

# QHN 3rd Annual Spring Symposium

*Building Capacity for Quality Improvement*



Enabling a Culture of Integration One Story  
at a Time: Quality at the Crossroads

April 30, May 1 & May 2, 2008  
The Kingbridge Centre • King City, Ontario



# 3rd Annual QHN Spring Symposium

JOIN QHN MEMBERS AS  
TOGETHER WE:

Develop a common language of  
integration,

Understand better the methods  
for engaging audiences through  
storytelling, and lastly,

Gather a broader appreciation of  
innovative approaches to  
challenges across sectors.

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THIS SYMPOSIUM WILL PROVIDE  
YOU WITH:

Tools and templates that have  
been used to improve the quality  
of transitions across the system.

A common language, common  
framework on integration.

A storytelling methodology  
framework.

Useful tips on telling a good story.

## Introduction

Storytelling is growing in visibility and popularity; but what do you do with it? Stories create connection, energy, and emotional impact.

They are used by effective leaders and organizations to send signals, as well as engage, influence, and persuade. Stories are increasingly seen as a leveraged strategy to foster change by senior leaders, change strategists, and communications people.

Stories also convey culture. Telling stories by the campfire, or the water cooler, or the hearth is a time-honored way to pass on culture, learnings, wisdom, and experiences. Elders mentor the younger generation by telling stories; craftsmen use stories to help apprentices take on nuance, rules of thumb, and tricks of the trade.

Stories are data. They are used to frame reality, make sense of events, and detect early evidence of new and unforeseen possibilities. And they are cited as “proof” of points of view, judgments, and decisions.

However, stories are also seen as “soft”, as indicators of infrequent events and the use of intuition rather than rigorous analysis and rational decision-making. In the realm of evidence, stories are referred to “random and anecdotal.” For more valid data, the argument goes, we need numbers, frequency, appropriate sample size, and statistics.

## Wednesday, April 30

6:00 pm – 8:30 pm  
Dinner At Your Leisure in the  
Dinning Room

If you are staying overnight at Kingbridge Learning and Conference Centre, dinner is included in your registration cost. Just don't forget to bring your name tag. The Dining Room, and its impressive buffet is open until 9:00 pm.

8:30 pm  
NEW: Networking Session: The  
Launch of QHN Reads, QHN's  
First-ever Book Club  
The Library

As part of our new membership benefit package 2008-2009 and our ongoing commitment to you, our members, we are launching QHN Reads, our first-ever book club.

Join us in the library of the Kingbridge Centre to discuss the book, *Privileged Presence: Personal Stories of Connections in Health Care* by Liz Crocker and Bev Johnson. For this very special launch of QHN Reads, one of the book's authors, Liz Crocker will be on site for a reading and to answer member questions. Preregistration is required. Registrants will receive a complimentary issue of the book, a set of book club ground rules, and a list of discussion questions to think about ahead of time.

## Thursday, May 1

7:30 am – 8:30 am

Registration & Breakfast in the Dining Room

8:30 am – 8:45 am

Welcome Remarks Auditorium

Marcy Saxe-Braithwaite, Chair Planning Committee

8:45 am – 9:15 am

Opening the Conversation for the Spring Symposium - Storytelling & Story Analysis as Mechanisms for Transforming Organizations Auditorium

Tom Bigda- Peyton, Workshop Facilitator



Tom Bigda-Peyton is an organizational consultant, researcher, and educator. Tom is the founder of Action Learning Systems, a research and consulting practice started in 1992 to help teams and organizations improve the pace and impact of on-the-job learning. In his work with senior leaders and management teams. His approach to coaching and mentoring has helped management teams and divisions of companies to improve their results by 50% over an 18-24 month period.

Familiar to Ontario, Tom has been working with CAHO, MRI, and MOHLTC, to create a four-way Trusted Council/ roundtable that will accelerate the pace and impact of health research and innovation in the province. He is a Research Professor at St. Louis University, Department of Aviation Sciences and member of the Steering Committee of the emerging Safety Across High Consequences Industries (SAHI) network.

In his opening, Tom will set the stage for our program. He will introduce us to storytelling and leave us with steps toward using story to transform social, technical and cultural systems.

9:15 am – 9:45 am

Talking about Integration: What the Research is Saying Auditorium

Cathy Fooks, President & CEO The Change Foundation



What key elements do you need to ensure success in creating an integrated health system, and how far along is Ontario in achieving them? To help answer these questions, the Change Foundation has undertaken a review of integrated health systems in six countries and across Canada.

9:45 am – 10:15 am

Talking more about Integration: Adding a lens of Quality and Patient Safety to the Picture Auditorium

Tony Taylor, MD, FRCPC MBA Vice President Medicine, Quality & Patient Safety, Fraser Health B.C.



Working towards dramatic, system-level performance improvement is no simple task. Organizing quality support and continuous learning can be even more challenging in an integrated system. Fraser Health has chosen some key approaches to support a successful integrated approach to improving quality and safety.

10:15 am – 10:45 am

“Cross Sector” Check-in with host Tom Bigda-Peyton Auditorium

Tom will invite participants to reflect on the short presentations they have just heard, inviting their questions and reactions. The session will conclude with a 1 minute wrap up by the speakers.

10:45 am – 11:15 am

Coffee, Stretch and/ or Blackberry Break

11:15 am – 12:30 pm

**Enabling a Culture of Integration  
Auditorium**

**The Balance of Care  
(BoC) Project**

A model titled the Balance of Care (BoC) aims to determine the most appropriate balance of community and institutional care for frail seniors. A research team based at the University of Toronto will be applying this model, from early research in the UK in two Ontario communities- Waterloo and Thunder Bay

**Interprofessional Collaboration &  
Quality Primary Care: Lessons  
Learned from a recent Synthesis**

Juanita Barrett, and Chief Executive Officer, Ideal Health Solutions  
Ideal Health Solutions & Coauthor of CHSRF Synthesis on Interprofessional Collaboration and Quality Primary Healthcare  
Ideal Health Solutions Inc.

The synthesis review suggests that positive provider, system and patient outcomes can result from enhance interprofessional collaboration. This is particularly pronounced for chronic disease or special needs populations. Hear the strategies the researchers uncovered to address the challenges associated with collaboration.

**The Ontario Flo Collaborative**

Susan Taylor, Senior Consultant, Quality, Patient Safety and Clinical Resource Management, Hamilton Health Sciences

Kim Stelmacovich, Quality Improvement Consultant, Ontario Health Performance Initiative, Ministry of Health and Long Term Care

The Flo Collaborative is a provincial quality improvement initiative aimed at improving the

transitions of care for patients like Flo, from admission to a hospital medical unit to the community, whether the disposition is long term care, a CCC/Rehab hospital, or home with community support services. Twenty-nine partnerships (acute care hospitals and community-based partners – either CCACs or CCC/Rehab hospitals) are participating in the Collaborative, which began in Sept 2007 and will end in Dec 2008, culminating with a Quality Congress in January 2009. There are three streams of activity: Improvement Teams, supported through a Senior Leadership Series and an Improvement Advisor Stream.

**Creating Opportunities Now to  
Achieve Community Transition  
(CONTACT)**

Sheila Neuburger, V.P. Clinical Services, Whitby Mental Health Centre  
Paula Podolski, Administrative Director, Assessment & Stabilization Program, Whitby Mental Health Centre

Transition into the community for patients with severe and persistent mental health issues who have had extended hospitalization is a challenge in the tertiary mental health system. The CONTACT model is based on the recovery philosophy and associated outcome measures to support a quality transition to the community. Hear about the innovative model that involves the tertiary level psychiatric system, the community mental health agencies and peer support and mentorship on the road to recovery.

12:30 pm – 1:30 pm  
**Lunch in the Dining Room**

1:30 pm – 2:45 pm

**Seeing the Chasm: Recognizing  
Transitions Together  
Auditorium**

Tom Bigda-Peyton

The afternoon will begin with an opportunity to share the learnings from the concurrent sessions. Then we will move from story “telling” to story “analysis” by working in plenary, and in small groups, on a live example of work-in-progress on transitions across sectors of care.

2:45 pm – 3:00 pm

**Coffee, Stretch and/or Blackberry**

3:00 pm – 4:00 pm

**A Few Short Stories: QHN  
Members Present  
Auditorium**

**Measuring Medical Quality:  
Developing a Medical Quality  
Scorecard & Physician Performance  
Reports, St. Joseph’s Healthcare  
Hamilton**

Mike Heenan, Director, Quality Planning & Performance Improvement

**From Silos to Integration:  
Implementation of an Integrated  
Safety Model and Plan Lakeridge  
Health Corporation**

Peter Clancy, Joint Director, Occupational Health, Safety & Wellness  
Annette Down, Leader, Risk Management & Patient Safety

**Psychogeriatric Community  
Support Program (PCSP)  
Community Care Durham  
& Whitby Mental Health Centre**

Sheryl Bernard, Administrative Director for Seniors Mental Health, Whitby Mental Health Centre (WMHC)  
Ron Whyte, Program Director, COPE Mental Health Services, Community Care Durham

4:00 pm – 6:30 pm  
Open Time for Attendees

We are sure you going to appreciate this. The Kingbridge facilities are situated on 114 acres adjacent to the East Humber River. Make yourself familiar with the beautiful surroundings, over five kilometers of nature trails, an indoor track, a fitness room and swimming pool. Warm yourself by the fireplace in John Abele’s library, which boasts an eclectic mix of materials and a collection of unusual gadgets. Find someone to engage in a new conversation with!



Aerial autumn view of the Kingbridge Centre, King City



The Kingbridge Centre has over five kilometers of nature trails.

6:30 pm – 7:30 pm  
QHN Takes Quality to the Red Carpet with a Festival of Multimedia  
North Wing Main Foyer

There are many ways of telling, gathering, and understanding stories: orally, visually, and through various multi media platforms. In this session we experiment with sharing stories in ways that include video, audio, photography, PowerPoint, and storyboarding. Join us for a visual and auditory “roundtable” to enhance our collective appreciation of cross-sector transitions and possibilities all complimented by QHN-style networking!

7:30 pm  
Dinner in the Dining Room

## Friday, May 2

8:30 am – 8:45 am  
Welcome Back – The QHN Membership Story  
Auditorium

Rheta Fanizza, QHN Board Member

8:45 am – 9:30 am  
Crossing the Chasm: Managing Transitions Together  
Auditorium

Tom Bigda-Peyton

Building on our work with story-telling and story-analysis, segment will emphasize how we can use stories to improve problem-solving, decision-making, and learning across sectors of care. The net effect is aimed at building capability that we can use, deploy, and continue extending after the conference.

9:30 am – 10:30 am  
Three More Stories  
Auditorium

Implementing an Eldercare Access Strategy in Emergency Room (EASIER+) in Southeastern Ontario

John Puxty, MD, ChB, FRCPC, Chief of Staff at Providence Care Kingston and Chair of Division of Geriatric Medicine, Associate Professor, Medicine Queen’s University, Kingston Ontario

This is an innovative, multi component strategy to improve the health care outcomes of the High-Risk Frail Elderly in the Emergency Room. This initiative represents a collaborative partnership between the Acute Care Sector, specialist services for the elderly and community based programs. Building on Evidence Based Strategies it aims to target the high risk elderly and create improved care for the Elderly through community linkages, emergency rooms, primary care, CCAC, Community Support Services and Specialists in Elder Care.

Transitions: South East Patient Flow Improvement Initiative (SEPFII)

David Marshall, Executive Director South East CCAC & Project Executive Sponsor

An integrated, coordinated approach with shared commitment, leadership and ownership was implemented within the SE LHIN to address the ALC crisis. This initiative entitled, Transitions, was designed to establish a clear picture of the gap that exists between the current and the future state for the ALC patients impacted by the Health Care system. It is a known fact that the SE LHIN has an -

### Transitions: South East Patient Flow Improvement Initiative (SEPFII) CONTINUED...

older population and serves a higher number of seniors than other LHINS. The Transitions initiative will define ALC, enhance processes, ensure it is client centered, decrease the number of days for placement from Acute Care to CCC, Rehab or LTC and lastly improve the client's satisfaction.

### Medication Reconciliation as an Integration Strategy

Marg Colquhoun, Project Leader, Institute for Safe Medication Practices (ISMP) Canada and Medication Reconciliation, Intervention Lead, Safer Healthcare Now!

Medication reconciliation is really moving across the continuum of care in Ontario! The expansion of medication reconciliation into Long Term Care in the Safer Healthcare Now! Campaign is supported by an Ontario project integrating the new provincial community-based MedsCheck program with institutional medication reconciliation efforts. Ontario is unique in this opportunity! Tools, resources and systems for integration from a pilot project including 10 hospitals will be shared as we coordinate an integrated approach to medication reconciliation across the system.

10:30 am – 11:00 am  
Table Talk: Debrief  
Auditorium

Tom Bigda-Peyton

11:00 am – 12:00 pm  
Seeing the Mosaic of Care: a Multi-View Perspective Panel  
Room Name

Moderator: Tom Bigda-Peyton  
Panel Members Include:  
Ben Chan, MD, CEO Ontario Health Quality Council  
Susan Kwolek VP & CNE North York General Hospital  
David Marshall, Executive Director South East CCAC  
Marcy Saxe-Braithwaite, VP & CNO Providence Care

In this closing session participants will be traveling through four sectors together. We have asked our panel members to share differing sector viewpoints on behalf of long term care, acute care, primary care and community care. Each has been asked to consider a view point, a theme and a take away. How are these comments aligned? How can we, together, enable these viewpoints to be connected and move forward together after we leave the conference?

12:00 pm – 12:30 pm  
Ending the Conversation  
Auditorium

Cynthia Majewski, Executive Director QHN

12:30 pm  
Lunch in the Dinning Room for those who have time.

## Planning Committee

QHN would like to thank the 3rd Annual Spring Symposium Planning Committee for helping us bring this conference to you.

Committee members include:

**Marcy Saxe-Braithwaite**  
VP & CNO Providence Care & QHN Board Member, Chair 3rd Annual QHN Spring Symposium Planning Committee

**Clara Ballantine**  
Safety Improvement Advisor, SHN Ontario Node

**Ben Chan MD**  
CEO, Ontario Health Quality Council

**Doris Doidge**  
Director of Quality, Whitby Mental Health Centre

**David Marshall**  
Executive Director, South East CCAC

**Larry McBride**  
Corporate Relations, 3M Canada & QHN Board Member

**Bev Tezak**  
Senior Consultant, Clinical & Strategic Projects, Office of Performance and Quality Measurement, Mount Sinai Hospital, President, PPNO

## Special Member Offer

Receive a 5% reduction off your 2009-2010 QHN Membership by bringing a NonQHN Member Organization to the 3rd Annual Spring Symposium. Details on registration form on page 5.

### REGISTRATION FORM

For each registrant please complete and email or fax back to the Sean Molloy at [sean.molloy@qhn.ca](mailto:sean.molloy@qhn.ca) or 416.351.3762.

NAME TO APPEAR ON TAG: \_\_\_\_\_

TITLE: \_\_\_\_\_

ORGANIZATION: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_

FAX: \_\_\_\_\_

SPECIAL NEEDS/ DIETARY/ ALLERGIES/ OTHERS: \_\_\_\_\_

I AM REGISTERING AS A:

- |                                       |                          |                            |                          |
|---------------------------------------|--------------------------|----------------------------|--------------------------|
| QHN MEMBER: \$399.00 PLUS GST/ PERSON | <input type="checkbox"/> | STAYING OVERNIGHT APRIL 30 | <input type="checkbox"/> |
| NON MEMBER: \$649.00 PLUS GST/ PERSON | <input type="checkbox"/> | STAYING OVERNIGHT MAY 1    | <input type="checkbox"/> |
|                                       |                          | NOT STAYING OVERNIGHT      | <input type="checkbox"/> |

This fee includes all accommodation, meals, breaks, materials and resources. Privacy Policy: All personal information collected on this form will only be used for purposes of conference administration. QHN will make reservations at the hotel on your behalf. For more information on the hotel please go to their web site at <http://www.kingbridgecentre.com>.

To guarantee your accommodations you must register with your credit card. Please note, all no shows to the hotel will be charged the posted room rate on their credit card, otherwise, nothing will deducted from your card.

Visa Card No - \_\_\_\_\_ Expiry Date - \_\_\_\_\_ Cardholder Name - \_\_\_\_\_

CHECK HERE IF YOU DO NOT WISH YOUR COORDINATES LISTED ON PARTICIPANT SHEET.

**IMPORTANT NEW INCENTIVE FOR QHN MEMBERS:** RECEIVE A 5% REDUCTION OFF YOUR 2009-2010 QHN MEMBERSHIP RENEWAL BY BRINGING A NONQHN MEMBER TO THE 3RD ANNUAL SPRING SYMPOSIUM

NON QHN GUEST NAME: \_\_\_\_\_

NON QHN GUEST ORGANIZATION: \_\_\_\_\_

PLEASE INDICATE IF YOU WOULD LIKE TO PREREGISTER AND PARTICIPATE IN QHN READS, QHN'S FIRST EVER BOOK CLUB BY CHECKING HERE.

PLEASE NAME UP TO 5 THINGS WHICH YOU SPEND MOST OF YOUR TIME THINKING ABOUT, OR CARING ABOUT: \_\_\_\_\_

FINE PRINT:

The deadline for registration is Friday, April 18, 2008. After this date, space cannot be guaranteed. Cancellations received after April 18 are not eligible for refund. All substitutions and cancellations must be submitted in writing. Please send payment to the Quality Healthcare Network, 790 Bay Street, Unit 910, Toronto, Ontario M5G 1N8. For any inquiries please call Sean Molloy at 416.351.3760 or email at [sean.molloy@qhn.ca](mailto:sean.molloy@qhn.ca).

DIRECTIONS TO THE KINGBRIDGE CENTRE:

The Kingbridge Centre is located approximately 30 minutes north of Toronto and the Lester B. Pearson International Airport (YYZ). Parking is complimentary. Valet service and transportation can be arranged at additional cost. From the Airport via 401 – Take Hwy 409 East to Hwy 401 East. Exit 400 North to King Road and exit East. Turn right at the lights and enter the gates of the centre on the right. From Downtown via DVP – Take Don Valley Parkway North to Hwy 401 West. Exit 400 North to King Road and exit East. Turn right at the lights and enter the gates of the centre on the right.