

DREAM IT ACHIEVE IT TOGETHER

QUALITY & SAFETY SUMMIT 2017



OCTOBER 30-31ST
EXPO CENTRE | EDMONTON, AB

DREAM IT ACHIEVE IT TOGETHER

QUALITY & SAFETY SUMMIT 2017



We are proud to say that Alberta Health Services staff and patient and family advisors have worked together to bring to you this 3rd Annual Quality & Safety Summit. Our goal is that, through meaningful partnerships, we will inspire accelerated movement towards highest value care.

The 2017 Quality & Safety Summit is Patients Included. What this means is that we are committed to incorporating the experience of patients. We know that in order to be person centred we need to co-design health services with patients and staff.

Certificates will be sent to all attendees after the summit so that the following credits may be applied for, where applicable.



Maintenance of Certification

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to 4.75 Category II credits towards their maintenance of certification requirement.

Maintien de la Certification

Une participation à cette réunion par un membre certifié du Collège canadien des leaders en santé (CHE / Fellow) vaut 4.75 crédits de la catégorie II du MDC à l'égard de l'exigence du maintien de la certification à laquelle ceux-ci sont soumis.

CME CREDIT STATEMENT

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by the University of Calgary Office of Continuing Medical Education and Professional Development. You may claim a maximum of 10.5 hours (credits are automatically calculated).



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QUALITY & SAFETY SUMMIT 2017 OBJECTIVES

- define and encourage partnerships with Albertans to create a high-value, person-centered system at all levels of care,
- facilitate conversations that identify ways in which to collect and use data for effective healthcare improvement,
- profile quality and safety improvement projects, and discover new approaches to healthcare transformation, from Alberta and beyond, and
- spark action through introducing new ways of thinking and the creation of learning networks within the healthcare system.

PROGRAM-AT-A-GLANCE

MONDAY, OCTOBER 30, 2017

Time	Activity
7:30 AM – 8:00 AM	Registration
8:00 AM – 8:45 AM	National Conversation: Implementing Safer, More Efficient Care
8:45 AM – 9:00 AM	Break
9:00 AM – 12:00 PM	Concurrent Workshops
12:00 PM – 1:00 PM	Lunch Local Conversation
1:00 PM – 4:00 PM	Concurrent Workshops
5:30 PM – 9:00 PM	Evening Reception *tickets required

TUESDAY, OCTOBER 31, 2017

TIME	ACTIVITY
7:00 AM – 8:30 AM	Registration
8:30 AM – 9:00 AM	Welcome
9:00 AM – 9:45 AM	Keynote
9:45 AM – 10:15 AM	Break
10:15 AM – 11:15 AM	Concurrent Breakouts
11:15 AM – 12:15 PM	Poster Tour & Lunch
12:15 PM – 1:15 PM	Concurrent Breakouts
1:15 PM – 1:45 PM	Break
1:45 PM – 2:15 PM	Keynote
2:15 PM – 3:00 PM	Wrap-up

INFORMATION:

SOCIAL MEDIA

We're hoping that our line-up of amazing speakers will inspire, and that our sessions will impress. We'd love to hear about your experience, so please feel free to share on Twitter using the summit hashtag, #QS17.

CONFERENCE APP

1. Download App: Download "Events XD" from your App Store or Google Play.
2. Log In: Enter an e-mail address and a password.
3. Find Event: Open the Events XD app and enter Edmonton in the search field. Select the #QS17 logo to open.

CATERING

Make sure you get the meal you need! If you indicated special dietary concerns during registration, please check the dietary restriction table at breaks and at lunch for your identified lunch.

WI-FI

Network: Quality Summit

Password: albertahealth

COAT CHECK

Take off your coat and stay a while! \$2 coat check is available all day, both days!

HAVE A QUESTION?

Ask one of our team members!! They will be more than happy to help. The registration desk will also be open for the duration of both days if you should require assistance.

SESSION TRACKS

All sessions for this year's Quality & Safety Summit will be themed into the overarching tracks listed below. Choose to attend all sessions in one track, or mix it up and attend sessions from various tracks – the choice is up to you!

Primary Health – Care in the Community

Supporting people in the community is pivotal to a successful healthcare system. These sessions will focus on better integration across the system.

Think Outside the Box

Ditch your old ways of thinking at the door. Though we may feel like we're faced with the same old problems, these sessions will take a look at them through a different lens and inspire new ways to solve them.

Going Beyond the Numbers

***Day One (October 30th Only)**

We all know there is plenty of data floating around the healthcare world. The real question is: What do we do with it? The session in this track will challenge you to look at the numbers differently and incorporate strategies on how to use them effectively for improvement.

Quality & Safety Improvement

Get hands on with a real patient safety case study and explore the situation from a provider and patient lens. Find out what's happening right here in Alberta to improve care – listen to stories of radical improvement ideas and of tried and true evidence-based projects.

The Art of Transformation

You hear the word transformation thrown around a lot, but what does it really mean? Learn from leading experts on how we can become more innovative.

Through the Patient & Family Lens

What's the point of all this care improvement work if we don't truly look at it through the user's lens? These sessions aim to provide a glimpse into the patient & family experience and reveal their dreams for a better healthcare system.

Indigenous Peoples' in Alberta

***Day Two (October 31st Only)**

This track will guide you through myths and misconceptions about Alberta's Indigenous peoples and will identify cultural parallels in order to help you create ethical spaces and improve your interactions with Indigenous patients and families.

“YOU WILL NEVER INFLUENCE THE WORLD BY TRYING TO BE LIKE IT.”

DAY ONE – PRE-CONFERENCE WORKSHOPS

Join day one of the 2017 Quality & Safety Summit for in-depth explorations. These stimulating workshops, led by content experts from across Canada and the US, were co-developed and will be co-moderated by a Patient/Family Advisor.

OCTOBER 30TH, 2017

Day One – Pre-Conference Workshops

Time	Session	Speaker
7:30 AM – 8:00 AM	Registration	
8:00 AM – 8:45 AM	National Conversation: Implementing Safer, More Efficient Care Ballroom Brought to you by: The Canadian College of Health Leaders, The Canadian Patient Safety Institute of Canada, and GS1 Canada Our panelists will lead the audience through a discussion to better define what is needed to advance patient safety in Canada. Topics to be addressed in the plenary include: <ul style="list-style-type: none">• the importance of creating safe care environments,• the urgency of implementing supply chain reforms,• barcoding and tracking to prevent errors,• the role of senior leadership in supporting patient safety and the creation of safe care cultures.	Moderated by: RAY RACETTE President and CEO, Canadian College of Health Leaders CHRIS POWER CEO, Canadian Patient Safety Institute VERNA YIU President & CEO, Alberta Health Services ANN SNOWDON Chair, World Health Innovation Network, Scientific Director and CEO, SCAN Health DEB PROWSE Alberta Health Advocate
8:45 AM – 9:00 AM	Transition	



Primary Health - Care in the Community Ballroom

Health Home to Integration: Building the Structures for Success

The Vermont government has successfully developed relationships, structures and processes to bring multiple payers and health care providers together in a collaborative way to implement the medical home. Through this work, they are now able to accelerate their rate of change for integration – building on the work and trust already developed. Learn how partnerships and relationships were fostered between primary care, community care, acute care, and others to not only achieve the health home and Triple Aim outcomes, but create a resilient foundation of practitioners and leaders who are ready for change and improvement. Spend time working with your own partners to translate to the Alberta context.

JENNEY SAMUELSON

Assistant Director, Blueprint for Health,
Department of Vermont Health Access

Patient/Family Partner:
COLIN PENMAN

“Who would benefit from this?”

Primary Care providers, leaders and administrators, other health leaders and policy makers interested in integration and improving access and continuity in partnership with community-based options for Albertans.

Think Outside the Box Room 107

What’s Your Problem?

An important part of creating better patient experiences, better services, or better systems, is defining better problems. Paolo and David will dive into the practice of User Centered Design, and how reframing your problem is a critical step in designing any solution. You will learn about tools that you can take and apply back in your world, and also get a taste of harnessing the user-experience lens to reorganize health services.

DAVID DUNNE

Professor and Director, MBA Programs at
University of Victoria

PAOLO KORRE

Director of Service Design and User Insights at
Saint Elizabeth Health Care.

Patient/Family Partner:
DONNA LEONTOWICZ

“Who would benefit from this?”

This workshop is perfect for people who have had an active hand in change and transformation. This session would build on their knowledge foundation and give them another perspective.

Going Beyond the Numbers Room 108

Bringing Data to Life

Have you wondered how you can present your data in a way that moves people to action? If yes, then this highly engaging workshop with Kimberly will be the one for you. Kimberly will describe ways that you can build your “story” with more depth and polish. She will dive deep into the meaning behind “communicating from the overlap” with the aim to create top value for your audience when presenting. She will finish with practical tools on how to visually present your data.

KIMBERLY MCKINLEY

Surgical Quality Lead, BC Patient Safety
& Quality Council

Patient/Family Partner:
MINA ANGOTTI

“Who would benefit from this?”

We could have called this workshop “Presentation 102”. This is not a workshop for novices; but for people who have experience with presentations at meetings or group settings but are keen to refine this skill.

9:00 AM – 12:00 PM Concurrent Workshops Continued

Through the Patient & Family Lens Room 109

Patient and Public Engagement in Healthcare - How do we Make it Truly Meaningful?

Engagement is not just a check in the box; it is an ongoing practice that encourages genuine conversations that create shared understanding. Join us for a lively and interactive session where members of the various Alberta Health Services advisory councils, patient and family advisors and patient researchers will share ideas for identifying and addressing some of the barriers to effective partnership. Discover how you can become more effective at working collaboratively to enhance our healthcare system, because we are better together.

Patient, family, and/or community advisors:

SANDY DOZE & YVONNE REMPEL

Health Advisory Council

TIMOTHY BUCKLAND & LORELEE MARIN

Cancer Provincial Advisory Council

GEOFF TAGG & EMILY MACPHAIL

Addiction and Mental Health Provincial Advisory Council

CASEY EAGLE SPEAKER & BRENDA LABOUCAN

Wisdom Council

LONA LEIREN

Patient & Family Advisory Group

GARRY LAXDAL

Patient Engagement Reference Group

ROMITA CHOUDHURY & SYLVIA TEARE

Patient and Community Engagement Research

SUZANNE LARSEN-WALL

Patient/Family Partner

12:00 PM – 1:00 PM Networking Lunch

From National to Local: Keep the Conversation Going! Ballroom

After inspiring ideas and stimulating dialogue during the National Conversation in the morning, grab your lunch and continue the conversation locally as we begin to develop solutions to the issues addressed that are actionable and make sense in a local setting.

1:00 PM – 4:00 PM Concurrent Workshops

Quality & Safety Improvement Room 108

Are Systems Reviews (Like QARs, PSRs and ABCs) Confusing? Not Anymore!

Amir and Paula will make use of a powerful patient story to dive deep into this topic. Join this interactive session to discuss how we can best communicate with patients and effectively involve them and the healthcare team in the aftermath of a serious clinical adverse event. We will introduce methods to analyze these events so that patients, families, and providers can learn from them with assurances that recommendations will be implemented. This session will explore how we can best partner with patients and families in the analysis process, including conversations which could include disclosure and apology.

AMIR GINZBURG

Chief of Quality and Medical Director,
Medical Administration, Trillium Health Partners

PAULA BEARD

Executive Director, Patient Safety,
Alberta Health Services

Patient/Family Partner:

CARROLL THOROWSKY

"Who would benefit from this?"

This workshop is ideal for you if you've always wanted to know more about reviews of serious clinical adverse events. We'll help clarify how to work with patients and their families, support staff and understand what went wrong.

1:00 PM – 4:00 PM **Concurrent Workshops Continued**

The Art of Transformation Ballroom

Lab: Building our Future

Take part in our Building our Future Lab where, not only will you master the W5s of system transformation: WHY, WHAT, WHEN, WHO AND HOW, but apply them to a top of mind, significant system improvement opportunity. Françoise will lead us through a highly interactive activity and give you a practical framework, as well as tools and processes to successfully plan and implement transformation initiatives. Examining the system from the outside will also generate a sharper perspective on the status quo, new possibilities, and confidence for moving forward. Join us on this exciting exploration of not only what is... but what could be!

FRANÇOISE MORISSETTE

Consultant at Talent to
Mastery Corporation

Patient/Family Partner:
ROZALYN VICKERY

“Who would benefit from this?”

This session is for people who are keenly interested in system thinking and strategies to make AHS more transformative. We promise that there will be lots of “Aha!” moments – but this likely is a session for people who like to look at the health system from a satellite’s perspective.

Through the Patient & Family Lens Room 109

Simulating Better Care

Holland Bloorview Kids Rehabilitation Hospital takes Client and Family-Centered Care (CFCC) seriously! Patients and families worked with staff to develop learning simulations to teach the four core family-centred care principles. This session will give you the chance to participate in video simulation, build one, and try the process of debriefing a simulation scenario in real time.

AMIR KARMALI

Family-Centered Care Specialist, Client and
Family Integrated Care, Holland Bloorview Kids
Rehabilitation Hospital

SUSAN COSGROVE

Family Advisor, Holland Bloorview Kids
Rehabilitation Hospital

Patient/Family Partner:
NEIL MCMILLAN

5:30 PM – 9:00 PM **Evening Program: Brightest Minds in Innovation**

Hosted by Emerging Health Leaders – Edmonton Node

please note, you will need to have secured your spot in this event through prior ticket purchase in order to attend

The Emerging Health Leaders (EHL) Edmonton Node and the Quality & Safety Summit 2017 partner to bring you a creative evening to connect and be inspired by local leaders! We will hear from some of the brightest minds in health care and other industries using a Pecha Kucha presentation style. Wine and cheese are part of this night!

“IF NOT US, THEN WHO? IF NOT NOW, THEN WHEN?”

John E. Lewis

DAY TWO – CONFERENCE

Join day two of the 2017 Quality & Safety Summit to be inspired by our keynote speakers and thought leaders, and to interact and learn from each other's dreams for the future of our healthcare. All of these sessions were co-developed and will be co-moderated with a Patient/Family Advisor.

OCTOBER 31ST, 2017

Time	Session	Speaker(s) & Facilitator(s)
7:00 AM – 8:30 AM	Registration	
8:30 AM – 3:30 PM	All-Day Features!	Host: LYALL SAMARODEN Implementer, Facilitator, Connector, Bench Solutions Graphic Recorder: ROYA DAMABI Systemic Designer, Alberta CoLAB
8:30 AM – 9:00 AM	Good Morning! Ballroom Opening Prayer	VERNA YIU President & CEO, Alberta Health Services ELDER CASEY EAGLE SPEAKER
9:00 AM – 9:45 AM	Designing our Healthcare Organizations for the Future! Ballroom Dave will share with us his first “wake up call” when he was working in the emergency department. This experience changed his mind set. He will share with you how this experience led to him supporting health care organizations to reorganize themselves to overcome inertia and become more person-centred. Dave will give concrete examples of how other health systems have managed to adapt to a rapidly changing environment. We promise you will be inspired by his talk!	DAVE MOEN Consultant, MoenMD Consulting Patient/Family Partner: MAYA PAJEVIC
9:45 AM – 10:15 AM	Coffee & Transition Sponsored by: The College of Physicians and Surgeons of Alberta	

10:15 AM – 11:15 AM **Concurrent Breakout Sessions**

Primary Health - Care in the Community Room 109

Patients Second – Preparing Teams to Co-Create Primary Care Experiences with Patients

The session is working from the premise that “all external work is rooted in internal work.” Co-creation depends on the connective tissue of social relationships and the willingness to embark on a journey of discovery with others. This requires health care providers to bring their full selves into patient engagement processes. How do we prepare teams to enter into this space with openness, curiosity, humility, vulnerability, and care?

PIETER DE VOS

Community Development Facilitator,
Government of Alberta

JAKE JENNINGS

Program Manager, East Calgary
Family Care Clinic

Think Outside the Box Room 107A

Improv Skill Building Session: Igniting Imagination in Your Work & Life

Stuck in a rut with the usual challenges? Join this session as patients, families, providers & administrators come together to learn to solve problems creatively. Come prepared for an interactive session that will be a fun and energizing way to start thinking imaginatively again!

KORY MATHEWSON

Improvise, Rapid Fire Theatre Company

Patient/Family Partner:

DEBBIE JACKMAN

Indigenous Peoples in Alberta Room 108

Indigenous Truths: Demystifying Common Societal Misconceptions of Indigenous Peoples

This session will provide you with some useful information by exploring some of the myths and misconceptions about Indigenous peoples. Join us for some interesting facts and a friendly, inclusive opportunity to improve your interactions with Indigenous patients and families.

CHELSEA CROWSHOE

Senior Advisor, Indigenous Cultural Competency
Education, Indigenous Health Program

Facilitator:

BRENDA LABOUCAN

Indigenous Engagement Officer,
Indigenous Health Program



Quality & Safety Improvement Room 108A
Rapid Fire Presentations: Successful Quality Improvement Stories

Tried and true improvement methods continue to be used for a good reason – they work! Hear how these Alberta-born, evidence-based quality and patient safety improvement projects were successful.

Project Title	Presenter
Ensuring Adequate Patient Pre-Operative Requirements for Outpatient Cataract Surgery at the Royal Alexandra Hospital (RAH)	HERMINA STRUNGARU Ophthalmologist, Fort Saskatchewan Community Hospital, AHS
Use of Glasgow Blatchford Score to Decrease Admission Rates of Patients with Low Risk Non-Variceal Gastrointestinal Bleeding	JENNIFER HALASZ Research Coordinator, University of Calgary
Royal Alexandra Hospital Eye Clinic Capacity Improvement Project	KAREN HARRIS Patient Care Manager, Ophthalmology, AHS
Reducing Unnecessary Coagulation Studies in the Emergency Department	SHAWN DOWLING Clinical Content Lead & Medical Director of Physician Learning Program, AHS
Improvement Project to Reduce Staffing Errors and Overtime Cost in the Strathcona Community Hospital Emergency Department	SUSAN CHESNEY Site Manager, Strathcona Community Hospital, AHS
Glycemic Optimization for Calgary Hospitalist Patients in Collaboration with the Diabetes Obesity Nutrition Strategic Clinical Network	TREVOR CHAN Physician, Calgary Hospitalist Governance Association

The Art of Transformation Ballroom
Best Kept e-health Secret in Canada

Are you curious to learn that the Northwest Territories is on the verge of becoming the only jurisdiction in Canada with a single outpatient digital charting system, shared by all communities and health services? Ewan Affleck, appointed to the Order of Canada in 2013 for his groundbreaking work, will share how this project, designed on the principle of patient-centred informatics, came to fruition. “It was basically a long series of errors that led to a success,” jokes Affleck. This session will unpack how the unique Networked Health information design of the Northwest Territories can have an important impact on quality of care and the patient experience, and provide lessons for other jurisdictions.

EWAN AFFLECK
Chief Medical Information Officer of the Northwest Territories

Patient/Family Partner:
DONNA LEONTOWICZ

10:15 – 11:15 AM **Concurrent Breakout Sessions Continued**

Through the Patient & Family Lens Room 109A

Co-Designing Critical Care

Over the past 4 years, family advisors at the Stollery Children's Hospital have been consistent and valuable partners on the planning and design team for three new critical care areas. The families involved, in collaboration with the Executive Director of Critical Care, will share how their voices and experiences influenced the different phases of design, from planning through to moving in. Learn about the stages of capital planning and design and how patient and family voices are key partners in decisions that have a long-term impact on the quality and safety of a care environment.

KEVIN GEORGE
AHS Patient and Family Advisor

KAREN CALHOUN
AHS Patient and Family Advisor

KRISTY CUNNINGHAM
Executive Director, Critical Care
and Respiratory Therapy,
Stollery Children's Hospital

Patient/Family Partner:
ASHLEY JONES

11:15 – 12:15 PM **Poster Tour & Lunch**

12:15 – 1:15 PM **Concurrent Breakout Sessions**

Primary Health - Care in the Community Ballroom

**When Two Worlds Collide:
Adaptive Leadership Methodology**

For new partnerships to form and work well, we need to have a different way of looking at physician leadership and dyad partnerships. An orientation to trust building for collaboration is needed. Supporting this shift requires a different kind of leadership and focus on how we work, and what we expect from our physicians and administrative dyads. Dave will explore some tactical steps and tools that can help move that culture.

DAVE MOEN
Consultant, MoenMD Consulting

BRAD BAHLER
Provincial Medical Director Primary Care
Network Evolution

Patient/Family Partner:
ASHLEY JONES
MAYA PAJEVIC

**“INNOVATION DISTINGUISHES BETWEEN
A LEADER AND A FOLLOWER.”**

Steve Jobs

12:15 – 1:15 PM

Concurrent Breakout Sessions Continued

Think Outside the Box Room 107A

Fishbowl: Breaking the Status Quo

Marlies and Sharon will guide us through an interactive session to learn how one can best navigate dramatic change in healthcare. Four brave healthcare teams will share with you their journey and describe the challenges they faced. Count on this session being dynamic and fun.

MARLIES VAN DIJK

Provincial Quality Improvement Lead, QI Innovation

Patient/Family Partner:

SHARON DIXON

Project Title

Transforming AHS one SPRINT at a time!

Presenter

JULIE SCHELLENBERG

Executive Director, Integration & Innovation, ED Primary Health Care Integration Network Primary Health Care, Alberta Health Services

Primary Health Care, Alberta Health Services Going Home

SHERI FIELDING

Clinical Director, Edmonton Southside Primary Care Network

Text4Mood Program

VINCENT AGYAPONG

Edmonton Zone Section Chief for Community Mental Health, AHS

Sharesmart: Mobile Medical Photography and Chat Made Simple

JUSTIN YEUNG

Plastic and Reconstructive Surgery, Calgary

Indigenous Peoples in Alberta Room 108

Ethical Space

Finding Cultural Parallels leads to Creating Ethical Spaces. Piikani Elder, Reg Crowshoe, will illustrate the importance of finding cultural parallels between Indigenous and non-Indigenous people in order to build meaningful relationships from within ethical spaces.

REG CROWSHOE

Cultural and Spiritual Leader,
Piikani First Nation, Southern Alberta

Facilitator:

BRENDA LABOUCAN



12:15 – 1:15 PM

Concurrent Breakout Sessions Continued

Quality & Safety Improvement Room 108A

Rapid Fire Presentations: Transformation Through Innovation

Some rebels out there had radical ideas of how to improve care. Hear them share the stories of how these ideas came to be and how it already has, or potentially could, make a positive impact on Alberta's healthcare.

Patient/Family Partner:
TANIA BALDWIN

Project Title

Amplify: Innovative Virtual Feedback from Patients for Patients

Presenter

JESSICA LAMB
Senior Patient Engagement Consultant, AHS

PHIL BOBAWSKY
Patient/Family Advisor

Local and Global Healthcare Innovation Academy Event
Platforms: Encouraging Disruption, Change Acceleration,
and Health Systems Transformation to Enhance
Patient-Centred Care

JILL DE GROOD
Director, W21C, University of Calgary

Improving Worker Safety and Patient Care through the
Development and Implementation of Worker Musculoskeletal
Injury (MSI) Prevention Programs

NATALIE-DON HARTLEN
Ergonomics Advisor, AHS

Development of a Criteria-based Matrix to Identify High
Priority Improvement Projects

OLUMIDE AFOLABI
Process Improvement Specialist, AHS

Transforming Emergency Stroke Care through Innovation:
Building Canada's First Stroke Ambulance

SHY AMLANI
Edmonton Zone Stroke Program Manager, AHS

It's The Parts That Matter - Radiation Protection of
Transgender Patients

SIDSEL PEDERSEN
Medical Radiation Technologist & Instructor,
SAIT

The Art of Transformation Room 109

City of Edmonton: Making a Difference for Those we Serve

Improving the culture of a large organization is not a challenge unique to healthcare. The City of Edmonton also knew that they had to do something different. John Wilson will share stories that highlight how employees challenge bureaucracy to secure the best possible outcome for Edmontonians. Join John for this session to re-ignite your passion as a champion for your patients, even if it feels like you are making a career limiting move!

JOHN WILSON
Corporate Culture Strategist, City of Edmonton

Patient/Family Partner:
SANDRA CAMPBELL

12:15 – 1:15 PM

Concurrent Breakout Sessions Continued

Through the Patient & Family Lens Room 109A

Partnering with Patients and Families in Care

Can surgeons be technically exceptional and exceptionally compassionate? Join us as Dr. Ryan Frank explores this question with a family of a patient and the importance of compassion when complications happen.

RYAN FRANK

Pediatric, Craniofacial, Aesthetic and Reconstructive Surgeon, Division of Plastic Surgery, Alberta Children's Hospital

Patient/Family Partner:

CARROLL THOROWSKY

Family & Patient, Alberta Children's Hospital:
JAMIE, MIKE AND JAKE CHRISTIE

1:15 – 1:45 PM

Coffee & Transition

1:45 – 2:15 PM

Innovation in Action Ballroom

Beyond events and vanity metrics — how the Children's Hospital of Eastern Ontario (CHEO) created the Health Innovation Program (#HIP613), a year-long process of partnerships, programming and change-management involving leading technology companies, start-ups, physicians, patients, hospital leadership and a collective commitment to advancing innovation for children's health. Mitchell, one of Canada's top Twitter power users, will walk us through an engaging and dynamic talk on his journey, and share learned-lessons for those interested in genuinely integrating health innovation within their organizations.

MITCHELL KUTNEY

Lead Program Advisor,
Children's Hospital of Eastern Ontario

Patient/Family Partner:

ASHLEY JONES

2:15 – 2:35 PM

Rapporteurs Ballroom

Since you weren't able to clone yourself and attend all of the breakout sessions at once, get a quick 3-minute update on each track!

Primary Health – Care in the Community TED BRAUN

The Art of Transformation BRAD DOROHY

Think Outside the Box PHIL BOBAWSKY

Through the Patient & Family Lens SANDI OELHAUPL

Indigenous Peoples in Alberta SHERRI DI LALLO

Quality & Safety Improvement JODI PLOQUIN

2:35 – 2:45 PM

Poster Winners Ballroom

CPSI Poster Awards granted to the top Successful Quality Improvement Stories, and the top Transformation Through Innovation Stories.

VERNA YIU

CHRIS POWER

CEO, Canadian Patient Safety Institute

Patient/Family Partner:

GARRY LAXDAL

2:45 – 3:00 PM

See You Next Year! Ballroom

Closing Prayer

Save the Date!

October 17–19, 2018, Calgary

VERNA YIU

ELDER CASEY EAGLE SPEAKER



COMMITTEES

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XANTHOULA KOSTARAS



POSTER TOUR

Transformation Through Innovation

PRESENTING AUTHOR IS
LISTED FIRST IN RED

	Poster Title	Authors
1	Competence By Design: The New Face of Resident Physician Education	JASON TAAM
2	SQuID FM: Family Medicine Strategic Quality and Informatics Dashboard	ALLISON MIROTCNIK , DAVE JACKSON, ZACH WHYE, LUCIE VLACH, LAWRENCE LEE, CHARLES LEDUC
3	A Quality Improvement Project to Improve Clinical Materials Management	EMMA CURRIE , JOSH MCCUTCHEON
4	Playing Nice in the Sandbox: A Provincial EMS/ Midwifery Collaboration Project	DANICA SHARP , JIM GARLAND, PATRICIA LENSTRA, HEATHER MARTIN
5	Collaborative Care in Action within Mental Health	MARYSIA STASIEWICZ , ANN COLBOURNE, MAKI UYAMA
6	Improving Communication and Quality of Care using the eRAPID Rounds application during daily RAPID Rounds	VINCE DININNO , SUSAN WITT, ANN COLBOURNE, LESLEE REMMIE, JENNIFER PEPNECK, CATHERINE JOHANSEN
7	Improving Nutrition Care in Hospitalized Patients	MARLIS ATKINS , CARLOTA BASUALDO HAMMOND, MEI TOM
8	The Seniors' Centre Without Walls: Creating Connections through Conference Calls	HEATHER DROUIN , SHERI FIELDING, MARY WHALE, JESSICA SCHAUB, ERIN QUAAL, CHERYL BEREZAN
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11	Achieving Pharmacy Compliance with Regulatory Standards for Medication Sterile Compounding	IAN CREUER , DANA LYONS, JODY READ, TANA YOON, JIM WAN
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