

PROGRAM GUIDE

Quality Forum 2024

April 23 – 25 | Vancouver, BC

**Connecting Community to Quality:
We're Stronger Together**

HQBC
HEALTH QUALITY BC

The Quality Forum is a great chance 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 excites you about the future of health care?
- What would you tell someone just starting off in health care?
- What were the most important things you made happen this year?

Welcome to the Quality Forum!

In February, we lost a giant in our world – Doug Cochrane, founder and former Chair of Health Quality BC, and a pioneer in the field of quality and patient safety.

It's been difficult, losing Doug. But today, as we welcome you all to Quality Forum 2024, we're filled with gratitude for his tremendous legacy. Without Doug, the Quality Forum simply wouldn't be what it is today – one of the most anticipated events on BC's health care calendar, which sold out in a record 22 hours this year. Not only did his dedication and enthusiasm for improving health care in BC shape HQBC into what it is today, it was also his compassion and commitment to patient care that inspired us all toward the passionate and relentless pursuit of quality – this is his true legacy. You can read more about his significant contributions on page 10.

This week, we're celebrating Doug for all he gave us, and we're dedicating this Quality Forum to his memory and to the continuation of his important work. And not just important, but badly needed.

We're at a place in health care where challenges are plentiful, and resources are strained. The headlines read frequently about patient safety, the toxic drug crisis, health human resource shortages, a lack of primary care, and health misinformation at every turn. Artificial intelligence in our daily lives is not just coming, it's a reality right now. Planetary health is a rising concern as we experience the impacts from climate change.

There is no perfect solution to cure all these challenges. What we do know is that quality care leads to better health outcomes – and it's better for all of us whether we are patients or providers. We also know that health outcomes are improved when we engage and partner with communities to collectively create and co-design solutions.

That's why we chose *Connecting Community to Quality: We're Stronger Together* as the theme of this year's Quality Forum.

BC's ability to face challenges begins in the community. This week, we're coming together to learn more about the incredible strengths that already exist in our communities and how we can foster the connections needed to make them even stronger.

The plenary speakers you'll hear from this week have a lot to contribute to this conversation. The incredible Helen Bevan is one of the world's leading experts in mobilizing and building energy and commitment to change on a very large scale. Jay Van Bavel's work examines the Power of Us – how group dynamics, social identities and cooperation shape us. And Satyan Chari is a respected voice within health care on human factors, resilience engineering and safety innovation.

The other important voices you'll hear from this week are YOU. Your contributions to our conversations will be key as we explore what connecting community to quality care means. So, we want you to know that we're excited you're here. Your voice is valued. Your work is valued. We appreciate you, and we celebrate you and all you do to improve health care in British Columbia.



Devin Harris

Devin Harris
Chair
Health Quality BC



Christina Krause

Christina Krause
Chief Executive Officer
Health Quality BC



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 xʷməθkʷəyəm (Musqueam), Skwxwú7mesh (Squamish), and səłlwətaʔt (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.

Health Quality BC's Commitment to Addressing Indigenous-Specific Racism & Discrimination

Health Quality BC acknowledges that Canada's legacy of colonialism continues to impact Indigenous Peoples today through stereotyping, racism, profiling, and discrimination in BC's health care system. We champion and support high-quality care for every person in BC, and we condemn racism in all its forms.

We believe that quality care respects individuals for their distinct perspectives and acknowledges their cultural contexts. It acknowledges that each of us holds biases and beliefs that shape our worldview and that requires us to reflect on and understand how these biases may impact our work.

We are committed to this learning to ensure our work promotes a high-quality health care system that is safe for all. In addition, and through careful consideration of the *In Plain Sight* report and the BC Cultural Safety and Humility Standard, we are committed to ensuring our organization's actions are actively in resistance to Indigenous-specific racism.

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. As part of this work, we will continue to hold critical discussions about Indigenous-specific racism, the impacts of all racism, and to take actions that address the impacts. We are dedicated to creating inclusive, anti-racist environments for participants and to creating curricula that equips learners to ensure the delivery of relational health care to all.

We encourage the Indigenous partners we work alongside to hold us accountable as we move forward.

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

“How can we empower communities to take an active role in improving health care?”

Event Objectives



Ignite action and learning to improve quality of care



Create and strengthen relationships and collaboration across all areas of care



Share effective strategies and leading practices to stimulate and sustain improvement



Demonstrate how every voice matters to achieve high-quality care

Quality Forum 2024 is proudly brought to you by Health Quality BC

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.

Visit us at our booth in the Regency Foyer (third floor) to learn more about our current initiatives and pick up a copy of one of our many resources!



Our purpose is to improve health care quality across British Columbia.

What We Do

We provide thought leadership and analytics related to health care quality.

We bring health system partners together to accelerate action on key quality of care issues.

We build capability for people to improve and deliver high-quality care.

Visit healthqualitybc.ca to access programs and resources that can help you improve BC's health care system!

Remembering Doug



DOUG COCHRANE, 1950 – 2024

At both a national level and in British Columbia, few have done more to ensure people are safe and experience high-quality care than Doug Cochrane. He was a pioneer and one of the key founders of the patient safety and quality improvement movement in Canada.

In 2003, patient safety and quality were just beginning to receive attention. It was Doug who brought this movement to BC. Through his leadership and relentless pursuit of quality he helped to build the foundation we now have today. While his practice and leadership roles were in the province of BC, he also held national positions and worked tirelessly to improve

health systems across Canada and the world.

As a highly respected pediatric neurosurgeon, Doug trained generations of Canadian and international medical students, residents and fellows, while caring for the sickest children in the province and performing over 3,000 neurosurgical operations. Tens of thousands of clinic patients and their families remember his skill, his constant good cheer and his smile.

In addition, he held several leadership roles to advance patient safety and quality. He served as the first Provincial Patient Safety & Quality Officer from 2008 – 2019, and both the inaugural Chair of the BC Patient Safety Task Force (2003 – 2008) and Health Quality BC/BC Patient Safety & Quality Council (2008 – 2019).

He was also one of the first Chairs of the Canadian Patient Safety Institute and oversaw *Safer Healthcare Now!* which was the first national initiative to advance patient safety in our



“Together, Doug and I had the opportunity to create the BC Patient Safety & Quality Council, now known as Health Quality BC, and his dedication and enthusiasm for improving health care in BC shaped our organization to what it is today. As a mentor and friend, I have had the opportunity to learn from him, and be inspired by his compassion and commitment to patient care. His passion for a relentless pursuit of quality inspires us to honour his legacy by carrying on this important work.”

– Christina Krause, Chief Executive Officer, Health Quality BC

“Doug was a significant influence in my life and in all our lives in British Columbia. Personally, he was an extremely kind and thoughtful friend and mentor. Professionally, he had a lasting impact on health care in BC and Canada – in patient safety, medical quality, physician leadership and health equity. As a clinician, he has changed the lives of so many children and families. His calm and thoughtful presence and his warm smile will be tremendously missed. He leaves behind big (red) shoes to fill.”

– Devin Harris, Chair, Health Quality BC

country. Most recently he was the Board Chair of Interior Health and also served as a Board Member of Canuck Place Children’s Hospice and Health Research BC.

Today, one of BC’s highest honours in health care is the Doug Cochrane Leadership in Quality Award, given each year by Health Quality BC to someone who has made an inspirational, significant and sustained contribution to improving the quality of health care.

Thanks in large part to the work spearheaded by Doug, patient safety and quality have now become an intrinsic part of not only BC’s health care system, but across Canada. Practitioners now have tools, resources and protocols to investigate and learn when things go wrong, and patients and families have a voice in that process as well.

It is impossible to quantify the number of patients, fellow health care providers and colleagues in this country and even globally whose care Doug has impacted and will continue to impact for generations to come. Moreover, he was empathetic, kind, warm and humble. He cared deeply about people and worked tirelessly and passionately to ensure that people across Canada received high-quality care.

We are grateful to have known him, and we will miss him dearly.



Program at a Glance

PRE-FORUM

TUESDAY, APRIL 23

0700 – 0800 Registration & Breakfast

0800 – 1630 **FULL-DAY SESSIONS**

Trailblazing Together: Creating Health Care & Community Partnerships

In partnership with the BC Recreation & Parks Association

JCC Pre-Forum: Together We Thrive: Improving Together

In collaboration with the Joint Collaborative Committees (JCCs)

Putting Indigenous Perspectives at the Centre of the Care Journey

In partnership with Katzie First Nation & the Fraser Regional Aboriginal Friendship Centre

Health Talks: Bold Ideas, Stories That Inspire

1800 – 1900 Networking Reception | Cash Bar

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

2100 – 2130 Networking Reception | Cash Bar



MAIN FORUM

WEDNESDAY, APRIL 24

0700 – 0800 Registration & Breakfast

0800 – 0830 Opening, Territorial Welcome & Coast Salish Anthem

0830 – 0915 **PLENARY PRESENTATION**

0915 – 0945 Transition

0945 – 1045 **Breakout A**

1045 – 1115 Break

1115 – 1215 **Breakout B**

1215 – 1310 Lunch

1310 – 1355 **DEBATE**

1355 – 1415 Transition

1415 – 1515 **Breakout C**

1515 – 1545 Break

1545 – 1645 **Breakout D**

1645 – 1800 Storyboard Reception
Appetizers & Cash Bar

THURSDAY, APRIL 25

0700 – 0800 Breakfast

0800 – 0830 Territorial Welcome

0830 – 0915 **PLENARY PRESENTATION**

0915 – 0945 Transition

0945 – 1045 **Breakout E**

1045 – 1115 Break

1115 – 1215 **Breakout F**

1215 – 1310 Lunch

1310 – 1330 Transition

1330 – 1430 **Breakout G**

1430 – 1445 Transition

1445 – 1530 **PLENARY PRESENTATION**

1530 – 1600 Traditional Closing

Coast Salish Anthem

Our territorial welcome on the first day of the main Forum includes singing the Coast Salish Anthem. This song is very close to our hearts and we take pride in singing it to represent our dedication to cultural safety and humility.

Leonard George joined us at Quality Forum 2017 and shared the vision for the Coast Salish Anthem: that all people (both settlers and Indigenous) on Coast Salish land would come together to sing this song in solidarity. As part of the First Nations Health Authority's adoption into the Tsleil-Waututh First Nation's Wolf Clan, staff sing the Coast Salish Anthem together during their weekly morning prayer. We are deeply moved by the First Nations Health Authority's invitation to sing this song as part of their family. When we sing the Coast Salish Anthem during the Quality Forum, it serves as a symbol of our commitment to cultural safety and humility and of our role as allies in this work.





SHARING CONCERNS: PRINCIPLES TO GUIDE THE DEVELOPMENT OF AN INDIGENOUS PATIENT FEEDBACK PROCESS

We know that BC's patient complaint process is a barrier for Indigenous Peoples who often do not feel culturally safe to report adverse care. To help change this, Health Quality BC hosted a provincial dialogue that brought together more than 100 people from health care organizations, Indigenous patients, families and caregivers to explore how the process can be improved.

These conversations resulted in the creation of *Sharing Concerns: Principles to Guide the Development of an Indigenous Patient Feedback Process* – a first of its kind in Canada. The nine identified core principles support a safer process for Indigenous Peoples to share concerns about their health care experience, which is an important step forward to reducing Indigenous-specific racism in the BC health care system.

Principle 3 is to Take a Restorative and Accountable Approach – which we are talking about this week at the Quality Forum!

Visit healthqualitybc.ca to learn more, and check out our booth in the Regency Foyer (third floor) to pick up your copy of *Sharing Concerns* today!

THE BC HEALTH QUALITY MATRIX

Our BC Health Quality Matrix provides a shared definition of quality for British Columbia's health care system.

The Matrix measures quality across seven Dimensions of Quality and five interconnected Areas of Care. When we use this shared definition, it means all health and wellness services, anywhere in the province, have a consistent foundation from which to support people and their communities to thrive.

We first published the Matrix in 2009, after which the definition of quality was adopted by the province's health authorities, Ministry of Health and many health organizations when setting priorities and caring for people. We published an updated version in February 2020 which ensures British Columbia's vision of high-quality care aligns with the latest evidence and honours the history and teachings of Indigenous Peoples in the province.

Visit healthqualitybc.ca to learn more and check out our booth in the Regency Foyer (third floor) to pick up your copy of the BC Health Quality Matrix and its handy Companion Guide today!



Thank You to Our Sponsors

PLATINUM



GOLD



BRONZE



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
David Sweet	Health Quality BC
Devin Harris	Health Quality BC
Eva Habib	Métis Nation British Columbia
Glenn McRae	Interior Health
Hugh Alley	Patient Voices Network
Jane Bishop	Joint Standing Committee on Rural Issues
Janet Evans	Family Practice Services Committee
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
Linda Dempster	Fraser Health
Liz Flores	Providence Health Care
Manpreet Khaira	BC Ministry of Health
Rachel Nolte-Laird	Doctors of BC
Reena Khurana	Specialist Services Committee
Roderick Tukker	Vancouver Coastal Health
Simmie Smith	Patient Voices Network
Suzanna Ho	First Nations Health Authority
Vash Ebbadi-Cook	Northern Health
Victoria Schmid	SWITCH BC

Thank you to the Steering and Abstract Review committees for your input and support in planning Quality Forum 2024!

Abstract Review Committee

Adele Harrison	Island Health
Allison Muniak	Health Quality BC
Andrew Wray	Health Quality BC
Angela Babuk	Health Quality BC
Ben Fair	UBC Health
Blae Hansen	Métis Nation British Columbia
Breah Talan	Health Quality BC
Caitlin Grisack	SWITCH BC
Camille Ciarniello	BC Emergency Health Services
Christina Krause	Health Quality BC
Damineh Akhavan	Patient Voices Network
Dave Snadden	Rural Coordination Centre of BC
Eliza Henshaw	BC College of Nurses & Midwives
Ilona Hale	Health Quality BC
Jennifer Cochrane	First Nations Health Authority
Julia Bickford	Northern Health
Julie Wooton	Interior Health
Kathleen Chouinor	Institute for Health System Transformation & Sustainability
Leesa Lyster	BC Ministry of Health
Lisa Stewart	Vancouver Coastal Health
Maneet Samra	Fraser Health
Marija Stefic-Cubic	Providence Health Care
Mark Matthew	Health Quality BC
Rachel Nolte-Laird	Doctors of BC
Sandy Ketler	Patient Voices Network
Shaila Jiwa	Provincial Health Services Authority

Did you know?
We received 434 abstracts for Quality Forum 2024!



Pre-Forum Events

TUESDAY, APRIL 23

Before the main two days of programming, Quality Forum 2024 features several pre-Forum events for participants to choose from. During the day, there are two pre-Forum sessions taking place at the hotel and one that will travel off-site.

FULL-DAY SESSIONS

- **Trailblazing Together: Creating Health Care & Community Partnerships**
In partnership with BC Recreation & Parks Association
- **JCC Pre-Forum: Together We Thrive: Improving Together**
In collaboration with the Joint Collaborative Committees (JCCs)
- **Putting Indigenous Perspectives at the Centre of the Care Journey**
In partnership with Katzie First Nation & the Fraser Regional Aboriginal Friendship Centre

Following these full-day pre-Forum sessions is our annual Health Talks event, which is an exciting and inspiring way to end the first day of Quality Forum 2024.

Exhibitors

- | | |
|--|---|
| BC Chiropractic Association | Family Caregivers of British Columbia |
| BC Family Doctors | Métis Nation British Columbia |
| BC Public Advisory Network | Nurses & Nurse Practitioners of BC |
| Canadian Accreditation Council | Child Health BC & Perinatal Services BC |
| Canadian College of Health Leaders | REACH BC |
| Canadian Institute for Health Information | Salus Global Corporation |
| College of Physicians & Surgeons of BC | Southcentral Foundation Nuka System of Care |
| Doctors of BC | BC Centre on Substance Use |
| Doctors Technology Office & Practice Support Program (Doctors of BC) | |

HEALTH TALKS: BOLD IDEAS, STORIES THAT INSPIRE

1900 – 2100 | REGENCY AB (3RD FLOOR)



The evening kicks off with a ceremony to honour the nine winners of Health Quality BC's annual BC Quality Awards, which celebrate people and projects that have improved the quality of health care in BC (read more on pages 22-23).

Next, a diverse group of speakers representing a range of professions and perspectives from across the province will take the stage to tell you about their hopes for health care using the PechaKucha 20x20 format. This simple yet unique presentation style requires presenters to show 20 images for 20 seconds each, encouraging a rare combination of brevity, creativity and energy and is sure to be the talk of the Quality Forum for the next two days.

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



2024 BC Quality Awards Winners

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

The British Columbia Autism Assessment Network at BC Children's Hospital launched a new strategy aimed at achieving earlier diagnoses of Autism Spectrum Disorder (ASD) – the Streamlined Assessment Program. This is significant, because the earlier the ASD diagnosis, the earlier the access to interventions – which leads to better health outcomes for affected children.

This project is being presented in C5.

Excellence in Quality: Strengthening Health & Wellness

Northern Health (NH) launched the Lab Outpatient Improvement Project (LOIP) to address long wait times to access outpatient lab services in Northern BC. Through LOIP, they began offering a blended service model that included scheduled and unscheduled lab appointments, self-scheduling and online check-in to avoid long lineups. In making these changes over a two-year timespan, they completely transformed and modernized lab services across 26 sites.

This project is being presented in C5.

Excellence in Quality: Returning to Health & Wellness

Children who are cared for at BC Children's Hospital (BCCH) are able to receive timely treatment closer to home – and in some cases, at home itself – thanks to the innovative work of BCCH's POKE and PIVOT team. The POKE (PICC Opportunities for Kids) and PIVOT (Pediatric IV Outpatient Therapy) team is a combined interdisciplinary team at BCCH, formed to both reduce the waiting time for PICC (peripherally inserted central catheters) insertions for IV therapy and increase access to outpatient services.

This project is being presented in D4.

Excellence in Quality: Living with Illness or Disability

RISE Community Health Centre (CHC) in Vancouver is a primary care clinic grounded in a commitment to improve the health and well-being of people with chronic illness and disability. RISE (Resilient, Integrative, Socially Just and Equitable) offers team-based care to local residents with supports available for medical and social needs. What sets RISE CHC apart is its focus on holistic health care, covering physical, social, and emotional well-being. In addition to general health concerns, they address the social determinants of health, mild to moderate mental health conditions, addictions, and the coordination of specialized care.

This project is being presented in G6.

Excellence in Quality: Coping with Transition from Life

Island Health's Cognitive Stimulation Therapy (CST) initiative delivers evidence-based, non-pharmacologic interventions for mild-moderate dementia to patients and their informal caregivers in Vancouver Island's Comox Valley. For both program participants and caregivers, the program is helping to create connection and support so that no one feels they are facing a diagnosis of dementia, or the care of their loved one, on their own.

This project is being presented in C5.

Leadership in Co-Creating Health with Communities

In 2022, Dr. Helmcken Memorial Hospital in Clearwater found itself facing the same severe staff shortages endemic across the health care system. Interior Health recognized that a solution lay not just in updating the staffing model, but by engaging broadly with the small community of just over 2,300. Results of the engagement included increased paramedic coverage while the emergency department was experiencing closures, housing solutions for health care staff and new models of nursing rotations. As well, Clearwater now has 4.5 full-time equivalent doctors, just short of the five it needs.

This project is being presented in A4.

Doug Cochrane Leadership in Quality

Kris Gustavson is well known in health care circles for her compassion and commitment, and for sharing her wisdom. As the Corporate Director of Accreditation and Patient Experience for the Provincial Health Services Authority (PHSA), she is respected, trusted and admired for her ability to engage at all levels, and for creating an environment that fosters learning and improving. With Kris' support, PHSA has achieved many Health Standards Organization (HSO) Leading Practice award designations.

As a surveyor with Accreditation Canada since 2004, Kris has contributed to health quality improvement on six continents.

Everyday Champion

There are few people in British Columbia who are as passionate about seniors and their care as Shannon Paul-Jost. Through a long career in nursing and a desire to make her own community better, Shannon is an Everyday Champion for older adults. She has years of experience working with seniors and is deeply knowledgeable about this population, their challenges, needs and the barriers they encounter. Her experience has served her well as a Clinical Nurse Specialist on the Long-term Care Services team for Interior Health.

Leadership in Advancing the Patient Voice

Laurie Edmundson has worked tirelessly to advance the patient voice to help improve health care services, both across BC and internationally. Because of her ability to vulnerably share her own story about navigating borderline personality disorder and other mental health challenges, she has inspired others and helped shape the way services are delivered.

Nominations for the 2025 BC Quality Awards are now open – winners will receive a \$2,500 sponsorship. Visit healthqualitybc.ca to nominate someone today.

General Information

REGISTRATION DESK HOURS

APRIL 23 | 0700 – 2100

APRIL 24 | 0700 – 1800

APRIL 25 | 0700 – 1630

WIFI

Network: **Hyatt_Meeting** | Password: **QF2024**

FREE VIRTUAL ACCESS

As we do every year, we're making Quality Forum 2024 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 Health Talks and the main plenary room each day.

DESIGNATED SEATING & SPACE

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

WASHROOMS

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

Multi-stall, gendered washrooms are also available on the lobby, second, third, fourth and 34th floors, with designated wheelchair accessible stalls on the lobby, second and third floors. A washroom with an automatic door opener can be found on the lobby level. There are two gendered, multi-stall washrooms on the 34th floor, however, these spaces are not wheelchair accessible.



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

A Health Quality BC team member will be pleased to assist you.

LUGGAGE STORAGE

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

COATS

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

FOOD & BEVERAGE

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

Plated lunches will be served to participants in the Regency Ballroom on the third floor. If you submitted any special dietary requests, you would have received two tickets with your name tag. Please place one ticket at your place setting at each lunch for a hotel staff member to see.

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

ACCREDITED BY UBC CPD

The 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 10.75 hours (credits are automatically calculated). This one-credit-per-hour Group Learning program meets the certification criteria of the College of Family Physicians of Canada and has been certified by UBC CPD for up to 10.75 Mainpro+® credits. Each physician should claim only those credits accrued through participation in the activity.

CFPC Session ID: 202409-001

Accredited by UBC CPD



Need a certificate of attendance?

Scan this QR code to request yours starting April 25.



HOW DOES ASKING *WHAT MATTERS TO YOU?* CONNECT TO QUALITY FORUM 2024?

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.

Visit healthqualitybc.ca to learn more, and check out our booth in the Regency Foyer (third floor) to find resources that will help you have a *What Matters to You?* conversation today!

OUR GREEN STRATEGY

We are continually trying to reduce our carbon footprint and be mindful of our environmental impact.

Here are some of the actions we've taken, and how you can also contribute to our green efforts:

- We've reduced the number of printed materials at the event and are using QR codes where possible so you can access materials on your mobile device. You can also find event information within the Quality Forum 2024 app (see page 28 for more details).
- Water stations are available throughout the hotel. Use your reusable water bottle and fill up!
- Sort your waste into the separate garbage, recycling and compost bins available so we can minimize the impact on our landfills.
- 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.

Make Time for Wellness

We encourage you to take advantage of one of the options below, or find other ways to stay energized, relaxed and ready to learn while at Quality Forum 2024!

Morning Walking Group

April 24 & 25 | 0600 – 0645
Melville Street Entrance (Lobby Level)

Meet us in the lobby at 0600 for a beautiful morning walk in downtown Vancouver. We'll have you back in time to freshen up and grab breakfast before we start at 0800 each day.

Community Yoga: Igniting Strength & Connection Through Quality

April 25 | 0630 – 0715
Kensington (4th Floor)

Start your day with a free Hatha-style yoga class taught by Baylee Talan, RYT 200. Expect Pranayama (breathwork) and Asana (postures) in a series of slow, held shapes with a focus on strength and alignment. This class is beginner-friendly and suitable for all levels. Bring your own yoga mat, a water bottle, comfortable clothing and any other personal props to support you.

Please plan to arrive 10-15 minutes early, as this class will begin promptly at 0630!

Quiet Rooms

April 24 & 25 | 0700 – 1800
Cavendish & Dover (4th Floor)

Need a minute to yourself? We have two quiet spaces available on the fourth floor for you to unwind. Out of respect for other participants, please do not plan to take phone calls or join meetings from these rooms.

Indigenous Cultural Supports

April 24 | 0700 – 1600
April 25 | 0700 – 1200
Constable (4th Floor)

Accessing cultural support brings traditional knowledge and medicines, holistic healing and grounding. These supports will be provided by Tsow-Tun Le Lum Society and are available to anyone attending Quality Forum 2024.

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 2024 updates in one convenient location.

Venue Maps

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

Documents

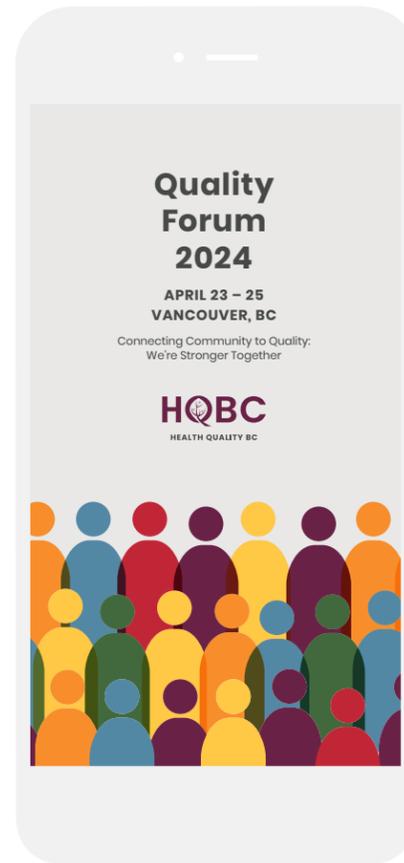
Open session-specific documents on your device for easy viewing.

Evaluations

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

Networking

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



APPLICATIONS NOW OPEN FOR THE CLINICIAN FELLOWSHIP IN HEALTH CARE QUALITY

If you are 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.

"It has been an incredible opportunity with a wide diversity of learning opportunities and project immersion to develop practical skills and learn to utilize different tools and techniques. It has been extremely flexible with self-directed learning while offering support and guidance along the way," says Valerie Ehasoo, Victoria-based family physician who participated in the Clinician Fellowship in 2022.

Application process and timeline

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.

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

Deadline: **June 7, 2024**

HOW TO GET THE APP

Step 1:

Get connected! The WiFi network is Hyatt_Meeting and the password is QF2024.

Step 2:

Visit the Apple App Store (iPhone and iPad users) or the Google Play store (Android users) and search "Quality Forum 2024". 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 the "Tips to Get Ready".



APPLE



GOOGLE



Plenary Speakers



JAY VAN BAVEL

Jay is a professor of Psychology & Neural Science at New York University and the Director of the Social Identity & Morality Lab. From neurons to social networks, Jay's research examines how collective concerns—group identities, moral values, and political beliefs—shape the mind, brain, and behaviour. His work addresses issues of group identity, social motivation, cooperation, implicit bias, moral judgment, decision-making, and social media.



SATYAN CHARI

Satyan is an occupational therapist with two decades of experience in various practitioner and leadership roles in health care quality, safety and improvement. He is a respected voice within health care on human factors, resilience engineering and safety innovation. Satyan is a vocal advocate for the greater inclusion of human-centred design and contemporary systems approaches in major reform efforts underway in health care today, seeing these as critical to future progress.

Visit
healthqualitybc.ca
to read more about
our Plenary Speakers

Plenary Speakers



HELEN BEVAN

Helen is a leader of large scale change, an innovator and an activist in health and care. She is currently Professor of Practice in Health and Care Improvement at Warwick Business School at University of Warwick and a Strategic Advisor to the NHS Horizons team. She has spent more than three decades working in England's National Health Service, focusing on large scale transformational change. She has led and facilitated many nationwide improvement initiatives, including those in cancer services, urgent and

emergency care, and dementia care and treatment. Helen acts as an advisor and teacher to leaders of health and care in many other countries.

Helen has an ability to connect directly with thousands of people working at the point of care as well as with people who use services. She is one of the top social influencers in health and care globally, reaching more than a million people each month through her social media connections, virtual presentations, commentaries, and blogs.

#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 one who is in need of care and one who wishes to help.

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, who founded this campaign while undergoing terminal cancer treatment. 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!

Quips, Quandaries & Comebacks: A Quality Debate

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

Be it resolved that... artificial intelligence is the key to solving our HR crisis.



Moderator:

LYNN STEVENSON

Health Care Consultant &
Chair, Health Employers Association of BC

FOR



SAM GHARBI

Internal Medicine Specialist
Arya Health



SHANNON MALOVEC

Executive Vice President
Provincial Health
Services Authority

AGAINST



DEEPAK KAURA

Chief of Product Vision
& Partnership
Synthesis Health Inc.



MICHAEL BYRNE

Clinical Professional of Medicine
University of British Columbia

Overview of Session Types

TWO-HOUR WORKSHOPS

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

ONE-HOUR SESSIONS

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

RAPID FIRE SESSIONS

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

RECHARGE SESSIONS

These sessions take place during breakout 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.

STORYBOARD BREAKOUT SESSIONS

These sessions are an opportunity for presenters to give a five-minute oral presentation at their storyboard as part of a breakout session. You can expect up to six storyboard breakout presentations per session, which were sourced through a call for abstracts. These sessions take place during breakout C, D, E and F. You can also find these storyboards within the Storyboard Listing on pages 73-74.

BC Quality Award Winners

Some of our Excellence in Quality winners for the 2024 BC Quality Awards are presenting rapid fire presentations at this year's event and we think you should hear about their great work! Look for these award-winning projects throughout pages 36-65.

Program Matrix

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

MAIN FORUM DAY 1 | Wednesday, April 24

0700 – 0800	Registration & Breakfast									
0800 – 0915	OPENING, TERRITORIAL WELCOME & COAST SALISH ANTHEM PLENARY PRESENTATION: JAY VAN BAVEL									
0915 – 0945	Transition									
BREAKOUT A	W1	W2	A1	A2	A3	A4	A5	A6	BEQLS	FT1
0945 – 1045	The Restorative Approach in BC: Moving the Work Forward	Community & Public Engagement: The Power of Co-Production	Let's Walk Together: The Pathway to Team-Based Care	Success by Design: Human Factors Principles to Level-Up Quality	Improving Care Through Real-Time Patient Experience Measures	The Art of Retaining & Sustaining Talent	AI RX: A Prescription for a Better Future	Aging, Isolation & Well-Being: Strategies for Building Connection	Board & Executive Quality Learning Series (invite only)	Toyota Facility Tour & Applications of Lean Manufacturing
1045 – 1115	Break									
BREAKOUT B	W1	W2	B1	B2	B3	B4	B5	B6	BEQLS	FT1
1115 – 1215	continued	continued	Linking Ideas to Action with Driver Diagrams	Incorporating Equity into Decision Making: A Practical Approach	Strengthening Public Health Initiatives	How Appropriate? Right Care, Right Time, Right Place	Using Virtual Health to Improve Access	Practice Safe Meds	continued	continued
1215 – 1310	Lunch									
1310 – 1355	QUIPS, QUANDARIES & COMEBACKS: A QUALITY DEBATE									
1355 – 1415	Transition									
BREAKOUT C	W3	W4	C1	C2	C3	C4	C5	C6	S1	FT2
1415 – 1515	Leading Transformational Change: Inner & Outer Skills	Fighting for Truth in the Age of Health Misinformation	Care During Catastrophe: Cultivating Cross-Sector Partnerships Early	Getting Everyone Involved: Better Medication Use in Long-Term Care	Drug Decriminalization: What Have the Impacts Been on Health Care?	Building an Indigenous-Specific Foundation for Culturally Safe Care	Award-Winning Strategies in Quality	Planning for Quality Care	Nurturing Minds: Exploring Strategies for Mental Wellness	Talking Trees: Talaysay Cultural Tour of Stanley Park
1515 – 1545	Break									
BREAKOUT D	W3	W4	D1	D2	D3	D4	D5	D6	S2	FT2
1545 – 1645	continued	continued	The Escape Room: How Breaking Out Can Advance Quality	Navigating & Responding to Climate Anxiety	Walking the Walk with Cultural Safety: Toolkits & Respectful Care	Paving the Road to Heal at Home	Powering Up Digital Tools to Enhance Patient Experience	Leveraging Decision Support Tools for Quality	A Tour Through Team-Based Care in BC	continued
										Paws Your Stress

Join us for the Storyboard Reception immediately following breakout D!

Storyboard Reception
April 24
1645 – 1800
(read more on page 66)

MAIN FORUM DAY 2 | Thursday, April 25

0700 – 0800	Breakfast									
0800 – 0915	TERRITORIAL WELCOME PLENARY PRESENTATION: SATYAN CHARI									
0915 – 0945	Transition									
BREAKOUT E	W5	W6	E1	E2	E3	E4	E5	E6	S3	FT3
0945 – 1045	Taking Care of Our Patients & Ourselves! Creating a Sustainable Workplace	Compassionate Disclosure	BC Digital Health Strategy: Collaboration in Action	Practices & Pathways for Advancing Goals of Care in 2024	BC's Safer Suicide Care Initiative: A Groundbreaking QI Partnership	Lifelong Learning: Indigenous-Led Approaches to Quality	Helping Heal the Planet One Low-Carbon Practice at a Time	Lightbulb Moments in Patient Safety	Enhancing Access & Flow for Better Patient Care	Behind the Scenes With the Vancouver Symphony Orchestra
1045 – 1115	Break									
BREAKOUT F	W5	W6	F1	F2	F3	F4	F5	F6	S4	FT3
1115 – 1215	continued	continued	Learning From What is Working Well to Advance Patient Safety	AI & Its Potential to Transform the Quality of Patient Care	The Unacknowledged Roadblock: Structural Stigma in Mental Health Care	From Triage to Triumph: Meeting Challenges in Emergency Services	Creating Long-Term Care Connections for Quality	Harm Reduction Strategies to Keep People Safe	Seeing Care Through an Indigenous Lens	continued
1215 – 1310	Lunch									
1310 – 1330	Transition									
BREAKOUT G	G1	G2	G3	G4	G5	G6	G7	G8		
1330 – 1430	The Power of Small Data: How Local Data Collection Can Drive QI	The Case for Care in the Community: A Focus on Older Adults	Say "YES" to Storytelling	The Good, the Bad & the Ugly: Five Years After Cannabis Legalization	Learnings in Implementing the BC Cultural Safety & Humility Standard	Transitioning to Team-Based Primary Care	Enhancing Quality at Life's End	Quality Care By Design		
1430 – 1445	Transition									
1445 – 1600	PLENARY PRESENTATION: HELEN BEVAN TRADITIONAL CLOSING									

Visit the Quality Forum 2024 event app to explore our schedule and learn more about this year's speakers and sessions!

Workshops & Field Trip

APRIL 24 | 0945 – 1215

W1: The Restorative Approach in BC: Moving the Work Forward

Join us as we build upon insights from the November Restorative Leadership Symposium and consider next steps for the application of a Restorative Approach in advancing quality care and patient safety. Through engaging discussions, attendees will discover practical strategies for connecting Indigenous perspectives to the principles of a Restorative Approach. We will also connect a Restorative Approach to existing quality and safety guidance. Participants will be equipped with reflection questions and key considerations to promote a Restorative Approach within their organizations and to drive positive change toward a more responsive and relational health care system.

● WORKSHOP | SEYMOUR (34TH FLOOR)

Mark Matthew
Health Quality BC

W2: Community & Public Engagement: The Power of Co-Production

Dive deeper into effective community and public engagement in health care in this workshop. Learn practical strategies to build stronger relationships with communities and the public, fostering trust and cooperation. Hear firsthand examples from communities across the province who have successfully applied co-production principles to inspire and inform your own practice, while also engaging in interactive activities designed to enhance collaboration skills, vital for effective community and public partnerships.

● WORKSHOP | GROUSE (34TH FLOOR)

Jill Lawlor
District of West
Vancouver

Madison Stewart
Strathcona Regional
District

Tammy Hoefler
Health Quality BC

Katie Fenn
BC Recreation &
Parks Association

Workshops & Field Trip

APRIL 24 | 0945 – 1215

BEQLS: Board & Executive Quality Learning Series

Over the last several years there has been an increasing recognition of challenges with patient safety. Rates of harm have gone up, and remained stubbornly high, as we've emerged from the pandemic. There is a need to refocus and learn from our previous efforts to ensure we're able to make an impact and create safe systems into the future. This year's Board & Executive Quality Learning Series will explore the pivotal role board and executive team members play in supporting safer care.

● BOARD & EXECUTIVE QUALITY LEARNING SERIES | ENGLISH BAY (34TH FLOOR)

Satyan Chari
Nuansys Healthcare

FTI: Toyota Facility Tour & Applications of Lean Manufacturing

The Toyota Production System, which is the lean manufacturing method, has been developed over decades of research and continuous improvement. This field trip will open the door to how these principles are championed at a regional Toyota facility and incorporated into day-to-day practice. We will be toured and taught by their management team of how these principles are grounded in leadership and overall culture, while discussing applications to health care.

This field trip departs from the lobby level (Melville Street entrance) at 0945 sharp!

● FIELD TRIP

Breakout A

APRIL 24 | 0945 – 1045

A1: Let's Walk Together: The Pathway to Team-Based Care

Team-Based Care (TBC) is becoming a foundational approach in a variety of health care settings, as it offers a pathway to comprehensive patient-centred care delivery. Despite the known benefits, many teams still struggle to optimize this approach. Have you ever wondered what TBC really means and how to dive in? Do you find yourself lost in resources looking for a way forward? Join us for an interactive session where we'll explore important aspects of TBC and guide you through a pathway to effective collaboration and collective competence.

● FOCUS SESSION | GEORGIA B (2ND FLOOR)

A2: Success by Design: Human Factors Principles to Level-Up Quality

Human Factors is the science of designing tasks, processes, environments and systems to help drive optimal human performance. A better understanding of how people interact, problem solve, make decisions and perform with varying expertise is essential for safe and effective care. This interactive skill-building session will focus participants on a deep-dive into key Human Factors principles that can be applied in health care work environments. Participants will learn how to apply Human Factors principles and tools to make their workplaces a safer place to deliver patient care. Through this session, prompting questions will be used to provide guidance of how and when participants can apply these principles, what situations Human Factors experts provide value and support and when to call them for help, and when it is best to pause and collect more information before making changes or recommendations to various health care situations. These scenarios will be supported through the discussion and application of actual health care examples in British Columbia.

● FOCUS SESSION | PLAZA AB (2ND FLOOR)

A3: Improving Care Through Real-Time Patient Experience Measures

Patient experience feedback is essential to advance the practice of person-centred care. Success, however, relies on the ability to collect and adapt to real-time feedback and to use patient experience measures to strengthen relationships among the people we serve, their essential care partners, and providers. This session will introduce participants to Fraser Health's Real-Time Patient Experience Survey and allow for interactive discussions where you will review and explore how to theme patient experience measures. We will also discuss strategies to engage patient partners and use feedback to inform quality improvement and safety initiatives within your organization.

● FOCUS SESSION | GEORGIA A (2ND FLOOR)

Jamie Duteil
Health Quality BC

Sarah Fletcher
University of British Columbia

Allison Muniak
Health Quality BC

Leanne Griffiths
Health Quality BC

Mandy Lindsay
Fraser Health

Ashifa Ahmed
Fraser Health

Laura Klein
Fraser Health

Ryan MacKay
Fraser Health

Susan Waldron
Fraser Health

Breakout A

APRIL 24 | 0945 – 1045

A4: The Art of Retaining & Sustaining Talent

Recovery: Shifting the Focus to People for Workforce Stabilization
Tracy St Claire | South Okanagan Similkameen Division of Family Practice

Empowering Managers to Stay: An Innovative Approach to Improving Manager Experience & Retention at Vancouver Coastal Health
Amanda Witter | Vancouver Coastal Health
Esther Eidse | Vancouver Coastal Health
Sloan Vereecken | Vancouver Coastal Health

Co-Creating Care with Clearwater Quality Award Winner
Heidi Schilling | Interior Health

● RAPID FIRE SESSION | OXFORD (3RD FLOOR)

A5: AI RX: A Prescription for a Better Future

AI-Assisted Diagnostics: Pediatric Respiratory Diseases
Anooshiravan Sharabiani | Fraser Health

Enabling Proactive Acute Discharge Planning with Real-Time Analytics Through Machine Learning: Artificial Intelligence
Lee Ann Martin | Fraser Health
Sara Lees | Fraser Health

Use of AI in Primary Care to Increase Physician Capacity & Build Joy in Work
Belinda van der Berg | Kootenay Boundary Division of Family Practice
Mona Mattei | Kootenay Boundary Division of Family Practice

● RAPID FIRE SESSION | PLAZA C (2ND FLOOR)

A6: Aging, Isolation & Well-Being: Strategies for Building Connection

The Refugee Health Initiative: Partnership Between Refugees & Medical Trainees
Nikola Deretic | University of British Columbia

A Tension of Trust for Older Adults With Their Health Care Providers: Implications for Social Prescribing & Other Health Programming
Cindy Yu | The GenWell Project

Social Prescribing to Support Healthy Aging
Grace Park | Fraser Health

● RAPID FIRE SESSION | CYPRESS (34TH FLOOR)

Breakout B

APRIL 24 | 1115 – 1215

B1: Linking Ideas to Action With Driver Diagrams

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.

● FOCUS SESSION | PLAZA AB (2ND FLOOR)

B2: Incorporating Equity into Decision Making: A Practical Approach

Equity is often cited to be an important consideration when making health care decisions. Despite this, most decision making processes either do not incorporate equity in their frameworks, or only do so informally. Recently, two members of the Drug Benefit Council, a clinician and an ethicist, developed and optimized a short, practical process to officially assess the impact of formulary listings on equity-deserving groups. This approach can be customized and adopted by leaders and clinicians alike to determine the impact of their day-to-day decisions on equity.

● FOCUS SESSION | GEORGIA A (2ND FLOOR)

B3: Strengthening Public Health Initiatives

A strong public health system is foundational to provincial well-being, playing a critical role in preventing disease and injury, protecting and promoting health and monitoring population health status and its determinants. In this session, participants will contribute to the renewal of BC's Guiding Framework for Public Health and identify opportunities for collaboration to advance six key priorities: Health Impacts of Climate Change; Best Start in Life; Communicable Disease Prevention & Response; Non-communicable Disease & Injury Prevention; Prevention & Reduction of Substance-related Harms; and Population Mental Health & Wellness.

● FOCUS SESSION | GEORGIA B (2ND FLOOR)

Kate McCammon
Health Quality BC

Leanne Griffiths
Health Quality BC

Jolanta Piszczek
BC COVID Therapeutics
Committee & BC Drug
Benefit Council

Alice Virani
Provincial Health
Services Authority

Maryna Korchagina
BC Ministry of Health

Meaghan Thumath
BC Ministry of Health

Lara Miramontes
BC Ministry of Health

Breakout B

APRIL 24 | 1115 – 1215

B4: How Appropriate! Right Care, Right Time, Right Place Five-Year Review of a Novel Opioid Stewardship Program: Impacts & Insights

Karen Ng | Fraser Health

Kseniya Chernushkin | Fraser Health

Choosing Wisely Canada at Island Health: A Regional Quality Improvement Initiative to Reduce Low-Value Care

Adele Harrison | Island Health

Jacqueline Gregory | Island Health

Sarah Porter | Island Health

Successful & Safe Elimination of Preoperative Group & Screen in Primary Joint Arthroplasty: Tools & Lessons for Spreading Quality Improvement

Jacqueline Trudeau | Vancouver Coastal Health

● RAPID FIRE SESSION | PLAZA C (2ND FLOOR)

B5: Using Virtual Health to Improve Access

Bridging the Gap: The Critical Impact of Local Knowledge in Virtual Care

Caitlin Foote | Central Interior Rural Division of Family Practice

Jacques Neuhoff | Central Interior Rural Division of Family Practice

Jill Zirnhelt | Central Interior Rural Division of Family Practice

Real Decisions in Virtual Care: Clinical Judgement in Virtual Nursing

Kathlaine Velardo | Fraser Health

Sarah Rourke | Fraser Health

Enabling Access to Chronic Disease Management Services via Virtual Care

Alana Dunn | Vancouver Coastal Health

Daniel Wilk | Vancouver Coastal Health

Suzie Cromwell | Vancouver Coastal Health

● RAPID FIRE SESSION | OXFORD (3RD FLOOR)

B6: Practice Safe Meds

CascadeWatch: An Innovative & Practical Method to Identify & Resolve Prescribing Cascades in Long-Term Care Patients

Brenda Aguiar | Island Health

Megan Kunz | University of British Columbia

The Fantastic Four Heart Failure Medications: An Innovative Approach to Increasing Use of GDMT in Clinical Practice

Daisy Dulay | Island Health

Quality Improvement for Increased Access to Syphilis Treatment in Fraser Health Hospital Emergency Departments during a Provincial Syphilis Outbreak

Cheryl Prescott | Fraser Health

● RAPID FIRE SESSION | CYPRESS (34TH FLOOR)

Workshops

APRIL 24 | 1415 – 1645

W3: Leading Transformational Change: Inner & Outer Skills

“When leaders can cultivate both inner and outer skills, it increases their chances of success in large complex change by 52 percent” (Deborah Rowland). 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.

● WORKSHOP | PLAZA AB (2ND FLOOR)

Helen Bevan

Warwick Business School
& Institute for Healthcare
Improvement

W4: Fighting for Truth in the Age of Health Misinformation

Whether it's a belief in an outlandish weight loss claim, a “cure” for COVID or an outright conspiracy theory, we all know someone who has fallen for fake health news. With the help of social media and a few notable celebrities and politicians, health misinformation is spreading fast and furious posing a threat to almost all areas of public health. The good news? With the right tools, we have the power to help people spot fiction from fact and slow misinformation's viral spread. During this workshop, we'll learn just how big of a problem misinformation is, hear from attendees how it's impacting their work and learn what we can all do to ensure that truth and evidence-based information rises to the top.

● WORKSHOP | GEORGIA B (2ND FLOOR)

David Sweet

Health Quality BC

Jay Van Bavel

New York University

James Hoggan

David Suzuki Institute

Field Trip

APRIL 24 | 1415 – 1645

FT2: Talking Trees: Talaysay Cultural Tour of Stanley Park

Each plant, each tree has its own special story. On this nature walking tour field trip, you will hear the stories of how shíshálh (Sechelt) Coast Salish & Skwxwú7mesh (Squamish) People have been utilizing the land for food, medicine and technology for thousands of years. The Talaysay cultural ambassador guide will share their ecological practices, ancient and contemporary history, stories, legends and Indigenous ways of living (knowing) with you.

This field trip departs from the lobby level (Melville Street entrance) at 1415 sharp!

● FIELD TRIP



TALAYSAY TOURS
AUTHENTIC CULTURAL & ECO EXPERIENCES



Become a Graduate of Quality Academy

Quality Academy is a professional development program that helps participants build the knowledge, skills and confidence to lead quality and safety initiatives in health care, including the teaching and advising of others. Delivered over a six-month period, Quality Academy consists of three in-person residency sessions, online classes and learning activities. Learners apply their skills and knowledge with an improvement project and are supported by instructors and mentors throughout the program.

Applications for our Fall 2024 cohort will open on May 8.

Breakout C

APRIL 24 | 1415 – 1515

C1: Care During Catastrophe: Cultivating Cross-Sector Partnerships Early

Over the past few years, natural disasters have become more the norm than the exception for British Columbians. The 2023 wildfire season was the most destructive in BC history, and many will easily recall the atmospheric river-caused flooding and landslides that closed provincial highways and resulted in mass evacuations. These catastrophic events have reinforced the value of breaking down sector-based silos between emergency management and health care professionals and cultivating cross-sector partnerships – and why it needs to happen before disaster strikes. In this session, you'll hear key learnings from those who've bridged the silos between sectors to deliver a response while navigating the challenges of this province's recent wildfires, floods and landslides. You will also hear the importance of working collaboratively with Indigenous communities; what you must have pre-planned to be ready; and, the tools that can help you keep patients, clients and staff safer and connected in an emergency.

● FOCUS SESSION | GROUSE (34TH FLOOR)

C2: Getting Everyone Involved: Better Medication Use in Long-Term Care

Together, we can transform the experience of our loved ones by reimagining the role of medications in managing behaviours. This session will focus on the power of strong engagement as the foundation for sustainable person-centred approaches in long-term care homes. Drawing from the experiences and expertise of staff, physicians, pharmacists, family members and residents, we will share successful engagement strategies for involving those people closest to the practices of care in making positive changes. You will leave this session equipped with practical tips for engaging with specific groups to reduce unnecessary medication use and enhance the quality of life for those in long-term care homes.

● FOCUS SESSION | ENGLISH BAY (34TH FLOOR)

Susan Brown
Interior Health

Ian Meier
BC Wildfire Service

Tara Richards
BC Ministry of Emergency
Management & Climate
Readiness

April Price
Health Quality BC

Jamie Sudyko
Island Health

Wendie Nickel
Fraser Health &
Providence Health Care

Kailee MacIsaac
Northern Health

Greg Andreas
Interior Health

Breakout C

APRIL 24 | 1415 – 1515

C3: Drug Decriminalization: What Have the Impacts Been on Health Care?

On January 31, 2023, the BC Government decriminalized the personal possession of small amounts of certain illegal substances. Unsurprisingly, this change has had widespread impacts on health care organizations. This session will share how two organizations have adapted to decriminalization, adapting their policies and practices to best meet the needs of both people with lived/living experience and health care providers.

Janelle Tarnow
Fraser Health

● FOCUS SESSION | GEORGIA A (2ND FLOOR)

C4: Building an Indigenous-Specific Foundation for Culturally Safe Care

Hardwiring Change: Building Cultural Safety at the System Level Through Policy Development

Ryan Dirnback | Northern Health
Tina Strudsholm | Northern Health

Indigenous-Specific Racism & Discrimination Reporting & Review Process for Addressing Harm to Indigenous Patients & Families

Andrea Walker | Provincial Health Services Authority
Heather Hastings | Provincial Health Services Authority
Norna Waters | Provincial Health Services Authority
Penny Cooper | Provincial Health Services Authority
Tracy Conley | Provincial Health Services Authority

Naomie's Story: Neglected but Not Forgotten

Courtney Flegg | Métis Nation BC
Eva Habib | Métis Nation BC
Melanie Cervo | Patient Partner

● RAPID FIRE SESSION | OXFORD (3RD FLOOR)

Breakout C

APRIL 24 | 1415 – 1515

C5: Award Winning Strategies in Quality

Cognitive Stimulation Therapy in the Comox Valley **Quality Award Winner**

Alison Ritchie | Island Health

Kyle Hillman | Island Health

Laurel Steed | Island Health

Northern Health Lab Outpatient Improvement Project **Quality Award Winner**

Lisette Vienneau | Northern Health

BC Autism Assessment Network's Streamlined Assessment Project **Quality Award Winner**

Angie Ip | BC Autism Assessment Network

Armansa Glodjo | BC Autism Assessment Network

Jamie Hack | BC Autism Assessment Network

● **RAPID FIRE SESSION | PLAZA C (2ND FLOOR)**

C6: Planning for Quality Care

A Geriatric Strategy in the South Okanagan Similkameen: Building Community Designed Pathways for Care

Justin Lambert | South Okanagan Similkameen Division of Family Practice

Lisa Needoba | South Okanagan Similkameen Division of Family Practice

Seamless Hemodialysis Nursing Care for Patients With Kidney Failure During Major Emergencies & Environmental Disasters

Sarah Thomas | BC Renal

Improving Delivery of Chronic Disease Management Programs

Jayne Gerk | Interior Health

● **RAPID FIRE SESSION | CYPRESS (34TH FLOOR)**

Breakout C

APRIL 24 | 1415 – 1515

S1: Nurturing Minds: Exploring Strategies for Mental Wellness

A. Patient Reported Experiences of Anxiety & Depression Screenings in a Canadian Adult Cystic Fibrosis Clinic

Pat MacDiarmid | Providence Health Care

B. When Equity Creates Distress: MAiD Expansion to Mental Disorders

Mehreen Poonja | Vancouver Coastal Health

C. Preceptor Collective Initiative: Supporting Those Who Support Others

Ellena Benacchio | Provincial Health Services Authority

D. Safer Suicide Care: A Northern Health Quality Improvement Initiative

Roseann Larstone | Northern Health

E. Upscaling Diagnosis & Treatment of Adult Attention Deficit Disorder at First Nations Virtual Clinic

Marilyn Thorpe | First Nations Health Authority

F. Enhancing Program Evaluation With Intersectional Populations: A People-Centred Approach for Older Adults With Mental Health & Substance Use

Michelle La | Vancouver Coastal Health

● **STORYBOARD BREAKOUT | REGENCY FOYER (3RD FLOOR)**

R1: Relax & Unwind Through Creative Expression

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

Iceberg Counselling Inc.

● **RECHARGE SESSION | SEYMOUR (34TH FLOOR)**

Breakout D

APRIL 24 | 1545 – 1645

D1: The Escape Room: How Breaking Out Can Advance Quality

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 your own area of work.

● **FOCUS SESSION | ENGLISH BAY (34TH FLOOR)**

D2: Navigating & Responding to Climate Anxiety

As climate change continues to be an issue many Canadians are facing, both indirectly and directly, there is a need to understand how climate change can impact people's mental health. In BC alone there are plenty of examples of extreme weather events that can be attributed to climate change that have had substantial impacts on people's mental well-being, such as the heat dome of 2021. This deep-dive session is designed to bring forward the latest evidence and knowledge and explore possibilities for joint action in responding to this complex threat to mental health and well-being. We will share current research on climate change's impact on mental wellness, and will encourage participants to reflect on the impact of climate anxiety. Through facilitated discussion we will explore ways on how BC's health care systems can attempt to be proactive in responding to climate anxiety.

● **FOCUS SESSION | GROUSE (34TH FLOOR)**

Danielle Eely
Island Health

Glenda Bertolucci
Rural Coordination
Centre of BC

Jonny Morris
Canadian Mental Health
Association – BC Division

Matt Treble
Canadian Mental Health
Association – BC Division

Breakout D

APRIL 24 | 1545 – 1645

D3: Walking the Walk With Cultural Safety: Toolkits & Respectful Care

This session will showcase two transformative initiatives aimed at enhancing cultural safety in health care, with a specific focus on remote Indigenous communities. The first initiative, titled "Walking the Walk: Cultivating Patient-Centred Care Through Culture and Context," highlights a collaboration with local Indigenous Nations and health care professionals, to improve cultural competence by facilitating provider visits to First Nations communities and examines the impacts of the visits on health care practices and attitudes. The second focuses on cultural safety and humility education resources that includes a map, toolkit and website, to support and promote the advancement of culturally safe care.

● **FOCUS SESSION | GEORGIA A (2ND FLOOR)**

D4: Paving the Road to Heal at Home

Transition From Hospital to Home: Challenges Faced by ICU Survivors & Their Families

Cameron Rankin | Patient Voices Network

Fuchsia Howard | University of British Columbia

Sybil Hoiss | Critical Care BC

One Day Counts: A Collaborative Approach to Improving Hospital-Wide Patient Flow

Harveer Sihota | Fraser Health

Jennifer Hightower | Fraser Health

Lee Ann Martin | Fraser Health

Reducing Wait Times for Peripherally Inserted Central Catheters at BC Children's Hospital Quality Award Winner

Jennifer Smitten | BC Children's Hospital

Liz Lamb | Provincial Health Services Authority

● **RAPID FIRE SESSION | CYPRESS (34TH FLOOR)**

John Paterson
Central Interior Rural
Division of Family Practice

Hannah Diether
Central Interior Rural
Division of Family Practice

Caitlin Foote
Central Interior Rural
Division of Family Practice

Breakout D

APRIL 24 | 1545 – 1645

D5: Powering Up Digital Tools to Enhance Patient Experience

Project Sandbox: Patient-Centred Care in Paediatric Type 1 Diabetes Using Texting

Eiko Waida | Interior Health

Madison Brauer | Interior Health

Utilization of a Clinical Digital Messaging Solution to Improve the Patient's Surgical Journey Experience

Tamsin Morgana | Vancouver Coastal Health

Shar Daliran | Vancouver Coastal Health

Gaining Client Feedback: Implementing the Real Time Patient Experience Survey in Fraser Health Sexual Health Clinics

Cheryl Prescott | Fraser Health

● **RAPID FIRE SESSION | OXFORD (3RD FLOOR)**

D6: Leveraging Decision Support Tools for Quality

Staunching the Bleed: Development of a Postpartum Hemorrhage Bundle at BC Women's Hospital

Elise Hindle | BC Women's Hospital

Karen Pike | BC Women's Hospital

Katherine Seligman | BC Women's Hospital

A Care Algorithm for Improving Adult ADHD Diagnosis & Treatment Within BC Primary Care Settings

Dean Brown | North Shore Division of Family Practice

Changing the Way Nurses Assess Pain to Improve Patients' Outcomes & Experiences: Implementation of a Functional Activity Scale

PJ Matras | Providence Health Care

● **RAPID FIRE SESSION | PLAZA C (2ND FLOOR)**

Breakout D

APRIL 24 | 1545 – 1645

S2: A Tour Through Team-Based Care in BC

G. Surrey-North Delta's Long-Term Care Initiative: Clustering for the Improvement of Patient Care

April Bonise | Surrey-North Delta Division of Family Practice

H. Coaching Through System Change: Building Integrated Teams in a Rural Primary Care Network

Sarah Loehr | East Kootenay Division of Family Practice

I. What Team-Based Care Taught Us About the Refugee Experience to Vancouver Island

Sein Youn | Island Health

J. Virtual Primary Care Access: Using Technology to Stabilize Interior Health Primary Care Services

Melissa Skirten | Interior Health

K. Creating a Framework for Team-Based Approach to Cardiovascular Screening for Unattached Patients Presenting to UPCCs

Daisy Dulay | Island Health

● **STORYBOARD BREAKOUT | REGENCY FOYER (3RD FLOOR)**

R2: Paws Your Stress

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!

● **RECHARGE SESSION | SEYMOUR (34TH FLOOR)**

Cynthia Vallance

BC Children's Hospital

Stacy Mcerrick

BC Children's Hospital

Workshops

APRIL 25 | 0945 – 1215

W5: Taking Care of Our Patients & Ourselves! Creating a Sustainable Workplace

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. Together we will explore how to create work environments that acknowledge these challenges while at the same time leveraging the strength of ourselves and our teams to have the energy and capacity to achieve our shared goals. In this workshop, we will work together to create the pathway for wellness and energy for those working in the health care system to provide care for those we serve.

● WORKSHOP | GEORGIA B (2ND FLOOR)

W6: Compassionate Disclosure

If we truly embrace the idea that our mission in health care is to serve those who come to us seeking help, then there can be no question that compassionate and honest disclosure to patients and their family members is mandatory when patient safety incidents, including harmful incidents, no-harm incidents and near misses, occur. However, creating a culture that embraces instead of hides from this disclosure to patients is often fraught with challenges and concerns by those within the system – even though the concept of disclosure is supported by ethical, legal and professional authorities. This workshop will explore the Canadian-specific guidelines related to disclosure of patient safety incidents, illustrate how disclosure conversations can be used to address these events and discuss how you can work to embed a culture that embraces compassionate disclosure in your organization.

● WORKSHOP | ENGLISH BAY (34TH FLOOR)

Christina Krause
Health Quality BC

Lawrence Yang
SynergyHUB

Hussein Kanji
SynergyHUB

Glenn McRae
Interior Health

Camille Ciarniello
BC Emergency Health
Services

Field Trip

APRIL 25 | 0945 – 1215

FT3: Behind the Scenes With the Vancouver Symphony Orchestra

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

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

We have a special opportunity to go behind the scenes with the VSO at the Orpheum to discover what it takes for the musicians, conductors, and members of the production team to prepare for a world-class concert. Let's discover together what can be borrowed for the world of health care to foster teamwork and excellence!

This field trip departs from the lobby level (Melville Street entrance) at 0945 sharp!

● FIELD TRIP



Breakout E

APRIL 25 | 0945 – 1045

E1: BC Digital Health Strategy: Collaboration in Action

This session will review the BC Digital Health Strategy (DHS) strategic objectives and discuss alignment to overall BC health system priorities and the Quintuple Aim. Presenters will engage participants in discussing current initiatives underway and emerging opportunities in digital health that require provincial alignment and showcase the benefits of a digitally-enabled health system.

● **FOCUS SESSION | PLAZA AB (2ND FLOOR)**

E2: Practices & Pathways for Advancing Goals of Care in 2024

In British Columbia, countless patients receive medical interventions incongruent with their wishes simply because their goals of care were not adequately discussed and documented. This oversight contributes to strain on emergency and critical care services, overcrowded hospitals and overwhelmed long-term care facilities. To address this, we must prioritize patient-centred care aligned with individual values and preferences, ensuring comprehensive documentation accessible to clinicians when needed and clearly documented in the Patient Medical Home (PMH). This interactive workshop will assess the current state of goals of care within our province, educate participants on key considerations, and explore opportunities for British Columbia to lead in this vital aspect of health care.

● **FOCUS SESSION | GEORGIA A (2ND FLOOR)**

Michael Tatto
Provincial Health
Services Authority

Heidi Giesbrecht
BC Ministry of Health

Shannon Malovec
Provincial Health
Services Authority

Ross Taylor
Vancouver Coastal Health

Anthon Meyer
Rural Coordination Centre
of BC

David Sweet
Health Quality BC

Breakout E

APRIL 25 | 0945 – 1045

E3: BC's Safer Suicide Care Initiative: A Groundbreaking QI Partnership

It has been well documented that many individuals who die by suicide come in contact with the formal health care system in the year prior to their death. In addition, research indicates that suicide risk is highest shortly after discharge from ED or inpatient services, which underscores the importance of improved risk reduction strategies during and following service encounters. Given these findings, it is clear that our health care system is clearly positioned as a critical setting for stigma-free, evidence-based suicide prevention and intervention initiatives. In this interactive session, you will gain a better understanding of suicide care best practice, learn about suicide care related quality improvement strategies and discuss how to apply these strategies to new care environments.

● **FOCUS SESSION | GROUSE (34TH FLOOR)**

Jonny Morris
Canadian Mental Health
Association – BC Division

Maria Weaver
Canadian Mental Health
Association – BC Division

E4: Lifelong Learning: Indigenous-Led Approaches to Quality

Reflections of the BCCDC Antiracism Working Group: A Transformative Model for Shifting Culture in a Colonial Health System

Phuc Dang | BC Centre for Disease Control

Nawh whu'nus'en: We See in Two Worlds: Impacts of a Curriculum on Trauma-Sensitive & Relational Practice in Rural Health Care

Alisa Harrison | University of British Columbia

Cheryl Schweizer | University of British Columbia

Harley Eagle | University of British Columbia

Rahul Gupta | University of British Columbia

Transformational Experiential Learning on Indigenous-Specific Antiracism Education at Interior Health

Shawna Duncan | Interior Health

● **RAPID FIRE SESSION | OXFORD (3RD FLOOR)**

Breakout E

APRIL 25 | 0945 – 1045

E5: Helping Heal the Planet One Low-Carbon Practice at a Time

Harnessing the Power of QI to Build a Climate-Resilient & Environmentally Sustainable Health Care System

Amanda McKenzie | Interior Health

Ilona Hale | Health Quality BC

Developing Environmentally Sustainable Quality Improvement Initiatives: An Optimized Patient Warming Strategy

Karina Spoyalo | Vancouver Coastal Health

Emergency Department Inhaler Revolution

Christian Turner | Island Health

● **RAPID FIRE SESSION | PLAZA C (2ND FLOOR)**

E6: Lightbulb Moments in Patient Safety

Enhancing Patient Safety Culture in Primary Care: A Pilot Study

Jonas Shultz | Health Quality Council of Alberta

Proactive Planning for Interruptions of Maternity Services

Barry Oberleitner | Rural Surgical & Obstetrics Networks

Nancy Rainey | Rural Coordination Centre of BC

Huddling After Health Care Harm: A New Approach to Patient Safety Incident Management at Island Health

Chrystal Morrison | Island Health

Kaitlin Blackwood | Island Health

● **RAPID FIRE SESSION | CYPRESS (34TH FLOOR)**

Breakout E

APRIL 25 | 0945 – 1045

S3: Enhancing Access & Flow for Better Patient Care

L. Prevention of Preterm Birth Pathway: From Idea to Spread

Jennifer Kask | Island Health

M. Enhancing Hospital Kitchen Workflow Analysis Through Electronic Spaghetti Mapping: A Case Study of Staff Movement Analysis for Nanaimo Regional General Hospital Kitchen Re-Design

Marcia Pilon | Island Health

N. Rural Health Equity: Patient Journey Mapping to Understand the Experience of Patients Who Must Travel to Receive Essential Medical Care

Celina Galdamez-Valle | University of Northern British Columbia

O. Collaborative Care: Enhancing Access to Autism Assessment

Jamie Hack | BC Autism Assessment Network

P. EK Gender Affirming Care SC Project: Improving Access in a Rural Landscape

Jacqui Van Zyl | East Kootenay Division of Family Practice

● **STORYBOARD BREAKOUT | REGENCY FOYER (3RD FLOOR)**

R3: Pausing Together for Collective Resilience: A Mindfulness Workshop

This trauma-sensitive session will provide participants with the opportunity to pause together and practice compassionate self and situational awareness, especially useful during this time of rapid change, uncertainty and heightened challenge. Together we will explore how mindfulness can enhance our individual and collective resilience, through grounding us in the qualities of presence, openheartedness and interconnection.

Ron Plowright

Fraser Health

● **RECHARGE SESSION | SEYMOUR (34TH FLOOR)**

Breakout F

APRIL 25 | 1115 – 1215

F1: Learning From What is Working Well to Advance Patient Safety

How do we showcase and learn from success? What tools and methodologies can be used to better understand the factors that contribute to favourable outcomes instead of adverse events in patient care interactions? Join us to learn more about methodologies to focus on success in patient safety and learning from actions in the health care delivery process that promote favourable outcomes. This interactive skill-building session will explore how we can focus on “what went well” or “what went right” during patient safety events. Participants will learn factors that allow teams to innovate, collaborate and adapt to these successful factors relating to how work is done and how to apply these factors to improve performance and outcomes.

● FOCUS SESSION | GEORGIA A (2ND FLOOR)

Allison Muniak
Health Quality BC

Jo Sedman
Health Quality BC

F2: AI & Its Potential to Transform the Quality of Patient Care

The ability of artificial intelligence to transform patient care is being met with both excitement and trepidation, but one thing is for certain: What was once relegated to science fiction is now being fully integrated into our health care system. AI is here to stay. In this session we'll dig in deep with attendees to learn how they'll be using it, where they see its greatest benefits and how it may affect the quality of care. We'll share ideas and discuss what the future holds for one of the most exciting innovations in health care.

● FOCUS SESSION | PLAZA AB (2ND FLOOR)

David Sweet
Health Quality BC

Sam Gharbi
Arya Health

Deepak Kaura
Synthesis Health Inc

Breakout F

APRIL 25 | 1115 – 1215

F3: The Unacknowledged Roadblock: Structural Stigma in Mental Health Care

Structural stigma in mental health care is a pervasive challenge you may have never heard of but have likely witnessed. This silent barrier affects how people access and experience the benefits of our health and wellness services and the morale of those who provide them. This session will shed light on what structural stigma looks like, its role in quality care and explore positive, practical steps for addressing this issue within your own care spaces. This is more than a discussion – it's a platform for change to reshape the future of mental health care.

● FOCUS SESSION | GROUSE (34TH FLOOR)

Rachel Grimminck
University of Calgary
& University of British
Columbia

Stephanie Knaak
Mental Health
Commission of Canada

Hannah Kohler
Mental Health
Commission of Canada

F4: From Triage to Triumph: Meeting Challenges in Emergency Services

Introduction of Emergency Department Physician Lead Role to Improve Timely Access & Patient Care Quality

Jill Sinton | Interior Health

Navigating Challenges in BC's Emergency Departments: A Collaborative Approach for Sustainable Access to Care

Lori Korchinski | Provincial Health Services Authority

Reducing BC Emergency Health Services Offload Delays at Shuswap Lake General Hospital

Elise Teteris | Interior Health

Michael Johnson | BC Emergency Health Services

Sarah Reid | Interior Health

● RAPID FIRE SESSION | PLAZA C (2ND FLOOR)

Breakout F

APRIL 25 | 1115 – 1215

F5: Creating Long-Term Care Connections for Quality

Leveraging Long Distance Locals: Nurse Practitioners for Virtual Call Coverage in Long-Term Care

Caitlin Foote | Central Interior Rural Division of Family Practice

John Paterson | Central Interior Rural Division of Family Practice

Sarah Fletcher | Central Interior Rural Division of Family Practice

HCA PIECES Care Coach Program: Peer to Peer Approach to Promote Person-Centred Care in Long-Term Care

Gloria Real | Island Health

Jae Yon Jones | Island Health

Laundry Lists & Beyond: Improving Communication Between Stakeholders at a Long-Term Care Community

Melodie Prem-Smith | Fraser Health

● **RAPID FIRE SESSION | CYPRESS (34TH FLOOR)**

F6: Harm Reduction Strategies to Keep People Safe

Enhancing Harm Reduction Through Toxic Drug & Health Alerts

Christa Klingensmith | Provincial Health Services Authority

Trisha Manio | Provincial Health Services Authority

Provider Witnessed Consumption Guidance to Increase Access to Drug Poisoning Prevention Services

Sammy Iammarino | BC Centre for Disease Control

Bridging the Gap: Improving Addiction Care at Burnaby Hospital

Daniel Wong | University of British Columbia

● **RAPID FIRE SESSION | OXFORD (3RD FLOOR)**

Breakout F

APRIL 25 | 1115 – 1215

S4: Seeing Care Through an Indigenous Lens

Q. Enhancing Quality & Safety of Acute Care Discharges for Indigenous Patients

Naomi Jensen | Interior Health

R. From Policy to Action: Evaluating the Application of the CPSBC's New Indigenous Cultural Safety, Cultural Humility & Anti-Racism Practice Standard

Bria Luis | College of Physicians & Surgeons of British Columbia

S. Planting the Seeds for BC Cultural Safety & Humility Standard Evaluation

Danielle Prandoczky | First Nations Health Authority

T. Exploring Indigenous Menu Options at St. Paul's Hospital

Alena Spears | Providence Health Care

U. An Emerging Model: Coquihalla Primary Care Clinic

Sarah Sandusky | Rural & Remote Division of Family Practice

● **STORYBOARD BREAKOUT | REGENCY FOYER (3RD FLOOR)**

R4: Experiencing a Piece of Indigenous Culture

Join us for an opportunity to learn about Indigenous traditions and customs, guided by a local Elder from the Squamish Nation. Participants will gain a deeper understanding and appreciation of Indigenous culture, paving the way for enhanced cultural safety and humility in our collective journey.

Elder Syexwáliya
Squamish Nation

● **RECHARGE SESSION | SEYMOUR (34TH FLOOR)**

Breakout G

APRIL 25 | 1330 – 1430

G1: The Power of Small Data: How Local Data Collection Can Drive QI

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
Health Quality BC

● FOCUS SESSION | PLAZA AB (2ND FLOOR)

G2: The Case for Care in the Community: A Focus on Older Adults

Join us for an opportunity to explore promising practices to support aging in place through the advancement of care in the community. We will explore the impact of supporting aging in place on key health system metrics and will identify new innovative models of care that go beyond the building of new long-term care beds to provide high-quality care for older adults. This session will also provide an opportunity to contribute to a proposed national common measurement framework for social innovations that impact health with the aim of building the business case for more integrated health and social planning, investment and delivery of quality care.

Tanya MacDonald
Healthcare Excellence
Canada

Neil Drimer
Healthcare Excellence
Canada

● FOCUS SESSION | GROUSE (34TH FLOOR)

Breakout G

APRIL 25 | 1330 – 1430

G3: Say “YES” to Storytelling

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
Improv for Work
& Wellness

Victoria Souter
Improv for Work
& Wellness

● FOCUS SESSION | GEORGIA B (2ND FLOOR)

G4: The Good, the Bad & the Ugly: Five Years After Cannabis Legalization

It has been almost five years since cannabis was legalized for non-medical use, production and sale in Canada – the first major industrialized country to do so. Since that day in 2018, we’ve seen the ups and downs of legal and regulated access to cannabis. On the good side, people have reported improvements with pain control and cannabis-related drug offences have dropped. On the bad side, cannabis use has increased, there is early data showing some increases in emergency department visits and hospitalizations, and there have been examples of cannabis poisoning in young children who have accidentally consumed edibles. And then there’s the ugly: there is emerging evidence that shows increased cases of cannabis-induced psychosis and schizophrenia, especially in men ages 18-24. So, was it good for Canada to legalize cannabis? Join us for a conversation where we’ll listen to the perspectives on cannabis legalization and discuss the resulting health impacts of this groundbreaking decision.

Diane Fredrikson
Vancouver Coastal
Health

● FOCUS SESSION | GEORGIA A (2ND FLOOR)

Breakout G

APRIL 25 | 1330 – 1430

G5: Learnings in Implementing the BC Cultural Safety & Humility Standard

In June 2022, the First Nations Health Authority (FNHA) and Health Standards Organization (HSO) released the British Columbia Cultural Safety and Humility standard, a ground-breaking initiative collaboratively developed by Indigenous leaders, patients, clinicians and academics. The standard aims 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 evaluation of care.

Subsequent efforts to advance the standard by FNHA, Métis Nation British Columbia (MNBC), HSO and Accreditation Canada (AC) have involved collaboratively exploring how to integrate the first-of-its-kind standard into the accreditation process for health and social service organizations across the province. In this session we will explore the feedback from Indigenous governing bodies, organizations and patient partners to hear how to assess the standard in a culturally safe and appropriate way. As well, user-testing of the standard with BC health and social service organizations to better define the implementation of the standard will be complete and available for sharing.

● **FOCUS SESSION | ENGLISH BAY (34TH FLOOR)**

G6: Transitioning to Team-Based Primary Care

How Registered Nurses Can Help Fill the Primary Care Gap

Ali MacLaggan | Island Health

Elizabeth Mcgrath | Island Health

Estephania Acebedo | Island Health

Transforming a Community's Model of Primary Care Delivery

Carol Leacy | Whistler 360 Health Collaborative Society

Jackie Dickinson | Whistler 360 Health Collaborative Society

Karin Kausky | Whistler 360 Health Collaborative Society

RISE Community Health Centre **Quality Award Winner**

Mark Rito | RISE Community Health Centre

● **RAPID FIRE SESSION | OXFORD (3RD FLOOR)**

Vishal Jain
Health Standards
Organization

Stephen Thomson
Métis Nation BC

Danielle Prandoczky
First Nations Health
Authority

Breakout G

APRIL 25 | 1330 – 1430

G7: Enhancing Quality at Life's End

Rapid Access to End of Life Medications in Vancouver Community

Caitlin Patton | Vancouver Coastal Health

Mavis Friesen | Vancouver Coastal Health

A Network of Palliative Care in the Cowichan Valley

Donna Jouantapp | Island Health

Lina Alsakran | Island Health

Homelessness & Bereavement: Perspectives & Recommendations for Support from Those with Lived or Living Experience

Joshua Black | BC Centre for Palliative Care

● **RAPID FIRE SESSION | CYPRESS (34TH FLOOR)**

G8: Quality Care By Design

Supporting the Stillbirth Journey: Using a Human-Centred Design Approach to Identify Opportunities for Quality Improvement In-Hospital

Lana Sullivan | BC Women's Hospital

Revealing the Hidden Attachment: Optimizing Patient-Provider Ratios in Rural Communities

Caitlin Foote | Central Interior Rural Division of Family Practice

Jacques Neuhoff | Central Interior Rural Division of Family Practice

Jill Zirnhelt | Central Interior Rural Division of Family Practice

Sarah Fletcher | Central Interior Rural Division of Family Practice

Gathering Perspective: Reshaping Rehabilitation & Recovery of Stroke, Brain Injury & Spinal Cord Injury in BC Through Community Engagement

Nadia Beyzaei | Emily Carr University of Art + Design

● **RAPID FIRE SESSION | PLAZA C (2ND FLOOR)**

STORYBOARD RECEPTION

APRIL 24 | 1645 – 1800

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

You will find storyboards numbered 1 – 53 on the second floor and storyboards numbered 54 – 80 on the third floor. Storyboards lettered A – U, which are part of our storyboard breakout sessions, can also be found on the third floor. See pages 67–74 for a complete listing.

All storyboards will be reviewed by a panel of judges and winners will be announced Thursday during Thursday’s opening remarks..

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

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



Storyboard Listing

APRIL 24 & 25

FIND STORYBOARDS 1 – 53 IN THE GEORGIA FOYER (2ND FLOOR)

1. Harnessing Live Data for Enhanced Clinical Decision Making	Manzoor Abro Fraser Health
2. Patients’ Goals Can’t Be “Expressed, Heard & Respected” If They Can’t Be Found: Information Sharing Between Family Physicians & Tertiary Care	Kristin Atwood Victoria Division of Family Practice
3. Are We Speaking the Same Language? Appropriateness in Virtual Care & Language Access	Hira Aziz Provincial Health Services Authority
4. Skin Wellness in Long-Term Care: A New Approach to Pressure Injury Prevention	Erin Ballard Island Health
5. Quality Improvement Initiative to Enhance Perioperative Care & Monitoring After Pituitary Surgery	Arshia Beigi University of British Columbia
6. Lowering the Barriers: Drop-In Wound Care Services in Downtown Vancouver	Agnes Black Providence Health Care
7. The Extra Mile for a Brighter Smile	Ashleene Bradbury BC Children’s Hospital
8. Optimizing Provincial Health Care Using a Connected Health Systems App: A Pilot Project in Cystic Fibrosis	Kristin Bunyan Provincial Health Services Authority
9. How the Development of a Nursing Consensus Statement on Pre-Drawn Subcutaneous Medications for Community Palliative Care Patients Supports Quality Care	Rachel Carter Providence Health Care
10. Establishing a Common Definition for Care Provided by Hospice Societies in BC: A Delphi Process	Rachel Carter Providence Health Care
11. Co-Developing Research Priorities for Improving Palliative Care for Patients With Advanced Disease Who Also Experience Structural Inequities	Rachel Carter Providence Health Care

12. On-Demand Video Remote Interpreting: Provincial Evaluation Results	Elsie Chan Provincial Health Services Authority
13. Enhancing Remote Patient Monitoring Care Quality Through Centralization	Leanne Chan Fraser Health
14. Enhancing Patient Care: A Quality Improvement Project on Optimizing Postoperative Discharge Opioid Prescribing	Kseniya Chernushkin Fraser Health
15. Standardizing Tongue Tie Screening, Assessment & Organization of Care for Infants & Their Families at BC Children's & Women's Hospital	Sarah Coutts BC Women's Hospital
16. Perinatal Mental Health Services in Prince George: The Development of a Local Referral Pathway	Deanna Danskin Northern Health
17. Improving Pressure Injury Prevention on the Surgical Wards at University Hospital of Northern BC	Deanna Danskin Northern Health
18. Improving Clinical Documentation in Primary Care Through Self-Assessment & Quality Assurance	Nikki Domanski University of British Columbia
19. Shifting Patient Culture & Building Trust Through Communication: What Patients Know & Want to Know About Team-Based Care	Sarah Fletcher University of British Columbia
20. Introducing a Shared Orthopedic Referral & Triage Pathway in the East Kootenays: Preliminary Outcomes on Uptake & Satisfaction	Elizabeth Fradgley East Kootenay Division of Family Practice
21. Timely Fibrinogen Administration in Massive Hemorrhage to Improve Patient Outcomes: Moving to Automatic Dispensing & Bedside Reconstitution	Danica Friesen University of British Columbia
22. Radioseed Localization for Surgical Excision of Non-Palpable Breast Lesions at Royal Columbian Hospital	Michelle Goecke Fraser Health
23. Creating Feedback Reports for Pathologists & Surgeons Using Pathology Synoptic Reporting Data	Lik Hang Lee Providence Health Care
24. Grounding Medical Education in Patient Lived Experience: A Multimedia Narrative Medicine Integration	Meghan He University of British Columbia
25. Creative Solution to Holter Recording Backlog	Allison Henderson Interior Health

26. Critical Illness Recovery & Social Determinants of Health: The Fragile Connection Between Health Care & Social Services	Fuchsia Howard University of British Columbia
27. Cultivating Ethical Practice to Improve Quality Care From Bedside to Boardroom	Kim Jameson Vancouver Coastal Health
28. Hush Little Baby: Eat, Sleep, Console in Maternity & NICU at University Hospital of Northern BC	Laura Johnston Northern Health
29. Reduction of Inappropriate Use of Non-Sterile Medical Gloves in the Cardiac Surgery Intensive Care Unit at St. Paul's Hospital	Chandell Kelly Providence Health Care
30. Improving Eye Clinic Access by Reducing Patient Transit Time	Hamza Khan Island Health
31. Bridging the Gap: Implementing & Evaluating the Transitional Care Approach for New Hemodialysis Patients	Prachi Khanna Providence Health Care
32. Improving Access via Appropriate Virtual Care	Kim Kinder Healthcare Excellence Canada
33. Reimagining Long-Term Care: Enabling a Healthy Workforce to Provide Person-Centred Care	Kirby Kirvan Healthcare Excellence Canada
34. Decreasing Orthopedic Pan Size Can Increase Cost-Effectiveness, Efficiency & Sustainability	Rachel Ku BC Children's Hospital
35. Improving Access & Flow to HFH Rehabilitation: Thwarting Myths & Accelerating Efficiency	Evan Kwong Providence Health Care
36. Empowering Patients & Their Caregivers With a Patient Discharge Handout in the Emergency Department	Jatina Lai Vancouver Coastal Health
37. Post-Transfer Risk Reduction: Facilitating Attachment to an Adult Congenital Heart Disease Program	Karen Lecomte Providence Health Care
38. BC Ministry of Health Innovation Pathway Program	Fiona Macpherson BC Ministry of Health
39. Preoperative Multidisciplinary Review for Breast Cancer at Mount Saint Joseph Hospital	Karina Makarova Providence Health Care

40. Weaving & Integrating Two Worlds: Bringing Quality Care Closer to British Columbia's First Nations Communities	Sheila Marentette First Nations Health Authority
41. Delivering Value for Patients With Shoulder Pain	Amanda Monteiro Providence Health Care
42. Continuing the Value Work: Supporting People With Tertiary Hyperparathyroidism After Kidney Transplant	Amanda Monteiro Providence Health Care
43. A Retrospective Analysis of Barriers to Patient Enrollment in Clinical Trials at BC Cancer	Georgette Morgen BC Cancer
44. Fraser Health Urgent & Primary Care Centres: Model of Care & Practice Development	Natalie Murphy Fraser Health
45. Pain, the Patient & the Planet: Enhanced Recovery After Surgery for Transoral Robotic Patients at Vancouver General Hospital	Amy Myring Vancouver Coastal Health
46. Holding It All Together: Maintaining the Network of Care Despite Emergency After Emergency	Lisa Needoba South Okanagan Similkameen Division of Family Practice
47. Assessing the Impact of a Novel Pain & Opioid Stewardship Mobile Application for Knowledge Translation	Karen Ng Fraser Health
48. Safer Intubation: Collaborative Design & Implementation of an Airway Checklist for Emergency Physicians & Teams	Laura Parmar Prince George Division of Family Practice
49. A Deep Dive Into Long-Term Care Quality: The Development & Implementation of a Quality Review Rubric	Shannon Paul-Jost Interior Health
50. Playing Hide & Seek With the Appendix: Improving Sonographic Appendix Visualization Rates at the University Hospital of Northern BC	Carly Phinney Northern Health
51. Trauma Team Activation	Nancy Rainey Rural Coordination Centre of BC
52. Maternity Nurse for the Day	Nancy Rainey Rural Coordination Centre of BC
53. Taking Notes: Improving Telephone Consultation Documentation	Meera Rayar BC Children's Hospital

FIND STORYBOARDS 54 – 80 & A – U IN THE REGENCY FOYER (3RD FLOOR)

54. What a Great Team Can Achieve in Trying Times: Surgical Step Down Unit During a Pandemic	Elena Raykov Rural Coordination Centre of BC
55. From Where We Are To Where We Want To Be: The Role of Leadership	Stephen Samis University of Calgary
56. HAUTI or NAUTI: Implementation of a Decision Support Tool for Timely HAUTI Surveillance	Rafael Sayoto Fraser Health
57. Enhancing Community Paramedicine Education: A Path to Excellence	Alexandra Shemko BC Emergency Health Services
58. Empowering Hospital Teams With Interactive Colonoscopy Quality Reports	Tom Skinner Rural Coordination Centre of BC
59. Interior Health Long-Term Care Rendever VR Program: Improving Together: Quality of Life for People Living in Long-Term Care & Quality of Work Life for Long-Term Care Staff	Michelle Smith Interior Health
60. BYOB: Bring Your Own Bag: Reducing Surgical Waste, One Plastic Bag at a Time	Kynna Sorg Provincial Health Services Authority
61. Building Foundations for Success in Decolonization & Indigenization Within UBC Pharmacy-Focused Programs	Elizabeth Stacy Provincial Health Services Authority
62. From Hope to Health: A Blueprint for Quality Outcomes in Primary Care in Vancouver's Downtown Eastside	Cole Stanley BC Centre for Excellence in HIV/AIDS
63. Learning What Matters: Care Planning in the Context of Inequities	Umilla Stead Vancouver Coastal Health
64. Testing, Testing 1 2 3: Lessons Learned From Launching the New Patient Safety Learning System	Kim Steger BC Patient Safety Learning System
65. Focus Groups to Improve Audit & Feedback Tool for Dentists in BC	Säde Stenlund BC Centre for Disease Control

66. Implementing an “At a Glance” Heat Map to Monitor Critical Staffing Levels in Multiple Acute Care Departments Within Multiple Communities Concurrently	Viva Swanson Northern Health
67. Pilot Testing a Prototypical Licensed Childcare Program Targeting Needs of Rotating Extended Shift Health Care Workers	Viva Swanson Northern Health
68. Island Health’s Harm Reduction: Substance Use Policy Implementation & Accompanying Resources Alongside People With Lived & Living Experience	Tracey Thompson Island Health
69. Creating Medication Management Resources for Parkinson’s Disease Using a Collaborative Community-Based Approach	Amy Tran Parkinson Wellness Projects
70. Ouch! My Heel Hurts!	Brenda Van Fossen Fraser Health
71. Enhancing Person- & Family-Centred Care in Emergency Department Waiting Rooms	Susan Waldron Fraser Health
72. A Collaborative Approach to Reducing Vaginitis Specimen Rejections in Interior Health After Implementation of a Novel Testing Strategy	Andrea Ward Interior Health
73. A Race Against Time: Improving Specimen Transport Time in Interior Health	Andrea Ward Interior Health
74. Stop the Line: Speak Up for Patient Safety	Michaela Watson Provincial Health Services Authority
75. Decreasing Length of Stay in Lobectomy & Wedge Resection Patients Procedures at Surrey Memorial Hospital	Chuck Wen Fraser Health
76. Food is Medicine for Patient Healing: Balancing Patient Eating Habits With Planetary Health	Eileen Wong Providence Health Care
77. Catalyzing ERAS Success: Pioneering Preoperative Optimization Through Digital Dialogue	Jessica Yoon BC Women’s Hospital
78. Alcohol Use Disorder in the Emergency Department	Aron Zuidhof Interior Health
79. Creating a Transgender Care Project: Learning Through Humility	April Bonise Surrey-North Delta Division of Family Practice
80. HQ Champions: Improving Data Quality Through Meaningful Collaboration	Naomi Jensen Interior Health

STORYBOARD BREAKOUT PRESENTATIONS

A. Patient Reported Experiences of Anxiety & Depression Screenings in a Canadian Adult Cystic Fibrosis Clinic	Pat MacDiarmid Providence Health Care
B. When Equity Creates Distress: MAiD Expansion to Mental Disorders	Mehreen Poonja Vancouver Coastal Health
C. Preceptor Collective Initiative: Supporting Those Who Support Others	Ellena Benacchio Provincial Health Services Authority
D. Safer Suicide Care: A Northern Health Quality Improvement Initiative	Roseann Larstone Northern Health
E. Upscaling Diagnosis & Treatment of Adult Attention Deficit Disorder at First Nations Virtual Clinic	Marilyn Thorpe First Nations Virtual Clinic
F. Enhancing Program Evaluation With Intersectional Populations: A People-Centred Approach for Older Adults With Mental Health & Substance Use	Michelle La Vancouver Coastal Health
G. Surrey-North Delta’s Long-Term Care Initiative: Clustering for the Improvement of Patient Care	April Bonise Surrey-North Delta Division of Family Practice
H. Coaching Through System Change: Building Integrated Teams in a Rural Primary Care Network	Sarah Loehr East Kootenay Division of Family Practice
I. What Team-Based Care Taught Us About the Refugee Experience to Vancouver Island	Sein Youn Island Health
J. Virtual Primary Care Access: Using Technology to Stabilize Interior Health Primary Care Services	Melissa Skirten Interior Health
K. Creating a Framework for Team-Based Approach to Cardiovascular Screening for Unattached Patients Presenting to UPCCs	Daisy Dulay Island Health
L. Prevention of Preterm Birth Pathway: From Idea to Spread	Jennifer Kask Island Health

M: Enhancing Hospital Kitchen Workflow Analysis Through Electronic Spaghetti Mapping: A Case Study of Staff Movement Analysis for Nanaimo Regional General Hospital Kitchen Re-Design

Marcia Pilon
Island Health

N: Rural Health Equity: Patient Journey Mapping to Understand the Experience of Patients Who Must Travel to Receive Essential Medical Care

Celina Galdamez-Valle
University of Northern British Columbia

O: Collaborative Care: Enhancing Access to Autism Assessment

Jamie Hack
BC Autism Assessment Network

P: EK Gender Affirming Care SC Project: Improving Access in a Rural Landscape

Jacqui Van Zyl
East Kootenay Division of Family Practice

Q: Enhancing Quality & Safety of Acute Care Discharges for Indigenous Patients

Melissa Skirten
Interior Health

R: From Policy to Action: Evaluating the Application of the CPSBC's New Indigenous Cultural Safety, Cultural Humility & Anti-Racism Practice Standard

Hope Moir
College of Physicians & Surgeons of British Columbia

S: Planting the Seeds for BC Cultural Safety & Humility Standard Evaluation

Danielle Prandoczky
First Nations Health Authority

T: Exploring Indigenous Menu Options at St. Paul's Hospital

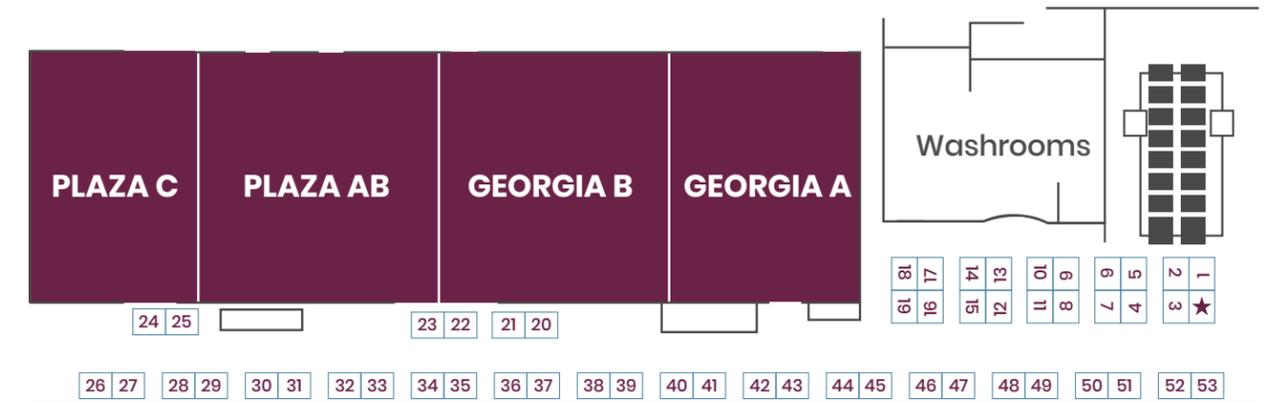
Alena Spears
Providence Health Care

U: An Emerging Model: Coquihalla Primary Care Clinic

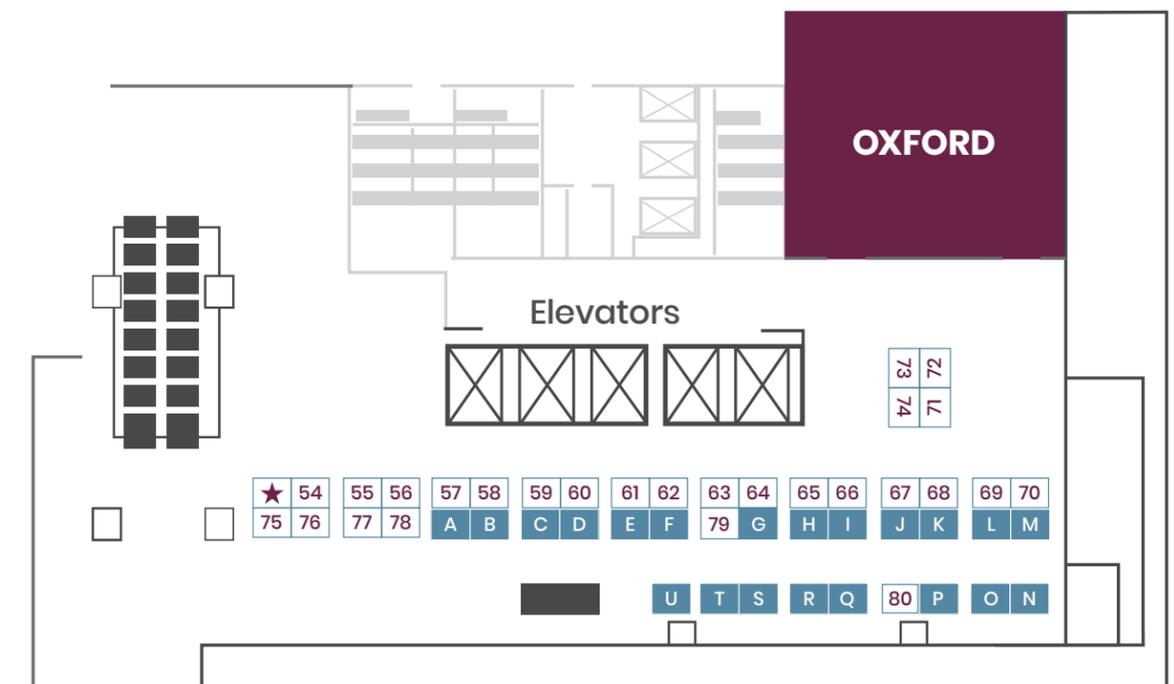
Sarah Sandusky
Rural & Remote Division of Family Practice

Storyboard Map

GEORGIA FOYER (2ND FLOOR) 1 - 53

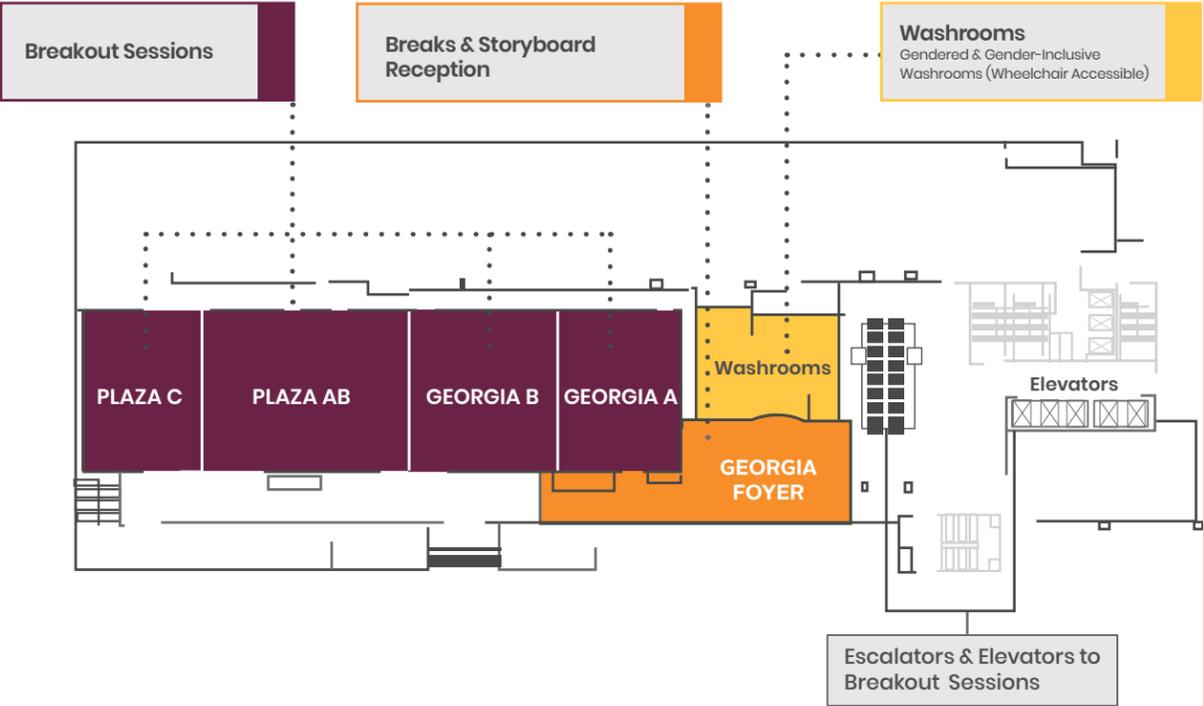


REGENCY FOYER (3RD FLOOR) 54 - 80 & A - U

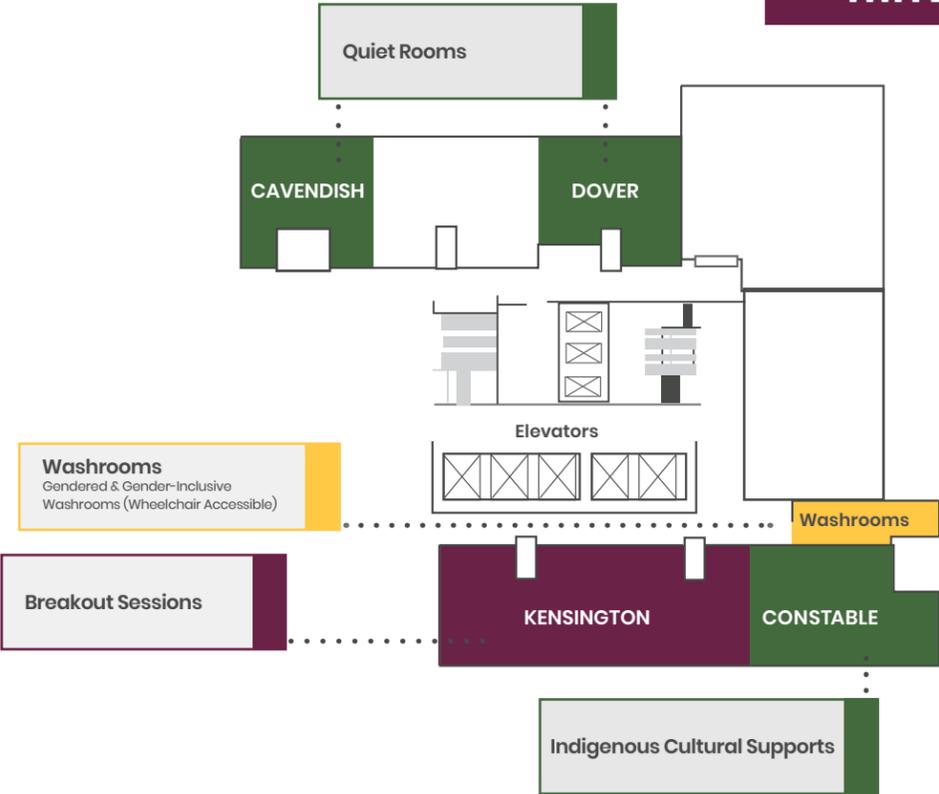


Venue Maps

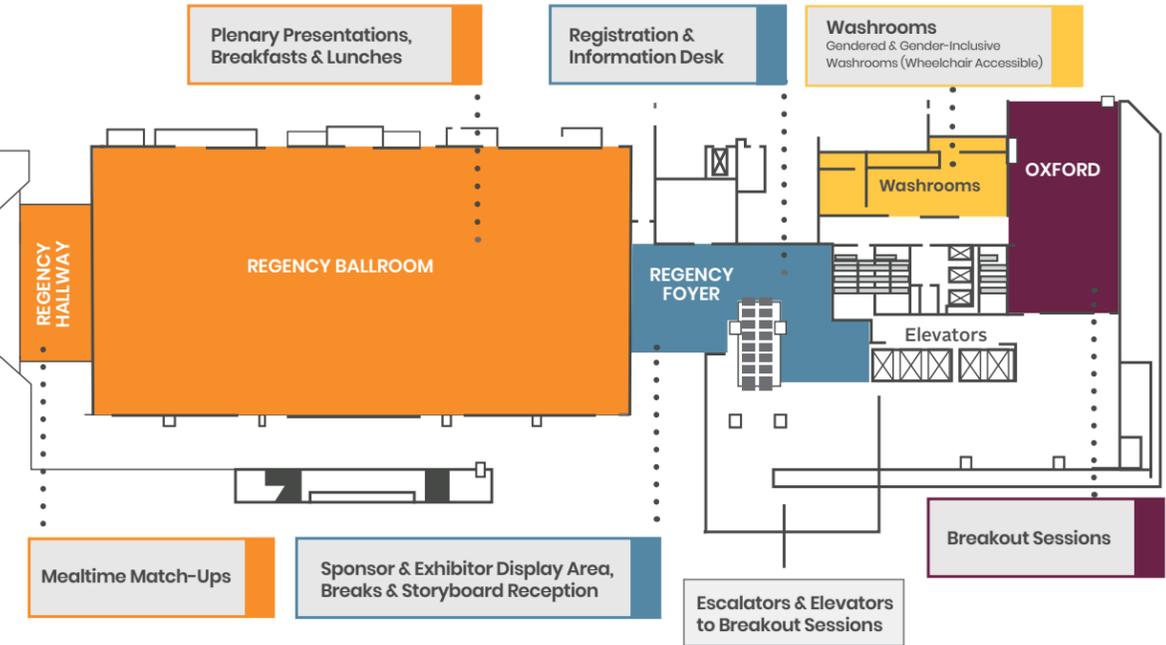
2ND FLOOR



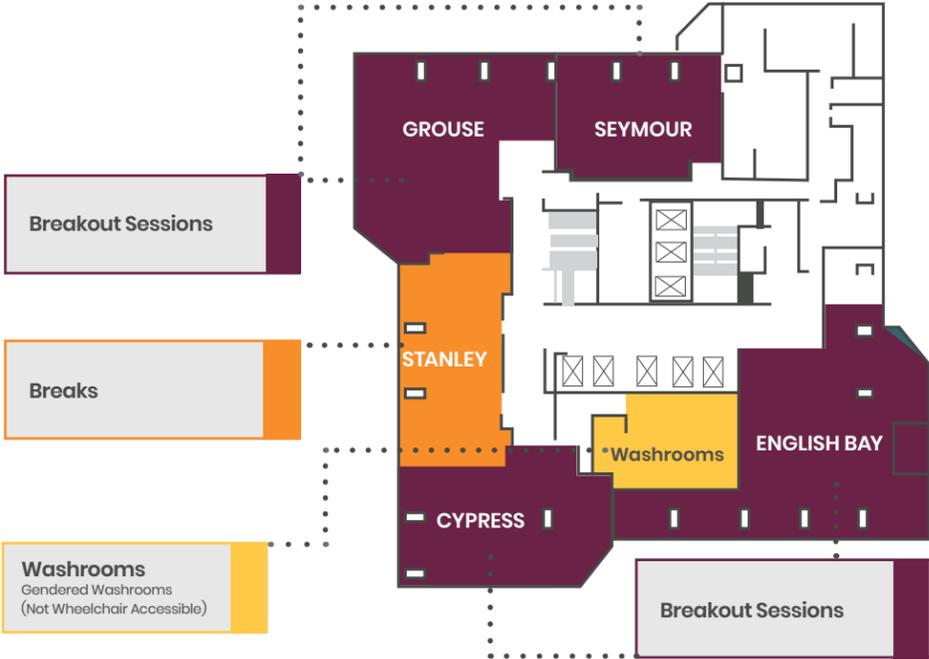
4TH FLOOR



3RD FLOOR



34TH FLOOR



Check Out Our Upcoming Learning Opportunities!

Workshops

Offered both online and in-person throughout BC, our workshops take a practical, hands-on approach to share tools and strategies that can be used to answer questions, understand problems and drive meaningful change.

- **Data Driven Improvement**
Kelowna | May 29, 2024
- **Fundamentals for Quality Improvement**
Virtual | June 5 & 6, 2024
- **Human Factors**
Prince George | September 2024
- **People & Community Engagement for Health Quality**
Virtual | September 24, 2024
- **Review of Adverse Events**
Vancouver | October 24, 2024
- **Engage to Improve**
Virtual | November 27 & 28, 2024

Quality Café

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

- **Applying “What Matters to You” to Enhance Workforce Well-Being**
May 15, 2024
- **Defining Quality: Using the BC Health Quality Matrix**
June 19, 2024
- **Setting Up Your QI Project for Success: Making Improvement Charters Work for You**
July 17, 2024
- **Linking Ideas to Action with Driver Diagrams**
September 18, 2024
- **Getting Started with Measurement: Measurement Planning for Improvement**
October 16, 2024
- **The Power of Small Data: How Local Data Collection Can Drive QI**
November 20, 2024



Visit our website to learn more and register today!



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We acknowledge that the Quality Forum takes place on the traditional, unceded territory of the xʷməθkʷəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and səllwətəł (Tsleil-Waututh) Nations.