

Health Quality Transformation

Presents: Quality Matters 2016

October 20, 2016

Metro Toronto Convention Centre South Building

Toronto, Ontario



Let's make our health system healthier

 Ontario
Health Quality Ontario

Health Quality Ontario is the provincial advisor on the quality of health care. We are motivated by this single-minded purpose: better health for all Ontarians.

Who We Are

We are a scientifically rigorous group with diverse areas of expertise. We strive for complete objectivity, and look at things from a vantage point that allows us to see the forest and the trees. We work in partnership with health care providers and organizations across the system, and engage with patients themselves, to help initiate substantial and sustainable change to the province's complex health system

What We Do

We define the meaning of quality as it pertains to health care, and provide strategic advice so all the parts of the system can improve. We also analyze virtually all aspects of Ontario's health care. This includes looking at the overall health of Ontarians, how well different areas of the system are working together, and most importantly, patient experience. We then produce comprehensive, objective reports based on data, facts and the voices of patients, caregivers and those who work each day in the health system. As well, we make recommendations on how to improve care using the best evidence. Finally, we support large scale quality improvements by working with our partners to facilitate ways for health care providers to learn from each other and share innovative approaches.

The Common Quality Agenda

The Common Quality Agenda is the name for a set of measures or indicators selected by Health Quality Ontario in collaboration with health system partners to focus performance reporting. Health Quality Ontario uses the Common Quality Agenda to focus improvement efforts and to track long-term progress in meeting health system goals to make the health system more transparent and accountable. The indicators promote integrated, patientcentred care and form the foundation of our yearly report, Measuring Up. As we grow our public reporting on health system performance, the Common Quality Agenda will evolve and serve as a cornerstone for all of our public reporting products.

Why It Matters

We recognize that, as a system, there is much to be proud of, but also that it often falls short of being the best it can be. Plus, certain vulnerable segments of the population are not receiving acceptable levels of attention. Our intent at Health Quality Ontario is to continuously improve the quality of health care in this province regardless of who you are or where you live. We are driven by the desire to make the system better, and by the inarguable fact that better has no limit.

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A Message from Dr. Joshua Tepper



Dear Delegate, It is my pleasure to welcome you to Health Quality Transformation 2016 (HQT2016) – Canada’s largest conference on health care quality. Over 2,500 delegates have registered to attend from across the province, across all sectors of the health care system, including clinicians, patients, caregivers and members of the public. Today is an opportunity to celebrate, share successes and look at how we can strive to improve the quality of our health care system, because better has no limit.

Our breakout session topics, keynote presentations and overall themes of the conference focuses on Quality Matters, the health system quality framework on how to realize excellent care for all.

Today you will hear from over 100 speakers across 26 breakout sessions, and have the opportunity to engage with over 130 poster presenters and exhibits hosted by leading health care organizations in Ontario. You will hear from four keynotes, including Dr. Eric Hoskins, Minister of Health and Long-Term Care, presenting the 2016 Minister’s Medal Award. The award aims to showcase and honour health system partners who have worked to achieve successes in putting the needs of patients first, in alignment with Patients First: Action Plan for Health Care.

We start HQT2016 with a patient story from David Guiliano. David is from Marathon, Ontario – a small town on the north shore of Lake Superior, a few hundred kilometres from Thunder Bay. But for a while, David lived part-time in Toronto, in order to receive radiation treatments. David will speak about his cancer as an unwelcome guest, and as a blessing, all at once.

In the afternoon, Dr. Bob Bell, Deputy Minister of Health and Long-Term Care will continue the discussion on health care quality, Patients First and will lead into our closing keynote, Helen Bevan. Helen is one of the most influential people in the history of the UK’s National Health Service (NHS) Institute for Innovation and Improvement. She has been at the forefront of NHS improvement initiatives that have bettered circumstances for thousands.

HQT2016 is the result of Health Quality Ontario coming together as one to help create a day of engagement and learning. This year, we have partnered with a committee of over 25 patient and caregiver advisors that have played an integral part in planning the day. The patient perspective continues to be a focus for Health Quality Ontario and the province, and as a result we are proud to announce HQT2016 is recognized as a Patients Included event.

We would like to take this opportunity to thank you, and each of the organizations and individuals whose contributions to this day are essential to its success. Please accept our best wishes and enjoy Health Quality Transformation 2016.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Tepper', with a long horizontal flourish extending to the right.

Dr. Joshua Tepper, *President and CEO*

Conference Schedule – At a Glance

The focus of our conference this year is Quality Matters, the health system quality framework on how to realize excellent care for all. Sessions have been developed to align with how to build a quality system, and support the advancement of a just, patient-centred, and high performing health system committed to relentless improvement at the local, regional and/or provincial level. Sessions have been developed into categories based on the factors for building a culture of quality, as outlined in the Quality Matters report:

Engage Patients and the Public
Redesign the System to Support Quality Care
Help Professionals and Caregivers Thrive
Ensure Technology Works for All
Support Innovation and Spread Knowledge
Monitor Performance with Quality in Mind
Build a Quality-Driven Culture

Event Schedule

TIME	EVENT	LOCATION
7:00-8:30	Registration & Breakfast, Patient Networking Breakfast	701B
8:30-8:45	Welcome: Dr. Joshua Tepper, President and CEO, Health Quality Ontario	Plenary Hall F
8:45-9:30	Keynote Speaker: David Giuliano	Plenary Hall F
9:30-10:15	and Presentation of the Minister's Medal Honouring Excellence in Health Quality and Safety 2016	Plenary Hall F
10:15-10:45	Break/Travel Time	Exhibit Hall E
	Morning Breakout Sessions	
10:45 - 12:00	Session 1: Demonstrating and Measuring the Value of Patient Engagement	714A
	Session 2: Looking Back and Ahead: A Year in Review of Health Quality Ontario's Patient, Family and Public Advisors Council	714B
	Session 3: Ways of Engaging Marginalized Communities in Health System Planning	716
	Session 4: Patients First: Redesigning Our System to Improve Quality	718A
	Session 5: Quality Standards: Guiding Evidence Based, High Quality Care in Ontario	718B
	Session 6: Quality Improvement Strategies Supporting System Transformation	701A

TIME	EVENT	LOCATION
10:45 - 12:00	Session 7: Health Technology Assessments: Its Role in Enabling Equity and Efficiency	715A
	Session 8: Partnering to Transform Palliative Care in Ontario	713B
	Session 9: Spotlight on Abstracts: Innovative Quality Improvement Initiatives	713A
	Session 10: Information that Matters at the Frontlines: Enabling Practice Improvement	717B
	Session 11: Patient Experience: Measuring What Matters	701B
	Session 12: Clinician Leadership: Advancing Quality Improvement at the Regional Level	717A
	Session 13: Quality Improvement Plans: Advancing a Quality Culture	715B
12:00 - 1:00	Lunch Break: Exhibit Hall/Poster viewing	Exhibit Hall E
	Afternoon Breakout Sessions	
1:00 - 2:15	Session 14: Storytelling as a Tool for Health System Change	718B
	Session 15: Quality Matters: Our Framework for Quality	718A
	Session 16: Provider Perspectives on Improving the Delivery of Integrated Care in the Community	717B
	Session 17: Engaging Caregiver Voices to Improve the Caregiving Journey	713B
	Session 18: Quadruple Aim: Understanding the Link Between Quality Care, Patient Experience and Health Care Provider Wellbeing	701A
	Session 19: Health Technology Assessment: Examples of Values and Quality Improvement	713A
	Session 20: Enabling High Quality Care through Technology	715B
	Session 21: How Audit and Feedback can Improve Surgical Quality	714A
	Session 22: Spotlight on Abstracts: Innovative Quality Improvement Initiatives	715A
	Session 23: The Art, Science and Future of Public Reporting	716
	Session 24: The Peril of Averages: Measuring to Highlight Inequity and Opportunities for Improvement	717A
	Session 25: Delivering Patient Centred Care to Marginalized Populations	714B
	Session 26: Improving Integrated Care	701B
2:15 - 2:45	Break / Travel Time	Exhibit Hall E
2:45 - 3:15	Dr. Bob Bell , Deputy Minister, Ministry of Health and Long-Term Care	Plenary Hall F
3:15 - 4:15	Keynote: Dr. Helen Bevan	Plenary Hall F
4:15 - 4:30	Closing Remarks: Andreas Laupacis Board Chair, Health Quality Ontario	Plenary Hall F



Health Quality Transformation Presents: Quality Matters 2016

Patients Included Charter Clauses

Patients or caregivers with experience relevant to the conference's central theme actively participate in the design and planning of the event, including the selection of themes, topics and speakers.

On October 20th, 2016, Health Quality Ontario (HQO) will host Health Quality Transformation 2016 (HQT2016), our fifth annual interactive conference for patients, caregivers, members of the public, health care providers and system leaders. The focus of our conference this year is Quality Matters, the health system quality framework on how to realize excellent care for all.


In partnership with a committee of over 25 patient advisors, the HQT2016 program is designed with patients, caregivers and the public at the forefront of every aspect of the daylong event.

The working committee for HQT2016 is made up of HQO staff and two lead patient advisors. The Committee is an integral part in the development of all aspects of HQT2016.

Each breakout session (20+) has at least one patient advisor leading the development of the sessions area of focus, content, format and speakers. Each session will also feature a speaker with a patient, caregiver or person with lived experience perspective.

Moreover, HQO invites the submission of abstracts focused on all six dimensions of quality care as outlined in Quality Matters: safe, effective, patient-centred, efficient, timely and equitable. Abstracts will be featured in breakout sessions or as posters. A patient advisor from the committee reviewed each abstract submitted.

Presented at HQT2016, The 2016 Minister's Medal Honouring Excellence in Health Quality and Safety provides an opportunity to recognize system champions who place the patient at the centre of the circle of care.



The Minister's Medal aims to showcase and honour health system partners who have worked to achieve successes in putting the needs of patients first. In particular, selection criteria this year emphasizes efforts that align with proposals outlined in the Patients First: Action Plan for Health Care and its commitment to expand patient engagement in Ontario's health care system.

HQT2016 also features several networking opportunities allowing patient and family advisors from across our health system to come together to share experiences and best practices.

Patients or caregivers with experience of the issues addressed by the event participate in its delivery, and appear in its physical audience.

Health Quality Transformation 2016 is a free event, open to the public to attend. Our communication outreach includes patient focused organizations, and representatives from across the province, as well as the general public. The patient and caregiver perspective is a central theme of HQT2016 and the work overall of HQO. Patients and caregivers are part of the program from development, design, execution and play a large role in as session and plenary speakers, participants and will lead conversations generating dialogue amongst the anticipated 2,500+ delegates.

Travel and accommodation expenses for patients or carers participating in the advertised programme are paid in full, in advance. Scholarships are provided by the conference organisers to allow patients or carers affected by the relevant issues to attend as delegates.

While Health Quality Transformation 2016 is a free event, HQO acknowledges that costs incurred for travel and accommodation can impact patient advisors ability to attend. Therefore, we have established a bursary program for patient advisors hoping to attend the conference. All travel and accommodation expenses for patients or caregivers participating as speakers or on the planning committee for HQT2016 have their expenses paid in full, and in advance if required.

The disability requirements of participants are accommodated. All applicable sessions, breakouts, ancillary meetings, and other programme elements are open to patient delegates.

Health Quality Transformation 2016 is held each year at the Metro Toronto Convention Centre (MTCC). The MTCC is committed to meeting the needs of people with disabilities in a timely manner and do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act ("AODA").

Access for virtual participants is facilitated, with free streaming video provided online wherever possible.

Health Quality Transformation 2016 will be making parts of the day available through live streaming and a selection of sessions will be made available on HQO's YouTube page after the conference in English and French.

Accreditation & Certificate of Attendance

Health Quality Ontario is pleased to announce the Canadian College of Health Leaders has accredited Health Quality Transformation 2016. Following the conference, all registered attendees will receive an email containing a link to download their certificate of attendance.

MAINTENANCE OF CERTIFICATION

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to 2.5 Category II credits towards their maintenance of certification requirement.



CANADIAN COLLEGE OF HEALTH LEADERS COLLÈGE CANADIEN DES LEADERS EN SANTÉ

Learning, Leading, Inspiring Apprendre, mener, inspirer

Join the Conversation!

Follow Health Quality Ontario (@**HQOntario**) and share your thoughts and experiences from Health Quality Transformation 2016 using the hashtag **#HQT2016**



Keynote Speakers

Dr. Eric Hoskins



Dr. Eric Hoskins was first elected to the Ontario legislature as the MPP for St. Paul's in 2009. He was re-elected in 2011 and 2014.

Hoskins currently serves as Minister of Health and Long-Term Care. Hoskins was appointed as Minister of Economic Development, Trade and Employment in February 2013. He has previously served as Minister of Children and Youth Services and Minister of Citizenship and Immigration. Hoskins is also a renowned humanitarian, family doctor and a proud Ontarian with a long and dedicated record of public service.

After finishing his medical studies at McMaster University, and subsequently at Oxford University as a Rhodes Scholar, Hoskins spent nearly a decade as a doctor and humanitarian in war-torn regions in Africa and around the world. From 1997 to 2000, he served as the senior advisor to then Foreign Minister Lloyd Axworthy on issues such as human rights, child soldiers, peacekeeping and the landmines ban.

He and his wife, Dr. Samantha Nutt, founded the international charity War Child Canada to help hundreds of thousands of children in war-affected regions across the globe. Hoskins was also Advisor to the Office of the Special Representative for Children and Armed Conflict at the United Nations in 2002-03.

Hoskins has been recognized for his humanitarian work and public service. In 2008, he was invested as an Officer of the Order of Canada. He has also received the Governor General's Meritorious Service Cross, and has been awarded the United Nations Lester B. Pearson Peace Medal.

David Giuliano



Seeking Metaphor and Meaning as a Patient

David Giuliano is from Marathon, Ontario and has been treated for cancer for twenty years. "What happens when we are ill," says Giuliano, "can be in some ways life giving. In suffering we may re-discover tenderness and simplicity; become newly aware of our humanity and mortality; experience clarity about what truly matters to us in life."

In his presentation, David will discuss the importance of the metaphors we use when talking about illness, the power of vulnerability, differences between a cure and healing, and what is happening with patients in between appointments, diagnosis and treatments.

To learn more about David and his story, read his feature in *Healthy Debate* or visit his blog *Camino de Cancer*.

Keynote Speakers

Dr. Bob Bell



Dr. Bob Bell was appointed Deputy Minister of Health and Long-Term Care, effective June 2, 2014. Prior to this role, he served as President and Chief Executive Officer of University Health Network for nine years. He was previously the Chief Operating Officer at Princess Margaret Hospital and Chair of both Cancer Care Ontario's Clinical Council and the Cancer Quality Council of Ontario.

Dr. Bell received his Doctor of Medicine from McGill University and a Master of Science from the University of Toronto. He also completed a Fellowship in Orthopaedic Oncology at Massachusetts General Hospital and Harvard University. Dr. Bell is a Fellow of the Royal College of Physicians and Surgeons of Canada, the American College of Surgeons and an Honorary Fellow of the Royal College of Surgeons of Edinburgh.

An internationally recognized orthopedic surgeon, health care executive, clinician-scientist, and educator, Dr. Bell brings more than 30 years of health care experience to his current role.

Helen Bevan



Helen Bevan has been a leader of large scale change in the English National Health Service (NHS) for more than 20 years. Helen has been at the forefront of many NHS improvement initiatives that have made a difference for thousands of patients ever since. In 2010, Helen's team launched a call to action, utilizing social movement leadership principles, which contributed to a 51% reduction in prescribing of antipsychotic drugs to people with dementia across the country. Helen initiated NHS Change Day, in partnership with a group of young clinical and managerial

leaders in 2012. Helen also conceived the School for Health and Care Radicals, which is currently included on *Britain's 50 new radicals list* sponsored by the Observer.

Helen Bevan is acknowledged globally for her expertise in large scale change and ability to translate it into practical action and deliver outcomes. She provides advice, guidance and training on transformational change to leaders of health and care systems across the world.

Breakout Sessions

SPEAKERS SUBJECT TO CHANGE

Morning Breakout Sessions (10:45 – 12:00)

CATEGORY 1: Engaging Patients and the Public in Improving Care

Session 1 – Demonstrating and Measuring the Value of Patient Engagement

Speaker(s): Julia Abelson, Subi Bhandari, Maria Judd, Lesley Moody, Simron Singh

Moderator: Amy Lang, Director, Patient Engagement, Health Quality Ontario

More and more patients, caregivers and families are being involved in designing a health care system that reflects their needs but efforts to demonstrate the value of engagement through evaluation has lagged behind. This session begins by exploring the importance of measuring the impact of patient engagement. Panellists will then explore the value of patient engagement in specific projects and the impact it can have on the patient experience and outcomes. The session will conclude with concrete tools and resources that can be applied to clearly demonstrate the value of patient engagement efforts.

Those who design and deliver engagement activities, as well as those who participate in it will deliver this session.

Target Audience:

ROLES: Health care providers; administrators; patients; families; caregivers and members of the public.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Understand the importance of engaging patients/caregivers/families in various levels of care, from the direct level of care between patients and their providers to the system level of care where health policy is shaped and delivered. We will show the impact engagement has on improving care design and delivery across these levels of care, as well as on patient experience and their outcomes of care.
2. Take away practical examples of the models used to measure and gain the Metrics on the value of patient engagement, applicable to their home organization or institution.

Session 2 – Looking Back and Ahead: A Year in Review of Health Quality Ontario’s Patient, Family and Public Advisors Council

Speaker(s): Corey Bernard, Laurie Dunn, Marisa Granieri, Isra Khalil, Jennifer Schipper, Calvin J. Young

Moderator: Claude Lurette, Co-Chair, Patient, Family and Public Advisors Council, Health Quality Ontario

Health Quality Ontario launched its first Patient, Family and Public Advisors Council in the fall of 2015. Over the course of the year, there have been many important reflections, key learning and thoughtful observations gathered by staff, leaders and council members as this work, structure and vision of the Council has (and continues to) evolve through this new and exciting partnership taking shape at Health Quality Ontario.

Through the use of video, photography, verbal and storyboard presentations, session attendees have an opportunity to explore and revisit this journey. The takeaways will be “how to” instructions key learning and next steps for successes based upon the experiences, challenges and solutions gathered by Health Quality Ontario in developing a council at the system level.

Target Audience:

ROLES: Patients, Advisors, people leading engagement work (or beginning in this process), health care providers, administrators and system planners.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Receive an overview of the initial vision for developing a council at HQO and an understanding (and importance) of how this vision has evolved over the course of the first year through partnering with the council members.
2. Gain an understanding of the life-cycle and stages of growth a council can experience in building a cohesive group and mutually beneficial partnership with a complex organization like HQ.
3. Receive actionable suggestions/guidance to achieve success in developing a council based upon the learning and experiences from HQO Advisors Council.

Session 3 – Ways of Engaging Marginalized Communities in Health System Planning

Speaker(s): Tai M. Huynh, Cian Knights, Jeared Strachan

Moderator: Doris Grinspun, Chief Executive Officer, Registered Nurses' Association of Ontario

We are seeing more and more examples of patients, caregivers and members of the public being engaged in the design and development of health care programs and policies. As a result of these partnerships our health system is becoming increasingly responsive to the needs and preferences of patients.

This session will explore the exciting initiatives that are involving diverse populations to create programs that are responsive to the needs of those who are underserved or marginalized in our health system. Patients, caregivers, health care providers and system leaders will discuss successes and challenges and offer words of wisdom to those who are embarking on taking patient engagement to an even deeper level by finding ways to include all voices, not just those who are traditionally engaged.

Target Audience:

ROLES: Patients, Advisors, people leading or involved in engagement work (or beginning in this process), health care providers, administrators and system planners.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Become more aware of the opportunities that exist when engaging with diverse populations and explore the challenges and opportunities that exist from this work.
2. Hear from experts in the field who are engaging with diverse populations and producing innovative programs and projects as a result.

Session 4 – Patients First: Redesigning Our System to Improve Quality

Speaker(s): Catherine Brown, Peter Donnelly, Susan Fitzpatrick, Dr. David Kaplan, Nancy Naylor

Moderator: Angela Morin, Board Member, Health Quality Ontario

The Ministry of Health and Long-Term Care's Patients First Proposal sets out a direction for health system transformation, including changes intended to improve integration and address structural issues that contribute to inequities in care. If passed, the Patients First Act will introduce an expanded role for the Local Health Integration Networks, including in home and community care, primary care and population health planning.

This panel discussion will focus on the ways in which these changes, particularly in home care, can enhance the quality care agenda in Ontario and improve patient experience and outcomes.

- Discussions will focus on the opportunity Patients First provides to push forward the quality agenda in Ontario
- How these changes can be undertaken in an accountable and transparent way
- How we can know changes have been successful
- What aspects of the current health system we can build on.

Target Audience:

ROLES: Patients, families, healthcare providers, administrators, students, policy makers, researchers.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Develop a greater understanding of the design and implementation of the Patients First Proposal.
2. Discuss how the structural changes proposed as part of the Patients First legislation can be leveraged to advance the quality agenda in Ontario.

Session 5 – Quality Standards: Guiding Evidence Based, High Quality Care in Ontario

Speaker(s): Phil Klassen, David Kocerginski, Tracey MacArthur, George Mihalakakos, Camille Quenneville

Moderator: Dr. Irfan Dhalla, Vice President, Evidence Development and Standards, Health Quality Ontario

This session will introduce Health Quality Ontario's Quality Standards. Discussions will include how they came to be and why; how they will improve care and reduce variation across the Province and how they will be implemented and measured.

The session will focus on the first three Quality Standards:

- Institutional care of Schizophrenia
- Behavioural Symptoms of Dementia
- Care of Major Depression across all sectors.

In addition to an overview of the development process, a panel of clinicians and patients will address how these standards will affect care from various perspectives.

Target Audience:

ROLES: Clinicians, administrators, patients, public.

SECTOR(S): All sectors with a focus on institutional and community based Mental health as well as Long Term Care.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Gain an understanding of the why, what and how of the new Quality Standards program at Health Quality Ontario from the clinician and patient perspective.
2. Understand the process for development, implementation and measurement of the first three Quality Standards for Schizophrenia, Major Depression and Behavioural Symptoms of Dementia.

Morning Breakout Sessions (10:45 – 12:00)

CATEGORY 3: Help Professionals and Caregivers Thrive

Session 6 – Quality Improvement Strategies Supporting System Transformation

Speaker(s): Dr. Helen Bevan, Dr. Susan A Shaw, Dr. Bruce Stewart

Moderator: Dr. Ross Baker, Professor, University of Toronto IHPME, Program Director, Quality Improvement and Patient Safety – QIPS

Quality improvement improves care at the front line but is often presented in isolation from broader strategies aimed at improving organizational and system performance. This panel discussion will focus on sharing examples of how quality improvement can be used to promote organization, cross-organization and system transformation. Panel members will also share their experiences in broadening front line engagement to move from small-scale projects to a broader transformation agenda.

Target Audience:

ROLES: Health care leaders, clinicians, administrators, policy makers, patients and caregivers.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Learn how quality improvement strategies can be leveraged to promote improved organizational and system performance.
2. Identify strategies to enhance capacity building within and across organizations.
3. Understand how capacity building strategies can be used to advance the transformation agenda.

Session 7 – Health Technology Assessments: Its Role in Enabling Equity and Efficiency

Speaker(s): Frank Gavin, Murray Glendining, Brian Lewis, Fiona A. Miller, Brian O'Rourke

Moderator: Nancy Sikich, Director, Health Technology Assessments, Health Quality Ontario

Equity and efficiency are two of the six core domains of health care quality laid out in Quality Matters the province- wide framework for quality. Achieving an equitable and efficient health care system often means balancing competing priorities such as need and cost to eliminate unfair or unacceptable differences in health care outcomes across populations.

Health technology assessment (HTA) provides a lens to assess these priorities, helping to determine which technologies (e.g., drugs, devices, and health care services) improve health care, ensure value for money, and balance the unique perspectives of patients, providers, the public and the health system. This session will explore the role of HTA in promoting efficiency and equity in health care.

Target Audience:

ROLES: Health system leaders, government officials, academics, hospital executives and administrators, patients, families, caregivers and members of the public.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Understand how HTA can be used to drive health system quality, with particular focus on equity and efficiency.
2. Appreciate the need to consider a variety of perspectives to achieve an equitable and efficient health care system.

Session 8 – Partnering to Transform Palliative Care in Ontario

Speaker(s): Gregg Brown, Ahmed Jakda, Michael Sherar, Sue Vanderbent

Moderator(s): Lee Fairclough, Health Quality Ontario, Chantale LeClerc, Champlain Local Health Integration Network (LHIN)

As the population in Ontario continues to change, the health care system must adapt to meet their evolving needs. This session will highlight how the recent establishment of the Ontario Palliative Care Network, a partnership of community stakeholders, health service providers and health-systems planners, is building a coordinated, standardized approach for delivering hospice palliative care services in the province. With strong, sustainable partnerships and knowledge, such as the recent release of Health Quality Ontario's Palliative Care at the End of Life report, we have a greater understanding of some of the hospice palliative care services that Ontarians receive.

This session will highlight how the Ontario Palliative Care Network will use key findings in the report, hear what is happening in the field and provide an opportunity to discuss what needs to be done from the patient, family, caregiver and health care provider perspectives to achieve excellent hospice palliative and end-of-life care in Ontario.

Discussions will focus on how to create truly patient and caregiver centred hospice palliative care in Ontario.

Target Audience:

ROLES: Health system leaders, hospital executives, administrators and planners, clinicians, patient relations leaders, patients, families, caregivers and members of the public.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Learn how the hospice palliative care system is changing in Ontario.
2. Learn about current pockets of excellence in the field, new approaches and partnerships being implemented in the palliative care system to achieve greater integration and health outcomes for all Ontarians.

Morning Breakout Sessions (10:45 – 12:00)

CATEGORY 5: Support Innovation and Spread of Knowledge

Session 9 – Spotlight on Abstracts: Innovative Quality Improvement Initiatives

Speaker(s): Dilys Haughten, Deborah Kennedy, Lucy Pereira, Dr. Samir Sinha, Dr. Frances Wright, Jodi Younger

Moderator: Fredrika Scarth, Director, Health Quality Ontario Liaison and Program Development, Ontario Ministry of Health and Long-Term Care

Sharing our experiences is an effective method for discovering innovative ideas, spreading change, and facilitating the delivery of high quality care.

This session, an assembly of the top ranked abstracts submitted to Health Quality Transformation 2016, will feature presentations that demonstrate innovative approaches to quality improvement planning, measurement and the achievement of results over time.

These compelling presentations illustrate implementation of leading practices and movement of key quality indicators aligned with attributes of a high performing health care system.

Target Audience:

ROLES: Individuals from all sectors who are interested in how others are making changes to improve the quality of care they deliver and sustain and spread improvement. This includes patients, families, caregivers and members of the public.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Discover how health system providers and leaders across Ontario have translated knowledge into practice and learn of innovations and initiatives that have successfully transformed health care delivery and promote a culture of quality.
2. Engage in stimulating discussions and obtain ideas, lessons learned and information that may be implemented to make improvements to the health care system.

Morning Breakout Sessions (10:45 – 12:00)

CATEGORY 6: Monitor Performance with Quality in Mind

Session 10 – Information that Matters at the Frontlines: Enabling Practice Improvement

Speaker(s): Dr. Alan Forster, Dr. Noah Ivers, Dr. Andrea Moser, Dr. Amol Verma

Moderator: Dr. Darren Larsen, Chief Medical Information Officer, Ontario^{MD}

Health care organizations, such as provincial agencies and organizations, often provide information and data to clinicians and administrators as a way to support better care and outcomes to patients.

This data typically includes performance over- time, meaningful comparators and suggested next steps. This type of feedback has been demonstrated as an effective way to improve care.

How the information is presented matters, and can affect the effectiveness of these reports.

In this session, leading organizations will highlight methods on designing and delivering evidence based reports to maximize their effectiveness. To conclude, stories on how providers have used this information as a tool to improve care will be shared.

Target Audience:

ROLES: Individuals from organizations that provide information back to clinicians/ administrators for quality improvement purposes along with those interested in reporting.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Learn about leading practices in audit and feedback programs from Ontario and other jurisdictions.
2. Learn how clinicians are using information from audit and feedback reports for quality improvement purposes.

Morning Breakout Sessions (10:45 – 12:00)

CATEGORY 6: Monitor Performance with Quality in Mind

Session 11 – Patient Experience: Measuring What Matters

Speaker(s): Emily Nicholas Angl, Dr. Chaim Bell, Anna Greenberg, Dr. Jessica Liu, Dr. Hsien Seow

Moderator: Kim Baker, Chief Executive Officer, Central Local Health Integration Network (LHIN)

Many health organizations prioritize listening to the patient voice and using that to drive improvements in patient experience.

While most organizations use structured surveys to measure patient experience, there are an increasing number of less structured avenues in which patients' feedback can be captured.

In this session, learn about how the wide array of patient feedback can be analyzed in a systematic way that is actionable to providers for quality improvement, informative to system-level decision makers for planning, and meaningful to patients and caregivers when reported.

Target Audience:

ROLES: Health system leaders, researchers, academics, providers across all sectors of the health system, patients, families, caregivers and members of the public.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Learn about how complementary unstructured and structured patient feedback can be used to improve patient experience.
2. Learn how these sources of patient experience information can be systematically analyzed to inform planning and quality improvement.

Morning Breakout Sessions (10:45 – 12:00)

CATEGORY 7: Build a Quality-Driven Culture

Session 12 – Clinician Leadership: Advancing Quality Improvement at the Regional Level

Speaker(s): Dr. Rob Annis, Dr. Amir Ginzburg, Betty-Lou Kristy, Graham Woodward

Moderator(s): Dr. Jeffrey Turnbull, Chief, Clinical Quality, Health Quality Ontario, Jill Tettmann, Chief Executive Officer, North Simcoe Muskoka Local Health Integration Network (LHIN)

Clinical leadership enables the opportunity to influence positive change that results in improved patient outcomes, and experience of care.

Through clinical leadership and collaboration, health system partners are advancing quality at the regional level. This is being done in meaningful ways that is having a positive impact on patients, families and caregivers.

This session will discuss effective approaches used by clinical leadership to:

- Engage regional health system partners to align quality improvement efforts
- Engage patients, families and caregivers to build on and help accelerate existing efforts to promote a culture of quality

Target Audience:

ROLES: Health system thought leaders, health care professionals and providers in all sectors of the health system including patients, families, caregivers and members of the public.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Learn innovative strategies that are advancing quality at the regional level through clinical engagement and leadership.
2. Discuss key lessons learned and network with others who are advancing quality at the regional level.

Session 13 – Quality Improvement Plans: Advancing a Culture of Quality

Speaker(s): Kelly Gillis, Derek Graham, Dr. Bob Howard, Elizabeth Juraschka, Sudha Kutty, Tammy Maguire, Fred West

Moderator(s): Dr. Richard McLean, Vice President, Medical Affairs & Quality, Hamilton Health Sciences, Sudha Kutty, Director, Quality Improvement Strategies and Adoption, Health Quality Ontario

To improve care, organizations must adopt a culture of quality.

A key tool to support the development of a culture of quality is the provincial Quality Improvement Plan (QIP). QIPs are a formal blueprint on how a health care organization will address quality issues and meet its quality improvement goals. Through the development of the plan, the organization demonstrates a public commitment to improving the quality of care it provides to its patients, residents or clients.

This session will highlight some of the different ways organizations are using the QIP to support the development of a culture of quality. Discussion will highlight the ways QIPs support are being used to:

- Support cross-sector collaboration on shared regional goals
- Embed patient engagement in quality

Finally, this session will profile some of the collaborative work being done with LHINs to support alignment between local and provincial efforts.

Target Audience:

ROLES: Health care leaders, clinicians and quality improvement professionals, patients/clients/residents and caregivers.

SECTOR(S): LHINs, hospital, primary care, home and community care, and long-term care sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Discover how organizations and their patients are coming together to develop collaborative quality improvement goals, using the Quality Improvement Plan (QIP) as a framework.
2. Learn how the LHINs and health sector organizations are using the Quality Improvement Plan (QIP) to support the development and long-term sustainability of a culture of quality.



INSPIRE. LEAD. CHANGE.

October 20, 2016 **Metro Toronto Convention Centre**
5:00 p.m. - 9:00 p.m. **North Building**
 Room 105

\$25 General Admission

\$10 for Students



Geoff Huggins is Director for Health and Social Care Integration, Scottish Government. His priorities for 2016/17 include health and social care integration, modernisation of primary care services, and promoting global improvement in the care of people with dementia. He is a member of the WHO and EU expert groups on mental health and the G7 Dementia Implementation Group. From 2004 until 2014 he was Head of Mental Health at the Scottish Government. Prior to that he has worked on housing and education policy in Scotland and on politics and security with the Northern Ireland Office.

Introductory comments from:

Dr. Joshua Tepper, President and CEO Health Quality Ontario

Dr. Adalsteinn Brown, Director Institute of Health, Policy, Management and Evaluation

Ms. Jodeme Goldhar, President IHPME Alumni Society of Graduates, Chief Strategy Officer, Toronto Central CCAC

SPONSORED BY:



Breakout Sessions

SPEAKERS SUBJECT TO CHANGE

Afternoon Breakout Sessions (1:00 – 2:15)

CATEGORY 1: Engaging Patients and the Public in Improving Care

Session 14 – Storytelling as a Tool for Health System Change

Speaker(s): Pat Capponi, Robert Hawke, Amy Snow, Jenna Tenn-Yuk

Moderator: Joanne MacPhail, Patient Advisor, Health Quality Ontario

Storytelling is an important method for patient and caregiver engagement, health care staff education, and a key driver for system change. This session will explore the educational and transformative potential of health care stories and storytelling processes. The session will explore how health care stories, shared from the perspective of patients, their caregivers and motivate and inform organizational learning and health system change.

The main themes discussed will include:

- Key concepts and practices for effective storytelling
- Using stories as part of patient, caregiver and health care staff education
- Identifying calls to action within stories that can lead to health system change

Target Audience:

ROLES: Patients, Advisors, people leading or involved in engagement work (or beginning in this process), health care providers, administrators and system planners.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Key concepts, purposes and potential impacts of storytelling.
2. Tips and strategies for sharing stories in effective ways.
3. How stories can be used as bodies of knowledge that drives organizational learning and health system change.

Session 15 – Quality Matters: Our Framework for Quality

Speaker(s): Lianne Jeffs, Kirsten Krull, Bruce Squires, Margo Twohig

Moderator: Adalsteinn Brown, Director, Institute of Health Policy, Management and Evaluation, University of Toronto

Quality Matters is a province-wide framework for quality. This framework focuses on promoting a more coordinated and systematic approach to improving quality across the province. Patients, families, caregivers and health care providers all stand to benefit from greater clarity of focus and improved coordination in the system.

How can we harness and channel this sense of shared purpose? How can the many players in our health care system contribute to a more integrated vision for quality? This panel discussion will address the ways in which patients, families, caregivers, health care providers and policy-makers can engage with and act on some of the major themes that have surfaced through Quality Matters, including:

- Understanding what quality means from a range of perspectives and measuring and monitoring the performance of the system against those goals
- Embedding quality within the cultures of our health care organizations and institutions and developing leaders who will champion cultures of quality
- Organizing our health care system in ways that support the delivery of the highest quality of care
- The many key enablers that enhance quality in the system—partnering with patients and the public, using technology effectively and supporting innovation

Target Audience:

ROLES: Health system leaders (e.g. policymakers, front-line managers and clinicians, patient and family advisors involved in quality initiatives).

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Understand how Quality Matters can serve as a powerful guide for local priority setting and contribute to a more coordinated and systematic approach to improving quality across Ontario.
2. Gain perspective on how this provincial quality framework can be applied to drive local and institutional quality initiatives.

Session 16 – Provider Perspectives on Improving the Delivery of Integrated Care in the Community

Speaker(s): Dr. Reena Dhatt, David Fry, Chiquita Hansen, Dr. Sarah Newbery, David Schieck

Moderator: Dr. David Kaplan, Provincial Primary Care Lead, Health Quality Ontario

This session will focus on the perspectives of primary care and home care quality. It will also emphasize how improvement efforts should focus both with practice setting and on efforts to support improvements in the delivery of integrated care. Supporting patients with complex needs through the Health Links approach will provide a case example population approaches to improving care. Other topics will feature the use of quality standards and practice levels supports.

Target Audience:

ROLES: Health care providers; administrators; patients; families; caregivers and members of the public.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Develop a greater understanding of provider perspectives both in Ontario and internationally on how improvements are being made for patients with complex care needs.
2. Understand how improvements within the community and across sectors are achieving better patient outcomes (case study Health Links).

Session 17 – Engaging Caregiver Voices to Improve the Caregiving Journey

Speaker(s): Mike Auty, Christa Haanstra, Peter Harris, David Harvey, Lisa Levin, Laura Vissers

Moderator: Susan Brien, Director, Public Reports, Health System Performance, Health Quality Ontario

This session builds upon Health Quality Ontario's report on caregiver distress, *The Reality of Caring*. Through a panel discussion with caregivers and health care providers, participants will gain an understanding of the critical role that informal caregivers play, the challenges they face and supports that they need. Participants will also be provided with examples of how organizations are working with caregivers to improve the experience of informal caregivers as well as the patients they care for.

Target Audience:

ROLES: Patients, families, healthcare providers, administrators, students, policy makers, researchers.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Understand the context and issues related to informal caregiving and caregiver distress.
2. Learn how engaging informal caregivers in the work of health system organizations improves patient and caregiver experience.
3. Learn about evolving programs and opportunities to better support informal caregivers.
4. Inspire hearts and minds with examples of actions that can be undertaken to reduce caregiver distress and improve the patient and caregiver experience.

Session 18 – Quadruple Aim: Understanding the link between Quality Care, Patient Experience, and Health Care Provider Wellbeing

Speaker(s): Joy Klopp, Dr. Clare Liddy, Walter Rojenko

Moderator(s): Jennie Pickard, Director, Partnerships, Health Quality Ontario,
Dr. Chris Hayes, Medical Director, Quality and Performance, St. Michael's Hospital

The “Triple Aim” has become a dominant model for health system improvement and refers to simultaneous attempts to improve the patient experience of care, improve the health of populations at large, and reduce costs.

More recently, an additional Aim, the Quadruple Aim has been gaining attention in recognizing the critical link between health care provider well-being, patient experience and quality care. In its framework Quality Matters, Health Quality Ontario speaks to the importance of creating environments where health care providers and caregivers can thrive.

This session explores the importance of the Quadruple Aim concept as an enabler of quality care and discusses strategies to create environments that help to promote positive and meaningful patient experiences for all.

Target Audience:

ROLES: Health care leaders, clinicians, administrators, human relations personnel, quality improvement managers and leaders, policy makers, patients and caregivers.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Learn why the Quadruple Aim is being increasingly recognized as a key enabler of quality care.
2. Learn about factors that help create a culture where patients and health care providers can thrive.
3. Learn from current strategies how to promote environments that support positive and meaningful professional- patient experiences.

Session 19 – Health Technology Assessment: Examples of Value and Quality Improvement

Speaker(s): Neil Fraser, Madhu Hampole, Susy Hota, Susan Poutanen, Ron R. Relph, Harindra C. Wijeyesundera

Moderator: Shirlee Sharkey, President and CEO, Saint Elizabeth

This session will explore the benefits of linking the worlds of health technology assessment and quality improvement. Thinking creatively about bringing these disciplines together can maximize value. To do so requires an appreciation of how the principles of health technology assessment and quality improvement can be used both separately and together. These issues will be explored through an examination of two different case studies.

Target Audience:

ROLES: Quality improvement staff at hospitals, frontline clinicians, academics, patients, families, caregivers and members of the public.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Appreciate how the principles of health technology assessment and quality improvement can be used to improve care, using case studies of cutting-edge health technology.
2. Understand how real world data can complement data from clinical trials in informing decisions about which health care services are provided in Ontario and for whom.

Session 20 – Enabling High Quality Care through Technology

Speaker(s): Kimberley Floyd, Edie Hart, Jeremy Theal

Moderator: Lee Fairclough, Vice-President, Quality Improvement, Health Quality Ontario

Can technology enable the delivery of higher quality care? This session will explore future opportunities in Ontario – be it virtual care, embedding evidence in our electronic systems that support care delivery, improving integration of care or engaging patients in their own care. Experiences of those that have not only implemented but evaluated the impact on quality improvement of these approaches will be the focus of this session. This will complement an overview of Ontario's digital 2.0 strategy. Participants will be engaged in discussion of near term possibilities to align our quality and technology goals in the future.

Target Audience:

ROLES: Clinicians, health care leaders, and quality improvement professionals, patients, families, caregivers, clients/residents and members of the public.

SECTOR(S): LHINs, hospital, primary care, home and community care, and long-term care sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Discover how technology (be it virtual care, embedding evidence in our electronic systems that support care delivery, improving integration of care or engaging patients in their own care).
2. Engage in a discussion including experiences of those that have not only implemented but evaluated the impact on quality improvement of these approaches will be the focus of this session.

Session 21 – How Audit and Feedback Can Improve Surgical Quality

Speaker(s): Dr. Timothy Jackson, Dr. Kyle Kirkham, Dr. Robin McLeod

Moderator: Dr. Tim Rutledge, President & CEO of North York General Hospital

This session will explore the use of audit and feedback to improve care in surgery. Discussions will explore how data can be used to drive change in surgical quality.

Structure of the conversation will:

- Outline a variety of reports to provide information on surgical performance, surgical outcomes, and avoiding adverse events.
- Discuss Enhanced Recovery after Surgery.
- Review hospital reports on preoperative assessment.

Target Audience:

ROLES: Health system leaders, surgeons, surgical teams, nurses, anesthesiologists, and other hospital front line staff, patients, families, caregivers and members of the public.

SECTOR(S): Acute Care.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Learn from the experience of others how data and quality improvement can drive change in the field of surgery.
2. Identify data that can be used to transform surgical quality.

Session 22 – Spotlight on Abstracts: Innovative Quality Improvement Initiatives

Speaker(s): Dr. Daryl Bainbridge, Dr. Sarosh Khalid-Khan, Tracy Kova, Dawn Major, Greg Mitchell, Carol Mulder, Agnes Tong, Susan Warner, Amanda Westwood-Smith

Moderator: Paul Huras, Chief Executive Officer, South East Local Health Integration Network (LHIN)

Sharing our experiences is an effective method for discovering innovative ideas, spreading change, and facilitating the delivery of high quality care.

This session, an assembly of the top ranked abstracts submitted to Health Quality Transformation Presents: Quality Matters 2016, will feature presentations that demonstrate innovative approaches to quality improvement planning, measurement and the achievement of results over time.

These compelling presentations illustrate implementation of leading practices and movement of key quality indicators aligned with attributes of a high performing health care system.

Target Audience:

ROLES: Individuals who are interested in how others are making changes to improve the quality of care they deliver and sustain and spread improvement.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Discover how health system providers and leaders across Ontario have translated knowledge into practice and earn of innovations and initiatives that have successfully transformed health care delivery and promote a culture of quality.
2. Engage in stimulating discussions and obtain ideas, lessons learned and information that may be implemented to make improvements to the health care system.

Afternoon Breakout Sessions (1:00 – 2:15)

CATEGORY 6: Monitor Performance with Quality in Mind

Session 23 – The Art, Science and Future of Public Reporting

Speaker(s): Emily Nicholas Angl, Anna Greenberg Kira Leeb, Rachel Solomon

Moderator: Fredrika Scarth, Director, Health Quality Ontario Liaison and Program Development, Ministry of Health and Long-Term Care

Innovations in digital technologies have brought with them exciting opportunities and novel challenges to drive change in the health system.

This session will explore the ‘art and science’ of public reporting in this new frontier of digital accessibility.

Themes covered include:

- The evolution of public reporting.
- The audience and purpose of public reporting.
- Effective storytelling.
- Presenting data clearly and effectively with the use of data visualizations.

Target Audience:

ROLES: Health care professionals, health system thought leaders, patients, families, caregivers, members of the public, policy makers and providers in all sectors of the health system.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Discuss and hear perspectives on what makes for effective storytelling and how to effectively use data visualizations for greater impact.
2. Learn about the evolution of public reporting and how we arrived at this juncture as well as some thoughts on where public reporting might be heading in the future.

Session 24 – The Peril of Averages: Measurement to Highlight Inequity and Opportunities for Improvement

Speaker(s): Dr. David Henry, Dr. Tara Kiran, Maegan Prummel

Moderator: Mae Katt, Nurse Practitioner, Dennis Franklin Cromarty High School

Evidence has shown that economic and social variables, known as the social determinants of health, play an important role in determining the health status, health care and health outcomes of individuals and groups.

Monitoring performance of the health system without taking the social determinants of health into account creates a peril of averages where differences in health status, health care and health outcomes are masked.

This session will discuss the recent progress in Ontario to advance measurement at the various levels – system, regional, facility – for the goal of further understanding and reducing health inequities.

How this information is currently being used to guide policy and quality improvement work will be shared.

Target Audience:

ROLES: All individuals interested in how measurement can be used to understand and close the various gaps in health equity.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Understand the role and importance of measurement in identifying inequities and opportunities for improvement.
2. Learn about how measurement is currently being used to drive change within the health system.

Afternoon Breakout Sessions (1:00 – 2:15)

CATEGORY 7: Build a Quality-Driven Culture

Session 25 – Delivering Patient Centred Care to Marginalized Populations

Speaker(s): Dr. Mike Kirlew, Devon MacFarlane, Dr. Meb Rashid, Lindsay Windhager

Moderator: Dr. Jeffrey Turnbull, Chief, Clinical Quality, Health Quality Ontario

It is recognized that we cannot have a high-quality health care system for some – the benefits need to extend to all. Equity is one of six dimensions of a high-quality health system. The aim of this break-out session is to present various projects that have adopted a “health equity lens” to decrease gaps in outcomes for select populations. Through first-hand accounts, presenters will provide an overview of their projects, challenges and opportunities, lessons learned, results to date, and steps going forward.

Target Audience:

ROLES: Patients, families, caregivers and members of the public, experts and leaders in health equity, housing, community support, social services, quality improvement, performance reporting, evidence-based care, clinicians, health service delivery organizations, LHINs, health links, government.

SECTOR(S): All sectors.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Understand how equity is a critical component in providing patient-centred care and how it cannot be overlooked if you intend to decrease gaps in outcomes between populations.
2. Explore efforts to address inequity in Ontario and learn strategies to address them.

Session 26 – Improving Integrated Care

Speaker(s): Patti Cochrane, Rheta Fanizza, Melissa Farrell, Mel Kahan, Karen Michell

Moderator: Donna Cripps, Chief Executive Officer, Hamilton Niagara Haldimand Brant, Local Health Integration Network (LHIN)

This session will focus on how Ontario is improving the integration of care and will showcase the Integrated Funding Model (IFM) program and Adopting Research to Improve Care (ARTIC) Program. Discussions will focus on the innovations, challenges, successes, and lessons learned providing high quality integrated care in Ontario.

This panel discussion will discuss the Ministry of Health and Long-Term Care's vision introduce for integrated care in Ontario.

Discussions will focus on how the vision aligns with the Patients First agenda and how the concepts of integrated care and bundled payment are being addressed.

Teams from the IFM program and ARTIC will present on how they are working towards improved integration of care.

Target Audience:

ROLES: Organizational leaders, quality improvement leads and specialists, policy advisors, implementation experts, front line service providers, and patients, families, caregivers and members of the public.

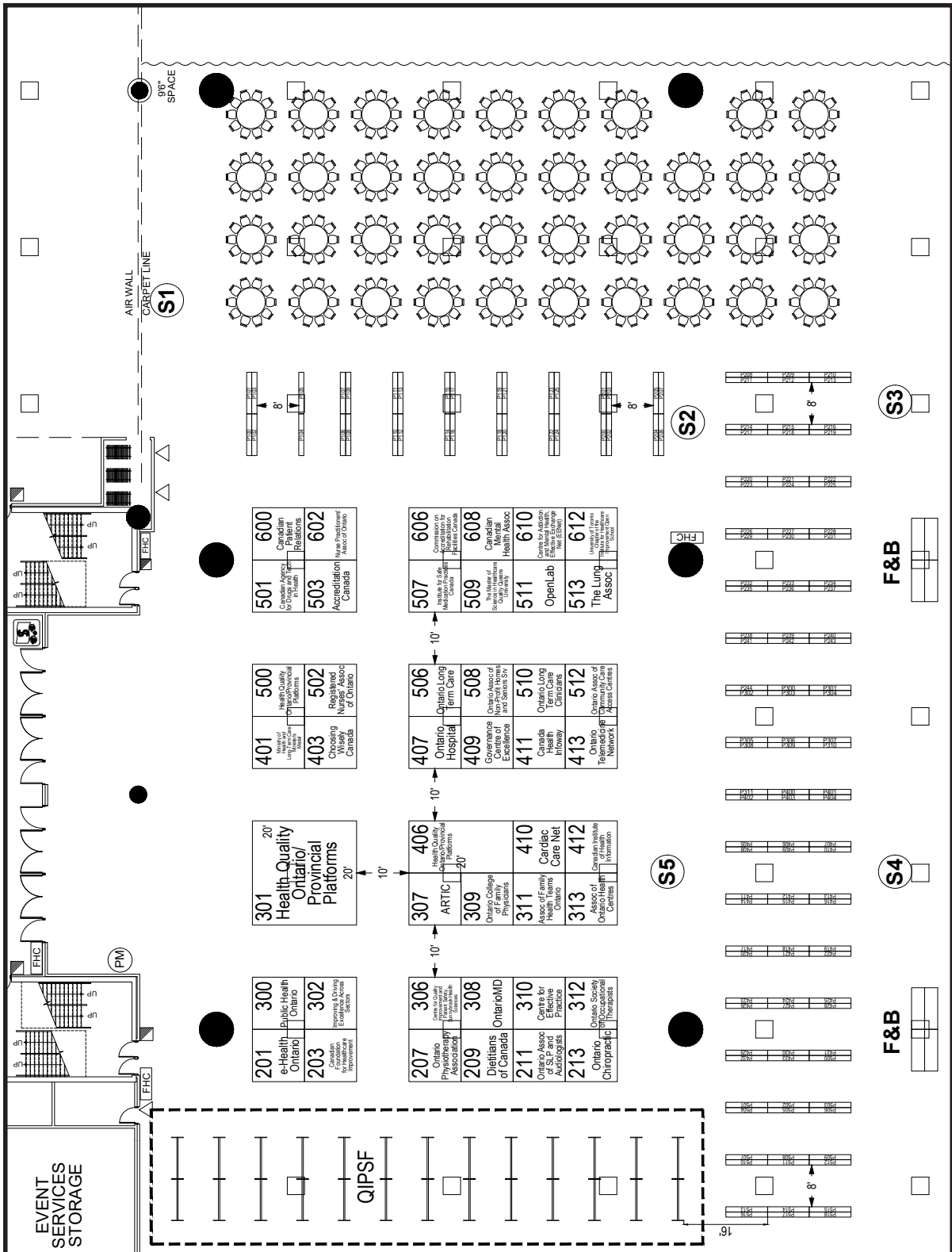
SECTOR(S): All sectors including acute care, home and community care, primary care and long-term care.

LEARNING OBJECTIVES:

By attending this session, participants will:

1. Develop an understanding of how various parts of the healthcare system are collaborating on the delivery of integrated care
2. Learn about the Ministry's vision for integrated care models and key lessons learned on spread and scale with others who have demonstrated success in delivering integrated care. Learn about what the path to sustainability for integrated models of care could look like in Ontario.

Exhibit Hall Map





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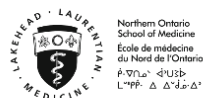
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Poster Presentations

CATEGORY 1: Engaging Patients and the Public in Improving Care

How do you improve care? Ask kids and youth to share their ideas

Poster Board # 100

Presenting Author: Laura Oxenham-Murphy, Holland Bloorview Kids Rehabilitation Hospital

“5 Questions To Ask About Your Medications” - Improving Medication Safety One Question At A Time

Poster Board # 101

Presenting Author: Alice Watt , ISMP Canada

What do Patients Want When it Comes to Publishing ED Wait Times? A Mixed-Methods Needs Assessment

Poster Board # 102

Presenting Author: Samantha Calder-Sprackman, University of Ottawa/The Ottawa Hospital

Patient Led Feedback Forums

Poster Board # 103

Presenting Author: Daryl Bell, Kingston General Hospital

How Antipsychotic Medications are Used to Help People with Dementia: Engaging Residents, Families, and Caregivers in Collaborative Resource Development

Poster Board # 104

Presenting Author: Hannah Loshak, Centre for Effective Practice

Patient Experience: How Telehomecare is making a difference

Poster Board # 105

Presenting Author: Julie Kwan, Ontario Telemedicine Network

Using the Ontario Perception of Care Tool for Mental Health and Addictions (OPOC-MHA) for Quality Improvement

Poster Board # 106

Presenting Author: Jennifer Christian, Centre for Addictions and Mental Health

Fostering a culture of patient-centred compassionate care: A patient experience curriculum

Poster Board # 107

Presenting Author: Lisa Hawthornthwaite, London Health Sciences Centre

CATEGORY 1: Engaging Patients and the Public in Improving Care

The Esophageal Cancer Pathway Project

Poster Board # 108

Presenting Author: Michelle Fedele, Stronach Regional Cancer Centre at Southlake Regional Health Centre

Capturing the Patient Voice: A Snapshot of Preliminary pan-Canadian Patient Experience Results

Poster Board # 109

Presenting Author: Jeanie Lacroix, Canadian Institute for Health Information

Caring for Seniors: Improving Quality through Health Mentorship and Interprofessional Learning

Poster Board # 110

Presenting Author: Annie Mo, McMaster University

A quality framework for collaborative mental health care: Meaningfully involving mental health service users and other stakeholders in improving health care

Poster Board # 111

Presenting Author: Nadiya Sunderji, St Michael's Hospital

Public Engagement in the new Sub-Region Model: A Residents' Health Services Panel in Diverse Mid-East Toronto

Poster Board # 112

Presenting Author: Jason Manayathu, St. Michael's Hospital

Activating Advance-care planning in LTC: The Impact of Illness Trajectory Pamphlets

Poster Board # 113

Presenting Author: Courtney Hill, McMaster University

CHIP In: To Improve Client and Caregiver Quality of Life through Informed Care

Poster Board # 114

Presenting Author: Naila Meraj MCYS

Nothing about me without me: applying citizen engagement methods in a Family Health Team

Poster Board # 115

Presenting Author: Tara Kiran St. Michael's Hospital Academic Family Health Team

#PapNinja!: Increasing cervical cancer screening uptake using the theoretical tenants of the Theory of Planned Behaviour.

Poster Board # 116

Presenting Author: Megan Kirk-Chang, Central Regional Cancer Program

CATEGORY 1: Engaging Patients and the Public in Improving Care

Meaningful Engagement of Patient Advisors – From Improvement Work to the Board Level

Poster Board # 117

Presenting Author: Debbie Barnard Health Sciences North

The Impact of Power, Trust and Communication with Care Providers on Marginalized Womens' Breast and Cervical Cancer Screening Decisions

Poster Board # 118

Presenting Author: Catherine Moravac Postgraduate Medical Education, University of Toronto

Patient engagement: Results of a pan-Canadian Collaborative

Poster Board # 119

Presenting Author: Jessie Checkley Canadian Foundation for Healthcare Improvement

Empowering people living with dementia through Dialogue Education™

Poster Board # 120

Presenting Author: Kathy Hickman Alzheimer Society of Ontario

Having The Talk: Inspiring the Public to Have Discussions on Death and Dying

Poster Board # 121

Presenting Author: Theresa Mudge ARCH Hospice

How immigrant women living in Ontario experience culturally competent care during pregnancy

Poster Board # 122

Presenting Author: Elsie Amoako University of Toronto

Optimizing communication to improve patient discharge planning

Poster Board # 123

Presenting Author: Erin Dodd, St. Michael's

The St. Michael's Hospital Patient, Family and Community Engagement Strategy: Looking to create a model for meaningful and sustainable engagement within a large teaching and research trauma hospital

Poster Board # 124

Presenting Author: Erika Szego, St. Michael's

Authentic Partnership and Engagement of Patients and Families through the Family Advisory Network (FAN) at SickKids

Poster Board # 125

Presenting Author: Gabrielle Maurice, The Hospital for Sick Children

Professionals to Enhance the Culture and Quality of Care

Improving Handovers in the Emergency Department: Implementation of a Standardized Team Approach

Poster Board # 200

Presenting Author: Edmund Kwok, University of Ottawa, the Ottawa Hospital

Ensuring Safe Discharge: Implementation of a Standardized Checklist and Discharge Pause

Poster Board # 201

Presenting Author: Kelly Drake, Hamilton Health Sciences

Hamilton Health Sciences - Experience in Applying the Synergy Model

Poster Board # 202

Presenting Author: Enoch Ho, Hamilton Health Sciences

Let's Be Nuisance Free: Reducing Alarm Fatigue in the Intensive Care Unit

Poster Board # 203

Presenting Author: Cynthia Welton, Trillium Health Partners

Integrated HealthLinks Model of Care for Individuals with Mental Health & Addictions

Poster Board # 204

Presenting Author: Ana MacPherson Southlake, Regional Health Centre

Improving patient safety and efficiency at a community hospital through spread and scale of a trauma care bundle

Poster Board # 205

Presenting Author: Ryan Andre, Brock University

A prospective pilot QI project study on improving on challenging shortages of vital anesthesia equipment: an app for that!

Poster Board # 206

Presenting Author: Clyde Matava, Hospital for Sick Children

Rapid Assessment: Optimizing Valuable Professional Clinic Time

Poster Board # 207

Presenting Author: Natalie Clark, Thames Valley Family Health Team

CATEGORY 2: Redesigning the System and Supporting Professionals to Enhance the Culture and Quality of Care

TRUST Initiative: Increasing Staff Satisfaction and Patient Safety through Improved Supply Chain Management System

Poster Board # 208

Presenting Author: Catherine Chung, The Scarborough Hospital

Assessment of re-entry support mechanisms during survivorship care transitions.

Poster Board # 209

Presenting Author: Jonathan Sussman, Juravinski Cancer Centre

Enabling Leading Practice Wound Care for Every Patient across the South West LHIN

Poster Board # 210

Presenting Author: Crystal McCallum, South West Community Care Access Centre

Excellence through Quality Improvement Project (E-QIP): enhancing a culture of quality improvement in community mental health and addictions

Poster Board # 211

Presenting Author: Sandra Cunning, AMHO

Bringing Person and Family-Centred Care Alive in Home, Community and Long-term Care settings

Poster Board # 212

Presenting Author: Danielle Bender, Saint Elizabeth Health Care

Multi-pronged approach to pressure ulcer prevention and management in spinal cord injury rehabilitation: front-line to organizational-level interventions.

Poster Board # 213

Presenting Author: Carol Scovil, Brain and Spinal Cord Rehab, Toronto Rehab - UHN

Comparing patient, primary care and specialist perspective in chronic pain service design

Poster Board # 214

Presenting Author: Jacqueline Follis, Women's College Hospital

Choosing Wisely in a Community Hospital Challenges and Successes?

Poster Board # 215

Presenting Author: Jennifer Young, Georgian Bay Family Health Team and Collingwood General and Marine Hospital

CATEGORY 2: Redesigning the System and Supporting Professionals to Enhance the Culture and Quality of Care

Reducing Inpatient Bed Reservations for MRI GA Patients

Poster Board # 216

Presenting Author: Zoran Bojic, The Hospital for Sick Children

Home Medication and Side Effect Review Upon Discharge From Medicine

Poster Board # 217

Presenting Author: Lisa Zeman, Health Sciences North

Hospital to home—facilitating medication safety at transitions. A toolkit and checklist for healthcare providers

Poster Board # 218

Presenting Author: Lisa Sever, Institute for Safe Medication Practices Canada

Regional diagnostic process redesign: application of a systems approach to lung cancer care transformation

Poster Board # 219

Presenting Author: Michael Fung-Kee-Fung, The Ottawa Hospital

A local Quality Initiative to improve follow-up times for patients with Heart Failure.

Poster Board # 220

Presenting Author: Meredith Linghorne, Toronto General Hospital

Operational barriers to the use of patient reported outcome measures and symptom management in the Ontario cancer system: A multi-perspective framework

Poster Board # 221

Presenting Author: Heidi Amernic, Cancer Care Ontario

Enhancing Quality of Care in the Community - A Team Approach to Implementation of Outcome-Based Care Paths

Poster Board # 222

Presenting Author: Maureen Kitson, HNHB Community Care Access Centre

Early integration of palliative care in Ontario: INTEGRATE Quality Improvement Project

Poster Board # 223

Presenting Author: Sandy Buchman, Cancer Care Ontario

Designing Imaging for Primary Care: Serving the Needs of Our Community Partners

Poster Board # 224

Presenting Author: Karen Weiser, University Health Network

CATEGORY 2: Redesigning the System and Supporting Professionals to Enhance the Culture and Quality of Care

Improving quality of care for adults with developmental disabilities in primary care: implementing the annual health check

Poster Board # 225

Presenting Author: Janet Durbin, Centre for Addiction and Mental Health

Improving Alternate Level of Care: A Collaborative Effort

Poster Board # 226

Presenting Author: Sandra Yue, St. Michael's Hospital

Pre-Operative Clinic Redesign: Placing Patients in the Center of Their Care

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Presenting Author: Laura Driscoll, Peterborough Regional Health Centre

Radiology Driving Change in Primary Care: The Diagnostic Imaging Appropriateness (DI-APP) Project

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Presenting Author: Jisla Mathews, University Health Network

Co-creating processes for effective transitions from adult inpatient to outpatient amputee rehabilitation

Poster Board # 229

Presenting Author: Amanda Mayo, Sunnybrook Health Sciences Centre

Mentoring, Education and Clinical tools for Addiction: Primary Care Hospital Integration (METAPHI)

Poster Board # 230

Presenting Author: Anita Srivastava, University of Toronto

Spreading an INSPIRED approach to COPD care: An Ontario Case Study of 7 Teams Supported Through A Public-Private Partnership

Poster Board # 231

Presenting Author: Stephen Samis, Canadian Foundation for Healthcare Improvement

Standardizing surgical oncology care using evidence and measures of quality

Poster Board # 232

Presenting Author: Shaheena Mukhi, Canadian Partnership Against Cancer

CATEGORY 2: Redesigning the System and Supporting Professionals to Enhance the Culture and Quality of Care

Opportunity for Telemedicine to Improve Equitable Access to Specialist Care in Ontario - Example of Thoracic Surgery

Poster Board # 233

Presenting Author: Ali Syed, Ontario Telemedicine Network

Bringing Best Practice Stroke Care to Waterloo Wellington Region

Poster Board # 234

Presenting Author: Dana Khan, Waterloo Wellington CCAC

Concurrent Disorders Outpatient - Redesigning Integrated Treatment

Poster Board # 235

Presenting Author: Sarah Fuller, St. Joseph's Healthcare Hamilton

Across Services, Sectors, and Milestones: A model of seamless care for children and youth with mental health needs

Poster Board # 236

Presenting Author: Maggie McKnight, Child and Parent Resource Institute

Promoting Health System Sustainability with New Models of Care: An Evaluation of the Breast Cancer Well Follow-up Care Model

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Presenting Author: Nicole Mittmann Cancer Care Ontario

Supporting equity of care in lung cancer diagnosis: Lung Diagnostic Assessment Program entry and transfer of care criteria

Poster Board # 238

Presenting Author: Melissa Kaan, Cancer Care Ontario

Same Day Urgent Access for CT Imaging: A New Service Model for the Ambulatory Cancer Patient Population


Poster Board # 239

Presenting Author: Marc Cloutier, Univeristy Health Network

Moving beyond data entry: Harnessing the Power of Population Health Analysis to drive EMR optimization and data quality awareness

Poster Board # 240

Presenting Author: Gina Palmese, OntarioMD



CATEGORY 2: Redesigning the System and Supporting Professionals to Enhance the Culture and Quality of Care

Enhancing Patient Safety Through a Global Standards-Based Product Recall Communication Service

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Presenting Author: Doris Nessim, GS1 Canada

TOH & CCAC IDPM Proof of Concept

Poster Board # 242

Presenting Author: Geneviève Côté, The Ottawa Hospital

The Shoulder Centre - Development and Implementation of a Physician Assistant Shoulder Expert Role within a Multi-Provider regional Hub

Poster Board # 243

Presenting Author: Stephen Gallay, Rouge Valley Health System

If We Build It, Quality Will Come: Creating a Co-Design Culture in Community Care

Poster Board # 244

Presenting Author: Pamela Stoikopoulos, VHA Home HealthCare

CATEGORY 3: Ensuring Technology Works for All

Leaping with LOFT: Enhancing Collaborative Care for Residents of LOFT Bradford House

Poster Board # 300

Presenting Author: Debra Walko, LOFT Community Services

La technologie aux services des communautés francophones en contexte minoritaire : Diminuer les facteurs de risque de chutes des aînés

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Presenting Author: Dominique Cardinal, CNFS-volet Université d'Ottawa

South Riverdale Community Centre Tele-ophthalmology Program Improving Screening Rates in At Risk Communities in Toronto

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Presenting Author: Michael Brent, Donald K Johnson Eye Centre Toronto Western Hospital, UHN University of Toronto

Reducing Rapid Psychiatric Readmissions Through Collaborative Care

Poster Board # 303

Presenting Author: Tara Burra, St. Joseph's Health Centre

Reducing admitted patient's length of stay in the Emergency Department by utilizing an electronic tracking system

Poster Board # 304

Presenting Author: Shannon Turcotte, The Ottawa Hospital

Improving 7-Day Post Hospital Discharge Primary Care Follow up Visit

Poster Board # 305

Presenting Author: Marjan Moeinedin, North York Family Health Team

Breaking Barriers: Going Beyond the Hospital to Generate Improved Outcomes for High Users

Poster Board # 306

Presenting Author: Jean Mireault, Logibec

Supporting Goal-Oriented Primary Health Care for Seniors with Complex Care Needs Using the HSPRN-Bridgepoint Electronic Patient Outcome (ePRO) Tool

Poster Board # 307

Presenting Author: Carolyn Steele Gray, Bridgepoint Collaboratory for Research and Innovation



CATEGORY 3: Ensuring Technology Works for All

HSN Ortho Neuro - Home meds and Side effects abstract

Poster Board # 308

Presenting Author: Heather Pepper, Health Sciences North

The Shoulder Centre – Employing a Standardized e-Referral Form can Improve the Ability to Triage and Treat Shoulder Patients from a Community Practice

JPoster Board # 309

Presenting Author: Esse Shantz, Rouge Valley Health System

Evaluating the Champlain BASE eConsult Service using the Quadruple Aim Framework: an integrated knowledge translation approach

Poster Board # 310

Presenting Author: Clare Liddy, C.T. Lamont Primary Health Care Research Centre, Bruyère Research Institute

Frontline Adoption of the Champlain BASE eConsult Service – A Success Story

Poster Board # 311

Presenting Author: Clare Liddy, C.T. Lamont Primary Health Care Research Centre, Bruyère Research Institute

CATEGORY 4: Support Innovation and Spread of Knowledge

Patient perspectives on the Champlain BASE eConsult service as an acceptable alternative to traditional referrals: a thematic analysis

Poster Board # 400

Presenting Author: Clare Liddy, C.T. Lamont Primary Health Care Research Centre, Bruyère Research Institute

Leveraging the Champlain BASE eConsult Service to improve educational opportunities for primary care providers

Poster Board # 401

Presenting Author: Clare Liddy, C.T. Lamont Primary Health Care Research Centre, Bruyère Research Institute

Reducing unnecessary benzodiazepines and sedatives among elderly inpatients

Poster Board # 402

Presenting Author: Christine Soong, University of Toronto

Resident Centred End of Life

Poster Board # 403

Presenting Author: Elizabeth Juraschka, City of Toronto, Long-Term Care Homes and Services

Prevention of Error-Based Transfers (PoET) from Long-term Care to Hospital EDs: Spreading a culture of decision-making that prevents ethical and legal errors

Poster Board # 404

Presenting Author: Paula Chidwick, WOHS

Urgent Service Access Team: Addressing frequent ED use through coordinated interdisciplinary health and social service delivery in the community.

Poster Board # 405

Presenting Author: Coletta McGrath, Quest Community Health Centre

Innovative Rural Palliative Care: the Haliburton Highlands Palliative Care Community Team

Poster Board # 406

Presenting Author: Stephanie MacLaren, Haliburton Highlands Health Services

Exploration and Assessment of a unique model of care in a secondary level Adult Schedule 1 Psychiatry Unit in Ontario Canada

Poster Board # 407

Presenting Author: Shawna Belcher, Mental Health and Addiction Program, Orillia Soldiers Memorial Hospital

CATEGORY 4: Support Innovation and Spread of Knowledge

CIHI and Choosing Wisely Canada: Using administrative data to identify potentially unnecessary care.

Poster Board # 408

Presenting Author: Jennifer D'Silva Canadian Institute for Health Information

Clinical Pathway Implementation to Support Quality Evidence Based Care Methodology Across Practitioner, Multidisciplinary Team, Patient and Family Spectrum

Poster Board # 409

Presenting Author: Andrea Rawn Grey Bruce Health Network, Evidence Based Care Program

First-Year Outcomes of the MOHLTC Funded Community Paramedicine Demonstration Projects to Better Support Older Ontarians

Poster Board # 410

Presenting Author: Samir Sinha, Department of Medicine, University of Toronto

A Patient Centred-Approach to Early Pregnancy Loss: Implementation of a Rapid Access Multidisciplinary Outpatient Program

Poster Board # 411

Presenting Author: Amanda Black, University of Ottawa

DISRUPTION An Antidote for Fragmented Health Care

Poster Board # 412

Presenting Author: Sherri Saunders, Chatham-Kent Community Health Center

Building primary care capacity in mental illness, addictions and chronic non cancer pain through large scale Mentoring Networks

Poster Board # 413

Presenting Author: Arun Radhakrishnan, Ontario College of Family Physicians

Implementation of an Academic Detailing Service to Optimize Prescribing of Antipsychotics for Long-Term Care Residents with Dementia

Poster Board # 414

Presenting Author: Lindsay Bevan, Centre for Effective Practice

ACHRU - Community Partnership Program for Older Adults with Diabetes and Multimorbidity: A Pragmatic Randomized Controlled Trial in Ontario

Poster Board # 415

Presenting Author: Maureen Markle-Reid, McMaster University

CATEGORY 4: Support Innovation and Spread of Knowledge

Establishing a repeatable framework for the rapid evaluation of virtual care in Ontario: Three pilot evaluations in Telehomecare

Poster Board # 416

Presenting Author: Harriet Ekperigin, Ontario Telemedicine Network

Thinking CAPs: Promoting evidence-informed care with Collaborative Action

Poster Board # 417

Presenting Author: Kaylan Bartholomew, Child and Parent Resource Institute

A National Rectal Cancer Quality Initiative: A Novel Approach to System Improvement

Poster Board # 418

Presenting Author: Anubha Prashad, Canadian Partnership Against Cancer

Provincial initiatives to implement a palliative approach to renal care across Ontario

Poster Board # 419

Presenting Author: Sarbjit Jassal, University Health Network

Telemedicine Nurses supporting new models of virtual care in Ontario

Poster Board # 420

Presenting Author: Sally Cheung, Ontario Telemedicine Network

Early and Effective Discharge Planning for At Risk Seniors

Poster Board # 421

Presenting Author: Kathleen Dineley, Toronto East Health Network

A Quality Improvement Intervention to Optimize Testing for Venous Thromboembolism in the Emergency Department

Poster Board # 422

Presenting Author: Samuel Vaillancourt, University of Toronto

Developing an Ontario Hospitals' Innovation Dimensions Framework to Drive Healthcare Innovation

Poster Board # 423

Presenting Author: Mari Iromoto, Michael Garron Hospital (formerly Toronto East General Hospital)

Health Link Sault Ste. Marie: Better Care

Poster Board # 424

Presenting Author: JTheresa Mudge, ARCH Hospice

Building a Mosaic: Using locally gathered data to develop a province-wide program planning tool

Poster Board # 425

Presenting Author: Jamie Sample, Association of Family Health Teams of Ontario

CATEGORY 4: Support Innovation and Spread of Knowledge

Prevention and Management of Paediatric PIV Injuries: Changing Attitudes and Clinical Practices

Poster Board # 426

Presenting Author: Darlene Murray, The Hospital for Sick Children

Improving Safety and Quality of Care for the Frail Elderly: An Educational Gamified App to Reach Performance Targets

Poster Board # 427

Presenting Author: Jennifer Reguindin, Baycrest Centre for Learning, Research & Innovation in Long-Term Care

The Senior Friendly Hospital ACTION Program: A Province-wide Quality Improvement Collaborative Advancing Hospital Care for Older Adults

Poster Board # 428

Presenting Author: Ken Wong, University of Toronto

Rural Palliative Care Community Team

Poster Board # 429

Presenting Author: Jill Sadler, Community Care City of Kawartha Lakes

Putting the Patient in the Centre of Interprofessional New Hire Orientation

Poster Board # 430

Presenting Author: Alies Maybee, St. Joseph's Health Centre

Reducing falls in the community by expanding the role of the personal support worker

Poster Board # 431

Presenting Author: Helene LaCroix, Saint Elizabeth

Implementation of a multi-faceted audit and feedback and academic detailing intervention to support the appropriateness of prescribing in Long-Term Care

Poster Board # 432

Presenting Author: Simone Noble, Ontario Medical Association

Choosing Wisely SMH – Developing a process to engage and empower clinical staff to reduce unnecessary hospital tests and treatments

Poster Board # 433

Presenting Author: Lisa Hicks, St. Mike's Hospital

CATEGORY 5: Monitor Performance with Quality in Mind

The Journey of Developing Performance Indicators and a Data Strategy for the Mental Health and Addictions System in Ontario

Poster Board # 500

Presenting Author: Uppala Chandrasekera, Canadian Mental Health Association, Ontario

Because You Care: Using your EMR data to save lives

Poster Board # 501

Presenting Author: Anna Gibson-Olajos, Powassan Family Health Team

Improving patient safety through interactive online reporting: Health Care-Associated Infections (HAI) Query Report Tool

Poster Board # 502

Presenting Author: Camille Achonu, Public Health Ontario

Forecasting Tool Supports Future Planning in Ontario's ERs

Poster Board # 503

Presenting Author: Martin Davidek, Cancer Care Ontario

Improving medication reconciliation through an audit feedback program linked with dashboard data

Poster Board # 504

Presenting Author: Caleb Hui, The Ottawa Hospital

Understanding the Alternate Level of Care (ALC) Patient Journey: Leveraging Information to Identify Process and System Gaps to Accessing Community Services

Poster Board # 505

Presenting Author: Amanda Westwood-Smith, Cancer Care Ontario

A 7-day post-hospital discharge follow-up to improve outcomes among patients with heart failure or chronic obstructive pulmonary disorder: A systematic review

Poster Board # 506

Presenting Author: Jasmine Song, Epidemiology Division, Dalla Lana School of Public Health

Reducing Antipsychotic Usage at Bendale Acres, Long-Term Care Homes & Services

Poster Board # 507

Presenting Author: Ranjit Calay, City of Toronto, Long-Term Care Homes & Services

CATEGORY 5: Monitor Performance with Quality in Mind

A Blueprint for Change: Building a Culture of Quality in the Mental Health Care System

Poster Board # 508

Presenting Author: Terra Cadeau, Hotel Dieu Grace Healthcare

Applying the Primary Care Performance Measurement Framework to the McMaster Family Health Team

Poster Board # 509

Presenting Author: David Price, McMaster University, Department of Family Medicine

Monitoring and sharing results to improve CitiCall data-entry compliance rates

Poster Board # 510

Presenting Author: Ashley Liu, St. Joseph's Health Centre

Using a Domains Framework to Measure Outcomes and Improve Health Quality

Poster Board # 511

Presenting Author: Kim Arbeau, Child and Parent Resource Institute

Assessing Trauma in Children and Youth Receiving Mental Health Services: The Psychological Ramifications and Evidence-Informed Guidelines for Treatment

Poster Board # 512

Presenting Author: Sharon Yu, Child and Parent Resource Institute

The Shoulder Centre - Utilizing an Interactive Performance Dashboard to Improve Patient Care and Enable Better Decisions

Poster Board # 513

Presenting Author: Farah Nabi, Rouge Valley Health System

Reducing Emergency Room Visits at End-of-Life and Hospital Deaths for Long Term Care Residents: Strengthening a Palliative Approach in Long Term Care Project

Poster Board # 514

Presenting Author: Jeanette O'Leary, Shalom Village

Project ALIVE – An exploration of EMR Value in Primary Care, and its continuing impact 2 years later

Poster Board # 515

Presenting Author: Masood Darr, The Centre for Family Medicine eHealth Centre of Excellence



CATEGORY 5: Monitor Performance with Quality in Mind

Cardiovascular disease preventive care and clinical outcomes – how are Ontario’s health regions performing? The CANHEART Study

Poster Board # 516

Presenting Author: Jack Tu, Institute for Clinical Evaluative Sciences

What is the impact of high use in Ontario and how does it vary across jurisdictions?

Poster Board # 517

Presenting Author: Chantal Couris, Canadian Institute for Health Information

Measuring Performance in Rehabilitative Care

Poster Board # 518

Presenting Author: Imtiaz Daniel, Ontario Hospital Association

Exhibiting Organizations





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Notes

Health Quality Ontario is the provincial
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We are motivated by this single-minded
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