2017 Quality Improvement & Patient Safety Conference

Communication is at the heart of all relationships. In healthcare, success in communicating with patients, clients, families and co-workers leads to safer care, trusting relationships and healing environments for all.

TALK IS CHEAP
Communication is Priceless

Keynote Speaker: John Nance
Aviation & Healthcare Expert,
Analyst, Author & Consultant,
Friday Harbor, Washington

Date: Tuesday, April 25, 2017
Time: 7:30 am - 4:30 pm

Location:
Canad Inns Polo Park
1405 St. Matthews, Winnipeg, MB

Price:
$150 early bird until March 25, 2017
$175 Regular rate

Featured Speaker: Carol Santalucia
Director of Service Excellence and
Culture, Cleveland Clinic

For more information visit:
www.wrha.mb.ca/quality/index.php
www.mips.ca/
Conference Sponsors

1. National Research Corporation Canada
2. RL Software for safer healthcare
3. medworxx An Aptean Company
4. HIROC
5. Cleveland Clinic Patient Experience Advisory Group
6. Oculys Health Informatics Patient Care in Real-Time
7. Granny’s Poultry Farmers Cooperative
8. 3M Science Applied to Life
9. Allscripts
# AGENDA

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker/Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>0730-0830</td>
<td>Registration &amp; Breakfast</td>
<td></td>
</tr>
<tr>
<td>0830-0840</td>
<td>Welcome and Opening Remarks</td>
<td>Milton Sussman, President &amp; CEO, WRHA</td>
</tr>
<tr>
<td>1000-1020</td>
<td>Refreshment Break / Exhibits</td>
<td></td>
</tr>
<tr>
<td>1020-1045</td>
<td>PLENARY – Questions &amp; Answers with John Nance</td>
<td></td>
</tr>
<tr>
<td>1045-1050</td>
<td>Stretch Break – George Matos, Musculoskeletal Injury Prevention Specialist, OESH, WRHA</td>
<td></td>
</tr>
<tr>
<td>1050-1150</td>
<td>PLENARY – Communication necessary, open and informed communication sufficient!</td>
<td>Dr. Leigh Quesnel, Psychologist, HQS Consulting Services</td>
</tr>
<tr>
<td>1150-1225</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>1225-1250</td>
<td>Dessert and Presentations</td>
<td></td>
</tr>
<tr>
<td>1250-1300</td>
<td>Panel Discussion – Engaging All Voices</td>
<td>Krista Williams, Executive Director, Chief Nursing Officer, Clinical Programs, GGH, Oculys presentation Kim Dieleman, Acting Manager (Western Region) and Senior Healthcare Risk Management Specialist, HIROC presentation</td>
</tr>
<tr>
<td>1300-1400</td>
<td>Lunch</td>
<td></td>
</tr>
<tr>
<td>1400-1500</td>
<td>Refreshment Break / Exhibits</td>
<td></td>
</tr>
<tr>
<td>1500-1515</td>
<td>Refreshment Break / Exhibits</td>
<td></td>
</tr>
<tr>
<td>1515-1615</td>
<td>PLENARY – Carol Santalucia, Director of Service Excellence and Culture, Cleveland Clinic</td>
<td>Leah Janzen, Director, Communications &amp; Public Affairs</td>
</tr>
<tr>
<td>1615</td>
<td>Conference Adjourn</td>
<td></td>
</tr>
</tbody>
</table>
Conference Objectives

- Assess effective communication initiatives that improve patient experience, safety and outcomes
- Increase understanding of proven methods to build and sustain interdisciplinary communication
- Identify key communication skills that lead to effective patient-centered care
- Explore communication approaches that can be used at every level of the organization

Who Attends the Conference

Anyone who works to improve patient and family experience, healthcare quality and safety will benefit from this conference. You will find leaders in improvement including nurses, pharmacists, physicians, allied health professionals, and patient and family advisors taking part in an exciting agenda!

College of Pharmacists of Manitoba CEU accreditation pending.

Accomodations

The Canad Inns Destination Centre Polo Park is wheelchair accessible. A limited number of rooms are available at a discounted rate. Please call the hotel to make your arrangements; quote "Quality Improvement & Patient Safety Conference, Group Code #323590" when calling.

Canad Inns Destination Centre Polo Park
1405 St. Matthews Avenue
Winnipeg, MB R3G 3P7
Website: www.canadinns.com/Polo-Park
Toll Free: 1-800-332-2623

Parking

Ample free parking is available at the Canad Inns Destination Centre Polo Park for all conference participants.
Speaker Biographies

John Nance - Aviation & Healthcare Expert, Analyst, Author & Consultant

John J. Nance is a well-known advocate for using the lessons from the recent revolution in aviation safety to equally revolutionize the patient safety performance of hospitals, doctors, nurses, and all of healthcare. John brings a rich and varied professional background to the task of helping doctors, administrators, boards, and front-line staff alike survive and prosper during the most profoundly challenging upheaval in the history of modern medicine. A lawyer, Air Force and airline pilot, prolific internationally-published author, national broadcaster, and professional speaker. John logged countless appearances on national shows such as Larry King Live, PBS Hour with Jim Lehrer, Oprah, NPR, Nova, the Today Show, and many others. He is also the nationally-known author of 20 major books, including the acclaimed Why Hospitals Should Fly (2009), which won the prestigious “Book of the Year” award for 2009 from the American College of Healthcare Executives.

Carol Santalucia - Director of Service Excellence & Culture

Carol Santalucia is a seasoned healthcare leader with a passion for and commitment to enhancing the patient experience. During a 28-year career at Cleveland Clinic, Carol held various service excellence and leadership roles, including the formation of Cleveland Clinic’s Service Excellence Department and creation of the communicate with H.E.A.R.T.® Program. In 2011, Carol began her own consulting practice, Santalucia Group, LLC, where she and her team worked nationwide to improve the experience for patients, families and employees at over 40 organizations. Recently Carol returned to Cleveland Clinic as Director of Service Excellence and Culture. She is happy to be back “home” and excited to continue enhancing Cleveland Clinic’s culture through empathetic communication. Carol received an MBA in Healthcare Administration from Cleveland State University and a BS in Psychology from Denison University. She is a past President of the Society for Healthcare Consumer Advocacy and the Ohio Society for Healthcare Consumer Advocacy. Carol is a Board Member of the American College of Healthcare Executives of Northern Ohio and serves on the Executive Board of The Beryl Institute. She is also the President and Founder of The Carmella Rose Health Foundation, a nonprofit organization dedicated to helping people navigate the healthcare system.

Brandy Pollard - Patient Representative

Brandy Pollard is a professional teacher with years of experience working with children and adults with disabilities; communication is the key to the student’s success. In recent years, Brandy has taken on the role as a Patient and Family Advisor with the WRHA, as well as advocating for transgender rights, educating medical professionals, and giving talks regarding her lived experience. Brandy is open and honest about being a transsexual woman in an academic environment, she welcomes all questions and believes a curious mind is a wonderful thing for without it, we never move forward.
Elder Dave Courchene - Nii Gaani Aki Inini - Leading Earth Man
Anishinable Nation, Eagle Clan
Lead Elder, Elders' Council, Giigewigamig Traditional Healing Centre

Dave Courchene – Nii Gaani Aki Inini (Leading Earth Man) has travelled internationally, carrying a message of hope and peace. Dave shares the ancient knowledge of the Original People of Turtle Island, that he believes can act as the foundation in supporting the New Life that Mother Earth is now entering, and that the Elders have confirmed has arrived.

He has created a special place for sharing the ancient knowledge of the Original Peoples – the Turtle Lodge – based on a vision he received many years ago. The Original People have always relied on visions and dreams to give guidance and direction in life.

Dave was honoured by leaders and Elders of the Original Peoples at the 2010 International Indigenous Leadership Gathering, and with a National Aboriginal Achievement (INDSPIRE) Award in Culture, Heritage & Spirituality, and the Volunteer Manitoba Award for Outstanding Community Leadership in 2012, for the work associated with his message and vision, including the work he has done inspiring young people.

His recent work has involved initiating International Roundtables Supporting Ancient Indigenous Knowledge at the Turtle Lodge and the US Capitol Building in Washington, DC, which have been co-led by US Congressman Dennis Kucinich. He delivered the Opening Keynote and conducted the Opening Ceremonies at the 2010 G8 Summit on World Religions. Dave is the Lead Elder of the Elders Circle Seven, who co-created Mikinak-Keya – The Spirit Tour, the signature tour of the Canadian Museum for Human Rights.

Dave has shared the stage twice with the Dalai Lama to bring a message of peace in Newark, New Jersey and Monterrey, Mexico. In the Spring of 2011, Dave initiated the Makoose Ka Win and the Vision Quest rites of passage to take young people of all cultures entering Adulthood back to the land and the Elders to find their uniqueness and promote peace.

Paul Barnard - Regional Director, Primary Health Care Operations & Physician Services, Interlake Eastern Regional Health Authority

Paul is the Regional Director of Primary Health Care and Physician Services for the Interlake Eastern Regional Health Authority. He lives close to Pine Falls and spends much of his free time coaching kids from Pine Falls, Sagkeeng, Black River and Hollow Water in hockey, soccer and softball. He is also a local school trustee with a special interest in education in poverty and the link between physical activity and learning. Paul has two children: Kachina who is studying psychology at Carleton University and Makoto who is attending the Pilot Mound Hockey Academy.
Dr. Leigh Quesnel - Psychologist, HQS Consulting Services Inc.

Dr. Leigh Quesnel is the principal of HQS Consulting Services Inc. He has been a leading organizational consultant for well over 20 years. Leigh has worked with small and large organizations in both the public and private sector, nationally and internationally. Dr. Quesnel has served numerous federal and provincial government departments and Crown corporations. In the private sector he has worked with a number of large service and manufacturing enterprises. His current areas of study and interest include the evolution of management practices, managing surprise, workplace wellness, the changing meaning of work, creating corporate community, leadership, and motivation. Leigh has recently completed a video series entitled the Evolution of Management.

Leah Janzen - Director, Communications & Public Affairs, WRHA

Leah Janzen believes strongly in the transformational power of meaningful and effective communications. Done well, communications promotes, enhances and supports a brand, an idea, a cause or a movement. It can change minds, spark innovation and make champions of the most cynical. Communications is a critical function of a successful enterprise and one which requires focus on strategy, engagement and storytelling. Leah has been involved in communications in its various forms for over 25 years. As an award-winning journalist with the Winnipeg Free Press, Leah honed her ability to ask difficult questions, uncover the truth and tell the important stories of Manitobans in an evocative and compelling way. Taking the leap to the ‘dark side’ in 2006, Leah served in a variety of communication roles at the University of Manitoba, finishing her career there as Associate Vice-President, Outreach & Engagement. During her tenure at the UM, Leah was part of a leadership team which won numerous national and international awards for its innovative marketing communications efforts and helped kick off an ambitious $500 million capital campaign. Joining the Winnipeg Regional Health Authority as the Regional Director Communications, Media, Public and Government Affairs, in 2016, Leah is focused on using the power of strong communications to engage internal and external audiences and garner increased public and government support for in the important work of the region.

Kris Lischynski - Registered Psychiatric Nurse, Mental Health, HSC

Kris Lischynski has been a Registered Psychiatric Nurse for 30 years and also completed her Bachelor of Science in Mental Health. She has worked in a variety of acute care settings within mental health. Kris has worked as a Mental Health Consult Liaison Nurse at Health Sciences Centre for the past 10 years. This is an independent nursing service that sees patients who are admitted to the hospital on a consultation basis for assessment and support. This service also supports and collaborates with all disciplines and teams at HSC. Communication is one of the main pillars of this role.
Dr. Ainslie Mihalchuk MD CCFP, Chief Medical Officer, Concordia Hospital.

Dr. Ainslie Mihalchuk MD CCFP is passionate about promoting collaborative models of delivering patient centered care. As a family physician, her scope covers the bulk of the patient’s journey through our health-care system including community, acute care and long term care and this unique perspective allows her to understand the value of working better together across the continuum to ensure the safety of patients. In her many leadership roles, Dr. Mihalchuk aspires to create linkages between these various sectors while working to build relationships between physicians and the health system fostering a common vision for quality improvement and system redesign. At a local level, Dr. Mihalchuk is the Chief Medical Officer at Concordia Hospital and the Physician Co-Lead of the River East/Transcona My Health Team. At a regional level she provides physician leadership to the WRHA Flow Initiative through her role on the Flow Improvement Team. Dr. Mihalchuk holds additional leadership roles as the incoming 2017-2018 President of the Manitoba College of Family Physicians and through various committee appointments with the College of Family Physicians of Canada. She also maintains a small Primary Care Practice at ACCESS River East. Dr. Mihalchuk has studied many aspects of leadership in her career with a particular interest and focus on physician engagement.

Jeffrey M Klassen, FRCPC-EM

Jeff Klassen is an emergency physician at the St. Boniface and Grace emergency departments here in Winnipeg. He has an interest in human factors and how they contribute to patient safety. He is Medical Director Liaison to the WRHA Department of Emergency Medicine for TeamSTEPPS and uses novel educational techniques such as social media and simulation to try and educate inter-professional teams on human factor concepts like communication, leadership, and situational awareness. He is the Curriculum Lead for Quality Improvement and Patient Safety for the Undergraduate Medical Education program at the University of Manitoba.
Registration

Registration Deadline is April 18, 2017

Registration payment must follow the completed registration form. Registrations will not be processed until payment is received. Confirmation and receipts will be emailed prior to the conference.

Registration Rates:

Early Bird Registration until March 25, 2017 - $150.00
Regular Rate after March 25, 2017 - $175.00

Breakfast, lunch and snacks will be provided.

Request for refunds must be made in person or in writing before April 18, 2017. No refunds will be made after April 18, 2017.

Registrant substitutions may be made with notice prior to April 18, 2017.

For more information please contact Caralee Barrault 204-926-7129 or via email cbarrault@wrha.mb.ca
2017 Quality Improvement & Patient Safety Conference

Conference Registration Form

Conference Date: April 25, 2017
Registration Deadline: April 18, 2017

☐ Early Bird Registration (until March 25, 2017) - $150.00
☐ Regular Rate Registration (after March 25, 2017) - $175.00

Select the concurrent session you would like to attend:

☐ Session 1 - Physician Perspective, presenter Dr. Ainslie Mihalchuk
☐ Session 2 - presenter Elder Dave Courchene & Paul Barnard
☐ Session 3 - presenter Leah Janzen

Conference Fees: Select how you will be paying for the conference.

☐ Cheque or Money Order (payable to: Winnipeg Regional Health Authority)
  Payments to be sent to: Caralee Barrault, WRHA
  200-1155 Concordia Avenue
  Winnipeg MB R2K 2M9

☐ Cost Centre Transfer (SAP Facilities only)
  Cost Centre Number:
  Cost Centre Expense Code:
  Cost Centre Managers Name:
  Cost Centre Managers Signature:

☐ Credit Card Payment
  □ Visa □ MasterCard
  Expiry Date:
  Signature:

Registrant Information:

Name:
Title:
Primary Site:
Discipline/Department:
Mailing Address:
Phone:
Email:
Workplace:
Health Region or Organization:
List any Food Allergies: