PACIFIC PACIFIC RIM 2

Starting from the need to rethink delivery models of health and social care, this session will offer a framework for improvement that reviews how Nanaimo set up a social prescribing program based on a foundation of intersectoral partnerships and collaboration in the community and primary care. The session will review how the project was incorporated within an existing assessment and referral system to set up a single point of access to triage and deliver appropriate and timely patient care. Participants will be offered the opportunity to engage in co-production by participating in an activity focused on the importance of connection in social health and well-being.

- Chris Therriault-Finke, Director Regional Community Health, Rehabilitation, Diabetes & Nutrition Services, Island Health
- Joanne A. Schroeder, Professor, Recreation & Tourism & Chair, Vancouver Island University & World Leisure Organization
- Cora Leschert, Program Director, Nanaimo Family Life Association
- Adam Hoverman, Family Physician & Public Health Specialist, Nanaimo Division of Family Practice
- Sandra Allison, Family Physician & Public Health Specialist, Nanaimo Division of Family Practice
- Kirsten Schuld, Shared Care Project Lead, Nanaimo Division of Family Practice

FOCUS SESSION

A5: What’s the Problem With Mid-Sized EDs?

PAN PACIFIC PACIFIC RIM 1

This immersive and educational session will introduce the significant challenges facing mid-sized emergency departments (EDs) across BC, and will ask participants to collaboratively generate potential solutions using improvement methodology. Participants will explore some of the main drivers of emergency department capacity issues, and seek to answer the question: What are three key actions to stabilize your mid-size ED?

- Todd Ring, Provincial Medical Director, Emergency Care BC, Provincial Health Services Authority
- Elizabeth Stacy, Provincial Lead, Clinical Initiatives & Innovation, Emergency Care BC, Provincial Health Services Authority
- Michelle Kennedy, Leader, Health System Improvement, Health Quality BC

FOCUS SESSION

A6: Real Time Data: People, Advancements & Action

VCC ROOM 8/15

We all know patient and family feedback is essential to improving care. However, the success to improving the care experience relies on the ability to collect and adapt to real-time feedback, and to use patient experience data to re-build and strengthen relationships among patients and providers. This session will introduce participants to Fraser Health’s Real Time Patient Experience Survey (RTPES) tool and explore opportunities and barriers to applying feedback in a timely way to improve the quality, safety and experience of health care.

- Mandy Lindsay, Director, Patient Experience, Fraser Health
- Ashifa Ahmed, Leader, Patient Experience, Fraser Health

RAPID FIRE SESSION

A7: Building Blocks for Mental Health

VCC ROOM 9

Reducing AWOLs at a Mental Health & Addictions Facility

- Betty Tang, Psychiatrist, Vancouver Coastal Health

From Mental Health Crisis to Independence

- Alanna Summers, Manager, Bridging Care Program, Island Health
- Jennifer Sandberg, Team Lead, Bridging Care Program, Island Health
- Clara Rubincam, Learning Health System Facilitator, Island Health

Adult ADHD Screening: Quality Improvement in a Rural Mental Health Centre

- Jan Madayag, Manager, Quality, Patient Safety & Accreditation, Provincial Health Services Authority

RAPID FIRE SESSION

A8: Virtually There: Revolutionizing Care With Digital Solutions

VCC ROOM 18

Long-Term Care Virtual Physician Services: Timely Access to Care

- Gita Rafiee, Regional Clinical Nurse Specialist, Fraser Health
- Nick Petropolis, Physician & Long-Term Care & Assisted Living Regional Transformational Care Lead, Fraser Health

Implementation of the Virtual Multidisciplinary Asthma Education Clinic in Interior Health

- Julia Pritchard, Respiriologist, Okanagan Lung Centre
- Natasha Espinosa, Respiratory Therapist, Interior Health

Implementing a Virtual Support for Hospitals: A Provincial Framework

- Karen Cooper, Executive Director, Clinical Operations, Interior Health
- Robyn Emde, Senior Clinical Leader, Provincial Health Services Authority

Breakout A

MARCH 12 | 0945 – 1045

RAPID FIRE SESSION

A9: Helping Hand for a Healthier & Happier Workforce

VCC ROOM 19/20

Moral Distress in Health Care: Supporting Quality of Care & Staff’s Moral Empowerment

- Kim Jameson, Ethicist, Vancouver Coastal Health

Building Support for Effective Team–Based Care With Clinical Operations & Logistics

- Karen McIntire, Vice President of Workforce, Southcentral Foundation

Moral Empowerment Program: Enhancing Health Care Workforce Well-being & Sustainability

- Esther Alonso–Prieto, Regional Lead, Ethics Service, Northern Health

RAPID FIRE SESSION

A10: Designing Together: Engaging Communities for Healthier Futures

VCC ROOM 13

Promising Practices for Strengthening Engagement in Public Health Decision–Making

- Tiffany Barker, Director, Quality, Safety & Accreditation, BC Centre for Disease Control

Empowering the Citizen Patient: Enhancing Community Health Through Patient Education

- Maria Klement, Patient Partner, Patient Voices Network
- Leila Dale, Evaluation & QI Lead, Kootenay Boundary Division of Family Practice

Strengthening Emergency Health Services Through Innovation in Rural & Remote British Columbia

- Nelly Oelke, Associate Professor, University of British Columbia Okanagan

Breakout B

MARCH 12 | 1115 – 1215

FOCUS SESSION

B1: Effective Patient Engagement: Harmony like the “Beatles” Without “Blood, Sweat & Tears”

PAN PACIFIC PACIFIC RIM 2

Patient Partner engagements can only be successful when expectations are clear on “Both Sides Now.” When successful, health care and patient partners make remarkable improvements. In this session, participants will “Come Together” to learn key actions that will lead to effective engagements, all with a rock’n roll twist.

- Hugh Alley, Patient Partner, Patient Voices Network
- Sandy Ketler, Patient Partner, Patient Voices Network

FOCUS SESSION

B2: Using the Patient Safety Learning System (PSLS) to Identify & Eliminate Harm From Indigenous–Specific Racism & Discrimination

VCC ROOM 8/15

Indigenous–specific racism in health care often results in harm to Indigenous patients, families, and staff. At BC Children’s and BC Women’s Hospitals, operational leaders, clinical teams, and the Provincial Health Services Authority (PHSA) Indigenous Health team are collaborating to address ISRD through improved reporting and response processes. With enhanced Patient Safety Learning System (PSLS) tools, staff can now report ISRD–related events, which can better inform an understanding of how systemic racism manifests. Guided by the six Coast Salish Teachings and supported by PHSA’s Thee Eat “Truth” committee, the initiative includes daily reviews of self-identified Indigenous patient safety events and weekly huddles to drive systemic change. Indigenous Patient Navigators (IPNs) play a crucial role, offering culturally safe support and building trust with patients and families, enabling transparent, impactful conversations toward cultural safety and improved health care equity.

- Felicia Laing, Director, Quality, Patient Safety & Accreditation, BC Children’s Hospital & BC Women’s Hospital
- Trish Collison, Team Lead, Indigenous Patient & Family Experience, Quality & Safety, Indigenous Health Program, BC Children’s Hospital & BC Women’s Hospital
- Terrace Desnomie, Program Manager, Quality & Safety Indigenous Health, BC Children’s Hospital & BC Women’s Hospital
- Heather Hastings, Executive Director of Cultural Safety & Transformation, Provincial Health Services Authority
- Andrea Walker, Chief, Quality, Patient Safety & Experience Officer, Provincial Health Services Authority

FOCUS SESSION

B3: Interoperability Saves Lives: Health Data & Quality Care

PAN PACIFIC CRYSTAL BALLROOM B/C

There is a growing consensus that shortfalls in the design and use of health data in Canada are resulting in health system dysfunction and preventable harm to Canadians. Framed around patient stories, Ewan Affleck will explain what has led to this situation, how we in Canada have legislated the failure of digital health systems, and in doing so are violating our core accountability to the provision of quality care. Dr. Affleck will also explain why he is more optimistic now than he has been in 30 years that Canada can finally reimagine its use of health data, and realize the promise of digital health technology.

- Ewan Affleck, Senior Medical Advisor, Health Informatics, College of Physicians & Surgeons of Alberta

FOCUS SESSION

B4: Care4All: A Game to Inspire Change

PAN PACIFIC PACIFIC RIM 1

Imagine being on a desert island with limited resources and one goal: ensuring access to primary care for all who need it. The Care4All game is an interactive, hands-on experience that challenges players to find innovative, collaborative solutions to the primary care crisis using real community data. Players work in small groups to explore options like task shifting, artificial intelligence, policy change and patient triage, using tokens, cards, and figurines with a goal of ensuring that everyone receives high-quality primary care before time runs out.

- Jen Ellis, Primary Care Network Lead, Kootenay Boundary Division of Family Practice
- Andrew Earnshaw, Executive Director, Kootenay Boundary Division of Family Practice
- Mona Mattei, Shared Care Lead, Kootenay Boundary Division of Family Practice
- Leila Dale, Evaluation & QI Lead, Kootenay Boundary Division of Family Practice

FOCUS SESSION

B5: Frailty & Menopause: The Hidden Health Crisis for Women

PAN PACIFIC CRYSTAL BALLROOM A

Did you know that women are significantly more likely than men to develop frailty and even dementia due to untreated hormone loss during menopause? This one-hour session will uncover the vital connection between perimenopause, menopause and frailty, offering health care workers and physicians key insights into the signs, symptoms and risks. Explore the latest research, learn practical screening and treatment strategies, and engage in a thought-provoking Q&A to bring impactful, informed care to your patients.

- Michele Thomson, Vice-President, Operations, Buron

FOCUS SESSION

B6: The Kindness Paradox: How We Can All Make Small Changes to Create a Big Impact

VCC ROOM 1/2/3

Kindness isn't just a nice-to-have; it's a critical leadership strategy that has an outsized return on investment for preventing burnout, promoting well-being and enhancing engagement (thus performance). We all have the opportunity to show leadership in how we engage and connect with others. In this interactive session, learn how to leverage the benefits of kindness within your teams by focusing on increasing clarity, consistency and civility.

- Adam King, Founder & Managing Partner, BeThink



Lawrence Yang, presenting at QF24

RAPID FIRE SESSION

B7: Surgical Success: Cutting Wait Times & Boosting Recovery

VCC ROOM 9

Optimizing Recovery: Same-Day Discharge for Total Joint Arthroplasty at Canadian Community Hospital

- Jennifer Watters, Nurse Practitioner, Fraser Health
- Reza Faraji, Anesthesiologist, Fraser Health

Improving the DeLiVeRy of Care: Reducing Wait Times for BC Provincial Liver Transplant

- Maja Segedi, Surgeon, Liver Transplant, Vancouver General Hospital
- Vanessa Kong, Medical Student, University of British Columbia

RAPID FIRE SESSION

B8: Equity in Action: Walking the Talk for Inclusive Care

VCC ROOM 18

Striving for Equity, Diversity, Inclusion & Cultural Safety: An Innovative Policy Process

- Hayley Loewen, Policy Lead, Indigenous Cultural Safety, Fraser Health
- Kamal Arora, Lead, Organizational Equity, Diversity & Inclusion Support, Fraser Health
- Sarah Willoughby, Clinical Practice Consultant, Fraser Health

Five Generations of Lived Experience Influencing the Provincial MHSU Healthcare System: A Couch Session to Understand the Impact of a Perinatal MHSU Engagement Network on Policy, Clinical Services, & Patient Outcomes

- Ashlee Jubb, Patient & Family Advisor, BC Women’s Perinatal Mental Health & Substance Use
- Darci Skiber, Executive Director, BC Women’s Perinatal Mental Health & Substance Use
- Melissa Dreyer, Peer Engagement Leader, BC Women’s Perinatal Mental Health & Substance Use

Addressing Inequities of Access to Care for Unattached Patients

- Leila Dale, Quality Improvement Lead, Kootenay Boundary Division of Family Practice
- Mona Mattei, Project Lead, Prima Health Co-Operative
- Shelina Musajji, Medical Director, Prima Health Co-Operative
- Tanya Peever, Nurse Practitioner, KB Screen

RAPID FIRE SESSION

B9: Planetary Health Heroes

VCC ROOM 13

Designing Processes for Home Health Staff & Clients in Extreme Heat Emergencies

- Elaine Heffel, Manager, Community Health Services Business Processes & Function, Island Health
- Saskia Wald, Clinical Initiatives Lead, Island Health

How to Build a Primary Care Disaster Response System

- Ian Bekker, Physician, Island Health & Victoria Division of Family Practice
- Juna Cizman, Manager, Strategic Initiatives, Victoria Division of Family Practice

Greening the Lab: Interior Health Clinical Laboratories Adopt Sustainable Solutions

- Christine Henderson, Clinical Sustainability Coordinator, Interior Health
- Launny Lowden, Diagnostic & Clinical Pathologist & Medical Director of Patient Safety, Interior Health

RAPID FIRE SESSION

B10: Award Winning Strategies in Quality

VCC ROOM 19/20

Inter- & Intra-Health Authority Relocation (IIHAR) Working Group

- Gloria Hertz, Health Emergency Management Lead, Vancouver Acute, Vancouver Coastal Health & Health Emergency Management British Columbia

Bridging Care Program

- Clara Rubincam, Quality Improvement Professional, Royal Jubilee Hospital, Island Health
- Alanna Summers, Manager, Bridging Care Program, Island Health
- Jennifer Sandberg, Team Lead, Bridging Care Program, Island Health

Cowichan COPD Program

- Donna Jouan-Tapp, Director Cowichan Health & Care Plan, Island Health

FIELD TRIP

FT1: Providing Healthy Food to Those in Need

Participants will enjoy a guided tour of the Greater Vancouver Food Bank’s primary warehouse, curated to showcase our impact on the health and well-being of our community. During this tour, we will share our story, including our daily operations, our commitment to fresh, healthy food, and our efforts to reduce surplus food waste.

This field trip departs from the VCC lobby level at 1415 sharp!

Greater Vancouver Food Bank

WORKSHOP

W4: Leading Transformational Change

VCC ROOM 1/2/3

Back by popular demand, hear from Helen Bevan on how we can grow both our inner and outer skills to increase the chances of success in large complex change. How we as leaders see the world makes a significant difference in our ability to deliver transformational change. In this provocative workshop, we will look at different mindsets and worldviews of change and how these impact on our ability to deliver large-scale change. We will explore how leaders who have a more developed worldview have a greater capacity to deal with complexity, are more welcoming of diverse ideas and perspectives and can see more patterns and interconnections, which lead to more effective transformational solutions. We will consider actions to build our own inner skills for change, based on new ways of seeing the world.

- Helen Bevan, Professor of Practice in Health & Care Improvement, Warwick Business School, UK & Strategic Advisor, NHS Horizons



WORKSHOP

W5: Building a House of Trust: Insights From 25 Flemish Hospitals on Co-Creating Quality Management Systems

PAN PACIFIC OCEANVIEW 5/6

In this interactive workshop, Kris will delve into the transformative journey of 25 Flemish hospitals that shifted from traditional accreditation to a new, collaborative quality management model: the Flanders Quality Model (FlaQuM). Guided by the foundational principles of the House of Trust, these hospitals are using a structured co-creation roadmap to embed quality into daily practice sustainably. Participants will learn how hospitals employ peer review challenges, co-design workshops, monthly inspiration sessions, and scientific research to drive continuous, in- and inter-hospital learning and improvement.

- Kris Vanhaecht, Professor, Leuven University

WORKSHOP

W6: Taking Care of Ourselves to Care for Patients: Creating a Sustainable Workplace

VCC BALLROOM A

As we continue to face challenges with adequate staffing and the wellness of those working in health care, there also continues to be significant gaps in care for the communities we serve. Our system has historically relied on health professionals who stretch themselves to bridge the system gaps in a way that is rarely sustainable. There remain elements of health care culture that hero-worships this non-sustainable martyrdom. Burnout, apathy and disengagement continue to be a struggle for those working within the health care system.

- Christina Krause, Chief Executive Officer, Health Quality BC
- Hussein Kanji, Executive Medical Director, Critical Care BC, Provincial Health Services Authority & Co-Lead, #SynergyHUB, Doctors of BC
- Lawrence Yang, Family Physician, Gateway Medical & Co-Lead, #SynergyHUB, Doctors of BC

FOCUS SESSION

C1: Metabolic Mental Health: Looking Beyond Brain Chemistry

PAN PACIFIC CRYSTAL BALLROOM B/C

New research shows that the way our body processes energy and nutrients is closely linked to mental health conditions, suggesting we need to look beyond just brain chemistry. This talk examines how problems with blood sugar control, cellular energy production and body inflammation may lead to conditions like depression, anxiety and serious mental illness. Studies show that improving physical health through diet changes, exercise and certain medications can help reduce mental health symptoms. We present a new approach to treating mental health that considers both mind and body, backed by patient examples and scientific studies. This new way of thinking offers hope for patients who haven't responded well to traditional treatments.

- Elisa Brietzke, Professor, Department of Psychiatry, Queens University
- Sean McKelvey, Chief Executive Officer, Institute for Personalized Therapeutic Nutrition
- Jonny Morris, Chief Executive Officer, Canadian Mental Health Association BC Division

FOCUS SESSION

C2: Planning Hospital Services Together: Introducing the Provincial Tiers of Service Framework

VCC ROOM 8/15

As health systems worldwide face unprecedented resource challenges, planning hospital services thoughtfully and in a coordinated manner has become more important than ever. This session provides an overview of the Provincial Tiers of Service framework, a planning tool designed to meet these challenges. Discover the thinking behind this approach, its development and progress, and how it can enhance service planning across diverse hospitals and health centres – from rural and remote communities to urban settings.

- Joanne Shum, Executive Lead, Tiers of Service, Provincial Health Services Authority
- Maureen O'Donnell, Executive Vice President, Provincial Clinical Policy, Planning & Partnerships, Provincial Health Services Authority & Associate Professor, Department of Pediatrics, University of British Columbia
- Sam Bugis, Clinical Professor, Department of Surgery & Medical Director, University of British Columbia
- Shallen Letwin, Vice President, Clinical Operations, Interior Health

FOCUS SESSION

C3: Reducing Administrative Burden in the Health Care System

VCC ROOM 11/12

The cumulative workload from unnecessary and duplicative administrative tasks can impact a care provider's mental health and their ability to provide care for patients. Do you want to know how to identify and address administrative burdens in your workplace? Come and join this interactive session, where you will learn about human and system level administrative burdens, and how you can work towards reducing and eliminating them!

- Kate McCammon, Leader, Strategic Initiatives, Health Quality BC
- Leanne Griffiths, Leader, Strategic Initiatives, Health Quality BC
- Lisa Gaede, Family Physician, Doctors of BC

FOCUS SESSION

C4: It's a Win-Win! Measuring Improvements in Quality & Environmental Sustainability

PAN PACIFIC PACIFIC RIM 2

Green care is good care, making it an easy choice to improve environmental sustainability in health care. When designing improvements, incorporating environmentally sustainable measures will help realize the co-benefits of improving care at a lower environmental cost. We'll take you through the steps to putting environmental impacts to your quality improvement initiatives so that you can show meaningful progress to a low-carbon, resilient and sustainable health system.

- Ilona Hale, Family Physician, Clinical Assistant Professor, Department of Family Practice, University of British Columbia & Clinical Advisor, Health Quality BC
- Arianna Cruz, Strategy & Innovation Lead, CASCADES Canada
- Andrea Wnuk, Leader, Health System Improvement, Health Quality BC
- Amanda McKenzie, Manager, Environmental Sustainability, Interior Health

FOCUS SESSION

C5: The Escape Room: How Breaking Out Can Advance Quality

PAN PACIFIC PACIFIC RIM 1

When every minute counts, even one small communication breakdown can have serious and sometimes life-threatening consequences. However, the worst time to build teamwork and collaboration is when the pressure is highest – such as when a patient is experiencing postpartum hemorrhage. With this in mind, and recognizing that information is better remembered when learning is fun, Port Alberni’s West Coast General Hospital decided to turn a simulation workshop into an Escape Room! The aim was to increase effectiveness of care by practicing evidence-based interventions that lead to positive patient outcomes, and to build a collaborative culture between perinatal nurses, physicians, and midwives. In this session, you’ll see the escape room in action and have the opportunity to see how it creates an environment for learning and team building. Participants will also have time to reflect on how an escape room could help advance their own area of work.

- Danielle Eely, Pediatric & Perinatal Educator, West Coast General Hospital, Island Health
- Glenda Bertolucci, Nurse, West Coast General Hospital & Rural Surgical Obstetrical
- Rebecca Manuel, ROAM/RSON Coordinator, Island Health & Rural Coordination Centre of BC

FOCUS SESSION

C6: The Power of Small Data: How Local Data Collection Can Drive QI

PAN PACIFIC CRYSTAL BALLROOM A

Automated indicators, reports or dashboards are a great resource for monitoring our performance, but often lack the specificity, timeliness or widespread access to support change at the local level. And they rarely provide the meaningful feedback loop to those delivering care if their efforts to improve are working. Join this session to learn ways of using simple data collection methods – pen and paper by the team at a local level – to get meaningful insight about our improvement efforts. This small-scale measurement, when defined, collected and shared by the care team, can ensure an outsized impact on improvement efforts through team engagement.

- Andrew Wray, Executive Director, Health Quality BC

RAPID FIRE SESSION

C7: Home Sweet “Long-Term Care” Home

VCC ROOM 13

Reducing Transfers from Long-Term Care to Emergency Departments

- Amber Jarvie, Physician Lead, Fraser Health
- Alana Stuart, Project Leader, Fraser Health
- Michiko Mazloun, Program Director, Fraser Northwest Division of Family Practice]

Innovations in Long-Term Care: The Pines Resident Engagement Ambassador Student Position

- Arkell Wiley, Regional Quality Improvement Advisor, Northern Health
- Arlene Buckham, Recreational Therapist, Long-Term Care, Northern Health

An Intergenerational Approach to Improving Quality of Life for People Living in LTC

- Karen Littleton, Director, Population Health, Clinical Prevention, Interior Health
- Michelle Smith, Lead, Learning Health Systems, Interior Health
- Paula Morrison, Coordinator, Research, Quality, Knowledge Mobilization, Seniors Care, Interior Health

RAPID FIRE SESSION

C8: Decolonizing Care: Transforming Health for Indigenous Communities

VCC ROOM 19/20

Enhancing Emergency Care in Remote First Nations Communities: A Pathway to Equity

- Megan Muller da Silva, Postdoctoral Fellow, University of British Columbia

Quality Improvement: De-Stigmatizing & Decolonizing Health Care at Central Interior Native Health Society

- Oliveth Orjiocha, Research & Development Coordinator, Central Interior Native Health Society
- Shobha Sharma, Executive Director, Central Interior Native Health Society

Indigenous Patient Navigator Integration in the BC Children’s Hospital Emergency Department

- Renae Nyce, Indigenous Patient Navigator, BC Children’s & Women’s Hospital
- Trish Collison, Team Lead, Indigenous Patient & Family Experience, Quality & Safety, Indigenous Health Program, BC Children’s & Women’s Hospital
- Yass Amir Rahmani, Quality, Patient Safety & Accreditation Lead, Emergency & Trauma Services, BC Children’s & Women’s Hospital

RAPID FIRE SESSION

C9: Emergency Care Crew: Strengthening Support With Teamwork

VCC ROOM 9

Innovating Emergency Care: Implementing a Substance Use Nurse to Improve Patient Outcomes

- Anna Waters, Registered Nurse, Substance Use, Island Health
- Meghan Leahy, Registered Nurse, Island Health
- Sara Healing, Project Manager, Victoria Division of Family Practice

Team-Based Primary Care to Support the Emergency Department

- Amber Hay, Director, UPCC Optimization, South Island UPCCs, Island Health
- Elizabeth Mcgrath, Site Director, Saanich Peninsula Hospital, Island Health
- Thuy Nga Pham, South Island UPCC Co-Medical Director, South Island UPCCs, Island Health

Regional Emergency Department Surge Protocol Implementation

- Megan Butler, Access & Efficiency Clinical Specialist, Interior Health

RAPID FIRE SESSION

C10: Scope It Out: Leveraging Roles to Bridge Care Gaps

VCC ROOM 18

Bridging the Gap: Collaborative Care Transformation With a Nurse Practitioner

- Jessica Barker, Clinical Operations Manager, Interior Health
- Crystal Grymaloski, Nurse Practitioner, Interior Health

Integration of Licensed Practical Nurses into Emergency Departments

- Chandell Kelly, Clinical Nurse Educator, Providence Health Care
- Emily Tang, Specialty Nursing Faculty, BC Institute of Technology

Empowering RN-Led Care to Transform Community Health

- Tammy Rogers, Professional Practice Lead, Northern Health

RECHARGE SESSION

R1: Métis Cultural Recharge

VCC ROOM 17

The Métis Cultural Recharge session will be a revitalizing experience led by Maddy McCallum, an inspiring energy mover and dancer. Combining a short, insightful talk with movement, the session will offer participants a chance to connect with Métis cultural roots and harness the healing power of physical expression. Maddy’s unique approach, rooted in Indigenous teachings and personal journey, will leave attendees feeling rejuvenated and deeply connected to themselves and their surroundings.

- Maddy McCallum, Energy Mover



FOCUS SESSION

D1: Linking Ideas to Action With Driver Diagrams

VCC ROOM 11/12

Looking for a quality improvement tool that will help take your lofty aim and break it down into manageable change ideas? Need a method that will help move your team from vision to action? Searching for an approach that is agile and can change as rapidly as the complex, adaptive systems we work in? Then driver diagrams are the tool for you! In their simplest form, driver diagrams help link high-level improvement goals to specific project activities. In this interactive session, you will have an opportunity to learn more about this powerful tool and start to build the framework for your very own driver diagram.

- Leanne Griffiths, Leader, Strategic Initiatives, Health Quality BC
- Kate McCammon, Leader, Strategic Initiatives, Health Quality BC

FOCUS SESSION

D2: Appropriate Use: Coast-to-Coast

PAN PACIFIC PACIFIC RIM 1

While prescription medications play an important role in Canadians' health, when used inappropriately harms can outweigh benefits. It is estimated that 1.9 million seniors in Canada regularly use at least one inappropriate medication and Canadians between 40 and 79 years of age take five or more prescription medications (polypharmacy), which is associated with drug interactions and increased risks of negative health outcomes, such as falls. There is an opportunity to improve quality of care by increasing the appropriate use of medications. In this session, leaders in appropriate use from Canada's Drug Agency (CDA-AMC) and across Canada will provide an overview of CDA-AMC's early vision and strategy on appropriate use, and feature appropriate use initiatives in different parts of Canada.

- Stephen Samis, Co-Chair, Appropriate Use Advisory Committee, Canada's Drug Agency
- Jonathan Lam, Director, Appropriate Use Advisory Committee, Canada's Drug Agency
- David Gardner, Professor, Dalhousie University
- Colin Dormuth, Associate Professor, Department of Anesthesiology, Pharmacology & Therapeutics, University of British Columbia & Co-Managing Director, Therapeutics Initiative

FOCUS SESSION

D3: High-Performing Health Care: Refreshing Tools for Sustained Improvement

PAN PACIFIC CRYSTAL BALLROOM A

The Accelerating Healthcare Improvement Organizational Assessment tool is an evidence-informed assessment tool developed by Healthcare Excellence Canada to support action-oriented health system improvements needed to become a high-performing health care organization. The tool has been refreshed to reflect the evolving understanding of factors that support high-performing, improvement-oriented health care organizations and systems. Participants will be invited to reflect on the refreshed levers and help shape the assessment supports and supportive pathways to shape a future of health care so that everyone has safe and high-quality care.

- Jérôme Ouellet, Director, Leadership Programs, Healthcare Excellence Canada

FOCUS SESSION

D4: Diving Deep into BC's 10 Year Cancer Action Plan to Improve Quality of Care

PAN PACIFIC CRYSTAL BALLROOM B/C

Cancer is a major public health problem and will affect one in two British Columbians in their lifetime. Cancer care touches every aspect of the health system and demand is growing driven by an increasing and aging population, new treatment options and improved outcomes. In this session, we will explore BC's 10-Year Cancer Action Plan to better prevent, detect and treat cancers and identify opportunities to improve the quality of cancer care in the province.

- Helen Anderson, Senior Executive Director, Systemic Therapy & Provincial Programs, BC Cancer
- Tammy Currie, Executive Director, Provincial Programs, BC Cancer

FOCUS SESSION

D5: Quality Practice & Learning Environments: Supporting Nurse Leadership & Best Practice for Optimal Patient Care

PAN PACIFIC PACIFIC RIM 2

Advancing quality to achieve patient outcomes requires a systematic focus on the conditions and factors that support effective and optimal delivery of care in clinical settings. Known as Quality Practice and Learning Environments (QPLE), this session will share the components of QPLE and how they are being leveraged to lay a foundation for the implementation of minimal nurse to patient ratios in BC.

- Kerry Morrison, Executive Director, Nursing Policy Secretariat & Provincial Chief Nursing Officer, BC Ministry of Health
- Linda Dempster, Provincial Executive Lead, Nursing Ratios, BC Ministry of Health
- Joanne Maclaren, Executive Director, Minimum Nurse–Patient Ratio (mNPR) Implementation and Strategy Lead, Models of Care, Island Health

FOCUS SESSION

D6: Navigating Climate Anxiety: Practical Discussions & Strategies

VCC ROOM 8/15

In this session, participants will learn about climate anxiety and how it is currently impacting BC health care. Discussions will focus on acknowledging how climate anxiety may disproportionately affect certain individuals over others (e.g., those who live in rural communities and regions that experience recurring extreme weather events). Participants will also have the opportunity to engage in action–oriented brainstorming to discuss how BC health care can prepare to address climate anxiety for both health care employees and the people they serve.

- Emily Pletsch, Climate Emergencies & Mental Health Advisor, Canadian Mental Health Association BC Division
- Matt Treble, Manager of Suicide Prevention & Life Promotion, Canadian Mental Health Association BC Division
- Jonny Morris, Chief Executive Officer, Canadian Mental Health Association BC Division

RAPID FIRE SESSION

D7: Uprooting Racism: How to Create Culturally Safe Care

VCC ROOM 13

Can a Tree Eradicate Indigenous–Specific Racism & Discrimination?

- Fairouz Devji, Clincial Education Consultant, Provincial Health Services Authority
- Lisa Jang, Nurse Educator, Provincial Health Services Authority
- Simmie Kalan, Senior Director, Provincial Health Services Authority

Creating Culturally Safe & Welcoming Spaces With Host Nations Partners

- Sue Richardson, Manager, Community Engagement, Vancouver Coastal Health
- Jill Brimacombe, Senior Project Director, Lions Gate Hospital Redevelopment Project, Vancouver Coastal Health

Embedding the HSO BC Cultural Safety & Humility Standard into VCH Professional Practice

- Dacia Howard Jovanović, Strategic Lead, Professional Practice, Vancouver Coastal Health
- Jonathan Beaumier, Nursing Practice Initiatives Lead, Vancouver Coastal Health
- Kathleen Harris, Director, Indigenous Patient Experience & Professional Practice, Vancouver Coastal Health

RAPID FIRE SESSION

D8: Keeping an Eye on Patient Safety

VCC ROOM 9

CICLOP: An Eye to Support Quality Improvement in Pre–Hospital Care

- Camille Ciarniello, Director, Risk Management, BC Emergency Health Services
- Ole Olsen, Director, Quality, Patient Safety & Accreditation, BC Emergency Health Services

Enhancing Emergency Department Safety Through Establishing a PSLS Review Club

- Sherry Moon, Quality Leader, Vancouver Coastal Health
- Lara Gurney, Clinical Nurse Specialist, Emergency, Vancouver Coastal Health

Using Safety–II to Study Medication Safety Following Electronic Health Record Implementation

- Nichole Pereira, Director, Patient Safety, Risk Management Advisory, & Policy Stewardship, Island Health

RAPID FIRE SESSION

D9: Guiding the Way in Medical Governance

VCC ROOM 18

Primary Care Governance: Minding the Gap

- Emma Isaac, Director, Primary Care Support & Resources, Island Health
- Pam Sterling, Manager, Primary Care Priorities, Island Health

Transforming Medical Affairs: An Indigenized Approach to Supporting Medical Staff

- Terri Aldred, Executive Medical Director, First Nations Health Authority
- Trish Howard, Director of Operations, Medical Affairs & Wellness Office, First Nations Health Authority

Leading With Equity: A Framework for CPSBC’s Policy Development

- Bria Luis, Policy Coordinator, College of Physicians & Surgeons of BC
- Hope Moir, Policy Analyst, College of Physicians & Surgeons of BC

RAPID FIRE SESSION

D10: Tech Talk: Using AI to Improve Care

VCC ROOM 19/20

Improving Lung Cancer Detection & Early Diagnosis Through AI & Collaboration

- Stephen Lam, Medical Director, BC Cancer Lung Screening Program, BC Cancer

AI-Driven One-Year Mortality Risk Prediction

- Amir Parizi, Data Scientist, Fraser Health
- Sharmin Gani, CAADSI, Fraser Health

AI-Scribes in Palliative Care Specialty Consultations

- Jessica Otte, Physician, Department of Family Practice & Division of Palliative Care, University of British Columbia & Island Health

RECHARGE SESSION

R2: Chair-ish Your Calm

PAN PACIFIC OCEANVIEW 7/8

Join Kenzie Pattillo, yoga instructor at Every Day Counts Program, North Shore Hospice, for a chair-based yoga practice that aims to calm the nervous system and improve functional strength and range of motion, all from the stable, accessible comfort of a chair.

- Kenzie Pattillo, Yoga Instructor, Every Day Counts Program, North Shore Hospice

FIELD TRIP

FT2: Love the Land: Talaysay Cultural Tour of Stanley Park

“Love the Land” is a philosophy and way of life that emphasizes a profound, reciprocal relationship with the Earth. Rooted in Indigenous values in Stanley Park, it represents a deep respect for nature, viewing the land not as property but as a living entity that sustains and connects all beings. This concept honours the land’s history, recognizing it as a source of spiritual wisdom, cultural identity, and sustenance. “Love the Land” calls for careful stewardship, sustainability, reconciliation, and the preservation of natural and cultural heritage for future generations; emphasizing balance, gratitude, and the interconnectedness of all life.

This field trip departs from the VCC lobby level at 0945 sharp!

Stanley Park

WORKSHOP

W7: When Less Is More: How to De-Implement When It Is No Longer Needed

VCC BALLROOM A

Improving the quality of care most often involves the introduction or something new or changing what already exists. Yet sometimes achieving improvements requires us to reduce or eliminate programs, services or practices that are no longer working or serving their purpose. This subtraction is vital for sustainability and creating manageable workloads that maximizes the use of our resources – whether financial, human or material. In this workshop, we will explore how an appreciation of workload in quality improvement contributes to success and dives into the concrete steps to de-implement an intervention or service that no longer meets the need.

- Christina Krause, Chief Executive Officer, Health Quality BC
- Andrew Wray, Executive Director, Health Quality BC

WORKSHOP

W8: Building Shared Understanding: Assessing the BC Cultural Safety & Humility Standard

PAN PACIFIC CRYSTAL BALLROOM B/C

A global first, the BC Cultural Safety and Humility (CSH) Standard was developed by Indigenous thought leaders, patient partners, knowledge keepers, clinicians, and academics and sets a clear standard of care for health care systems and organizations to ensure Indigenous People living in BC are treated with dignity and respect, have access to culturally safe care and services, and achieve greater self-determination in the design, delivery, and experience of care. Métis Nation British Columbia and First Nations Health Authority have partnered with Health Standards Organization (HSO) and Accreditation Canada to ensure the BC CSH Standard is assessed in a culturally safe way and the health system is supported in self-assessment. This presentation will highlight lessons learned through the joint work to develop an implementation strategy, including a maturity assessment tool, the introduction of cultural safety and humility accreditation surveyors, and a mock-survey evaluation. Concurrent to the pathbreaking work on the BC Cultural Safety and Humility Standard, HSO has launched the development of a National Standard of Canada on Cultural Safety and Humility to scale the impact of the BC standard for health care systems across Canada.

- Danielle Prandoczky, Manager, Standards & Accreditation, First Nations Health Authority
- Vishal Jain, Director, Cultural Safety & Humility, Health Standards Organization
- Blae Hansen, Senior Manager, Health Policy Implementation, Métis Nation BC

WORKSHOP

W9: Understanding Human Factors! Applying a Human-Centred Approach to Health Care

VCC ROOM 1/2/3

Human Factors Engineering is the science of designing tasks, processes, environments, and systems that help to drive optimal human performance. In this fun, interactive and skill-building workshop, we will discuss the principles of human factors that should be considered when making decisions as health care leaders. Further, we will explore human capabilities and limitations that impact the way people interact with the health care system and the way services, processes, tasks and environments are experienced. Come and join us as we help you learn how to apply Human Factors principles while taking a human-centred approach to the development of a system that improves patient safety.

- Allison Muniak, Executive Director, Health Quality BC
- Leanne Griffiths, Leader, Strategic Initiatives, Health Quality BC

FOCUS SESSION

E1: Independent Rights Advice Service as a Catalyst for QI in BC’s Mental Health & Substance Use System

PAN PACIFIC PACIFIC RIM 2

Launched in February 2024, the Independent Rights Advice Service provides information and support to people who are detained and experiencing involuntary treatment under BC’s Mental Health Act. Rights Advisors have specialized training and provide access to unbiased information and support from someone who is not involved in decisions about the patient’s care or treatment. This new provincial service aims to enhance the protection of patient rights and improve the patient’s experience of care within the involuntary mental health system.

- Sarah Irving, Provincial Manager, Independent Rights Advice Service, Canadian Mental Health Association BC Division
- Christina Griffiths, Rights Advisor, Independent Rights Advice Service, Canadian Mental Health Association BC Division
- Jonny Morris, Chief Executive Officer, Canadian Mental Health Association BC Division

FOCUS SESSION

E2: Reimagining Team-Based Primary Care: Nuka-Inspired Integrated Care Teams

VCC ROOM 11/12

At the heart of Southcentral Foundation’s (SCF) Nuka system of care is the foundation of building strong relationships between primary care teams and patients to support optimal health and wellness. Team-based primary care has been identified as a viable option to support provider satisfaction, decrease burnout and improve patient outcomes. Join us for this interactive session, where we will analyze best practices, uncover foundational tools for managing change and team dynamics and begin to reimagine shifting to a more integrated approach to health care delivery in BC.

- Jennifer Ross, Family Physician, Pacific Family Services Association
- Karen McIntire, Vice President, Workforce, Southcentral Foundation
- Jamie Duteil, Director, Health Quality BC

FOCUS SESSION

E3: Patients, Not Numbers: Data Strategies to Enhance Safety & Equity

PAN PACIFIC CRYSTAL BALLROOM A

Often, the health care system uses data to understand performance or to track progress on change and improvement initiatives. However, this can sometimes take the person, or patient, or provider, out of the conversation. Using different kinds of data effectively can enrich the narrative with deeper insights, allowing us to focus improvement efforts and ensure equity in patient safety. By incorporating people’s perspectives through data, we can target efforts to make meaningful changes for those who need it most. This session will explore the uses of qualitative data and data blending (integrating different data sets) to support improvement efforts.

- Dana Riley, Program Lead, Population Health, Canadian Institute for Health Information
- Dallas Smith, Director, Analytics & Strategic Initiatives, Health Quality BC

FOCUS SESSION

E4: Ratio Resolution: Strategies & Incentives to Meet Minimal Nurse to Patient Ratios

PAN PACIFIC PACIFIC RIM 1

In March 2024, BC became the first jurisdiction in Canada to announce minimum nurse-to-patient ratios (mNPR) – a significant step toward improving health care for nurses and patients. mNPR has been shown to improve workforce well-being and lead to higher-quality patient outcomes. Improved staffing levels support nurses to dedicate more time to their patients. In this session, you’ll learn about innovative strategies to help resolve health human resources for nursing, hear about successful experiences in nurse-patient ratios from Australia, and understand how mNPR fits into a larger nursing retention strategy in Canada including the Retention Toolkit.

- Linda Dempster, Provincial Executive Lead, Nursing Ratios, BC Ministry of Health
- Mycal Barrowclough, Director, Professional Practice & Advocacy, BC Nurses’ Union
- Tristan Newby, Vice-President, BC Nurses’ Union
- Kerry Morrison, Executive Director, Nursing Policy Secretariat & Provincial Chief Nursing Officer, BC Ministry of Health

FOCUS SESSION

E5: Strengthening Public Health Initiative: Advancing BC’s Population & Public Health Framework Through Action

PAN PACIFIC OCEANVIEW 5/6

Public health, primary care and acute care are key partners in the prevention of disease, illness and injury for all people in British Columbia. In this interactive session, we will explore opportunities to strengthen partnerships between these sectors of the health system. Your ideas will help inform the development of an action plan to improve population health and increase health equity in BC.

- Meaghan Thumath, Executive Director, Strategy, Planning & Evaluation Branch, Population & Public Health Division, BC Ministry of Health
- Lara Miramontes, Senior Director, Strategy, Planning & Evaluation Branch, Population & Public Health Division, BC Ministry of Health

RAPID FIRE SESSION

E6: Prescription for Change: Solutions to Physician Capacity Challenges

VCC ROOM 19/20

Urban Locum Program Pilot: Innovative Pathway to Longitudinal Family Practice

- Becky Litt, Urban Locum Program, Pilot Lead, Victoria Division of Family Practice
- Helen Welch, Director, Victoria Division of Family Practice
- Aaron Childs, Family Physician, Physician Co-Lead Urban Locum Program

From Burnout To Balance: MOAs as Scribes Eases Physician Workload & Boosts Professional Fulfilment

- Laurie Main, Physician, Interior Health
- Lindsey Boulet, Data Analyst, Interior Health
- Sandy Ketler, Patient Partner, Patient Voices Network

Move Fast & Fix Things: Improving Primary Care by Paying Doctors Differently

- Renee Fernandez, Chief Medical Officer, BC Family Doctors

RAPID FIRE SESSION

E7: Nurturing the Next Wave of Health Care Heroes

VCC ROOM 18

Learnings from the Implementation of a Clinical Nurse Mentor Program

- Jessica Kromhoff, Leader, Career Pathways & Advanced Training, Fraser Health
- Natalie Murphy, Leader, Professional Practice, Fraser Health

Engaging Future Health Care Staff: Step Up Youth Volunteers Making a Difference

- Andrea Pipes, Director, Volunteer Resources & Engagement, Island Health
- Breyanna Hiebert, Social Work Educator, Island Health

Supporting New Graduates: Developing Allied Health New Graduate Support Programs

- Jill Wong, Clinical Resource Therapist, Long-Term Care & Assisted Living Professional Practice Team, Vancouver Coastal Health
- Nabeela Rasool, Regional New Grad Educator, Vancouver Coastal Health
- Teresa Green, Allied Health Education Lead, Vancouver Coastal Health

RAPID FIRE SESSION

E8: Saving Cents & Sense in Health Care

VCC ROOM 9

Accessing Patient Level Data for Providers Through a Web-Based Interactive Tool

- Adele Harrison, Medical Director, Medical & Academic Affairs, Island Health
- Jacquie Gregory, Clinical Analytics Consultant, Island Health
- Sarah Porter, Information Consultant, Island Health

A Patient & Family Cost Calculator Called GEOFFE

- David Yang, University of British Columbia
- Sonya Cressman, Evaluation Lead, University of British Columbia

Cost Savings from Prehabilitation: A Tertiary Centre’s Experience With Surgical Optimization

- Kelly Mayson, Anesthesiologist, Vancouver Coastal Health
- Timothy Frewin, Medical Student, University of British Columbia

RAPID FIRE SESSION

E9: Navigating the Road to Substance Use Treatment

VCC ROOM 8/15

Opioid Replacement Therapy in North Shore Police Cells

- Brigid Cassidy, Emergency & Addictions Physician, North Shore Division of Family Practice
- Michelle Brousson, Family Physician, North Shore Division of Family Practice

Team-Based Quality Improvement to Improve Care for Our Clients With Alcohol Use Disorder

- Cole Stanley, Quality Improvement & Innovation Lead, Hope to Health Research & Innovation Centre, BC Centre for Excellence in HIV/AIDS

Virtual Addiction Medicine

- Karen Omelchuk, Director, Mental Health & Substance Use, Interior Health

RAPID FIRE SESSION

E10: Leveling Up End of Life Care

VCC ROOM 13

Playing With Goals of Care: Engaging Clinicians in New Ways

- Monica Kelly, Lead, Regional Palliative Approach to Care Education, Vancouver Coastal Health

Palliative ASTaR pathway

- Stuart Woolley, Paramedic Practice Leader, BC Emergency Health Services

Developing Recommendations for Measuring Patient & Family Reported Outcomes in Palliative Care

- Eman Hassan, Executive Director, BC Centre for Palliative Care

RECHARGE SESSION

R3: Paws Your Stress

VCC ROOM 17

Join the Pet Visitation Program for a rejuvenating recharge session with pet therapy dogs! These animals are known to reduce stress for patients staying at the hospital and provide distraction from their health issues. This is your opportunity to learn more about this amazing program in an interactive, fun and furry way!

- Stacy Mccririck, Coordinator, Volunteer Resources, BC Children’s Hospital
- Cynthia Vallance, Patient & Family Engagement Advisor, BC Children’s Hospital

FOCUS SESSION

F1: Reinventing the Hospital Tray for Healthier Patients & a Healthier Planet

PAN PACIFIC PACIFIC RIM 2

Hospital food often has a bad reputation, yet food plays a key role for health and healing, and centres our everyday lives. In this session, the speakers will share how an interdisciplinary team at Vancouver Coastal Health reimagined hospital food with their Planetary Health Menu project. The project featured a diverse selection of new, delicious, nutritious, more culturally diverse, and more environmentally sustainable menu items. Through this interactive session, the team will describe their approach to designing, implementing, and measuring the impact of this novel menu, which significantly reduced greenhouse gas emissions, while supporting patient satisfaction and minimizing food waste.

- Annie Lalande, General Surgery Resident & PhD Student in Resources, Environment & Sustainability, University of British Columbia
- Tiffany Chiang, Registered Dietitian & Director, Food Service Transformation & Strategic Projects, Vancouver Coastal Health
- Elaine Eppler, Clinical Dietitian, Neurosciences Unit, Vancouver General Hospital
- Ned Bell, Chef & Culinary Director, Planetary Health Menu Project, Hatch Hospitality

FOCUS SESSION

F2: Not Your Average Agenda: Harnessing Liberating Structures to Amplify Your Daily Work

PAN PACIFIC CRYSTAL BALLROOM A

Liberating Structures are a series of effective and engaging facilitation techniques that can be used to move past tricky problems or long-standing issues by inviting everyone to think creatively and focus on opportunities for innovation. Long used in improvement work, Liberating Structures can also be valuable tools in daily activities and work. Whether you are leading focused improvement work, engaging communities and partners, leading strategic planning or planning a team meeting, this workshop provides a valuable opportunity to practice these techniques that can help spark new ideas in your daily work.

- Jennie Aitken, Director, Medical Staff Quality & Improvement, Island Health
- Adele Harrison, Medical Director, Medical & Academic Affairs, Island Health

A5:

FOCUS SESSION

F3: Implementing an Evidence-Based Hospital at Home Program in Your Community to Fit Local Context: An Urban & Rural Example From Vancouver Island

PAN PACIFIC PACIFIC RIM 1

This session will provide details on how an international Hospital at Home (HaH) model was adapted to a tertiary setting on Vancouver Island as a pilot project, and how those learnings were applied/adapted in replication to a community hospital/rural setting. Discussion will highlight successes including how HaH in the respective settings impacts patient flow, implementation (and ongoing) challenges, leverage of virtual care technology, commonalities between programs, as well as adaptations made to fit local context and resources.

- Melanie Cyr, Tertiary Clinical Director, Emergency & Medical Services, Royal Jubilee Hospital, Island Health
- Donna Jouan-Tapp, Director, Cowichan Health & Care Plan, Island Health

FOCUS SESSION

F4: Building a Stigma-Free Tomorrow: Dismantling MHSU-Related Structural Stigma in Health Care

VCC ROOM 8/15

Join this interactive session to learn about applying key principles for transformative change to dismantle structural stigma in the clinical setting. Dive into the Mental Health Commission of Canada’s “Dismantling Structural Stigma in Health Care: An Implementation Guide” and hear about real initiatives’ innovative approaches to quality improvement. We’ll cover the foundational steps to effecting change across three main domains: the necessary conditions for change to occur, success factors for change, and key ingredients for sustaining change.

- Hannah Kohler, Program Manager, Mental Health Commission of Canada
- Stephanie Knaak, Senior Research Consultant, Mental Health Commission of Canada
- Rachel Grimminck, Psychiatrist, Island Region
- Anja Lanz, Founder & CEO, Global Women in STEM Inc.

FOCUS SESSION

F5: When Frailty Meets Mental Health: Navigating Complex Care for Older Adults

VCC ROOM 11/12

Explore the intricate intersection of frailty and mental health in older adults, and discover how these overlapping conditions create unique challenges in care delivery and family support. In this session, we will uncover strategies for health care providers to enhance decision-making processes while supporting both patients and their families through complex care journeys.

- Michele Thomson, Vice-President, Operations, Buron

RAPID FIRE SESSION

F6: Opening the Doors to Specialized Care

VCC ROOM 13

RARE Re-Think: Optimizing the Penticton Rapid Access Respiratory Evaluation Clinic

- Bradly Biagioni, Respiriologist, Interior Health

Improving Access to Care: Creating a Virtual Specialist Service in Long-Term Care

- Erin Ballard, Clinical Practice Educator, Wound Ostomy & Continence, Island Health
- Shelly Barnes, Clinical Practice Educator, Long-Term Care, Island Health

PROactive SPecialist Engagement & Recruitment: Regional Specialist Access Collaborative

- William Brown, Physician Lead, East Kootenay Division of Family Practice
- Elizabeth Fradgley, Project Lead, East Kootenay Division of Family Practice

RAPID FIRE SESSION

F7: Creating Comfort in Critical Care Recovery

VCC ROOM 9

Increasing Spontaneous Awakening & Breathing Trials to Reduce Mechanical Ventilation Days

- Angela Babuk, Intensivist, Island Health

Improving Pain, Agitation & Delirium Assessments in Critical Care

- Angela Babuk, Intensivist, Island Health

The Role of Family Caregivers in Patient Recovery Following Critical Illness

- Fuchsia A. Howard, Associate Professor, University of British Columbia
- Anita David, Patient Partner, University of British Columbia

RAPID FIRE SESSION

F8: The Quest for Going Digital

PAN PACIFIC OCEANVIEW 5/6

A Sociotechnical Analysis of Technology-Related Harm in Cancer Care

- Chantelle Recsky, Postdoctoral Fellow, University of British Columbia
- Michelle Tam, Quality Leader, BC Cancer

Digital Remote Symptom Monitoring for Chemotherapy Patients at Richmond Cancer Clinic

- Jeremy Ho, Physician, Richmond Hospital

Optimizing Substance Use Disorder Care: Enhancing Resources & Workflow at Burnaby Hospital

- Gilbert Lee, Quality Improvement Research Student, Burnaby Hospital
- Lingsa Jia, Department Head, Addiction Medicine & Substance Use, Burnaby Hospital; Adult Psychiatrist, St. Paul’s Hospital and Clinical Assistant Professor, University of British Columbia
- Vanessa Kong, Medical Student, University of British Columbia

RAPID FIRE SESSION

F9: Crafting Care for New Beginnings

VCC ROOM 18

Skin-to-Skin for Caesarean Section: Within Five Minutes of Delivery & the Golden Hour

- Andrea Steyn, Anesthesiologist, Interior Health
- Cynthia Barton, Director, Clinical Operations, Women & Children’s Health, Interior Health

Finding Prenatal Care: A Patient’s Perspective

- Jane McGregor, Family Physician, Coastal Maternity Care

Perinatal Penicillin Allergy De-Labeling Clinic

- Chelsea Elwood, Medical Lead Oak Tree Clinic & Antimicrobial Stewardship, BC Women’s Hospital & Health Centre & Clinical Assistant Professor, University of British Columbia

RAPID FIRE SESSION

F10: Wellness Wins: Cultivating Joy in the Workplace

VCC ROOM 19/20

Boosting Staff Engagement Through Quality Improvement Huddles in Victoria

- Clara Rubincam, Learning Health System Facilitator, Island Health

Using Relationships to Address Compassion Fatigue & Bring Joy to Work

- Karen McIntire, Vice President of Workforce, Southcentral Foundation

Mapping the Path to Joy: Enhancing Well-Being With the Team Well-Being Matrix

- Marianne Morgan, Physician, Interior Health
- Jessica Barker, Clinical Operations Manager, Interior Health

RECHARGE SESSION

R4: Relax & Unwind Through Creative Expression

PAN PACIFIC OCEANVIEW 7/8

Iceberg Counselling presents an open studio designed to promote relaxation, mindfulness, and playfulness. Studies have shown how engaging in the creative process can enhance a person’s physical, mental and emotional well-being. Your age, profession, or skill set does not matter when engaging in the creative process. Join us as we explore the practice of mindfulness and art therapy, which combines the process of creative art expression. Everyone is welcome – no previous artistic experience is required!

- Sun Lee, Integrative Somatic Breathwork Practitioner & Faculty Teacher & Supervisor, Iceberg Counselling Inc.

FOCUS SESSION

G1: Disparaging Dimensions: Ableism, Colonialism & What’s MAiD in Canada

VCC ROOM 11/12

How can we avoid causing harm in the implementation of Bill C-7 and Medical Assistance in Dying (MAiD)? What we need to know about our patients’ lived experiences to understand the impact of marginalization, vulnerability and structural inequality, and in order to recognize and dismantle implicit biases as we seek to safeguard against lethal harm. Learn from presenters whose lived experience places them at risk.

- Spring Hawes, Regional PLEX Liaison, Praxis Spinal Cord Institute
- Rheanna Robinson, Associate Professor, Department of First Nations Studies, University of Northern British Columbia

FOCUS SESSION

G2: Indigenous Patient Experience: Measuring Cultural Safety in Health Care

VCC ROOM 1/2/3

For nearly 20 years, the British Columbia Patient-Centred Measurement (BCPCM) Steering Committee operated without Indigenous representation in assessing health care quality and safety. In 2020, BCPCM established an Indigenous Advisory Committee (IAC) to bridge this gap and integrate Indigenous knowledge and perspectives into health care measurement. The IAC developed a module with self-report questions designed to capture Indigenous patients’ experiences across five domains of culturally safe care: Relationship-Based Care, Identity, Respect, Self-Determination and Equity, and Discrimination. This module, now used in provincial health care surveys, provides timely insights that support quality improvement, address Indigenous-specific racism and enhance cultural safety. Early analyses suggest these measures effectively capture “cultural safety,” providing data that informs systemic improvements and policy changes to better meet Indigenous patients’ needs.

- Alison Hill, Lead, Indigenous Patient Experience & Cultural Safety Measurement, BC Office of Patient-Centred Measurement
- Jenny Morgan, Assistant Teaching Professor, University of Victoria

FOCUS SESSION

G3: Using AI to Advance the Battle Against Cancer

PAN PACIFIC CRYSTAL BALLROOM A

The battle to defeat cancer has a new, state-of-the-art warrior in artificial intelligence! In this session, we'll explore the use of artificial intelligence (AI) and natural language processing (NLP) to advance the cancer care system. Partners from BC Cancer and the University of British Columbia will share how AI is being used to accelerate processes within the BC Cancer Registry (BCCR) to detect reportable tumours, and we'll discuss the value of collaborations between cancer system partners. We'll also demonstrate how quality assurance can be done for such AI powered tools, and discuss the issue of using sensitive patient data to train such models.

- Raymond Ng, Director, Data Science Institute, & Professor, Computer Science, University of British Columbia
- Lovedeep Gondara, Research Scientist, Data, Analytics, Reporting, & Evaluation, Provincial Health Services Authority

FOCUS SESSION

G4: Mitigating the Damage of Online Harassment for Health Workers

PAN PACIFIC PACIFIC RIM 1

Online harassment is a growing problem for the health care community. Both in Canada and abroad, we have witnessed a worrying escalation of harassment, abuse and threats aimed at health care practitioners and communicators when they attempt to share their expertise in media interviews or correct misinformation on social media. As a community, how do we respond? What can be done to better support and protect one another from the harms of online harassment, and continue to do important health communication work? In this workshop, we will explore answers to these questions through in-depth discussion of practical strategies that individual targets, colleagues, managers and organizations can use to support members of the health care community who are targeted with online abuse.

- Jaigris Hodson, Canada Research Chair (Tier II) in Digital Communication for the Public Interest Associate Professor, College of Interdisciplinary Studies, Royal Roads University
- Victoria O'Meara, Lecturer in Digital Media, School of Arts, Media and Communication, University of Leicester

FOCUS SESSION

G5: For the Collective Good: How Local Governments & Health Care Organizations Can Chart a Path Paved With Promise for Health Care in BC

VCC BALLROOM A

This interactive session explores how local governments and health care organizations can work together to improve health care in their communities. Each of us brings unique skills and experiences to the health care improvement table. Local governments bring in-depth knowledge of their communities, while health care organizations offer valuable improvement methodologies. The magic happens when we channel our passion and collective strengths toward meaningful improvements. What does it take to elevate cooperation? How do you get started? What lessons have others learned along the way? Using real-world examples and insights from lived experiences, you'll gain practical knowledge and be ready to apply these strategies to your work. Come prepared to explore how we can create a healthier future together.

- Amy Lubik, Councillor, City of Port Moody
- Jami Brown, Engagement Leader, Patient & Public Engagement, Health Quality BC

RAPID FIRE SESSION

G6: Comings & Goings: Improving Hospital Patient Transitions

VCC ROOM 19/20

Addressing a Known Problem Area: Intake Improvement Project in the Lions Gate Hospital ED

- Kayla Brolly, Quality Clinical Resource Nurse, Vancouver Coastal Health
- Sarah Paterson, Program Manager, Emergency Department & Trauma Services, Vancouver Coastal Health

Leveraging Health Care Volunteers to Enhance Patient Transition Outcomes: Insights from ERH

- Milthon Navy, Volunteer Resources, Coordinator, Fraser Health
- Gilma Johnston, Clinical Operations, Project Leader, Fraser Health

Improving Discharge Planning for Acute Inpatient Units

- Adam Corrie, Manager, Clinical Risk Groups, Island Health

<div> <div>Breakout G</div> <div>MARCH 13 1330 – 1430</div> </div>		<div> <div>Breakout G</div> <div>MARCH 13 1330 – 1430</div> </div>	
<div> <div>RAPID FIRE SESSION</div> <div> <div>G7: Safe & Sound: Cultivating a Safe Workplace</div> <div>VCC ROOM 13</div> </div> </div>		<div> <div>RAPID FIRE SESSION</div> <div> <div>G9: Putting Patients & Families in the Driver’s Seat</div> <div>VCC ROOM 18</div> </div> </div>	
<div> <div>Impact of Dedicated De-Escalation Staff in Vancouver Coastal Health Emergency Departments: Patient Experience Survey Pilot</div> <div> <ul style="list-style-type: none"> Michelle La, Person Centred Measurement Leader, Vancouver Coastal Health </div> </div>		<div> <div>The Round Table Approach: Redesigning Care to Prioritize Patient Voices</div> <div> <ul style="list-style-type: none"> Nicole Gorman, Nurse Practitioner, Interior Health Laurie Main, Physician, Interior Health Sandy Ketler, Patient Partner, Patient Voices Network </div> </div>	
<div> <div>Co-Designing Trauma-Informed & Person-Centred Security Practices in Pediatric Mental Health</div> <div> <ul style="list-style-type: none"> Aidan Scott, Project Manager, Person-Centred Systems, Provincial Health Services Authority </div> </div>		<div> <div>Activating Harm Reduction-Based Systems Change on a Site Level Within Island Health</div> <div> <ul style="list-style-type: none"> Sharon Karsten, Michael Smith Health Research BC Scholar, Coordinator, Walk With Me, Vancouver Island University Christopher Hauschildt, Operations Coordinator, Walk With Me Trevor Wideman, Post-Doctoral Fellow, Vancouver Island University </div> </div>	
<div> <div>Beyond the Chaos: Implementing Violence Prevention Strategies in an Acute Emergency Department</div> <div> <ul style="list-style-type: none"> Lara Gurney, Clinical Nurse Specialist, Emergency, Vancouver Coastal Health Jennifer LeSage, Vancouver Coastal Health Kaela Pozgay, Nurse Clinician, Vancouver Coastal Health Krista McCallum, Head Nurse Educator, Vancouver Coastal Health </div> </div>		<div> <div>Car to OR: An Anesthetic Induction Revolution</div> <div> <ul style="list-style-type: none"> Drea Newman, Clinical Program Manager, BC Children’s Hospital Katie Cochran, Clinical Program Manager, BC Children’s Hospital </div> </div>	
<div> <div>RAPID FIRE SESSION</div> <div> <div>G8: All Access Pass: Unlocking the Door to Primary Care</div> <div>VCC ROOM 9</div> </div> </div>		<div> <div>RAPID FIRE SESSION</div> <div> <div>G10: Teamwork Makes the Dream Work: Redefining Care Beyond Boundaries</div> <div>PAN PACIFIC OCEANVIEW 5/6</div> </div> </div>	
<div> <div>Bringing Health Access to Urban Environments With Community Paramedicine-Led Care</div> <div> <ul style="list-style-type: none"> Kristi Rivison, Medical Director for Community Paramedicine Program, BC Emergency Health Services </div> </div>		<div> <div>Connections: Integrated Health Outreach Team’s Primary Care for Non-Traditional Settings</div> <div> <ul style="list-style-type: none"> Saran Mallinson, Project Lead, Health & Housing, Population Health, Interior Health </div> </div>	
<div> <div>Access is Key! A High School Medical Clinic Improves Youth Health Outcomes</div> <div> <ul style="list-style-type: none"> Suzanne Campbell, Family Physician, St. John Hospital Heather Goretzky, Practice Improvement Coach, Doctors of BC Michelle Roberge, Facility Engagement Project Manager, St. John Hospital </div> </div>		<div> <div>PIVOTing from Hospital to Home: How Small Teams Can Affect Big Change</div> <div> <ul style="list-style-type: none"> Amanda Doucette, Nurse Clinician, BC Children’s Hospital Tom McLaughlin, Medical Director, PIVOT, Hospitalist Pediatrician, BC Children’s Hospital </div> </div>	
<div> <div>Partnership in Action: Community-Led Approach to Increasing Access to Neurodevelopmental Assessments</div> <div> <ul style="list-style-type: none"> Claire Chadwick, Project Manager, Sunny Hill Health Centre, BC Children’s Hospital Barbara Blanchard, Health Manager, Leqamel First Nation Gurpreet Salh, Medical Director CDBC, Sunny Hill Health Centre Jen Cook, PCN Manager, Mission Division of Family Practice </div> </div>		<div> <div>Grab Your Partners! Integrating Primary Care & Community Prevention</div> <div> <ul style="list-style-type: none"> Dean Brown, Physician Co-Lead, NS Primary Care Network, North Shore Division of Family Practice Ruth Campling, Physician Lead, Primary Care Networks, North Shore Division of Family Practice Suzanne Fuller Blamey, Director, Primary Care Networks, North Shore Division of Family Practice </div> </div>	
<div> <div>82</div> <div>QF25 PROGRAM GUIDE</div> </div>		<div> <div>QF25 PROGRAM GUIDE</div> <div>83</div> </div>	

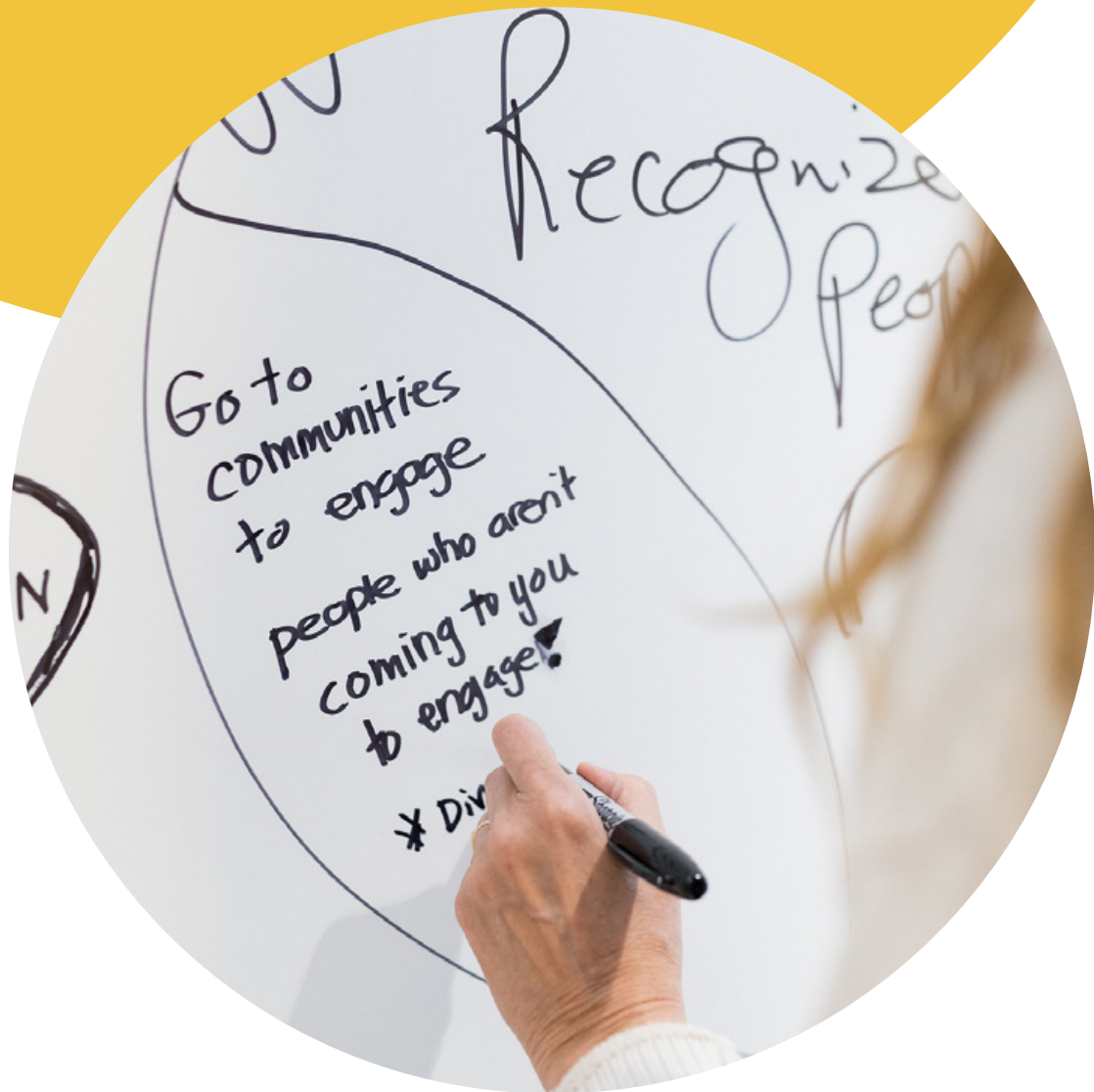
Big Questions, Bigger Ideas – Have Your Say!

As is tradition at the Quality Forum, we like to hear from you! That’s why we create big boards with important questions for you to ponder. This year, we’re celebrating our move to the Vancouver Convention Centre by asking two big questions:

How do YOU build human connection?

What matters most to you?

You can find one of the big boards in Exhibition Hall B along with the storyboards, sponsors and exhibitors, and the other will be on the second floor near the top of the escalator. Find them and have your say today!



BC Health Quality Matrix – Update Coming Soon

At HQBC, we are continuously evolving. We do this to ensure our work reflects both the latest knowledge from home and abroad and the changing needs of British Columbia’s health care system.

Take, for example, our BC Health Quality Matrix, which provides a shared definition of quality for BC’s health care system. We first published the Matrix in 2009, and then updated it in 2020 to ensure that the vision of high-quality care aligns with the latest evidence and honours the history and teachings of Indigenous Peoples in the province. And now it’s 2025 – and time to update it again.

This year, watch for a new edition of the BC Health Quality Matrix, where we’ll embed sustainability into the framework. We can’t have quality care without ensuring the health of the planet isn’t impacted by that care.

Sign up for the HQBC Newsletter today at healthqualitybc.ca/newsletters, so you’re first in the know when the updated BC Health Quality Matrix is released.



Storyboard Reception

MARCH 12 | 1645 – 1800 | VCC Exhibition Hall B

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

Storyboards

MARCH 12 & 13

You will find storyboards located in Exhibition Hall B on the first floor of the Vancouver Convention Centre throughout the main two days.

All storyboards will be reviewed by a panel of judges and winners will be announced Thursday. Entrance to the Storyboard Reception is included in your registration. Complimentary hors d'oeuvres and a cash bar will be available.

FIND STORYBOARDS IN EXHIBITION HALL B	
1. 2023 & 2024 Wildfires: Interior Health Long-Term Care Evacuations Implementation, Outcomes, Lessons Learned & Improvements	Karen Littleton , Director, Population Health, Clinical Prevention, Interior Health Michelle Smith , Lead, Learning Health Systems, Interior Health Silvina Mema , Deputy, Chief Medical Officer, Interior Health
2. A Conceptual Framework for Indigenous Approaches in Patient-Centred Measurement	Alison Hill , Lead, Indigenous Patient Experience & Cultural Safety Measurement, BC Office of Patient-Centred Measurement Jenny Morgan , Assistant Teaching Professor, University of Victoria
3. A Dash of Cream, Making Needles a Dream: Decreasing Pediatric Needle Pain in a Rural ER	Katie Zhu , Doctor, Cowichan District Hospital
4. A Retraining Strategy With Emergency Physicians Designed to Increase Primary Care Services	Kelly Hawes , Executive Director, South Okanagan Similkameen Health Care Society
5. A Systems Approach to Integrating Planetary Health Menus: Experience at Vancouver General Hospital	Tiffany Chiang , Director, Food Transformation & Strategic Projects, Vancouver Coastal Health
6. Revolucionating Lipidology Management: Impact of Telehealth on Current & Future Practice	Barbara Silva , University of Victoria
7. Addressing Malnutrition: Implementation of the Patients Eating & Recovering Care Model	Jonathan Leung , Clinical Nutrition Site Leader, Providence Health Care
8. Beyond Conveniency: Collecting Survey Responses to Inform Digital Health Innovations	Maria Montenegro , Virtual Health Leader, Research & Evaluation, Fraser Health

9. Breaking Down Silos for Team-Based Care in LTC!	Lindsay Dankwerth , Regional Manager, Island Health Jae Yon Jones , Regional Director, Island Health
10. Building a Blueprint for Community-Wide Digital Health Adoption in Family Practice Clinics	April Bonise , Manager of Strategic Initiatives, Surrey-North Delta Division of Family Practice
11. Centering the Patient During the New Graduate Transition to Practice	Marcia Docherty , Practice Consultant, Island Health
12. Charting Better Kidney Health & Greener Planet in a Provincial Kidney Care Network	Helen Chiu , Quality Lead, Patient-Centred Performance Improvement, BC Renal
13. Coaching in the Clinical Nurse Mentor Program as a Retention Strategy	Kim Smith , Clinical Nurse Educator, Fraser Health
14. Co-Creating Admission Materials: A Stepping Stone In Improving Adolescent Eating Disorder Care	Rabiah Dhaliwal , Research Assistant, BC Children’s Hospital Research Institute
15. Collaborating to Improve Dermatology Care for Children In BC	Grace Tam , Research Manager, BC Children’s Hospital Tracy Monk , Physician Lead, Provincial Pathways
16. Comparing Methods to Improve Cleaning of Reusable Breast Pump Kits in the Neonatal Intensive Care Unit	Mavis Chan , Infection Control Practitioner, BC Children’s & Women’s Hospital
17. Defining a Pathway to Leadership for Family Physicians in Surrey-North Delta	Lape Ogunsulire , Physician Engagement & Support Lead, Surrey-North Delta Division of Family Practice Vrushalee Palsule , Physician Engagement Lead, Surrey-North Delta Division of Family Practice
18. Delirium Care Pathway: Standardized Approach to Delirium Detection, Prevention & Management	Andrea Rantucci , Physician, Island Health
19. Developing a Program to Slow Down & Prevent Progression of Frailty	Patrick McGowan , Principal Investigator, School of Public Health & Social Policy, University of Victoria
20. Dietetic Assistant – Introducing a Support Role for Dietitians to Optimize Nutrition Care	Leila Goharian , Allied Health Regional Practice Initiatives Lead, Vancouver Coastal Health

21. Dying Without a Primary Care Provider: The Experience of Unattached Patients & Caregivers	Conor Barker , Palliative Care Physician, Vancouver Coastal Health Nori MacGowan , Medical Director & Palliative Care Physician, Vancouver Community Palliative Care Program, Vancouver Coastal Health Lynn Straatman , Palliative Care Physician, Vancouver Community Palliative Care Program, Vancouver Coastal Health
22. Effect of Mid-Cycle Assessments to Number of Nonconformances in Diagnostic	Laura Homewood , Accreditation Specialist, DAP, College of Physicians & Surgeons of BC
23. Elevating Health Care Through the Regional Employed Student Nurse Program	Kendra Machin , Clinical Nurse Educator, Employed Student Nurses Program, Vancouver Coastal Health Mikaela Lachance , Clinical Nurse Educator, Employed Student Nurses Program, Vancouver Coastal Health
24. Employed Student Respiratory Therapy Programs: A Strategic Approach to Recruitment & Retention	Teresa Green , Allied Health Education Lead, Vancouver Coastal Health
25. Energy Management for Sustainable Physician Well-Being	Sarah Lea , Medical Director Education, Onboarding & Leadership Development, Island Health Alicia Power , Physician, Island Health
26. Enhancing Dermatologist Capacity & Quality of Care Using Standardized Photography	Sabrina Nurmohamed , Dermatologist, Medical Director, Spectrum Dermatology
27. Enhancing Health Care Safety Through Practice & Policy Innovations	Jan Byrd , Director, Health Policy, Healthcare Excellence Canada
28. Enhancing Human Connection to Retain Primary Care Practitioner Workforce in Rural Areas	Jen Ellis , PCN Manager, Kootenay Boundary Division of Family Practice Leila Dale , Quality Improvement Lead, Kootenay Boundary Division of Family Practice
29. Enhancing Mindfulness Skills for MCI Patients Through Community Partnership	Danielle Thompson , Knowledge Translator Occupational Therapist, Island Health
30. Enhancing Patient Safety Event Reviews: A Comprehensive Approach	Shaila Jiwa , Director, Quality, Patient Safety & Accreditation, Provincial Health Services Authority Andrea Walker , Chief Quality, Patient Safety & Experience Officer, Provincial Health Services Authority

31. Enhancing Rural Health Care: Key Topics From IMG & NtRP Learning Plans	Hadas Haft , Senior Program Assistant, University of British Columbia
32. Enhancing Team Communication & Patient Outcomes in Neonatal Surgical Care	Sharleen Steeper , Regional Quality Initiatives Lead Perinatal & Newborn Program, Island Health Shannon Cross , Regional Perinatal & Neonatal Program Development Lead, Island Health
33. Enhancing the Patient Experience in Hallway Beds: A Burnaby Hospital Pilot Project	Ryan MacKay , Clinical Practice Consultant, Patient Experience, Fraser Health Jasta Manning , Patient Care Coordinator, Fraser Health
34. Evaluating Provincial Pediatric Subspecialty Outreach Services Using the BC Health Quality Matrix	Meghan O’Neill , Evaluation Lead, Child Health BC Mahmoud Mitha , Provincial Lead, Virtual Health & Subspecialty Outreach, Child Health BC Rita Janke , Provincial Director Quality Improvement & Evaluation, Child Health BC
35. Evaluating the Impact of Access & Flow Pharmacists on Clinical Pharmacy Key Performance Indicators	Rajwant Minhas , Lower Mainland Pharmacy Services
36. Evaluating Virtual Education Session for Patients Newly Diagnosed With Prostate Cancer	Celestia Higano , Adjunct Professor, UBC Monita Sundar , Provincial Program Manager, Prostate Cancer Supportive Care Judy Shih , Program Coordinator, Prostate Cancer Supportive Care
37. Evaluation of Error-Prone Abbreviation Use in Surrey Memorial Hospital Hemodialysis Unit	Ada Chiu , Clinical Pharmacy Specialist, Fraser Health Robin Cho , Clinical Coordinator, Community Pharmacy Services Programs, Fraser Health
38. Expansion of Patient-Controlled Analgesia for Rural & Remote Transfers in BC	Elizabeth Stacy , Provincial Lead, Clinical Initiatives & Innovation, Emergency Care BC
39. From Trauma to Resilience: Screening & Psychological Support After Traumatic Birth Events	Katherine Seligman , Associate Department Head, Department of Anesthesia, BC Women’s Hospital Laura Folino , Quality & Safety Leader, BC Women’s Hospital
40. Grab Your Partners! Integrating Primary Care & Community Prevention	Dean Brown , Physician Co-Lead, Primary Care Network, North Shore Division of Family Practice Suzanne Fuller Blamey , Director, Primary Care Networks, North Shore Division of Family Practice Ruth Campling , Physician Lead, Primary Care Networks, North Shore Division of Family Practice

41. Healing Hearts Together: The Impact of Team Engagement in Cardiac Surgery	Amy Myring , Enhanced Recovery After Surgery Quality Improvement Coordinator, Vancouver Coastal Health Julie Nakahara , Enhanced Recovery After Surgery Quality Improvement Coordinator, Vancouver Coastal Health
42. Health Urgent Guide Services: Community-Based Wellness Navigation	Yvonne NaKano , H.U.G.S. Program Manager, Nikkei Seniors Health Care & Housing Society Marcia Carr , H.U.G.S. Program Lead, Nikkei Seniors Health Care & Housing Society
43. Honour Your Strength: Our Diabetes Wellness Journey: Culturally Safer Diabetes Education	Tessie Harris , Diabetes Practice Advisor, First Nations Health Authority Cyril Morris , Songhees Nation
44. Honouring the Journey: A Graduation Process for Youth Transitioning From Pediatric to Adult Cardiac	Karen LeComte , Clinical Nurse Specialist, BC Children’s Hospital Mandy Johnson , Cardiac Nurse Clinician, BC Children’s Hospital
45. Huddling After Health Care Harm: One Year Later: An Update on the R2H Huddle Process	Nicholas Payne , Patient Safety Consultant, Island Health Elena Bailey , Patient Safety Consultant, Island Health
46. Impact & Reach of Northern Health’s PQI Program: The Story So Far	Shyr Chui , Radiologist, University Hospital of Northern British Columbia
47. Implementation of an Evidence-Based Diagnostic Pathway for Cerebral Palsy in BC	Nandy Fajardo , Physiotherapist, Sunny Hill Health Centre, BC Children’s Hospital
48. Implementing a Virtual Support for Hospitals for ED & Inpatient Units	Karen Cooper , Executive Director, Clinical Operations, Thompson Cariboo Rural, Interior Health
49. Implementing an Outpatient Rehabilitation Program for Amputees in a Community Hospital	Elizabeth Robbins , Physiotherapist, Island Health
50. Implementing Clinical Standards to Reduce Suicide Risk for Those in Acute Care Sites	Ashok Krishnamoorthy , Medical Director & Department Head, Mental Health & Substance Use, Vancouver Coastal Health
51. Implementing Patient-Partnered Workshops to Enhance Clinician Confidence in SCI Care	James Hektner , Regional Community Liaison, BC Interior, Praxis Spinal Cord Institute Shannon Rockall , Occupational Therapist, Regional Clinical Liaison, BC Interior, Praxis Spinal Cord Institute
52. Improvement to Substance Use Screening & Management in Emergency Departments	Ryan Smith , Regional Knowledge Coordinator, Interior Health

53. Improving Care Quality at Sunny Hill: Designing & Implementing an Exit Survey	<p>Norman Li, Undergraduate Research Assistant, BC Children’s Hospital</p> <p>Denise Somuah–Asamoah, Project Coordinator, BC Children’s Hospital</p> <p>Kimberly Szeto, Sunny Hill Project Coordinator, BC Children’s Hospital</p>
54. Improving Innovation & Learning in Team–Based Primary Care: The Gateway to Team–Based Care	Ben Fair , Assistant Director, Health Systems, University of British Columbia
55. Improving Quality of Communications & Information Sharing in BC Primary Care Networks	<p>Ean Henninger, Engagement & Evaluation Analyst, Innovation Support Unit, University of British Columbia</p> <p>Michael Ruffolo, Education & Media Specialist, Innovation Support Unit, University of British Columbia</p>
56. Improving Sepsis Awareness & Early Recognition With Survivors, Staff & Providers	Sybil Hoiss , Lead, Clinical initiatives & Innovation, Critical Care BC
57. Inhalation Overdose Prevention Services in Acute Care Settings	<p>Serena Eagland, Clinical Nurse Specialist, Providence Health Care</p> <p>Naomi Watt, Nurse Educator, Providence Health Care</p>
58. Integrating Genetic Counsellors into Primary Care Settings	Kennedy Borle , PhD Candidate & Genetic Counsellor, University of British Columbia
59. Interior Health’s New Environmental Sustainability Toolkit for Quality Improvement	<p>Amanda McKenzie, Manager, Environmental Sustainability, Interior Health</p> <p>Ilona Hale, Family Physician & Planetary Health Fellow, Interior Health & Health Quality BC</p>
60. Interprofessional Simulation to Improve Communication at End–of–Life in Pediatric & Neonatal Care	Elena Felgar , Senior Leader, L&D & Simulation, BC Children’s & Women’s Hospitals
61. Leading With Equity: A Framework for CPSBC’s Policy Development	<p>Hope Moir, Policy Analyst, College of Physicians & Surgeons of BC</p> <p>Bria Luis, Policy Coordinator, College of Physicians & Surgeons of BC</p>
62. Measuring Quality of Patient–Reported Recovery After Anesthesia Care During Gynecological Surgery	<p>Jonathan Collins, Associate Head, Anesthesia Department, BC Women’s Hospital</p> <p>Kalia Bennett, Summer Student Intern, Health Quality BC</p> <p>Elise Hindle, Staff Anesthetist, BC Women’s Hospital</p>

63. Measuring Up: Developing Quality Indicators for Primary Care Excellence at Island Health	Edrene Jiang , Manager, Primary Care Quality & Performance, Island Health
64. Micro–Elimination of Hepatitis C through Community, Connection, Culture, & Client Partnership	Jennifer Hoy , HASP Coordinator, Central Interior Native Health Society
65. MyGuide Long COVID: An Online Self–Management Tool for People With Long COVID	Claire Wilson , Network Director, PC–ICCN, Provincial Health Services Authority
66. Nurses’ Decision–Making in Response to Aggressive Behaviours in Medical & ICU Units	Julia Santucci , Clinical Nurse Specialist, Providence Health Care
67. Nursing Student Pediatric Specialty Shadowing Opportunities as a Recruitment Strategy	Sarah Kuhn , Research Assistant, BC Children’s Hospital
68. Optimizing Medication Administration for Hospital at Home Patients	Brittney Mathers , Clinical Pharmacist, Providence Health Care
69. Optimizing Pediatric Rehabilitation through the SPROUT Program at BC Children’s Hospital	<p>Yue Yuan, Project Manager, Sunny Hill Health Centre, BC Children’s Hospital</p> <p>Grace Li, Physiatrist, BC Children’s Hospital</p>
70. Optimizing Prehospital Resource Allocation Using Linked Data: A Novel Approach in BC	David A. Obert , Medical Director, Emergency Dispatch, BC Emergency Health Services
71. Organizational Excellence in Person–Centred Care	Susan Waldron , Clinical Practice Consultant, Fraser Health
72. Outcomes of a Shared Orthopedic Referral & Triage Pathway in the East Kootenay	<p>Alex Chan, Specialist lead, Orthopedic Surgeon, East Kootenay Regional Hospital</p> <p>Elizabeth Fradgley, Project Lead, East Kootenay Division of Family Practice</p>
73. Partnering for Success: Creating a Quality Practice Hub, Within a CPOE Activation	Andrea Tuchlinski , Director, Quality & Clinical Governance, Island Health
74. Patient Care Quality Optimization: A Value–Based Framework for Operational Efficiency	<p>Joan Eustaquio, Clinical Operations Supervisor, Vancouver Costal Health</p> <p>Filnor Dizon, Clinical Operations Educator, Vancouver Costal Health</p>

75. Patient Texting Streamlines Medication Counselling at The St. Paul’s Ambulatory Pharmacy	Miranda Defer , Senior Manager, Virtual Health, Providence Health Care
76. Patients as Partners: Collaboration on Collective Impact for Person- & Family-Centred Care	Helen Novak Lauscher , Associate Lead, Digital Emergency Medicine, University of British Columbia
77. Pediatric Critical Care Outreach: A Layered Approach to Province Wide Support	Jennifer Begg , Provincial Director, Clinical Service Innovation, Child Health BC Anna Weir , Clinical Nurse Outreach Coordinator, BC Children’s Hospital Jennifer Retallack , Pediatrician, BC Children’s Hospital
78. Preventing Blood Stream Infections: “Getting Back to Basics”	Danielle Decker , Quality & Safety Lead, BC Children’s Hospital
79. Quality Attachment to Increase Patient, Family Physician & Nurse Practitioner Satisfaction	Lisa McDougall-Lee , Attachment Coordinator, Comox Valley Primary Care Network Gavin Arthur , PCN Manager, Comox Valley Division of Family Practice
80. Re-Charging the Charge Nurse: Helping to Develop the Next Generation of Nurse Leaders	Lenora Marcellus , Director & Professor, School of Nursing, University of Victoria Kent Soltys , Clinical Nurse Educator, Island Health
81. Reorganizing Pediatric Inpatient Care at a Tertiary-Care Academic Children’s Hospital	Melanie Buba , Hospital Pediatrician & Medical Director, Medical Inpatient Services, Children’s Hospital of Eastern Ontario Karen Macaulay , Vice-President, Acute Care Services, Children’s Hospital of Eastern Ontario
82. Results on the Implementation of a Quality Improvement Tool to Address MHSU Structural Stigma	Hannah Kohler , Senior Program Manager, Mental Health Commission of Canada Stephanie Knaak , Senior Research Consultant, Mental Health Commission of Canada
83. Royal Inland Hospital Patient Activation Team Showcases How Every Move Matters	Anna Tzingounakis , Improvement Consultant, Interior Health
84. Safer Suicide Care Initiative: Learnings From Northern Health	Roseann Larstone , Regional Quality Improvement Advisor, Northern Health
85. Safety Huddles: A Quality Improvement Initiative in an Acute Inpatient Mental Health Service	Michelle Danda , Clinical Nurse Specialist, Vancouver Coastal Health

86. Self-Serve Nausea Treatment Booths in the Emergency Department	Bianca Grosu , Peace Arch Hospital Physician Society
87. Service Sustainability Amid Human Resource Deficits: In-House Phlebotomy Training Program	Joanne Isber , Program Director, Pathology & Laboratory Medicine, Interior Health Michael Wheadon , Director, Quality Safety & Innovation, Laboratory Services, Interior Health Dusk Farkas , Medical Lab Educator, Interior Health
88. Strategic Standardization: A Tool to Enhance Staff & Patient Experiences in Health Care	Jack Jenkinson , Manager, Medical Treatment & Discharge, Northern Health Furqana Khan , Allied Health Clinical Lead, Student Practice Education, Northern Health
89. Team-Based Care in Primary Care Settings	Julie Wilson , Chief Executive Officer, Medical Director, Terra Nova Medical Clinics Louise Jingco , Chief Operating Officer, Terra Nova Medical
90. The First Provincial Screening Program for Cerebral Palsy With Novel Delivery Model	Keith O’Connor , Occupational Therapist, Sunny Hill Health Centre, BC Children’s Hospital
91. Three Year Implementation Outcomes of the Pharmacists in PCN Program	Peter Zed , Professor, Faculty of Pharmaceutical Sciences, University of British Columbia
92. Transforming Acute Occupational Therapy Services with a Values-Based Approach	Clarice Kwok , Occupational Therapy Clinical Operations Supervisor, Vancouver Coastal Health
93. Transition to Preferred Fluids From Pedialyte for Oral Rehydration Therapy at BC Children’s Hospital	Justina Marianayagam , Resident Physician, BC Children’s Hospital
94. Transitions in Care: Improving the Emergency Department to Medicine Handover Process	Hannah Tighe , Patient Care Manager, Medicine, Providence Health Care Gillian Parlane , Patient Care Manager, St. Paul’s Hospital Emergency Department, Providence Health Care
95. Travel Burden for Hospital Care in Canada From the Canadian Institute for Health Information (CIHI)	Kim Nuernberger , Manager, Analytics and Special Projects, Canadian Institute for Health Information
96. Turning Treatment into Caring: Feeling Heard Into Healing	Greg Andreas , Physician Project Lead, Curiosity, Frailty & Palliative Care, Interior Health Elizabeth Matejka , Project Lead, Curiosity, Frailty & Palliative Care, East Kootenay Division of Family Practice

97. Understanding Barriers for Enrollment for Hospital at Home at St. Paul’s Hospital	Barbara Drake , Patient Care Manager, Providence Health Care Corina Power , Clinical Nurse Educator, Providence Health Care
98. Unpacking the New Graduate Transition Experience of Pediatric & Maternity Nurses	Emilie Coulter , New Graduate Support Clinical Leader, BC Children’s & Women’s Hospital
99. Using Simulation to Promote Neuroaffirming Care in Autism Diagnosis	Angie Ip , Developmental Pediatrician, BC Autism Assessment Network & BC Children’s Hospital Melissa Olana , Research Assistant, BC Children’s Hospital
100. Virtual Waiting Rooms in Urgent & Primary Care Centres	Harold Zac Waldman , Regional Clinical Educator, Vancouver Coastal Health Simran Bhogal , Clinical Planner, Virtual Health, Vancouver Coastal Health
101. What Could Our Patient Outcomes Be if Our Patients Received Adequate Nutrition From Day 1?	Kendra Harding–Belcourt , LPN Educator, Fraser Health Gilma Johnston , Clinical Operations, Project Leader, Fraser Health
102. Discharge Starts on Admission: Engaging Patients & Clinicians in Patient Flow Quality Improvement	Adele Harrison , Medical Director, Medical & Academic Affairs, Island Health Julia Porter , PQI Coordinator, Physician Quality Improvement, Island Health
103. Engaging Clinicians in Appropriate Lab Testing Using the Triple Bottom Line Framework	Adele Harrison , Medical Director, Medical & Academic Affairs, Island Health Jacquie Gregory , Consultant, Clinical Analytics, Island Health Sarah Porter , Information Consultant, Island Health
104. Building Trust, Discussing Evidence & Forging Better Paths: Preoperative Approach to Elective Surgery	Ardelle Komaryk , Nurse Practitioner, Interior Health
105. Pre–Operative Medical Hold Process: Defining & Streamlining an Interdisciplinary Action Plan, Building Trust	Ardelle Komaryk , Nurse Practitioner, Interior Health
106. Rural Recruitment & Retention in Primary Care Networks: New Strategies & Learnings	Preet Toor , PCN Director, Chilliwack Division of Family Practice Andrea Mainer , Manager, Clinical Operations, Primary Care, Fraser Health

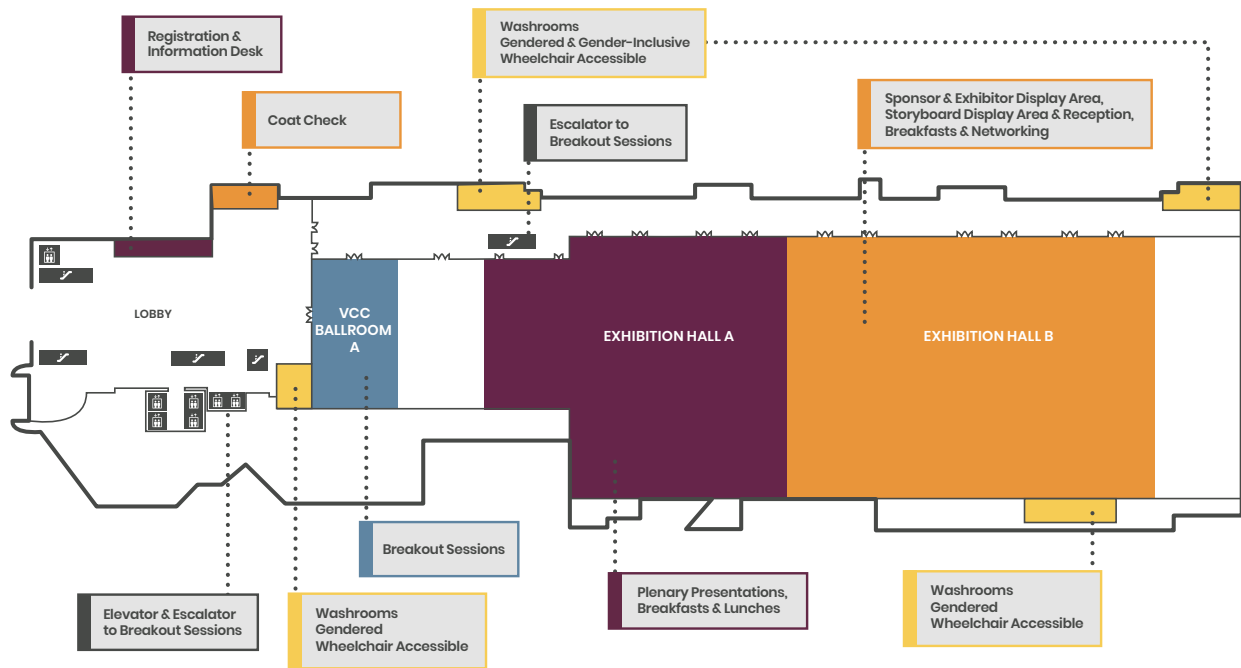
107. Cognitive–Behavioral Treatment for Insomnia (CBTi) Through Chilliwack Primary Care Network	Jacqueline Ming , Primary Care Clinical Pharmacist, Fraser Health Leanne Koot , Clinical Counsellor, Fraser Health Preet Toor , PCN Director, Chilliwack Division of Family Practice
108. Collaboration to Enable Learning Health Systems Through Patient–Oriented Practice–Based Research	Kristi Coldwell , Senior Advisor, Research Advocacy, Organ Donation & Transplant Research Foundation of BC Kimberly Miller , Senior Leader, Clinical Education & Special Projects, BC Children’s & Women’s Hospital Agnes Black , Director, Health Services & Clinical Research & Knowledge Translation, Providence Health Care
109. Inspiring Climate Action: What Difference Can a Green Team Make?	Ramses Prado , Interim Senior Performance Improvement Consultant, Providence Health Care Agnes Black , Director, Health Services & Clinical Research & Knowledge Translation, Providence Health Care Raluca Radu , Planetary Health Lead, Providence Health Care
110. Encouraging Patient Mobilization & Human Connection at Burnaby Hospital	Sue Dhaliwal , Clinical Operations Manager, Fraser Health Rafael Sayoto , Clinical Quality & Patient Safety Nurse Educator, Fraser Health Ravneet Mahal , Senior Coordinator, Together Quality Improvement, Fraser Health Parm Pannun , Fraser Health
111. Grassroot Innovations to Reduce HAUTIs on Two Medical Units: Eagle Ridge Hospital	Rafael Sayoto , Clinical Quality & Patient Safety Nurse Educator, Fraser Health Wendy Shin , Clinical Nurse Educator, Fraser Health Gilma Johnston , Clinical Operations, Project Leader, Fraser Health
112. Kudos & Connections: A Joy in Work Success Story	Rafael Sayoto , Clinical Quality & Patient Safety Nurse Educator, Fraser Health Dipti Gopalakrishnan , Quality Improvement Senior Coordinator, Fraser Health Muneeza Akbar , Fraser Health
113. What Matters Everyday: Transforming Patient Care & Provider Satisfaction in Neuro Rehab	Rafael Sayoto , Clinical Quality & Patient Safety Nurse Educator, Fraser Health Shannon Koopmans , Clinical Nurse Educator, Fraser Health Dipti Gopalakrishnan , Quality Improvement Senior Coordinator, Fraser Health
114. Innovations in a Pain Pathway for Primary Care Providers	Tracy Monk , Physician Lead, Provincial Pathways Melanie McDonald , Director Support Services, Pain BC

115. New Clinical Tools to Support Preparation for Extreme Summer Weather	Tracy Monk , Physician Lead, Provincial Pathways David McVea , Public Health Physician, BC Centre for Disease Control
116. Which Way to Go? Helping Providers Navigate Colonoscopy Follow-Up Recommendations	Laura Gentile , Operations Director, Cervix and Colon Screening, BC Cancer Tracy Monk , Physician Lead, Provincial Pathways
117. Métis Health Experience Program Evaluation: Empowering Métis Voices in BC Health Care	Leanna Wong , Métis Health Experience Advocate, Métis Nation British Columbia Eva Habib , Métis Health Equity Senior Manager, Métis Nation British Columbia
118. Physician Wellness Podcast: Using Storytelling to Cultivate a Wellness Practice for IMGs	Madison Estrella , Research & Events Assistant, Continuing Professional Development, University of British Columbia Craig Ferguson , Learning & Curriculum Manager, Continuing Professional Development, University of British Columbia Charlotte Humphries , Program Manager, Continuing Professional Development, University of British Columbia
119. The Impact of Continuing Professional Development on Rural International Medical Graduate Retention	Madison Estrella , Research & Events Assistant, Continuing Professional Development, University of British Columbia Stephanie Din , Education Manager, Continuing Professional Development, University of British Columbia Charlotte Humphries , Program Manager, Continuing Professional Development, University of British Columbia
120. Provincial Opioid Addiction Treatment Support Program: RN/RPN Education Training Pathway	Kiran Parmar , Evaluation Coordinator, BC Centre on Substance Use Sally Kupp , Education Project Coordinator, BC Centre on Substance Use Nicole Malette , Evaluation Specialist, BC Centre on Substance Use
121. Recommendations for Benzodiazepine Withdrawal Treatment From the Unregulated Drug Supply	Kiran Parmar , Evaluation Coordinator, BC Centre on Substance Use Nicole Malette , Evaluation Specialist, BC Centre on Substance Use
122. Evaluating Patient & Family Experience at End of Life: A Pilot	Ninian Dougall , Research & Quality Facilitator, Victoria Hospice Society Linda-Mae Ross , Psychosocial Lead, Victoria Hospice Society

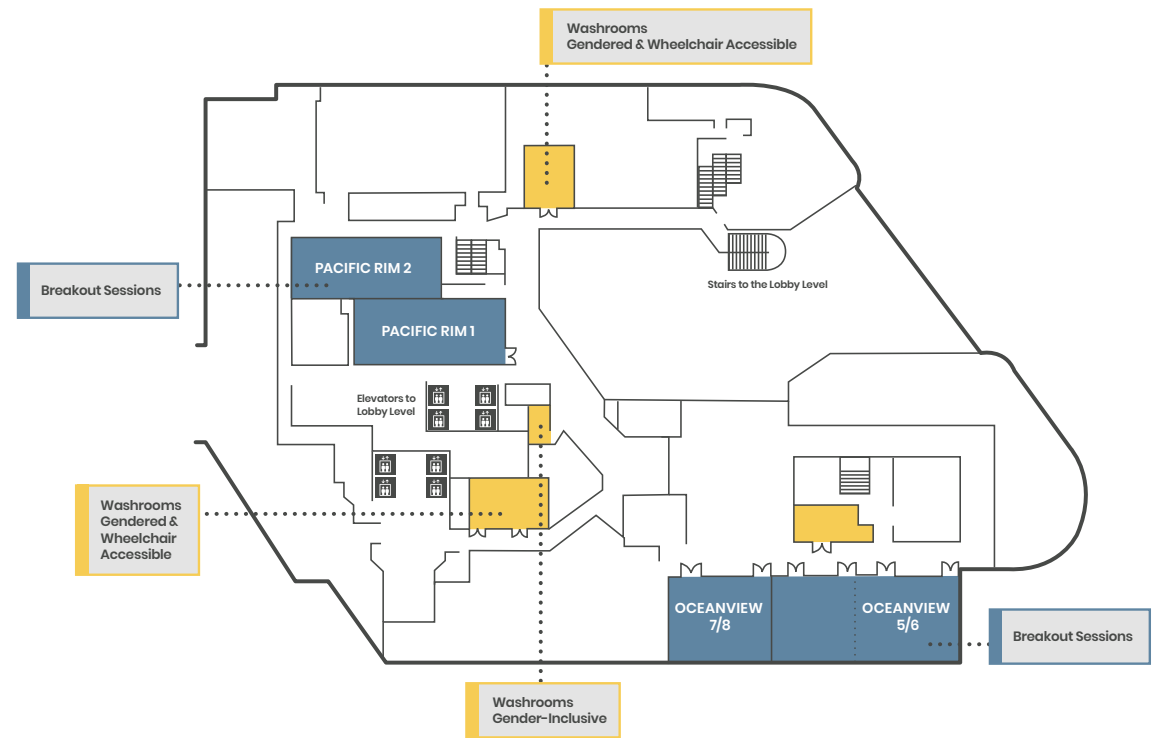
123. Surveying with Purpose: Engaging Voices to Foster Meaningful Change	Linda-Mae Ross , Volunteer, Victoria Hospice Society Julia Dawson , Volunteer Coordinator, Victoria Hospice society Ninian Dougall , Research & Quality Facilitator, Victoria Hospice Society
124. Sharing Knowledge Through Education: Pain BC’s Initiatives for Health Care Providers	Helena Daudt , Director of Education, Pain BC
125. The Making Sense of Pain Program: Five Years Supporting People Living With Pain	Helena Daudt , Director of Education, Pain BC
126. Shining a Light on Reusable OR Alternatives	Kynna Sorg , Registered Nurse, Surgical Clinical Reviewer, BC Children’s Hospital Stephanie Harding , Clinical Nurse Educator, BC Children’s Hospital
127. What About All That Blue Wrap?	Stephanie Harding , Clinical Nurse Educator, BC Children’s Hospital
128. Dialogue to Action: An Innovative Approach to Elevate Patient Voices	Krista English , Senior Network Lead, BC Mental Health & Substance Use Services Anita David , Lived Experience Strategic Advisor, BC Mental Health & Substance Use Services
129. Through Survivors’ Eyes: Photovoice Study of Critical Illness Recovery	Anita David , Patient Partner, University of British Columbia A. Fuchsia Howard , Associate Professor, University of British Columbia
130. Write it Right!	Sarah Ostler , Hospitalist, Fraser Health
131. Suture Kits in Long-Term Care	Lalji Halai , Physician Lead, HHR & LTCI Physician Co-Lead, Fraser Health & Fraser Northwest Division of Family Practice Alana Stuart , Project Leader, Fraser Health Michiko Mazloun , Program Director, Fraser Northwest Division of Family Practice
132. Out of OR Sedation Pilot Project	Tahira Daya , Pediatric Emergency Medicine, Provincial Health Services Authority
133. Environmental Stewardship in the Operating Room	Shawn MacKenzie , Surgeon, Fraser Health
134. Cowichan’s Community-Based COPD Program: A Holistic Approach to Care	Lina Alsakran , Evaluation Consultant, Island Health
135. Improving Patient Discharge Experience From the Emergency Departments in Victoria, BC	Elaine Yi Ran Liu , Medical Student, University of British Columbia Hilary Drake , Resident Physician, University of British Columbia

Venue Maps

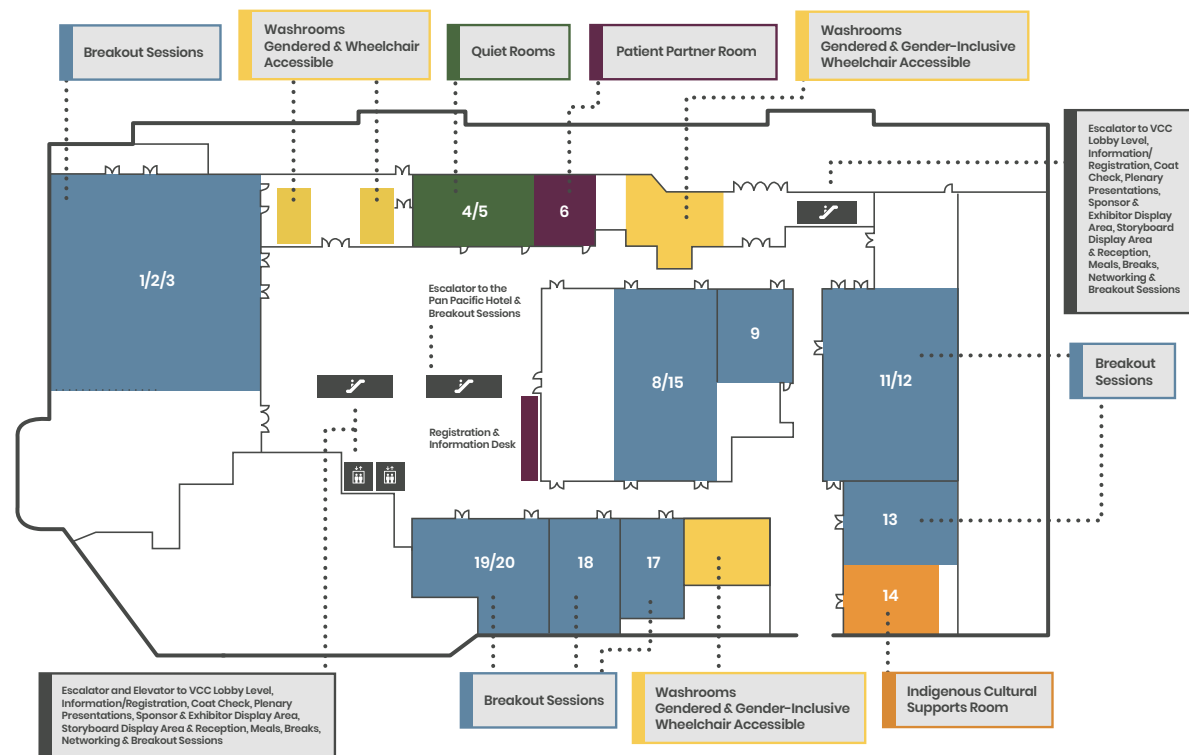
VANCOUVER CONVENTION CENTRE | LOBBY LEVEL



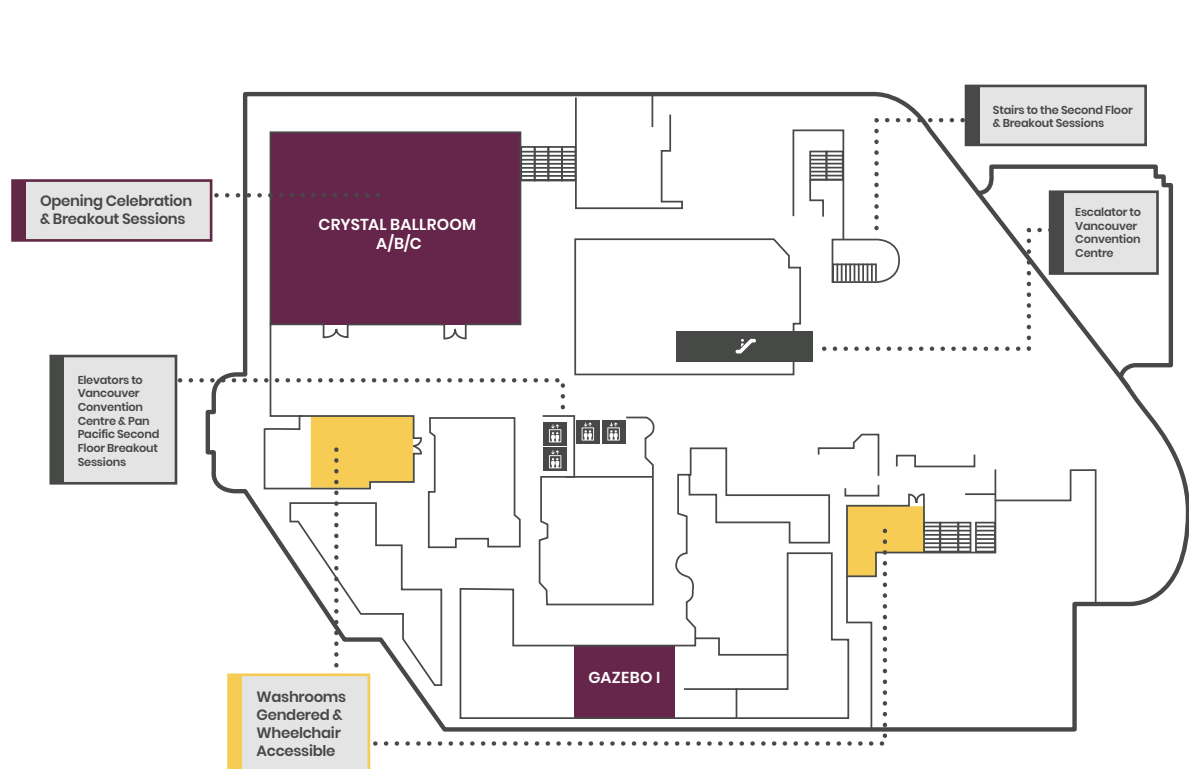
PAN PACIFIC HOTEL | 4TH FLOOR



VANCOUVER CONVENTION CENTRE | MEETING ROOM LEVEL



PAN PACIFIC HOTEL | 3RD FLOOR LOBBY LEVEL



Notes

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