



Health Quality Transformation 2014

Partnering to accelerate best care, best health, best value



November 20, 2014

Metro Toronto Convention Centre
Toronto, Ontario

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Conference Schedule – At a Glance

- 7:30** Registration & Coat Check
Breakfast
- 8:30** Opening Remarks by Dr. Joshua Tepper
- 9:15** Keynote Address – Dr. Ward Flemons & David Price
- 10:00** Refreshment Break & Exhibit Floor
- 10:30** **Morning Breakout Sessions**
- Session 1: Judging Evidence: Finding a Place for Variation in an Evidence-Based World**
- Session 2 – Putting Data in the Hands of Providers: Using Personalized Reports to Fuel Quality Care**
- Session 3 – Designing Sustainable Change: The IDEAS Initiative and Mobilizing Support for Quality Improvement**
- Session 4 – Quality on the Frontlines: Innovative Approaches to Quality Improvement Planning, Measurement, and Sustaining Change**
- Session 5 – Patient Engagement in Action: Putting Patients, Families, and Caregivers at the Centre of the Circle of Care**
- Session 6 – Making Meaningful Connections: A conversation with clinical leaders in support of quality improvement**
- 11:45** Complimentary Lunch & Exhibit Floor
- 12:45** Keynote Address – Dr. Eric Hoskins, Minister of Health and Long-Term Care
Minister's Medal Honouring Excellence in Health Quality & Safety – Award Ceremony
- 1:45** **Afternoon Breakout Sessions**
- Session 7 – Health System Funding Reform and the Delivery of High Quality Care: Aligning Provincial Priorities for Transformative Change**
- Session 8 – Patient Experience Measurement: The Evolving Landscape in Ontario**
- Session 9 – Health Link Communities & Transformational Change – How Visionary Leadership is Driving Health System Improvement**
- Session 10 – Quality on the Frontlines: Coordinating Care Across Sectors And Achieving Better Outcomes**
- Session 11 – Engaging the Vulnerable in the Quality Agenda**
- Session 12 – Failure on the Hotseat**
- Session 13 – Quality on the Frontlines: Improving Care for Complex Patients and High System Users**
- 3:00** Refreshment Break & Travel Time
- 3:15** Keynote Address – Dr. Bob Bell, Deputy Minister of Health and Long-Term Care
- 3:45** Afternoon Plenary Session – Dr. Mike Evans
- 4:15** Closing Comments & Adjournment – Dr. Andreas Laupacis

Minister's Greetings



I'm pleased to greet all the delegates attending this year's Health Quality Transformation conference.

Once again this year, the Minister's Medal Honouring Excellence in Health Quality and Safety will be awarded in recognition of the collaborative efforts of Ontario's health care providers in improving care transitions for people with multiple, complex conditions.

I am gratified by the excellence of the submissions for Medal recipients. The quality of the initiatives that the field put forward for recognition is a testament to the high level of collaborative and innovative work going on across the health care system. A selection committee representing various parts of the system has reviewed all the submissions and decided on the winning team and individual.

It will be my honour and pleasure to announce the winners at the conference.

My sincere thanks go to Health Quality Ontario for organizing this important event and for its commitment to lead our province's quality agenda. In partnership with all sectors of our health care system, HQO is engaged in a coordinated strategy to ensure that the right care is provided at the right time and in the right place, with better results for patients and a more efficient use of our resources.

I wish you all a stimulating and inspiring conference.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Hoskins". The signature is fluid and cursive, with a long horizontal stroke at the end.

Dr. Eric Hoskins
Minister of Health & Long-Term Care

A Message from Dr. Joshua Tepper & Dr. Andreas Laupacis

Dear Colleague,

It is our pleasure to welcome you to Health Quality Ontario's third annual *Health Quality Transformation* conference.

For the past three years, health system users, thought leaders, and front line staff from all sectors have attended this conference to discuss how health quality and experiences of care can be improved. I'm happy to let you know that *Health Quality Transformation* is now the largest conference on health care quality in Canada. The growth of our conference is a testament to the dedication of so many across the province to improving health care for Ontarians.

Over the past year, through partnership and improved collaboration, major improvements have been made to the way in which care is delivered in this province. Siloes are being broken down, transitions of care are improving, and data is more often being used to inform care and ensure it is of the highest possible quality. Patients, family members and public are increasingly being engaged to help support higher quality care. However, there is still more we can do.

Over the course of the day, you will hear from over 60 speakers and have the opportunity to see over 150 poster presentations and exhibits, which will highlight the quality improvement work underway in Ontario.

HQO, as the province's advisor on health care quality, will share how we are working in partnership with the health system on a variety of innovative initiatives. We will also elaborate on our efforts to foster care that is provided at the right time and in the right place, with better results for patients and a more efficient use of our resources.

We would like to take this opportunity to thank 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 2014*.

Sincerely,



Dr. Joshua Tepper
President & CEO
Health Quality Ontario

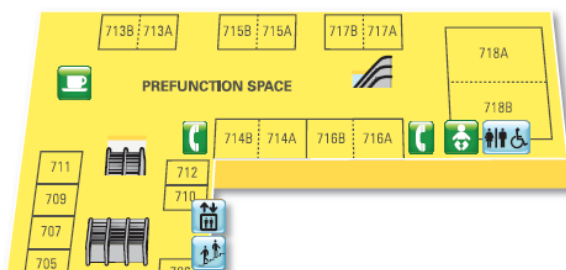


Andreas Laupacis
Board Chair
Health Quality Ontario

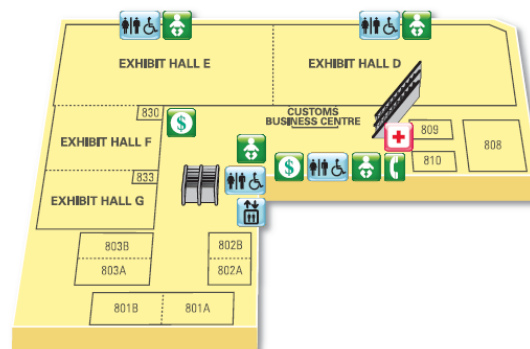
The Metro Toronto Convention Centre

Venue Information

LEVEL 700 MEETING ROOMS



LEVEL 800 EXHIBIT LEVEL



*** Complimentary Wi-Fi is offered at *Health Quality Transformation 2014****

Session / Function	Room Number
Exhibit Hall	Exhibit Hall F
Plenary Sessions	Exhibit Hall G
Breakout Sessions	
1) Judging Evidence: Finding a Place for Variation in an Evidence-Based World	715
2) Putting Data in the Hands of Providers: Using Personalized Reports to Fuel Quality Care	718 B
3) Designing Sustainable Change: The IDEAS Initiative and Mobilizing Support for Quality Improvement	716
4) Quality on the Frontlines: Innovative Approaches to Quality Improvement Planning, Measurement, and Sustaining Change	717
5) Patient Engagement in Action: Putting Patients, Families, and Caregivers at the Centre of the Circle of Care	718 A
6) Making Meaningful Connections: A conversation with clinical leaders in support of quality improvement	714
7) Health System Funding Reform and the Delivery of High Quality Care: Aligning Provincial Priorities for Transformative Change	718 B
8) Patient Experience Measurement: The Evolving Landscape in Ontario	718 A
9) Health Link Communities & Transformational Change – How Visionary Leadership is Driving Health System Improvement	716
10) Quality on the Frontlines: Coordinating Care Across Sectors and Achieving Better Outcomes	715
11) Engaging the Vulnerable in the Quality Agenda	717
12) Failure on the Hotseat	714
13) Quality on the Frontlines: Improving Care for Complex Patients and High System Users	713

Accreditation & Certificate of Attendance

Health Quality Ontario is pleased to announce that *Health Quality Transformation 2014* has been accredited by the College of Family Physicians of Canada and the Canadian College of Health Leaders.

Following the conference, all registered attendees will receive an email containing a link to download their certificate of attendance.

Maintenance of Certification

This program has been accredited by the College of Family Physicians of Canada and the Ontario Chapter for up to **3.5 Mainpro-M1 credits**.



CANADIAN COLLEGE OF
HEALTH LEADERS
COLLÈGE CANADIEN DES
LEADERS EN SANTÉ

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

THE COLLEGE OF
FAMILY PHYSICIANS
OF CANADA



LE COLLÈGE DES
MÉDECINS DE FAMILLE
DU CANADA

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Morning Speakers & Keynote Address

Hall G

Dr. Joshua Tepper



Dr. Tepper is a family physician and the President and Chief Executive Officer of Health Quality Ontario (HQO). Previously, Dr. Tepper served as the first Assistant Deputy Minister (ADM) at the Ministry of Health and Long-Term Care, Health Human Resources Strategy Division. He was also the inaugural Vice President of Education at Sunnybrook Health Sciences Centre, a senior medical officer for Health Canada, an adjunct scientist at the Institute for Clinical Evaluative Sciences (ICES), and a research consultant for the Canadian Institute of Health Information (CIHI). Dr. Tepper has a degree in Public Policy from Duke University, a Masters of Public Health from Harvard, and an MBA from the Richard Ivey School of Business.

Dr. Irfan Dhalla



Irfan Dhalla is lead Vice President, Health System Performance at Health Quality Ontario. The Health System Performance branch supports transparency, accountability, and improvement in Ontario's health system by monitoring performance and providing information to health care providers and the public. Dr. Dhalla continues to practice general internal medicine at St. Michael's Hospital, where he also teaches medical students and residents. He is an Assistant Professor in the Department of Medicine and the Institute of Health Policy, Management and Evaluation at the University of Toronto, an Associate Scientist appointment at the Li Ka Shing Knowledge Institute of St. Michael's Hospital and an Adjunct Scientist at the Institute for Clinical Evaluative Sciences.

Keynote Speaker

Dr. W. Ward Flemons



Dr. Flemons is a medical advisor to the Health Quality Council of Alberta, a respirologist at the Foothills Medical Centre and a Professor of Medicine at the University of Calgary. Dr. Flemons has led and participated in several large reviews both of Alberta's and other province's health systems. He chairs two certificate courses at the University of Calgary on Patient Safety and Quality, lectures widely within the province and nationally on these issues.

Breakout Sessions

Morning Breakout Sessions

Session 1 – Judging Evidence: Finding a Place for Variation in an Evidence-Based World

Room Number: 715

Evidence is an essential ingredient in the delivery of high quality care. It's proven to improve consistency of care, patient outcomes, and health system efficiency. But are there flaws that limit the application of evidence to clinical care? Does it limit a clinician's judgment and a patient's involvement in making decisions about their care? Does it focus too much on populations rather than individuals?

In this session, a panel of experts will discuss the relationship between evidence and clinical judgment, and the usefulness of evidence in individualized patient care. They will also discuss where it may be necessary for clinical judgment to override evidence, and how our health system can be simultaneously flexible as well as scientifically rigorous.

Moderator:

Mitchell A.H. Levine, MD, MSc, FRCPC, FISPE, FACP



Dr. Mitchell Levine is a Professor in the Department of Clinical Epidemiology & Biostatistics and in the Department of Medicine, Division of Clinical Pharmacology at McMaster University. He is the Director for the Centre for Evaluation of Medicines and a consultant physician in Internal Medicine and Clinical Pharmacology at St. Joseph's Healthcare Hamilton. Mitchell serves as an advisor to government on issues relating to medication efficacy, safety and economics. He is the Vice-Chair of the Patented Medicine Prices Review Board of Canada and is a consultant to the Drug Benefits Program of the Ontario Ministry of Health and Long-Term Care.

Featuring:

Shamara M. Baidooobonso, PhD



Dr. Baidooobonso holds a BA in genetics from Dartmouth College, a graduate certificate in public health from the University of North Carolina at Chapel Hill, and a PhD in epidemiology from Western University. She is currently a Clinical Epidemiologist at Health Quality Ontario (HQO), where she conducts systematic reviews and meta-analyses on topics of policy significance. She is also experienced in designing and conducting primary research. Outside of HQO, she is a member of the African and Caribbean Council on HIV/AIDS in Ontario Research Committee and is a Co-Investigator on the Public Health Agency of Canada's E-Track HIV/AIDS surveillance project.

Sholom Glouberman, PhD



Sholom Glouberman is Philosopher in Residence at Baycrest and President of Patients Canada, which he founded in 2007. He's been an adjunct professor at Toronto, McGill and York Universities. His start in health care was caring for his dying father, and then became a planner at the Royal Victoria Hospital in Montreal. Later he was a Fellow at the King's Fund in England, director of Health Policy for CPRN in Ottawa, and Director of a Masters Program at McGill. He's been a health system adviser in both Canada and the UK. In 2005 Sholom had major surgery and wrote *My Operation*, a graphic example of the disparity between patients' experiences and institutional concerns. Sholom holds a PhD from Cornell University.

Dr. Howard Hu



Dr. Hu is the Dean of the Dalla Lana School of Public Health and Professor of Environmental Health, Epidemiology, Global Health and Medicine at the University of Toronto. He is a physician-scientist, trained as an internist and occupational and environmental medicine specialist, with a doctoral degree in epidemiology. Previously, Dr. Hu had been Professor at the Harvard School of Public Health, the Channing Laboratory of the Brigham & Women's Hospital in Boston (1988-2006), the NSF International Chair of the Department of Environmental Health Sciences, and Professor at the University of Michigan Schools of Public Health and Medicine (2006-2012).

Andreas Laupacis, MD, MSc, FRCPC



Dr. Laupacis is a general internist and Executive Director of the Li Ka Shing Knowledge Institute of St. Michael's Hospital. He is a Professor in the Faculty of Medicine at the University of Toronto. His research interests are in health services research and public engagement. He holds a Canada Research Chair in Health Policy and Citizen Engagement. He has served on numerous academic and governmental committees. Other current activities include Chair of the Board for Health Quality Ontario, a Board member of Cancer Care Ontario and the chief editor of www.healthydebate.ca.

Monique Lloyd, RN PhD



Monique Lloyd is the Associate Director of Guideline Development, Research and Evaluation at the Registered Nurses' Association of Ontario (RNAO). She is responsible for directing the development of clinical and healthy work environment guidelines in RNAO's internationally recognized Nursing Best Practice Guidelines Program. She also leads RNAO's international quality measurement system, *Nursing Quality Indicators for Reporting and Evaluation*. Monique is involved in several international collaborations to develop joint quality measurement systems to evaluate RNAO guideline implementation; is a member of various committees related to evidence-based practice including the Ontario Health Technology Advisory Committee (OHTAC); and holds adjunct faculty appointments at the University of Ottawa and the University of Toronto.

Dr. Garry Salisbury



Dr. Garry Salisbury is Acting Director of Health Services Branch and Senior Medical Advisor, Negotiations and Accountability Management Division, Ministry of Health and Long-Term Care. He trained as a family physician in Newfoundland and subsequently worked in northern British Columbia. Dr. Salisbury has been with the Ministry of Health & Long-Term Care since 2001, holding a variety of management positions, and worked on various projects such as incorporating evidence into payment criteria where appropriate, the Ontario Bariatric Surgery strategy and a Chronic Pain plan to improve access to comprehensive pain management services. He received his Bachelor of Science in Biochemistry and M.D. from the University of Toronto.

Session 2 – Putting Data in the Hands of Providers: Using Personalized Reports to Fuel Quality Care

Room Number: 718 B

In this age of evolving technology, health care providers are increasingly able to retrieve personalized data and their own provider-level reports, and use this information to transform the way they deliver care.

In this session, a diverse panel of speakers will share their thoughts on using personalized data to improve care; the current difficulties associated with provider-level reporting in Ontario; and their vision of an ideal state of future reporting.

Moderator:

Dr. Mark Dobrow



Mark Dobrow is acting Vice-President of Health System Performance branch at Health Quality Ontario. Mark is also an Associate Professor at the Institute of Health Policy, Management and Evaluation at the University of Toronto, and an editor for the journal *Healthcare Policy*.

Previously, Mark served as the Director of Analysis and Reporting at the Health Council of Canada. He was also a former Scientist and Lead of the Cancer Services Policy Research Unit at Cancer Care Ontario, and a former fellow for The Commonwealth Fund's International Program in Health Policy and Practice and the London School of Hygiene & Tropical Medicine.

Featuring:

Michelle Greiver, MD MSc CCFP FCFP



Dr. Greiver is a family physician at the North York Family Health Team. She is the network director, Toronto site of the Canadian Primary Care Sentinel Surveillance Network and is a member of the executive committee of UTOPIAN, the University of Toronto's primary care Practice Based Research Network.

She is interested in meaningful use of EMRs for quality improvement and the use of health care data in primary care organizations. Her research project, *Implementation of electronic medical records: Effect on the provision of preventive services in a pay-for-performance environment*, won the 2012 Canadian Family Physician best original research article award.

Dr. Timothy Jackson



Dr. Jackson is a general surgeon at University Health Network in Toronto. He completed his medical school and general surgery residency at McMaster University. He received a Master of Public Health degree in Quantitative Methods from Harvard University and is a graduate of the Harvard Advanced Laparoscopic Surgery Fellowship at Massachusetts General Hospital in Boston. His clinical focus is in bariatric and gastrointestinal tract surgery. Dr. Jackson's research interests are focused in surgical quality improvement and surgical outcomes. He is an Assistant Professor in the Department of Medicine and the Institute of Health Policy, Management and Evaluation at the University of Toronto.

Nancy Lefebvre RN, BScN, MScN, CHE, EXTRA Fellow, FCCHSE



Chief Clinical Executive and Senior Vice President Knowledge & Practice at Saint Elizabeth. In this role she is leading the creation and transfer of wisdom throughout Saint Elizabeth Health Care. Nancy is passionate about creating a healthy work environment that enables academic practice and advances quality care for all. Nancy has more than 25 years of experience in the North American health care sector, with a focus on community care, from front-line practice to management, as well as the development of new business and clinical leadership. on the development of the Excellent Care for All Act as the lead for Hospital Funding Reform.

Dr. Sharon Straus



Dr. Sharon Straus is a Professor in the Department of Medicine, University of Toronto. She is also Division Director of Geriatric Medicine at the University of Toronto and Director of the KT Program at the Li Ka Shing Knowledge Institute. She holds a Tier 1 Canada Research Chair in Knowledge Translation & Quality of Care and more than \$35 million in peer-reviewed research grants as a principal investigator. She has over 300 publications, and has supervised more than 20 graduate students from different disciplines, including clinical epidemiology, health informatics and human factors engineering. She has authored three books: *Evidence-Based Medicine: How to Practice and Teach It*, *Knowledge Translation in Health Care*, and *Mentorship in Academic Medicine*.

Session 3 – Designing Sustainable Change: The IDEAS Initiative and Mobilizing Support for Quality Improvement

Room Number: 716

This session will focus on executive sponsorship and how high-impact quality improvement initiatives are designed and sustained, highlighting key projects from the Improving and Driving Excellence Across Sectors (IDEAS) initiative. IDEAS is an innovative education program in leadership and quality improvement methodology, in which participants undergo intensive training in quality improvement best practices and develop detailed applied learning projects.

IDEAS alumni will describe the success of their respective projects and reflect on key success factors for sustainability. The executive sponsors of each project will also contribute to the dialogue, highlighting how they helped teams achieve success by linking their projects to other organizational priorities and initiatives.

Moderator:

Dr. G. Ross Baker



Ross is a professor and the Director of the new MSc in Quality Improvement and Patient Safety at the University of Toronto. He is also co-Principal Investigator of the Improving & Driving Excellence Across Sectors (IDEAS) program, a province-wide learning initiative which builds capacity in quality improvement, leadership and change management across all of Ontario's health care sectors.

Ross also leads a team of researchers who are doing case study research on international patient engagement strategies and engaging patients in service design, research and planning in a project funded by the Canadian Foundation for Healthcare Improvement.

Ross is a board member of the Saskatchewan Health Quality Council and served on the King's Fund Commission on Leadership and Management in the National Health Service (NHS).

Featuring:

Clint Atendido



Clint Atendido is currently the Director of Emergency, Access and Flow, and Ambulatory Services at Markham Stouffville Hospital. He is a registered nurse by background and has practiced in a variety of clinical and administrative roles that demonstrate a strong commitment to leadership and change management focused on improving the health care experience and patient outcomes. In addition, Clint has led numerous organizational and clinical program quality change initiatives using LEAN methodology to improve access and flow for patients. Mr. Atendido received a BScN from McMaster University, completed the combined MN/ MHS in Health Administration through the IHPME at the University of Toronto, and is a Certified

Health Executive.

Patti Cochrane



Patti Cochrane is a passionate and innovative leader who is motivated by making a difference for patients and providers. Over 30 years of nursing and administrative experience have provided a foundation for providing leadership at Trillium Health Partners in her role as Senior Vice President, Clinical Strategy and Chief Innovation Officer. Patti is a registered nurse with a Masters in Health Science Health Administration and has her Canadian Health Executive program designation. She is a surveyor with Accreditation Canada.

Amir Ginzburg



Amir is a General Internist and Trillium Health Partners' Medical Director of Quality and Performance. He has led efforts to improve critical incident management, interprofessional communication, avoidable hospitalization and patient safety education. He is the Medical Lead for HSFR at the MH LHIN and an Assistant Professor at the Institute of Health Policy, Management and Evaluation at the University of Toronto. In 2013, Amir was honoured by the Canadian Patient Safety Institute to be selected as one of nine key influencers of health care in Canada.

Lynne Julius, RN, HBSn, MHS.



Lynne Julius is the Executive Director of Clinical Program Development at the Grand River Hospital. She is a values-based leader and has been instrumental in clinical systems changes at both the hospital and community levels. She has a passion for mentoring and coaching staff, along with research and implementation of quality care. Lynne believes that frontline providers engaging with patients are key to quality care and supporting them is crucial to achieving a positive patient experience.

Jill Schitka



Jill Schitka is currently the clinical manager of Emergency and Acute care at Grand River Hospital, Kitchener, Ontario. She has 15 years of Emergency department experience as a Registered nurse and manager as well as experience mentoring and teaching nursing students. Deeply interested in change management, she holds a baccalaureate from McMaster University, a Masters in Leadership and Change from the University of Guelph and Lean Certification from the University of Michigan. Jill sincerely cares about quality health care and the patient experience has been involved in P4R and efficiency projects for a number of years.

Barbara Steed



A seasoned health care leader, Barb is currently the Executive Vice President of Clinical Programs and Chief Nurse Executive at Markham Stouffville Hospital, a community hospital serving over 400,000 people in York Region. Barb has held a number of progressive leadership roles within the health care system at Royal Victoria Hospital, Baycrest, Trillium Health Partners and Southlake Regional Health Centre covering a diverse range of clinical services. Barb is a Registered Nurse who holds a Master of Health Studies and has a Certified Health Executive certification.

Session 4 – Quality on the Frontlines: Innovative Approaches to Quality Improvement Planning, Measurement, and Sustaining Change

Room Number: 717

This session, an assembly of quality abstracts, will feature compelling presentations that demonstrate innovative approaches to quality improvement planning and measurement, and elaborate on how results were achieved and sustained in a variety of work environments.

These presentations will be delivered by representatives from all sectors of our health system, since sharing our experiences is one of the most effective methods for discovering innovative ideas, spreading change, and facilitating the delivery of high quality care.

Moderator:

Matthew Morgan MD, MSc, FRCP(C), FACP



Dr. Morgan is a practicing physician in internal medicine and is a leader in health informatics and clinical transformation. He leads the Office of Patient Experience and Outcomes at Mount Sinai Hospital, where he is also Site Director for General Internal Medicine, and is a member of the combined Department of Medicine at Mount Sinai Hospital and University Health Network.

Matthew is a Fellow of the Canadian Royal College of Physicians & Surgeons and the American College of Physicians. He is also an Assistant Professor in the Department of Medicine, University of Toronto. Matthew completed his medical training at Dalhousie University and his Master of Clinical Epidemiology at the University of Toronto.

Featuring:

Rebecca Brooke



Rebecca's work in healthcare began in microbiology laboratories, but she soon became interested in system-level improvement. Her passion is for collaborating with people to transform the way we work, and that is her approach to quality improvement. Rebecca supports quality improvement in surgery and the ICU at The Ottawa Hospital, as well as efforts to build internal capacity for quality improvement. Her previous work at the BC Patient Safety & Quality Council focused on supporting improvement in surgery departments across BC. Rebecca holds a BSc in Microbiology and Immunology and an MA in Political Science.

Brenda Carter



Brenda Carter is the Vice President, Cancer Services and Imaging Services for Kingston General Hospital and the Regional Vice President South East Regional Cancer Program at Cancer Care Ontario. She is accountable for the strategic development and implementation of a high quality and performance driven Cancer Program and Imaging Service at KGH. As RVP for the South East Regional Cancer Program, she is accountable for bringing together cancer care providers to plan and deliver cancer services across the South East region. Brenda has a Master of Health Science from the University of Toronto and a Master of Business Administration from the University of Western Ontario.

David Girard



David Girard, MBA is Project Manager at the KGH Cancer Centre of Southeastern Ontario. He has managed the surgical oncology wait time project since May 2012. In addition, David coordinates a project portfolio and manages individual projects to achieve the cancer program's three year strategy. Prior to KGH, David was Executive Assistant to the President & CEO and Analyst, Strategy Management at Trillium Health Partners. Over the past year, the surgical oncology wait time project won the KGH Board of Directors Team Award for Leadership and was selected top 3 poster presentations at the UofT Quality Improvement and Patient Safety symposium.

Marilynne Gordon

Marilynne Gordon has been a Registered Nurse for over 35 years. She has worked in an array of health care settings, including long-term-, acute-, and community care, pediatrics, and health education. She joined Revera Inc. in 2001 as Director of Care, and subsequently served as Executive Director in various LTC homes. She is currently Regional Manager of Education & Resident Services. Most recently, she facilitated a partnership between Revera and HQO to bring the Residents First Quality Improvement Program to 53 homes across Ontario. She holds an Undergraduate degree in Health Studies from Charles Sturt University, Australia and a Certificate in Adult Education.

Dana Hardy



Dana Hardy is the National Director of Quality Improvement, Revera Inc. She has over 20 years of experience in the long term care sector and is passionate about excellence in care and services for seniors, quality improvement and leadership effectiveness. In her clinical and leadership roles Dana has developed skills in clinical operations, quality management and professional development. She facilitates inter-professional collaborative groups to implement and sustain quality improvement strategies including advancing person centered care through culture change. Dana is a Registered Nurse graduate from Conestoga College and holds a Masters of Arts Leadership from the University of Guelph.

Gillian Kean



Gillian Kean graduated from the University of Western Ontario with an Honours Bachelors in Science in Biology with Distinction, followed by an Honours Bachelors of Science in Nursing. She then obtained her Masters in Nursing and Primary Care Nurse Practitioner Diploma from the University of Toronto. Gillian has acted as the Nursing Representative on the Owen Sound Family Health Team (OSFHT) Diabetes Action Team, was the Diabetes Education Coordinator for the OSFHT, and has collaborated with colleagues to establish Chronic Disease Management and Preventative Healthcare Programs within the OSFHT.

Dr. Husein Moloo



Dr. Husein Moloo is the Quality and Patient Safety Lead for general surgery at The Ottawa Hospital and a colorectal surgeon. He is the current Walter C. Mackenzie recipient of a leadership fellowship (from the Royal College of Physicians and Surgeons in Canada) in patient safety through the American Hospital Association/National Patient Safety Foundation. He has a special interest in the use of CUSP (Comprehensive Unit based Safety Program) to improve surgical outcomes.

Dr. Bruce Stanners



Dr. Bruce Stanners graduated from the University of Toronto with a degree in medicine in 1982. He followed up his training in family medicine with a fellowship in primary care sports medicine at the University of Western Ontario. He has been a Team Physician with the Canadian Men's National Volleyball Team, and has been a member of the medial contingents of the National Hockey Team and the National Rowing Teams. Dr. Stanners' interest in promoting health, along with an exercise background, led him to be Lead Physician in 2010 when the Owen Sound Family Health Team was approved by the MOHLTC as one of six sites in Ontario to be chosen to provide the Primary Care Diabetes Prevention Program.

Session 5 – Patient Engagement in Action: Putting Patients, Families, and Caregivers at the Centre of the Circle of Care

Room Number: 718 A

Research has demonstrated health outcomes and the efficiency of the health system improve when patients, their families, and their caregivers are actively engaged and involved in the care they receive.

In this session, a panel of patient engagement speakers will discuss leading practices related to patient engagement, and explore innovative methods for engaging patients and ensuring that Ontario's health system moves from providing care for patients to providing care with patients.

Moderator:

Leslee Thompson



Leslee is the President and CEO of Kingston General Hospital and Assistant Professor at Queen's University. She is Chair of the Council of Academic Hospitals of Ontario, Chair of the Canadian Foundation for Healthcare Improvement, and is on the Board of the Ontario Institute for Cancer Research.

Named one of Canada's Top 100 Most Powerful Women in 2013, Leslee is also internationally recognized for her pioneering work at KGH on patient engagement and patient centered leadership.

Featuring:

Barry F. Brown, PhD



Barry Brown was Associate Professor of Philosophy, University of Toronto. He specialized in bioethics, with an interest in research ethics, mental health and illness, end-of-life issues, and genetics and reproduction. He was the co-founder and the Coordinator of the bioethics program in the Faculty of Arts and Science from 1972 to 1999, and a founding member of the University of Toronto Centre for Bioethics.

Brown was a member of the Health Professions Regulatory Advisory Council of Ontario (HPRAC) and Chair of its New Professions Committee. In 2013, he became a Patient Representative of the Person Centred Care initiative (PCC) and the Interprofessional Collaboration (IPC) Advisory Group, Sunnybrook Health Sciences Centre, Toronto, Ontario.

Isabella Cheng



Isabella enjoyed over 15 years of community-based rehabilitation service, working with people living with mental illnesses and acquired brain injuries, before moving into leadership. Now, she continues to value and respond to what matters most to people experiencing Ontario's healthcare system. At Sunnybrook Health Sciences Centre, Isabella is Professional and Education Leader, Occupational Therapy, and leads Person-Centred Care as the corporate approach to caring for and working together with patients. Her research includes organizational change through listening to the voices of patients. Isabella is a Lecturer in the Department of Occupational Science & Occupational Therapy at the University of Toronto.

Andrea Griener



Andrea Griener is the Project Manager for the Timmins Health Link Project. The Timmins Health Link was one of the first Pilot Health Link Projects. It is led by the Timmins Family Health Team and guided by a community planning table with health and community partners at the table. Andrea has a Master's Degree in Public Administration. Her work focuses on organizational and system planning, community engagement and policy-building. Andrea is bilingual in French and English.

Said Syed



As an MBA graduate of the DeGroote School of Business with a specialization in Health Service Management and a graduate from the United Nations University in Policy Development, Saif Syed brings a passion for healthcare and patient centred innovation to his role as Patient Safety Specialist at Toronto East General Hospital (TEGH). While at TEGH, Mr. Syed has taken a process oriented approach to help drive patient engagement at TEGH by leading a unique hospital wide project to gather patient insight through the use of filmed patient interviews.

Session 6 – Making Meaningful Connections: A conversation with clinical leaders in support of quality improvement

Room Number: 714

Over the last decade, a distinct culture of quality improvement has developed in Ontario's health care system. This culture of quality has led to innovative improvement initiatives and the increasing involvement of organizational and clinical leaders in capacity building and quality improvement activities. There is now the opportunity to create strong, interconnected, provincial quality improvement networks to effectively address key issues in quality of care and drive change.

This session will engage participants in a dialogue about the quality improvement initiatives underway across the province and the role of clinical and organizational leadership in quality improvement work. It will also address ways of accelerating the quality agenda through collaborative efforts, including the role Health Quality Ontario can play to support these activities. The dialogue will also explore what has worked well and what more could be done to foster a culture of quality improvement in Ontario and drive change. Session participants will be surveyed in advance to help focus the discussion.

Moderators:

Dr. Jeffrey Turnbull



Dr. Turnbull is Chief, Clinical Quality at Health Quality Ontario. In this role, Dr. Turnbull works with thought leaders and clinicians to affect change and improve the quality and safety of care that is delivered across the province.

Dr. Turnbull is also co-founder and Medical Director of Ottawa Inner City Health. He has a Doctorate in Medicine from Queen's University and specialty certification in internal medicine through the Royal College of Physicians and Surgeons of Canada. Jeffrey is currently Chief of Staff at The Ottawa Hospital and National Medical Advisor for

Correction Services Canada.

Jeffrey is the recipient of several national and international grants and awards, including the Order of Canada.

Lee Fairclough



Lee Fairclough is HQO's Vice-President, Quality Improvement. She has a diverse background, with experience in health delivery as a radiation therapist, health research and informatics, systems planning and policy, leadership and institutional board membership.

Previously, Lee was Vice-President of Strategy, Knowledge Management & Delivery at the Canadian Partnership Against Cancer (CPAC) and member of the executive team that established the organization in 2007. She served as Director of the Toronto Regional Cancer Programme, and Director of Informatics and Administration, Clinical

Research Unit at Princess Margaret Hospital, UHN. Ms. Fairclough was also a member of the Advisory Board of the Institute of Health Services and Policy Research (IHSPR), and as a Board member of Unison Health and Community Services.

Keynote Address & Minister's Medal Honouring Excellence in Health Quality and Safety – Award Ceremony

Hall G

To recognize the excellent work health care providers do every day, the Ministry of Health and Long-Term Care is introducing the Minister's Medal Honouring Excellence in Health Quality and Safety.

Health Quality Ontario is delighted that the inaugural Minister's Medal is being awarded by the Minister Dr. Eric Hoskins at *Health Quality Transformation 2014*.

The medal is awarded to teams and/or individuals who put patients at the centre of the circle of care and incorporate a focus on quality and safety into everything they do. The Minister's Medal will showcase best practices to the province, and increase the profile and spread of their work excellent work.

Successful initiatives demonstrate:

- A focus on improving care transitions for those with multiple, complex conditions
- Collaboration across health system partners representing different types of care organizations and models of care
- Improvement in outcomes through implementation of strong performance measures
- System value, including cost savings or cost reduction while improving quality of care
- A plan to ensure sustainability of the success.

Visit the Ministry of Health & Long-Term Care's exhibit booth for more information on all of the applicants who made the Honour Roll.

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.

Afternoon Breakout Sessions

Session 7 – Health System Funding Reform and the Delivery of High Quality Care: Aligning Provincial Priorities for Transformative Change

Room Number: 718 B

This session will focus on health system funding reform (HSFR) and how evidence-based care and innovative health funding models are being aligned to foster improvement and drive the delivery of high quality care.

A panel of health system leaders will discuss current funding approaches from various perspectives and explore innovative opportunities to improve health services across the continuum of care.

Moderator:

Susan Fitzpatrick



Susan Fitzpatrick is the Associate Deputy Minister, Health System Delivery and Implementation, Ministry of Health and Long-Term Care. As Associate Deputy Minister, Susan is responsible for bringing together health programs in Local Health Integration Networks, Community Care Access Centres, Long-Term Care and Physician Services, and creating alignment opportunities to deliver quality health services to patients. Susan also leads the implementation of the Health System Funding Reform and Health Quality Strategies, and is working to align quality with funding. A committed member of the Ontario Public Service over the past three decades, she is a results-oriented leader, strategic planner and a skilled negotiator with a capacity to engage stakeholders and build consensus across the health system and within government.

Susan holds a Bachelor of Arts (Honours) in Business Administration from the University of Western Ontario, and a Master's in Public Administration from Queen's University.

Featuring:

Adalsteinn D. Brown



Adalsteinn (Steini) Brown is the Director of the Institute for Health Policy, Management and Evaluation and is also the Dalla Lana Chair in Public Health Policy and the Head of the Division of Public Health Policy at the Dalla Lana School of Public Health, University of Toronto. He is a Scientist in the Li Ka Shing Knowledge Institute at St. Michael's Hospital. Past roles include the Assistant Deputy Minister for Strategy and Policy at the Ontario Ministry of Health and Long-term Care and for Science and Research at the Ontario Ministry of Research and Innovation. He received his undergraduate degree from Harvard and his doctorate from the University of Oxford, where he was a Rhodes Scholar.

Donna Cripps



As the CEO of the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN), Donna Cripps leads the organization that plans, funds, and integrates the local health care system, with the goal of providing access to coordinated and high quality care for the more than 1.4 million people across Hamilton, Niagara, Haldimand, Brant, Burlington and Norfolk. Prior to joining the HNHB LHIN in October 2010, Donna held two key positions at Hamilton Health Sciences as President of St. Peter's Hospital and Executive Lead Rehabilitation and Seniors' Health.

Dr. Kevin P.D. Smith, D. Phil, ICD.D.



Kevin P. D. Smith is President and CEO of St. Joseph's Health System, and CEO of the Niagara Health System. Kevin holds an appointment as Associate Professor in the Department of Medicine, Faculty of Health Sciences, Mc Master University. Educated in Canada, the United States and Great Britain, Dr. Smith began his career in medical education, followed by leadership roles in university administration and academic hospitals and health systems. He is professionally certified by the Institute of Corporate Directors and has completed the Harvard Program in Effective Governance. Dr. Smith is also Chair of the Canada Foundation for Innovation and Home Capital Group.

Cathy Czabo



Cathy Szabo is the President and CEO of Providence Care, the leading provider of Aging, Mental Health and Rehabilitative care in southeastern Ontario. In her over 30 years of experience, Cathy has focused on Health System Improvement, creating organizational cultures of quality and excellence while delivering patient care that meets individual's needs. Cathy holds a Master of Public Health, a Bachelor of Science in Nursing degree and a diploma of Clinical Administration from the Ontario Hospital Association. She is a Registered Nurse and a Certified Health Executive with the Canadian College of Health Leaders.

Session 8 – Patient Experience Measurement: The Evolving Landscape in Ontario

Room Number: 718 A

Patient experience is a key element of the Triple Aim of achieving best care, best health, and best value. Recognition of the importance of measuring patient experience has led to an increase in measurement activities in Ontario, across Canada, and internationally.

This session will shine a spotlight on patient experience measurement activities from multiple perspectives and emphasize how understanding patients' experience can inform care design and delivery.

Moderator:

Dr. Gail Dobell



Dr. Gail Dobell is Director of Performance Measurement at Health Quality Ontario. In this role, she leads indicator development, selection, and analysis, as well as benchmarking projects across all health care sectors.

Previously, Gail served as Principal Investigator for various measurement projects, including the Integrated Care Satisfaction Measurement project and a California HealthCare and Archstone Foundation-funded project. Gail was also an Agency for Health Care Research and Quality research fellow at the Institute for Health Policy Studies, UCSF, and has served on numerous health system and sector-specific working groups and committees.

She holds a Master's degree in Gerontology and a Doctorate in Social and Behavioral Sciences from the School of Nursing, University of California, San Francisco.

Featuring:

Jennifer Hartwick, MSc. (Kin)



Jennifer Hartwick has a passion for working with older adults and has over 12 years of Retirement and long-term care experience. She has held several positions within Schlegel Villages, which currently operates five continuum of care communities and seven long-term care Homes in Ontario. As the Director of Business Process Development, she supports the design, implementation and early monitoring of new projects, such as the Quality of Life Satisfaction survey, as well as quality improvement protocols and tracking across the organization. She holds a Bachelor and Masters of Science degree in Kinesiology from the University of Waterloo.

Kira Leeb



Kira Leeb is Director of Health System Performance at the Canadian Institute for Health Information. (CIHI). Previously, she was manager of Health Reports and Health Services Research at CIHI, and manager of health systems monitoring with the Health Council of Canada (HCC). In these roles she guided the development of various health system reports and gained extensive knowledge of key health care-related issues. In her current role, Ms. Leeb informs CIHI's portfolio of work in health system performance management and measurement on a national scale. This includes oversight of the production of health indicators, reports, and analytical products, including CIHI's Your Health System websites.

Alies Maybee



Alies' encounters with the healthcare system have contributed to her strong belief that patients need to help drive changes in healthcare. This led her to Patients Canada where she sits on a working group to develop performance measures from the patient perspective. She has also represented the patient perspective as a speaker, on the Research Management Committee of TVN, and at her local hospital as a patient and family adviser. She has been a business analyst in technology and now works part time for a brand consultancy, allowing her time to devote to bringing the patient voice to healthcare.

Georgina Veldhorst



Georgina joined the Central LHIN in June 2014. Her career path has included vice president positions at North York General Hospital and the Centre for Addiction and Mental Health. She was also the Director of Professional Practice at West Park Health Centre. Georgina brings considerable expertise and experience internationally in organizational transformation, stakeholder engagement (including patient/family/caregiver and public engagement) and issues management. A clinician by trade, she has also held numerous nursing positions at various hospitals across North America. Georgina has a Master's of Business Administration from Athabasca University and a Master's of Science (Nursing) from the University of Toronto. She is also a certified facilitator and change management professional.

Session 9 – Health Link Communities & Transformational Change – How Visionary Leadership is Driving Health System Improvement

Room Number: 716

Health Links have now been in operation across the province for two years. These Health Link communities are now uniquely positioned to help patients transition seamlessly between services and across sectors in our province's health system.

The success of these health networks, and the delivery of high quality, patient-centered care, is dependent upon effective leadership at all organizational levels.

This session will feature visionary leaders from a variety of Health Link communities, sharing their experiences, successes, and learnings towards transformational change for patients and our system.

Moderator:

Lee Fairclough



Lee Fairclough is HQO's Vice-President, Quality Improvement. She has a diverse background, with experience in health delivery as a radiation therapist, health research and informatics, systems planning and policy, leadership and institutional board membership.

Previously, Lee was Vice-President of Strategy, Knowledge Management & Delivery at the Canadian Partnership Against Cancer (CPAC) and member of the executive team that established the organization in 2007. She served as Director of the Toronto Regional Cancer Programme, and Director of Informatics and Administration, Clinical Research Unit at Princess Margaret Hospital, UHN. Ms. Fairclough was also a member of the Advisory Board of the Institute of Health Services and Policy Research (IHSPR), and as a Board member of Unison Health and Community Services.

Featuring:

Dr. Jonathan Kerr



Dr. Jonathan Kerr practices comprehensive family medicine in his hometown of Belleville, Ontario and is the President of the Ontario College of Family Physicians, representing over 12,000 family doctors in the province. Dr. Kerr is the Primary Care Lead for the South East Local Health Integration Network (LHIN), the Chair of the Primary Health Care Council, and the co-chair of the Medical Advisory Committee of the South East Community Care Access Centre. Dr. Kerr is also the Curriculum Site Lead for Belleville/Quinte, and helped to develop the new competency-based, horizontal curriculum for the Belleville/Quinte site. He is the past chair of the College of Family Physicians of Canada's (CFPC) First Five Years in Family Practice Committee, and was a member of the CFPC's Working Group on Curriculum Review.

Nancy Naylor



Nancy Naylor is the Assistant Deputy Minister (ADM) of the Health System Accountability and Performance Division at the Ministry of Health and Long-Term Care (MOHLTC). Before joining the MOHLTC, Nancy was the ADM of the Postsecondary Education Division in the Ministry of Training, Colleges and Universities. She has also served as an ADM in the Ministry of Education and the Ministry of Finance and has held other senior positions in the Ontario government. Currently, she is a Director on the boards of the Ontario Electricity Finance Corporation. She has a BA in political science from McMaster University and a Master's degree in public administration from Carleton University.

Dr. Tim Rutledge



Dr. Tim Rutledge, President & CEO of North York General Hospital since 2010, has focused on building a strong values-based culture as a foundation to the Hospital's pursuit of excellence in integrated, patient-centred care. He is also a passionate advocate for the continued evolution of North York General as a community academic hospital. Tim has held a number of leadership positions at NYGH, including Chief of Emergency Medicine, Chair of the Medical Advisory Committee, and Vice President of Medical & Academic Affairs. Tim is an Associate Professor in the Department of Family and Community Medicine at University of Toronto.

Session 10 – Quality on the Frontlines: Coordinating Care Across Sectors And Achieving Better Outcomes

Room Number: 715

This session, an assembly of quality abstracts, will feature presentations that demonstrate how coordinating care across health care sectors and between health care providers can improve efficiencies, transitions, and patient experiences, especially for seniors and individuals with complex conditions.

These presentations will be delivered by representatives from all sectors of our health system, since sharing our experiences is one of the most effective methods for discovering innovative ideas, spreading change, and facilitating the delivery of high quality care.

Moderator:

Dr. Walter P. Wodchis, PhD, MA, MAE, BMath



Dr. Wodchis is an Associate Professor at the University of Toronto. His main research interests are health economics and financing, and health care policy evaluation. He is the Principal Investigator for the Health System Performance Research Network - engaging in research focused on evaluating care for complex populations across multiple health care sectors. Dr. Wodchis is also co-Principal Investigator for a CIHR & New Zealand team grant focused on understanding implementation and spread of community based integrated care innovations. Past significant publications include quality of life measurement, payment incentives, and the relationship between quality and cost.

Featuring:

Jocelyn Bennett RN, MScN



Jocelyn Bennett is the Senior Director for Urgent and Critical Care at Mount Sinai Hospital and holds an adjunct clinical appointment at the Bloomberg Faculty of Nursing, University of Toronto. Jocelyn has extensive nursing and healthcare leadership experience and in her current role provides leadership to a diverse portfolio including emergency, mental health, medicine and critical care, as well as geriatrics and elder friendly care. Jocelyn has expertise in the development, redesign and evaluation of healthcare environments, creating high quality clinical environments that support health care providers in the delivery of safe and effective patient and family

centred care.

Dr. David Daien



Dr. Daien is a family physician with over 20 years of experience in various primary care settings. He practices at Summerville Family Health Team and at Trillium Health Partners where he is the Division Head for Primary Care. He has held the co-Lead role at the East Mississauga Health Link since its inception. In addition, he holds a number of other leadership positions including: clinical co-lead for Connecting GTA, a large multi-LHIN integration project, peer Leader with OntarioMD where he assists other primary groups to adopt Electronic Medical Records, and adjunct professor at the University of Toronto where he teaches Quality Improvement to family medicine residents.

Mark Fam



Mark Fam, MHA, CHE, is the Director of Diagnostics at North York General Hospital. Mark is responsible for Laboratory Medicine, Medical Imaging and Cardiorespiratory Diagnostics services at the hospital. In addition, Mark serves as the Project Director for the North York Central Health Links and the hospital's strategies that are focused on better connecting primary care, community services and the hospital to enhance care for patients. In support of his hospital and past consulting work, Mark has demonstrated a commitment to the health care industry through his MHA, recognition as a CHE, and active participation in CCHL on various committees.

Tory Merritt



Tory Merritt has worked in healthcare for over 10 years. She brings experience from Ontario, Alberta, Saskatchewan and British Columbia across primary care, acute care, regional and provincial organizations and agencies. She is skilled in strategy development, operational reviews, business development, design of new models of care. She is currently implementing the North York Central Health Link, an initiative providing more coordinated care for complex patients. She is a member of the Red Cross Toronto Regional Council. Tory completed her Bachelor of Science Honours degree in Biology at Queen's University and a MBA at Ivey Business School at Western University.

Laurie Poole



Laurie Poole is Vice President, Telemedicine Solutions at Ontario Telemedicine Network (OTN). In this role she helps bring virtual health care to communities and homes through the oversight and management of some of OTN's most ambitious projects. Laurie spearheads the Telehomecare program, which delivers care into the homes of people living with chronic disease. OTN's partners, including hospitals and Local Health Integration Networks (LHINs), deliver the actual care, while the OTN designs and manages the process. Laurie also oversees emergency care and ophthalmology at OTN, which have enabled thousands of patients to receive essential care faster and closer to their homes than previously possible.

Session 11 – Engaging the Vulnerable in the Quality Agenda

Room Number: 717

In Ontario, major health disparities persist among vulnerable populations, including Aboriginal peoples, immigrants, refugees, people living in poverty or in rural or remote communities, as well as those with mental illness or disabilities. Making a commitment to patient engagement in health care quality is particularly important to these marginalized populations, but also particularly challenging. We need to address the root causes of health problems and the social conditions in which people live. This session will highlight innovative engagement initiatives from a variety of perspectives that engage and empower vulnerable populations, and that are enhancing care delivery and health outcomes.

Moderator:

Dr. Jeffrey Turnbull



Dr. Turnbull is Chief, Clinical Quality at Health Quality Ontario. In this role, Dr. Turnbull works with thought leaders and clinicians to affect change and improve the quality and safety of care that is delivered across the province.

Dr. Turnbull is also co-founder and Medical Director of Ottawa Inner City Health. He has a Doctorate in Medicine from Queen's University and specialty certification in internal medicine through the Royal College of Physicians and Surgeons of Canada. Jeffrey is currently Chief of Staff at The Ottawa Hospital and National Medical Advisor for Correction Services Canada.

Jeffrey is the recipient of several national and international grants and awards, including the Order of Canada.

Featuring:

Paulos Gebreyesus



Paulos is currently the Senior Director for Health Promotion and Community Services at Unison Health and Community Services. In his current capacity, he contributes strategic leadership across the organization and supervises a broad range of programs and services that address the social determinants of health across the northwest quadrant of the city of Toronto, Ontario. His responsibilities include the Pathways to Education in Lawrence Heights, a multi-site Diabetes Self-Management Education program, Health Promotion programming, a Community Legal Clinic, Housing Help Services, Adult Protective Services as well as the Jane Street Hub.

Dr. Sean Kidd



Dr. Kidd is an Assistant Professor in the Department of Psychiatry, University of Toronto and is interim Psychologist in Chief at the Centre for Addiction and Mental Health (CAMH).

He has over 60 peer reviewed publications with a primary focus on marginalized populations, qualitative methodologies, and service improvement in mental health.

Jeffrey is the recipient of several national and international grants and awards, including the Order of Canada.

Session 12 – Failure on the Hotseat

Room Number: 714

What would happen if we worked in a health care system that could face failure as an opportunity to learn rather than just a problem to be fixed?

Building on the popular “Failure is the Only Option” conference, co-hosted by HQO and Women’s College Hospital last spring, HQO has asked Dr. Danielle Martin to return to the topic of failure, leading participants through an interactive discussion of system-level failure and focusing what the health care system can learn from other industries.

Moderator:

Danielle Martin, BSc, MD, CCFP, MPP



Dr. Martin is Vice-President, Medical Affairs and Health System Solutions at Women's College Hospital (WCH). She is a family physician in the Family Practice Health Centre at WCH and Assistant Professor in the Departments of Family and Community Medicine and Health Policy, Management and Evaluation, University of Toronto.

A recipient of the Canadian Medical Association Award for Young Leaders, Dr. Martin sat on the Health Council of Canada from 2005-2011 and was recognized by the Ontario College of Family Physicians as one three New Family Doctors of the Year in 2006.

Dr. Martin was one of the Toronto Star's "13 People to Watch" in 2013. In 2014, Dr. Martin's presentation to a U.S. Senate Subcommittee about Canada's health care system brought her international acclaim and was watched around the world.

Featuring:

Camille Orridge



Camille Orridge is CEO of the Toronto Central (TC) Local Health Integration Network (LHIN), one of 14 health regions responsible for planning and managing local health care services in Ontario. Throughout her career Camille has advanced strategies to design services around patient needs. Camille has received many accolades for her passionate advocacy for developing strong and inclusive communities. Most recently, Camille was awarded the Queen Elizabeth II Diamond Jubilee Medal in 2013 and an African Canadian Achievement Award in 2014. She holds a Masters Degree in Health Administration from the University of Toronto and is a long-standing member of the Canadian College of Health Service Executives.

Dr. Michael Schull MSc, MD, FRCPC



Dr. Schull is President and CEO of the Institute for Clinical Evaluative Sciences (ICES), and Professor in the Department of Medicine at the University of Toronto. His research focuses on health service utilization, quality of care and patient outcomes as they relate to emergency care, and the study of interventions designed to reduce emergency department waiting times. He is currently working with other researchers and health system decision-makers to evaluate policy interventions designed to reduce emergency department waiting times, and innovative ways to better integrate health care between hospital and community health providers. Dr. Schull practices as an Emergency Medicine specialist at Sunnybrook Health Sciences Centre in Toronto.

Session 13 – Quality on the Frontlines: Improving Care for Complex Patients and High System Users

Room Number: 713

This session, an assembly of quality abstracts, will feature presentations that demonstrate advancements and improvements made in care for complex patients and high system users, and discuss recent innovations in chronic disease prevention and management.

These presentations will be delivered by representatives from all sectors of our health system, since sharing our experiences is one of the most effective methods for discovering innovative ideas, spreading change, and facilitating the delivery of high quality care.

Moderator:

Kim Baker



Kim Baker, Chief Executive Officer at the Central LHIN, is a seasoned health care leader with significant experience in multiple healthcare disciplines. This includes key roles at the Ministry of Health and Long-Term Care, including the Strategic Directions Project; leading the redevelopment planning directorate at the University Health Network; heading a national portfolio for Extendicare's home care and community health service division; and serving on the Board of the Central Community Care Access Centre.

Originally a clinician, Kim's career began by providing critical care to patients as a respiratory therapist. Kim holds a Masters of Health Science in Health Administration (MHSc) from the University of Toronto. She is also an active member of the Canadian College of Health Service Executives as a Certified Health Executive (CHE) and is a Certified Chartered Director.

Featuring:

Frank DeCicco, B.Tech. (Industrial Eng.), MBA



Frank is a Senior Improvement Coach with Toronto East General Hospital, where he works with clinical and non-clinical staff throughout the hospital to drive positive change. His passion is to work with teams implementing practical, sustainable solutions aimed at making our healthcare system better. Frank has designed and delivered performance and quality improvement programs across North America in several industries, in both private and public sectors. He has held senior leadership positions with Ernst & Young Management Consultants, MDS Diagnostics (now LifeLabs), MDS Venture Capital, and The Change Foundation/Centre for Healthcare Quality Improvement.

Christina Fabbruzzo-Cota, RN, MN, CON(C)

Christina Fabbruzzo-Cota is a Clinical Nurse Specialist working with the orthopedic trauma and orthopaedic sarcoma population at Mount Sinai Hospital. Christina has 15 years of nursing experience. She obtained her Masters of Nursing from the University of Toronto in 2006. She is certified in Oncology from the Canadian Nurses Association. Christina is also cross-appointed with the Faculty of Nurses at the University of Toronto. Christina currently co-chairs the hip fracture steering committee at Mount Sinai Hospital where quality improvement ideas that impact patient care are explored and developed.

Dr. Erin Keely



Dr. Erin Keely is Chief, Division of Endocrinology and Metabolism at the Ottawa Hospital and Full Professor in the Departments of Medicine and Obstetrics/Gynecology at the University of Ottawa. Her research focus has included communication between health care professionals. Most recently this has been through the development and evaluation of the Champlain BASE eConsult service, for which she is the specialist lead. She has received grants from the Canadian Diabetes Association, CIHR, Royal College of Physicians and Surgeons of Canada and Health Canada.

Dr. Christine Soong, MD, MSc, CCFP



Dr. Soong is an academic hospitalist and an Assistant Professor in the Division of General Internal Medicine at the University of Toronto. She completed her medical degree at Western University, family medicine residency at the University of Toronto, and a Master's degree in Quality Improvement and Patient Safety at the Institute of Health Policy, Management and Evaluation in 2013. Dr. Soong is the chair of the Quality Improvement Committee of the Canadian Society of Hospital Medicine, and leading the Choosing Wisely Committees for the Canadian Society of Internal Medicine, and Canadian Society of Hospital Medicine. Her research and QI interests include hospitalist co-management, utilization and appropriateness, and transitions of care.

Karen Truter, RN(EC), BN, MN, CHPCN(C)



Karen Truter, Nurse Practitioner for Post-Acute Specialty Services in Northumberland Hills Hospital (NHH), Cobourg, Ontario, graduated as a RN in 1985 in Bristol, England, immigrated to Canada in 1996 and has nursed in Quebec and Ontario. She obtained her MN/NP degree in 2013. Her expertise is palliative care and gerontology and assists facilitation of the Gerontology Community of Practice and Gerontology workshops in NHH. She was lead NP in the Assess & Restore pilot program and continues to promote the identity of gerontological syndromes through comprehensive gerontological assessment as key to successful restoration of wellness for older adults.

Afternoon Keynote Address & Plenary Session (3:15-3:45)

Hall G

Keynote Speaker

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 Honourary 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.

Keynote Speaker

Dr. Mike Evans



Dr. Mike Evans is known worldwide for his work in innovative health messaging to the public. His media lab fuses patients with creatives (filmmakers, designers, writers) and expert clinician-researchers. The premise of his lab is that most healthcare happens at home and that the biggest missing workforce is the public, and that if we can create high quality infectious health media we can engage "peer-to-peer healthcare". Dr. Evans is also a staff physician at St. Michael's Hospital, an Associate Professor of Family Medicine, and a Scientist at the Li Ka Shing Knowledge Institute.

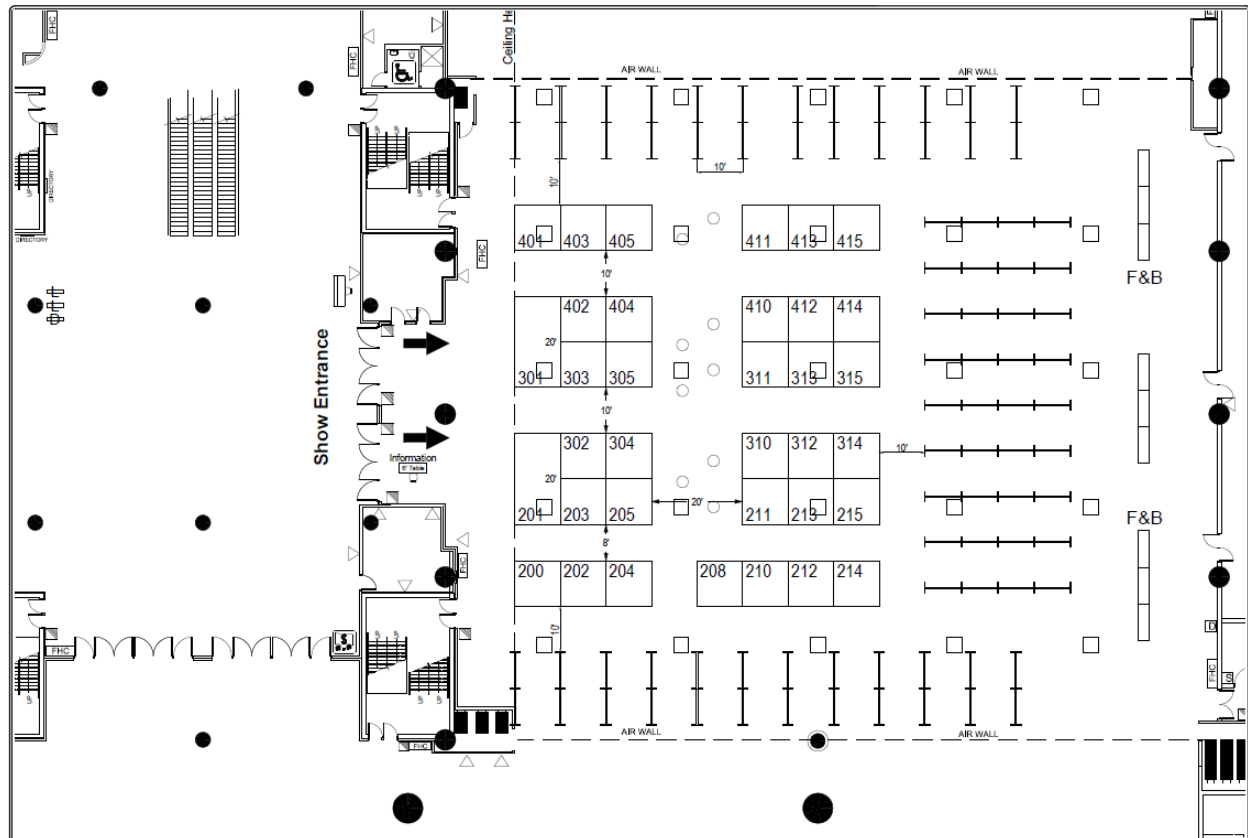
Closing Remarks

Dr. Andreas Laupacis



Dr. Laupacis is a general internist and Executive Director of the Li Ka Shing Knowledge Institute of St. Michael's Hospital. He is a Professor in the Faculty of Medicine at the University of Toronto. His research interests are in health services research and public engagement. He holds a Canada Research Chair in Health Policy and Citizen Engagement. He has served on numerous academic and governmental committees. Other current activities include Chair of the Board for Health Quality Ontario, a Board member of Cancer Care Ontario and the chief editor of www.healthydebate.ca.

Exhibit Booths



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Canada Health Infoway	312
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Centre for Quality Improvement and Patient Safety, Sunnybrook Health Sciences	213
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Institute for Healthcare Improvement, University of Toronto, Open School	310

Exhibit Booths (cont.)

Adopting Research to Improve Care (ARTIC)

Booth number: 302

The ARTIC Program, which is a partnership between Health Quality Ontario and the Council of Academic Hospitals of Ontario, aims to accelerate and support the implementation of research evidence into practice across the health care system to drive quality care. Transitioning research evidence into routine practices of health care delivery is a significant challenge that can take 17 years or more. The ARTIC Program creates the pathway to systematically move research evidence into practice faster. This takes infrastructure, collaboration and the implementation enablers of strategic selection of evidence, executive champions and governance, education and training, implementation supports (central coordinating office and community of practice) and evaluation. [Click here to learn more.](#)

Association of Family Health Teams of Ontario

Booth number: 202

The Association of Family Health Teams of Ontario (AFHTO) is a not-for-profit association representing Ontario's primary care teams, which includes Family Health Teams, Nurse Practitioner-Led Clinics and others who provide interprofessional comprehensive primary care. AFHTO works to support primary care teams by promoting best practices, sharing lessons learned, and advocating on behalf of all primary care teams.



Association of Ontario Health Centres (AOHC)

Booth number: 203

The Association of Ontario Health Centres (AOHC) aims for the best possible health and wellbeing for everyone living in Ontario. AOHC looks towards a future without systemic barriers that prevent people from reaching their full health potential, where everyone can make the choices that allow them to live a fulfilling life.



Association of Ontario Health Centres
Community-governed primary health care

Association des centres de santé de l'Ontario
Soins de santé primaires gérés par la communauté

BRIDGES

Booth number: 412

BRIDGES incubates innovative models to integrate care across the continuum and across disciplines for people with complex chronic disease. We support the evaluation of interventions by providing resources for study design, quality improvement activities, as well as economic and outcome evaluation using mixed methods.



Canada Health Infoway

Booth number: 312

Infoway helps to improve the health of Canadians by working with partners to accelerate the development, adoption and effective use of digital health across Canada. Through our investments, we help deliver better quality and access to care and more efficient delivery of health services for patients and clinicians. Infoway is an independent, not-for-profit organization funded by the federal government. Visit our website at www.infoway-inforoute.ca



Canadian Foundation for Healthcare Improvement

Booth number: 414

The Canadian Foundation for Healthcare Improvement is a not-for-profit organization funded by the Government of Canada, dedicated to accelerating healthcare improvement. CFHI plays a unique, pan-Canadian role in supporting healthcare delivery innovation. We help teams from different jurisdictions work together on common improvement priorities, providing opportunities to share and implement evidence-informed solutions across regions, provinces and territories.



Canadian Foundation for
**Healthcare
Improvement**

Canadian Institute for Health Information (CIHI)

Booth number: 311

The Canadian Institute for Health Information (CIHI) collects and analyzes information on health and health care in Canada and makes it publicly available. Canada's federal, provincial and territorial governments created CIHI in 1994 as a not-for-profit, independent organization dedicated to forging a common approach to Canadian health information. CIHI's goal: to provide timely, accurate and comparable information. CIHI's data and reports inform health policies, support the effective delivery of health services and raise awareness among Canadians of the factors that contribute to good health. This year marks CIHI's 20th anniversary of operation.



Canadian Institute
for Health Information
Institut canadien
d'information sur la santé

Canadian Patient Safety Institute (CPSI)

Booth number: 214

The Canadian Patient Safety Institute (CPSI) is a not for profit organization that exists to raise awareness and facilitate implementation of ideas and best practices to achieve a transformation in patient safety. Funded by Health Canada, CPSI reflects the desire to close the gap between the healthcare we have and the healthcare we deserve



Cardiac Care Network

Booth number: 413

Representing a dynamic partnership between health care providers, hospitals, clinicians, community, government and patients/caregivers, the Cardiac Care Network of Ontario is an essential resource to ensure the delivery of high quality adult cardiovascular care in Ontario. CCN provides system support based on evidence, data and best practices to ensure the quality, effectiveness, efficiency, and safety of adult cardiovascular care in Ontario.

CARDIAC CARE NETWORK



Evidence Exchange Network (EENet)

Booth number: 211

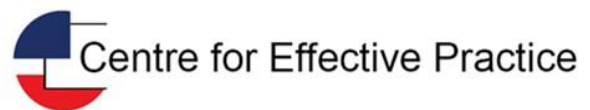
Evidence Exchange Network (EENet) is a mental health and addictions knowledge exchange network that connects stakeholders across Ontario. The EENet community includes researchers, clinicians, decision-makers, service providers, system planners, policymakers, persons with lived experience, and families. The network promotes the use of research evidence in decision-making, develops targeted knowledge translation products and tools, and supports interactive exchanges.



Centre for Effective Practice (CEP)

Booth number: 215

Centre for Effective Practice (CEP) is a not-for-profit organization enabling appropriate care in primary care through the development and implementation of relevant, evidence-based programs and tools. CEP works collaboratively with health consumers and leading interprofessional clinicians, academics, researchers, and policy-makers to close the gap between best evidence and current practices.



Centre for Quality Improvement and Patient Safety, Sunnybrook Health Sciences

Booth number: 213

The Centre for Quality Improvement and Patient Safety (C-QIPs) provides leadership in patient safety education complemented by research programs and collaborative networks within the Toronto Academic Health Science Network and the broader healthcare system. The Centre's mission is to create, disseminate, and implement new knowledge in the fields of patient safety and healthcare quality more generally at the University of Toronto and its affiliated hospitals in order to provide the highest quality and safest possible care for our patients.

Commission on Accreditation of Rehabilitation Facilities (CARF)

Booth number: 415

Since the first CARF survey in Canada in 1969, many Canadian service providers have selected CARF as their accreditor of choice in health and human services. CARF develops and maintains international consensus standards for Aging Services, Behavioural Health, Child & Youth Services, Employment & Community Services and Medical Rehabilitation. www.carf.org/canada



Health Quality Ontario (HQP)

Booth number: 201

Health Quality Ontario (HQP) is the provincial advisor on health care quality. HQP reports to the public on the quality of the health care system, evaluates the effectiveness of new health care technologies and services, provides evidence-based recommendations, and supports the spread of quality improvement activities. Visit www.hqontario.ca for more information.



Improving & Driving Excellence Across Sectors (IDEAS)

Booth number: 304

IDEAS is a province-wide educational initiative to advance Ontario's health system priorities by building capacity in quality improvement and change management across all health care sectors.



Institute for Safe Medication Practices Canada (ISMP)

Booth number: 212

The Institute for Safe Medication Practices Canada is an independent national not-for-profit organization committed to the advancement of medication safety in all healthcare settings. ISMP Canada works collaboratively with the healthcare community, regulatory agencies and policy makers, patient safety organizations, the pharmaceutical industry and the public to promote safe medication practices.



MaRS EXCITE

Booth number: 314

The MaRS EXCITE program helps companies attain the evidence they need to prove the clinical utility, competitiveness, and cost effectiveness of innovative health technologies. Through collaboration with the health system, technologies can get to market faster and improve patient outcomes. Visit www.excite.marsdd.com for more information.



Ministry of Health and Long-Term Care

Booth number: 301 & 303

Ministry of Health and Long-Term Care

The Government of Ontario is working to create a patient-centred health care system that provides highest quality and value to Ontarians. The transformation of our health system is focused on providing the right care at the right time in the right place, and by helping people lead healthier lifestyles.



Ministry of Health and Long-Term Care - Minister's Medal

The Minister's Medal recognizes the collaborative efforts of Ontario's health care providers who have led projects and initiatives that improve care for Ontarians with a focus on quality and value. Visit the Minister's Medal booth to learn more about this year's winners and honour roll applicants as we share their best practices across the system.

Nurse Practitioners' Association of Ontario (NPAO)

Booth number: 210

The Nurse Practitioners' Association of Ontario (NPAO) is the professional voice and official negotiating body for Nurse Practitioners in Ontario. Our mission is to achieve full integration of Nurse Practitioners to ensure accessible high quality health care for all.



**Nurse
Practitioners'
Association of
Ontario**

Ontario Association of Community Care Access Centres (OACCAC)

Booth number: 205

The OACCAC works with its members to advocate for sector/system reform to improve access, value and quality for patients and the system. Together, and with health partners, we develop innovative and cost-effective ways to provide Ontarians with the home and community care they need to stay well, and at home.



Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS)

Booth number: 401



OANHSS

ONTARIO ASSOCIATION OF NON-PROFIT HOMES AND SERVICES FOR SENIORS

OANHSS is the provincial association representing not-for-profit providers of long term care, services and housing for seniors. Members include long term care homes (municipal, charitable and non-profit nursing homes), seniors' and supportive housing, and community service agencies. Members serve over 36,000 LTC residents annually and operate over 8,000 housing units.

Ontario Association of Residents' Councils (OARC)

Booth number: 404

The Ontario Association of Residents' Councils (OARC) is a non-profit association formed in 1981 by residents, to act as a collective voice for Residents' Councils in all types of long-term care (LTC) homes in Ontario.



Ontario Community Support Association (OCSA)

Booth number: 204

The Ontario Community Support Association (OCSA) is the voice of the home and community support sector. Across the province each year, more than a million people receive home care and community support services such as in-home nursing, therapy and personal support, Meals on Wheels®, adult/Alzheimer day programs, transportation to medical appointments, respite for family caregivers, supportive housing and attendant services for persons with disabilities. These services are important, cost-effective measures that prevent unnecessary hospitalizations, emergency room visits and premature institutionalization. More information can be found at www.ocsa.on.ca.



Ontario Hospital Association (OHA)

Booth number: 200

The Ontario Hospital Association (OHA) is the voice of Ontario's public hospitals. Founded in 1924, the OHA uses advocacy, education and partnerships to build a strong, innovative and sustainable health care system for all Ontarians.



Ontario Long-Term Care Association (OLTCA)

Booth number: 405

The OLTCA works to promote safe, quality long term care to Ontario's seniors. We strive to lead the sector in innovation and quality care and services and build excellence in long term care through leadership, analysis, advocacy and member services. OLTCA's members operate 440 long term care homes in communities throughout Ontario that provide care and accommodation services to over 70,000 residents. This represents approximately 70% of the total long term care homes and 66% of the long term care residents in the province. [Click here to learn more about the OLTCA.](#)



Ontario Long Term Care Physicians

Booth number: 403

Incorporated in 1978 as Ontario Association of Medical Directors of Homes for Senior Citizens, later renamed to Ontario Long Term Care Physicians. Our mission and vision is to promote excellence in the provision of medical services by supporting physicians and to be viewed as leaders with expertise in all aspects of medical services.



Ontario Patient Relations Association (OPRA)

Booth number: 402

The Ontario Patient Relations Association (OPRA) is committed to providing support and leadership to Patient Relations professionals across the Province of Ontario. OPRA achieves its mission by providing its members with a forum for education, sharing of best practice, and networking opportunities.

Ontario Stroke Network (OSN)

Booth number: 411

The Ontario Stroke Network (OSN) is a non-profit organization funded by the Ministry of Health & Long-Term Care. The OSN provides provincial leadership and planning and evaluation for the continuum of stroke care in Ontario - from health promotion and stroke prevention to acute care, recovery, rehabilitation, and reintegration.



Ontario MD

Booth number: 315

OntarioMD is a wholly owned subsidiary of the Ontario Medical Association and receives funding from the Ministry of Health and Long-Term Care through its agency, eHealth Ontario. OntarioMD also offers value-added services to connect EMRs to more patient information such as hospital reports through Hospital Report Manager.



Ontario's Better Outcomes Registry and Network (BORN)

Booth number: 410

BORN is Ontario's pregnancy, birth and childhood registry and network. By collecting, interpreting, sharing and rigorously protecting critical data about each birth in the province, BORN makes a positive and lasting contribution to the health of mothers, newborns, children and the citizens of Ontario. Visit www.bornontario.ca for more information.



Patients Canada

Booth number: 305

Patients Canada is a patient-led, patient-governed organization dedicated to bringing the patient voice to healthcare.



Public Health Ontario

Booth number: 313

Public Health Ontario (PHO) is a Crown corporation dedicated to protecting and promoting the health of all Ontarians and reducing inequities in health. PHO links public health practitioners, front-line health workers and researchers to the best scientific intelligence and knowledge from around the world.



Registered Nurses' Association of Ontario (RNAO)

Booth number: 208

The Registered Nurses' Association of Ontario (RNAO) is the professional association representing registered nurses in Ontario. We are the strong, credible voice leading the nursing profession to influence and promote healthy public policy.



University of Toronto – Institute for Healthcare Improvement Open School Chapter

Booth number: 310

The University of Toronto Chapter of the Institute for Healthcare Improvement is a student-led, faculty supported organization that provides Quality Improvement and Patient Safety education and practical experience opportunities to students in healthcare and related disciplines. In so doing, UTIHI helps to prepare the next generation of health care leaders.



Poster Presentations

Category 1: Care Transitions

Home First; Improving Patient Experience, Patient Flow, and ALC Volumes

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Improving Transitions and Wait Times from Acute Hospital to Rehab/CCC and the Community

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Presenting Author: Shirley Bryant

Healthy Babies Healthy Children Screen Validation

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Presenting Author: Sara Cave

Care Residents Want and Can Benefit From: Quality Improvement Project Removing Level of Care (LOC) Forms & Minimizing Inappropriate Transfer to Hospital from LTC

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Presenting Author: Dr. Paula Chidwick

Streamlining access to diabetes care through a centralized intake process

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Presenting Author: Debbie Hollahan

Using Research to Inform Policy: A Case Study

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Presenting Author: Linda Kelloway

Supporting Seamless Transition Home after Hip and Knee Replacement: Sharing Innovations in Care and Patient Education

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Presenting Author: Deborah Kennedy

Promoting Access to Team-based primary Healthcare: The PATH Project

Poster Board Number: 108

Presenting Author: Dr. Susie Kim

The development and implementation of a standardized discharge summary template across the Toronto Central LHIN

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Presenting Author: Kara Kitts

Novel One-Page Care Plan for Communication across Transitions in Care for Patients with Atrial Fibrillation

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Presenting Author: Dr. Kori Leblanc

Enabling Timely Follow-up through Electronic Notifications

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Presenting Author: Rhona McGlasson

Connecting Safe Patient Transitions through Connect Discharge Call Program

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Presenting Author: Dr. Shailesh Nadkarni

Facilitating the Transition from Acute Care to Inpatient Acquired Brain Injury Rehabilitation...the Development of an Education Session

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Presenting Author: Zia Poonjiaji

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Presenting Author: Lyndsay Richardson

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Presenting Author: Cecilia Santiago

A Comparative Case Study of Quality in Care Transitions in London, England and Toronto, Ontario

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Transitioning breast cancer and colorectal cancer survivorship care to primary care providers: Evidence from a province-wide demonstration project

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Presenting Author: Heather McDonald

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Presenting Author: Dr. Jessica Dy

Perspectives of Champlain BASE Specialist Physicians: their experiences and recommendations for expanding eConsult services across Ontario

Poster Board Number: 613

Presenting Author: Dr. Erin Keely

Primary Care EMR Needs Assessment - Bridging the 'adoption chasm'

Poster Board Number: 614

Presenting Author: Rachel LaBonte

Using Quality Tools to Measure Efficiency in a Neuroscience Ambulatory Outpatient Setting

Poster Board Number: 615

Presenting Author: Louise MacRae

Near-miss and hazard reporting in a voluntary patient safety reporting software at Quinte Healthcare Corporation

Poster Board Number: 616

Presenting Author: Melanie Maracle

Transforming Medication Systems with Automation and Pharmacy Robots

Poster Board Number: 617

Presenting Author: Sue-Anne McAlpine

Application of Predictive Simulation Modelling to Achieve Breakthrough Bed Resource Planning and Execution

Poster Board Number: 618

Presenting Author: Steven Metham

Evaluation of Technology Use to Support Older Heart Failure Individuals in Managing Their Symptoms after Hospital Discharge

Poster Board Number: 619

Presenting Author: Linda Nguyen

Challenging the Ontario diabetes care quality gap: Evaluation of using a chronic disease management system in primary health care practices in Ontario

Poster Board Number: 620

Presenting Author: Professor Daria O'Reilly

Utilization of Technology to Implement Clinical Practice Guidelines within a Psychiatric Setting

Poster Board Number: 621

Presenting Author: Sanaz Riahi

Meaningful reporting in primary care; evaluating the impact of an online monitoring tool on cancer screening participation

Poster Board Number: 622

Presenting Author: Christine Stogios

Leading the Way with Nursing Order Sets: Evaluating the Impact of the Technology-Enabled Implementation of Smoking Cessation Best Practices in Primary Care

Poster Board Number: 623

Presenting Author: Rita Wilson

Notes

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Health Quality Ontario



Health Quality Ontario is the provincial advisor on the quality of health care in Ontario, evaluating the effectiveness of health care technologies and services, providing evidence-based recommendations, reporting to the public on the quality of the health system, and supporting the spread of quality improvement throughout the system.

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