

# Communicating for Safer and Improved Care: Tools, Methods and Better Practices

*Building Capacity for Quality Improvement*



Spotlight on Required Organizational Practices (ROPs)  
in partnership with Accreditation Canada

October 8, 2009  
The Kingbridge Centre  
King City, Ontario



# Communicating for Safer & Improved Care: Tools, Methods & Better Practices

BY ATTENDING THIS WORKSHOP  
YOU WILL:

- Hear results from the Qmentum program
- Share learning experiences and successful strategies for meeting Accreditation Canada's ROPs
- Begin to recognize good practice in meeting the challenge of implementing ROPs
- Explore some of the learning experiences and insights around specific topics related to the ROPs in small groups and by sector

**Thursday, October 8**

**7:30 am - 8:45 am**  
**Invitational Breakfast for Trailblazer Alumni and Accreditation Canada (session closed)**

**8:00 am – 9:00 am**  
**Registration**  
**Auditorium**

**8:00 am – 9:00 am**  
**Continental Breakfast & Poster Viewing**  
**Auditorium**

**9:00 am - 9:15 am**  
**Welcome and Introduction**  
**Auditorium**

**Cynthia Majewski, Executive Director, Quality Healthcare Network**

**Kathrina Loeffler, Director, Learning and Development, Accreditation Canada**

**9:15 am - 9:45 am**  
**Patient Safety and ROPs:**

**Danielle Dorschner, Director, Service Delivery, Accreditation Canada**

**This presentation will feature:**

- Results from the 2008 surveys
- The evidence for compliance in medication reconciliation
- Update on patient safety goals and ROPs in 2010

**9:45 am -10:00 am**  
**Break**  
**Auditorium Alcove**

**10:00 am - 12:00 pm**  
**Promising Practices for Implementing ROPs: Round Robin Presentations**

A new feature has been added to this year's program. In addition to 12 posters being presented, we have ensured that each ROP will "will include" a variety of sector specific examples (Home care, hospital, mental health, ambulatory).

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As identified in feedback from our participants last year, table conversations by sector have been added for a rich conversation to facilitate knowledge transfer in your work setting.

Goal: Improve effectiveness and coordination of communication among care/service providers and with the recipients of care/service across the continuum.

ROPS to be featured:

- Use of at least two client identifiers prior to the provision of any service or procedure
- Inform and educate clients and families in writing and verbally, about the client and family's role in promoting safety
- The team transfers information effectively among providers at transition points

**12:00 pm -12:30 pm**  
**Facilitated Table Discussion**

**1230 pm - 1:30 pm**  
**Lunch Break**  
**Main Dining Room**

**1:30 pm - 2:30 pm**  
**Life After a Survey Visit: Short Presentation**

Four experiences will be featured to address the following questions:

- How were you able to integrate Qmentum into day to day work?
- Now that your survey is over, what next?
- What does that mean to your improvement strategy

Plenty of time for dialogue will be provided through out – so bring your questions!

**230 pm - 3:00 pm**  
**How risky are your practices: A Claims Perspective?**

**Ed Corcoran and Gareth Lewis, HIROC**

One of Accreditation Canada's Patient Safety Goals requires teams to implement verification processes for high risk activities. Hear from a claims' perspective, what risk activities have been flagged across the health system.

**3:00 pm - 3:15 pm**

**Stretch Break**

**Auditorium Alcove**

**3:15 pm - 3:45 pm**

**Plenary Session:**

**Round Table Session**

Participants will be asked to choose two topics that interest them. Participants will then be given fifteen minutes at each of two round table sessions to discuss these topics.

Table topics will be discussed in an open facilitated format and may include issues, shared experiences or practical applications.

Table topics will be announced on the final program, and may include but are not limited to:

- process and outcome indicators
- organizational preparation and staff communication for survey
- ROPs in settings other than Acute Care
- Tracer methodology

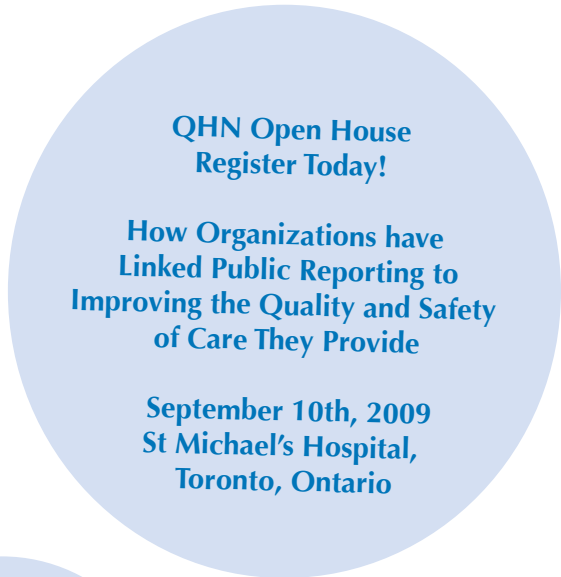
**3:45 pm - 4:30 pm**

**Closing Comments &**

**Last Chance for Questions**

**Kathrina Loeffler, Director  
Learning and Development**

**Danielle Dorschner  
Director, Service Delivery  
Accreditation Canada**



### 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: \_\_\_\_\_

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

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

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

Please register me for the Communicating for Safer and Improved Care: Tools, Methods and Better Practices Spotlight on Required Organizational Practices (ROPs)

QHN MEMBER: \$199.00 PLUS GST/ PERSON

NON MEMBER: \$289.00 PLUS GST/ PERSON

This fee includes meals, breaks, materials and resources.

Privacy Policy: All personal information collected on this form will only be used for purposes of conference administration.

Please check here if you do not wish your coordinates listed on the participant sheet.

#### **Fine Print**

The deadline for registration is Tuesday, September 29, 2009. After this date, space cannot be guaranteed. You may substitute one person for another at any time without charge.

Cancellations received after Tuesday, September 29, 2009 are not eligible for any 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 and Accommodations**

For directions to The Kingbridge Centre please visit their web site at <http://www.kingbridgecentre.com>

For accommodations, please book directly with the Kingbridge Centre at 1- 800-827-7221 or [reservations@kingbridgecentre.com](mailto:reservations@kingbridgecentre.com)