

JOINT COLLABORATIVE COMMITTEES

CHAMPIONS

of

CHANGE

FEBRUARY 21 | VANCOUVER, BC

PROGRAM GUIDE

#JCCCHAMPIONS

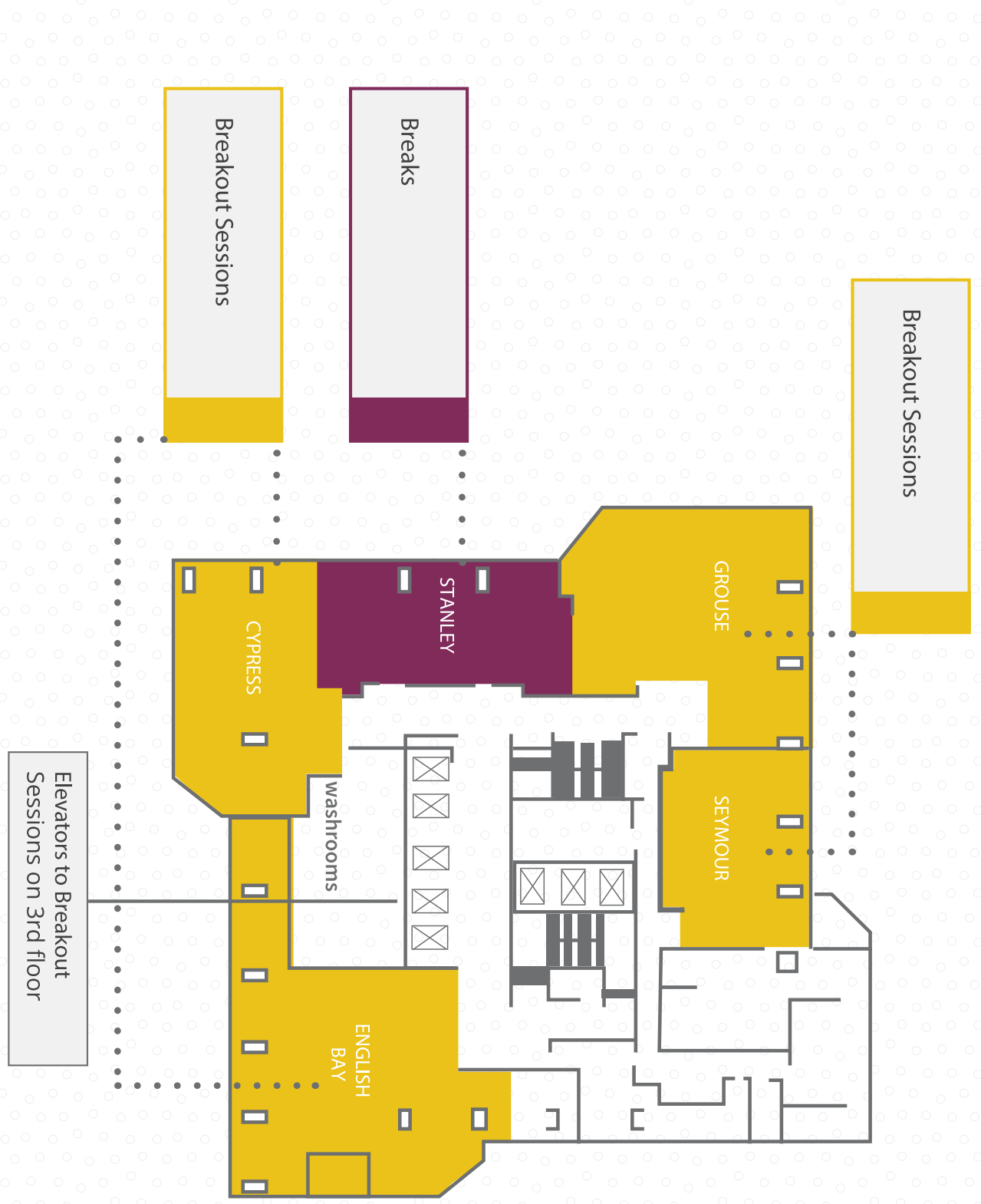




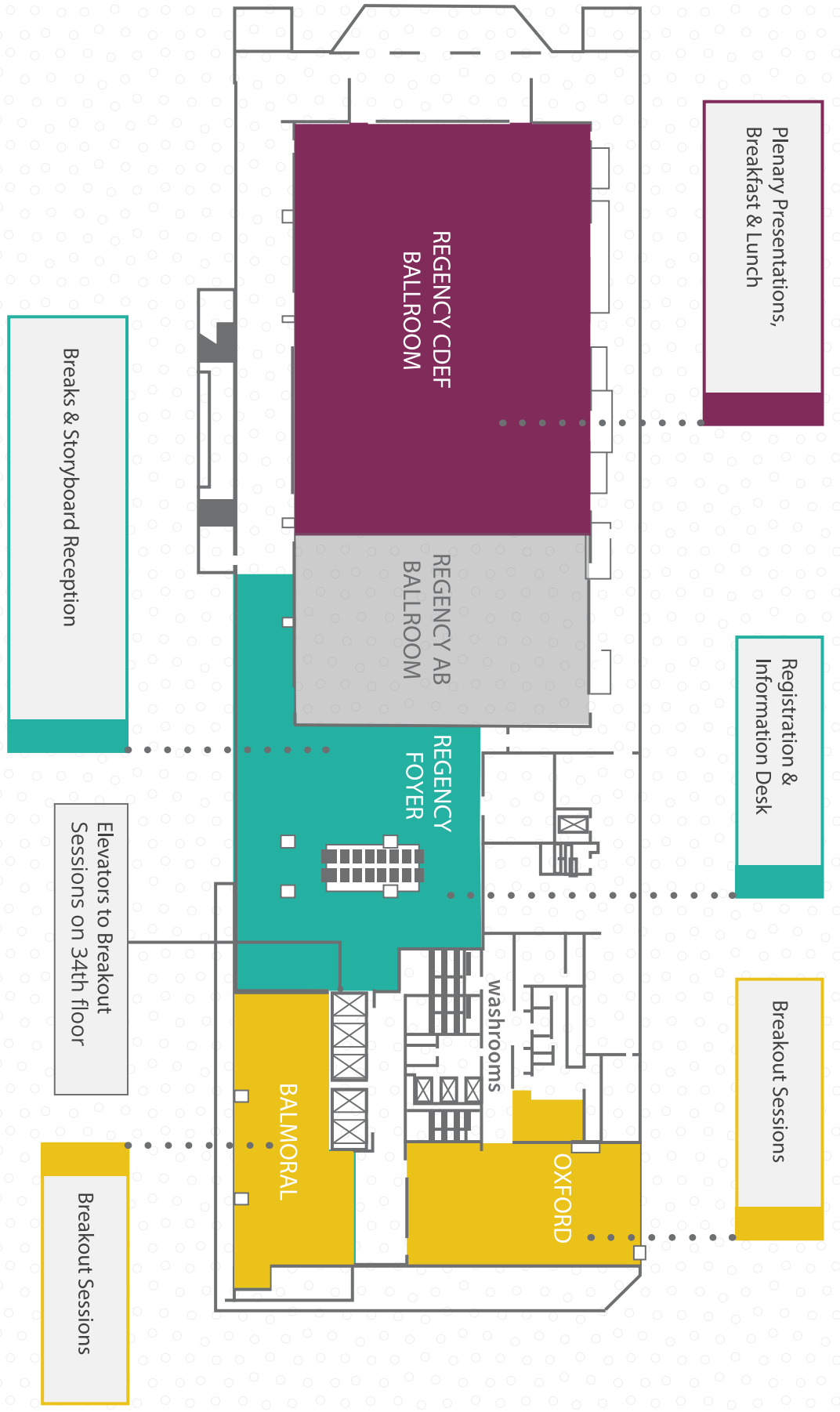
CONTENTS

MAPS	4
WELCOME.....	7
JCCs CHAMPIONS OF CHANGE RECOGNITION	8
SPEAKERS AND BIOS	10
AGENDA.....	12
RAPID-FIRE BREAKOUT SESSIONS A 0900 – 1030	14
RAPID-FIRE BREAKOUT SESSIONS B 1100 – 1230.....	19
RAPID-FIRE BREAKOUT SESSIONS C 1415 – 1545.....	24
STORYBOARD BALLOT	29
PLANNING COMMITTEE.....	31
NOTES	33

34th FLOOR



3rd FLOOR



WELCOME 

We would like to begin by acknowledging that the land on which we gather is the unceded territory of the Musqueam, Squamish and Tsleil-Waututh peoples.

WELCOME TO CHAMPIONS *of* CHANGE!

The Joint Collaborative Committees are delighted to welcome so many leaders and innovators – from all disciplines and settings – to participate in the Champions of Change event today in Vancouver.

We know that taking the initiative to act to make things better takes courage, passion and tenacity – characteristics that we see demonstrated in each of the initiatives featured today.

Our previous events demonstrated the scope and diversity of the work being achieved by the Joint Collaborative Committees (JCCs), a unique collaboration between Doctors of BC and the BC government. This year, in addition to the JCCs work, recognizing that transformational change involves us all, we have broadened our scope to engage colleagues across the system, from all disciplines and interests.

Innovative ideas emerge when we talk and openly share our challenges, learn each other's perspectives, understand the patient and family experience, and develop ideas for solutions together. This process positively impacts our relationships as health care providers, and those relationships are the foundation of better care for patients.

Our presenters today will provide opportunities to engage in this kind of discussion during their sessions; you can dig a bit deeper, build on their learnings, and if interested, take them back to share with your own communities.

Thank you for coming – we hope that you have an inspiring, productive and engaging day.

JCCs CHAMPIONS OF CHANGE RECOGNITION

JCCs Champions of Change Recognition

The work of the Joint Collaborative Committees effectively supports physicians across the province to collaborate with each other, as well as other health professionals, administrators, government, community groups, and patients and families.

While the committees provide the supportive infrastructure, in truth it is the inspiring work of many physician leaders across the province who have brought this to life - physicians who are leading their local organizations to identify opportunities for improved health care services, building new approaches to care, supporting their colleagues in addressing issues that matter, and inspiring others with energy and vision.

We are proud to recognize a few of these outstanding physician leaders as *Champions of Change*:



DR JANA DAVIDSON | Child & Adolescent Psychiatrist, Vancouver

As VP, Medical Affairs and Psychiatrist in Chief at BC Children and Women's Hospital, Dr Davidson has contributed enormously to success of the Child & Youth Mental Health and Substance Use Collaborative. She continues to contribute her creativity, courage and flexibility in working with her colleagues across the province to build a better system of care for children and youth.



DR VINAY DHINGRA | Critical Care, Vancouver

Recognized for commitment to excellence in physician lead quality improvement at Vancouver Coastal Health/ Providence Health Care. Through his leadership and sound judgement, Dr Vinay has brought diverse individuals together to create an environment with a shared vision.



DR NANCY HUMBER | GP Surgeon, Rural Coordination Centre of BC (RCCbc), Lillooet

Recognized for her instrumental work on the Rural Surgical and Obstetrics Network (RSON), to enhance the delivery of quality surgical and obstetrical care to rural BC populations, particularly First Nations peoples.



DR JACOB KLIMAN | Family Physician, Richmond

Recognized for his leadership in the planning and ongoing development of Richmond's Neighbourhood Network initiative, funded through A GP for Me. Dr Kliman's concept of networks has resulted in an infrastructure with which specialist physicians can partner, and team-based care models can be supported, in partnership with the health authority and community groups.



DR REBECCA LINDLEY | Family Physician, Vancouver, Pemberton

Recognized as a tireless change maker, Dr Lindley is particularly known for raising awareness and design considerations for rural and remote communities. She is a founding physician lead for the Rural and Remote Division, and a strong voice of Divisions serving rural communities.



DR SHANNON MACDONALD

Deputy Chief Medical Officer, First Nations Health Authority (FNHA), Victoria

Recognized for her tireless advocacy for rural physicians to increase the availability and stability of physician services in BC's rural and remote communities. Dr MacDonald's keen insights and collaboration to address the unique, and difficult circumstances attendant on rural physicians, have been invaluable.



DR GAREY MAZOWITA | Family Physician, Victoria

Recognized for championing a number of innovative improvements for the benefit of patients over the years, such as the provincial initiative, Rapid Access to Consultative Expertise (RACE) at Providence Health. Dr Mazowita's approach has been an ongoing example of the Triple Aim balance of improving outcomes, patient and provider experience and creating a more efficient system.



DR MELISSA OBERHOLSTER | Board Chair of the Nanaimo Division of Family Practice

Dr Oberholster's leadership and vision, and commitment to sustainable primary care and building strong collegial relationships, has been instrumental in driving positive local change through her support of several Shared Care and GPSC projects.



DR TAMARA SHENKIER | Medical Oncologist, Vancouver

Dr Shenkier stepped forward to engage physicians at the BC Cancer Agency (BCCA), Vancouver Centre, and with his personable approach and determined leadership, successfully brought 100 physicians together to rejuvenate their Medical Staff Association.



DR CAROLYN SHIAU | Pathologist, Royal Columbian Hospital

Recognized for her outstanding achievement with Fraser Health's SSC Physician Quality Improvement (PQI) work at Royal Columbian Hospital. Dr Shiau took on leadership of a challenging improvement initiative that resulted in notable improvements in quality, reduced turnaround times and delivered significant cost efficiencies.



DR DAVE SNADDEN | Family Physician, Prince George

Recognized as the inaugural Rural Doctors' UBC Chair of Rural Health, Dr Snadden's role as the Rural Doctors' UBC Chair of Rural Health provides academic leadership for rural health care in BC and governs a research and education program that focusses on the current needs of rural practitioners within the province.

Doctors of BC President's Welcome

Dr Trina Larsen Soles

FROM THE AGE OF 12, Dr TRINA LARSON SOLES KNEW SHE WANTED TO BE A DOCTOR. She focused on medicine as a career because it combined her keen interest in science with her belief in one's duty to give back by helping others. Today she is a family physician in Golden, BC, where she has been practicing for the last 30 years. As a rural GP, her daily life encompasses virtually all aspects of medical practice: seeing patients in her clinic and in the hospital, and taking care of obstetrical, emergency, oncological and palliative care patients. Dr Larsen Soles stepped into the Presidency after a long involvement with Doctors of BC in which she held a number of positions, including Chair of the General Assembly, Vice Chair of the Board, and District Board Delegate, among others.



Key Note Presentation - Leading Change: Maximizing Impact

Gregg Brown

PEOPLE ARE DOING MORE - FASTER, BETTER AND WITH LESS. Healthcare is under tremendous pressure to continue on this trajectory. In today's environment, the ability to efficiently and effectively lead and handle change is critical to your success - as an individual and an organization. The impact of these changes can sidetrack you, your colleagues, stall your organization and even allow mistakes to happen. So what do we do? Most change models don't address how to improve our capability to lead and handle change. Research has shown that resilience - the ability to handle multiple changes effectively - can be learned. In this interactive, powerful, thought-provoking keynote, participants will gain a unique perspective and acquire the critical mindset and skills needed to deal with multiple changes that they can immediately put to use.



BIO:

Gregg Brown believes we are all leaders regardless of our job titles and we all have the ability to shift people's mindset during change. He is the author of *Ready, Set, Change...AGAIN!*

Gregg has worked extensively in the health care sector, in urban, rural and remote settings, and has led education and organizational change initiatives in large health care organizations, as well as consulting with leaders and executives on individual behavior change.

Gregg holds a Master's Degree from the University of Leicester in the UK, with a focus on organizational psychology, leadership and performance, and is an Associate Member of the American Psychological Association.

0700 - 0800		BREAKFAST & REGISTRATION				
0800 - 0845		TERRITORIAL WELCOME, BLESSING & OPENING Chief Ian Campbell DOCTORS OF BC PRESIDENT WELCOME Dr Trina Larsen Soles				
0845 - 0900		TRANSITION				
0900 - 1030	<p>A1 BALMORAL</p> <p>Creative Thinking Around Access</p> <p>Text-Messaging in Primary Care: The Haida Gwaii Experiment Emerging Models of Care with Virtual Technology Supporting Rural Maternity Services Through Telehealth: An Integrated System Perspective</p>	<p>A2 GROUSE</p> <p>Improving Seniors Care</p> <p>Residential Care Initiative Generating Impressive Results Innovative Tool Leverages Observations of Health Care Assistants to Reduce Emergency Department Transfers Every Voice Counts: Innovation and Persistence Results in First-of-a-Kind Residential Care Client Survey</p>	<p>A3 ENGLISH BAY</p> <p>Focusing on the Patient Experience</p> <p>Taking Bereavement Support Online Community Care Teams: Co-Designing the Way We Care for Patients Patients as Partners for Electronic Communications</p>	<p>A4 CYPRESS</p> <p>New Approaches in Primary Care</p> <p>How One Nurse Changed a System Two Sides of Change in Organizational Culture Pharmacist Modifications to an Electronic Medical Record in Primary Care: Lessons Learned</p>	<p>A5 OXFORD</p> <p>Building Skills: Creating Capacity</p> <p>Gamification in Dementia Training Cognitive Behavioural Therapy Skills and Group Medical Visits: Successes, Challenges, and Lessons Learned Introducing a Peer-to-Peer Mentorship Program in the Emergency Department</p>	
	1030 - 1100	BREAK				
1100 - 1230	<p>B1 GROUSE</p> <p>Advancing Urgent Care</p> <p>Improving the Response to Children and Youth in Crisis in the Emergency Department How Safety Bags are 'Releasing Time to Care' (RT2C) in the Intensive Care Unit How We're Improving the Time to ECG in the Vancouver General Hospital Emergency Department</p>	<p>B2 OXFORD</p> <p>Responding to the Opioid Crisis</p> <p>An Emergency Room Response the Fentanyl Crisis An Indigenous Approach to Harm Reduction Safer Prescribing of Opioids with Interactive Learning Sessions</p>	<p>B3 ENGLISH BAY</p> <p>Culturally Safe Care for Indigenous Patients</p> <p>Pharmacist Supported Medication Management in First Nations Communities What's the Harm? Examining the Stereotyping of Indigenous People in Health Systems</p>	<p>B4 CYPRESS</p> <p>Prototyping and Spread</p> <p>Imaging Wisely: Reducing Inappropriate MRI Exams to Address Long Wait Times in BC Implementing Remote Consult Solutions: The Experience of a Pan-Canadian Collaborative Does Adding a Doctor to the 811 Nurseline Reduce Emergency Department Visits?</p>	<p>B5 BALMORAL</p> <p>Building Quality Improvement Capacity</p> <p>Measuring Change in Clinical Systems Transformation with Prosci's Change Scorecard The Need for Speed: Building Proportionate Consults for Quality Improvement Ethical Review Quality Improvement in the Patient Medical Home/Primary Care Network</p>	
	1230 - 1315	LUNCH				
1315 - 1400		LEADING CHANGE: MAXIMIZING IMPACT Gregg Brown				
1400 - 1415		TRANSITION				
1415 - 1545	<p>C1 GROUSE</p> <p>Streamlining Care Pathways</p> <p>The Future of Same-Day Total Joint Replacement An Improvement Initiative to Deliver High Quality Care to Patients with Pacemakers Using PATHWAYS to Eliminate Unnecessary MRIs</p>	<p>C2 SEYMOUR</p> <p>Addressing Unique Patient Needs</p> <p>Supporting Patients to Take a 'Food First' Approach to Health Improving Access to Cleft Palate & Craniofacial Services Across BC A Story of Collaboration: Campbell River Maternity Clinic</p>	<p>C3 CYPRESS</p> <p>The Value of Community Partnerships</p> <p>It Takes a Village: Community-Led Health Improvement in Hope and the Fraser Canyon The Other Side of the Desk: Integrating Peer Services for Healthcare Teams on the Downtown East Side Testing a 'Wraparound' Model of Care in a Rural Setting for the Complex Child and Youth Mental Health and Substance Use Community</p>	<p>C4 OXFORD</p> <p>Effective Team-Based Care</p> <p>The Positive Impact of Multidisciplinary Nursing Care for Rheumatology in BC CHANGE BC: A Proactive Focus on the Primary Care Team Model</p>	<p>C5 BALMORAL</p> <p>Building a Quality Culture</p> <p>How an Online Learning Series Builds Skills and Confidence in Child and Youth Mental Health A Patient Safety/Quality Culture Bundle for Senior Healthcare Leaders The Quality Improvement Think-Tank: Taking Patient-Centered Care to a New Level</p>	
	1545 - 1600	TRANSITION				
1600 - 1700		STORYBOARD RECEPTION & CLOSING: Recognizing BC's Champions of Change,			JCC People's Choice Storyboard Award, and JCC Co-Chairs Choice Storyboard Award	

A1 | BALMORAL

CREATIVE THINKING AROUND ACCESS

Text-Messaging in Primary Care: The Haida Gwaii Experiment

Dr Tracy Morton | Family Physician

Haida Gwaii, Northern Health Shared Services BC

Emerging Models of Care with Virtual Technology

Mona Mattei | Project Manager

Kootenay Boundary Division of Family Practice

Margot Wilson | Director, Chronic Disease Management Strategy

Providence Health Care/Kent Cadogan Loftsgard | Patient Representative

Supporting Rural Maternity Services Through Telehealth

An Integrated System Perspective

Jude Kornelsen | Associate Professor, Department of Family Practice

University of British Columbia

Co-Director

Centre for Rural Health Research

A2 | GROUSE

IMPROVING SENIORS CARE

Residential Care Initiative Generating Impressive Results

Jennifer Ellis | Quality Improvement Coordinator

Kootenay Boundary Division of Family Practice

Innovative Tool Leverages Observations of Health Care Assistants to Reduce Emergency Department Transfers

Mike Mutter | Clinical Nurse Educator Residential Services

Fraser Health

Catherine Kohm | Project Director, Residential Care Integration

Fraser Health

Every Voice Counts: Innovation and Persistence Results in First-of-a-Kind Residential Care

Client Survey

Isobel Mackenzie | Seniors Advocate, BC Office of the Seniors Advocate

Ministry of Health

A3 | ENGLISH BAY

FOCUSING ON THE PATIENT EXPERIENCE

Taking Bereavement Support Online

Shelly Cory | Executive Director
Canadian Virtual Hospice

Community Care Teams: Co-Designing the Way We Care for Patients

Katrina Bepple | Executive Director
Chilliwack Division of Family Practice

Dr Melanie Madill | Family Physician
Chilliwack Division of Family Practice

Catherine Wiebe | Director, Clinical Operations Chilliwack/Agassiz/Hope
Fraser Health

Patients as Partners for Electronic Communications

Robert Tang | Director of Quality & Safety
BC Mental Health & Substance Use Services

A4 | CYPRESS

NEW APPROACHES IN PRIMARY CARE

How One Nurse Changed a System

Lisa Zetes-Zanatta | Executive Director, Health Care Operations
Fraser Health

Kristan Ash | Executive Director
Fraser Northwest Division of Family Practice

Dr Paras Mehta | Physician Co-Chair
Fraser Northwest Division of Family Practice

Two Sides of Change in Organizational Culture

Samina Khandakar | Primary Health Care Lead
Northern Health

Pharmacist Modifications to an Electronic Medical Record in Primary Care: Lessons Learned

Jason Min | Lecturer, Clinical Pharmacist, Interprofessional Education Lead,
Faculty of Pharmaceutical Sciences
University of British Columbia

A5 | OXFORD BUILDING SKILLS – CREATING CAPACITY

Gamification in Dementia Training

Dr Lillian Hung | Clinical Nurse Specialist
Vancouver Coastal Health

George Padua | Student
British Columbia Institute of Technology

Rebecca Hung | Student
British Columbia Institute of Technology

Cognitive Behavioural Therapy Skills and Group Medical Visits: Successes, Challenges, and Lessons Learned

Christine Tomori | Project Manager

Victoria Division of Family Practice

Dr Erin Burrell | Psychiatrist

Dr Lauren Dake | Family Physician

Introducing a Peer-to-Peer Mentorship Program in the Emergency Department

Beata Chami | Student Practitioner
Vancouver Coastal Health

Josh Dugard | Emergency Medicine Nurse
Vancouver General Hospital

B1 | GROUSE ADVANCING URGENT CARE

Improving the Response to Children and Youth in Crisis in the Emergency Department

Dr Quynh Doan | Clinician Scientist
University of British Columbia

Dr Pieter Slabbert

How Safety Bags are “Releasing Time to Care” (RT2C) in the Intensive Care Unit

Heidi O’Callaghan | Registered Nurse and Releasing Time to Care Ward Lead
Vancouver Coastal Health

How We’re Improving the Time to ECG in the Vancouver General Hospital Emergency Department

Dr Heather Lindsay | Associate Head and Associate Medical Director, Emergency Medicine
Vancouver General Hospital

Jaime Gallaher | Rural Regional Clinical Educator
Vancouver Coastal Health

RAPID-FIRE BREAKOUT SESSIONS B 
1100 – 1230

B2 | OXFORD

RESPONDING TO THE OPIOID CRISIS

An Emergency Room Response to the Fentanyl Crisis

Jason Wale | Medical Director of Emergency Medicine
Island Health

An Indigenous Approach to Harm Reduction

Andrea Medley | Indigenous Wellness Educator
First Nations Health Authority

Safer Prescribing of Opioids with Interactive Learning Sessions

Dr Lawrence Yang | Family Doctor
Fraser Health

Tanis Angove | Practice Support Specialist
Fraser Health Practice Support Program (PSP)

RAPID-FIRE BREAKOUT SESSIONS B 
1100 – 1230

B3 | ENGLISH BAY

CULTURALLY SAFE CARE FOR INDIGENOUS PATIENTS

Pharmacist Supported Medication Management in First Nations Communities

Larry Leung | Lecturer, Pharmacist
University of British Columbia

Sitting with Discomfort: Lessons from a Non-Indigenous Settler Community of Practice

Oonagh O'Connor | Lead Facilitator
Provincial Health Services Authority

Yvette M. Ringham-Cowan | Facilitator, Cultural Safety Program, Coast Salish Territory
Island Health

Sonya Chandler | Consultant, Quality & Engagement
Island Health

What's the Harm? Examining the Stereotyping of Indigenous People in Health Systems

Laurie Harding | Integration Lead, San'yas Indigenous Cultural Safety Program
Provincial Health Services Authority

B4 | CYPRESS

PROTOTYPING AND SPREAD

Imaging Wisely: A Collaborative Approach to Reducing Inappropriate MRI Exams

Flora Dong | Program Advisor, Physician Quality
Vancouver Coastal Health

Vivian Chan | Director, Physician Quality
Vancouver Coastal Health

Dr Bruce Forster | Professor and Head, Department of Radiology, Faculty of Medicine
University of British Columbia

Implementing Remote Consult Solutions: The Experience of a Pan-Canadian Collaborative

Neil Drimer | Director, Programs
Canadian Foundation for Healthcare Improvement

Dr Clare Liddy | Associate Professor, Department of Family Medicine
University of Ottawa

Dr Erin Keely | Professor, Department of Medicine
University of Ottawa

Margot Wilson | Director, Chronic Disease Management
Providence Health Care

Dr Garey Mazowita | Clinical Professor, Faculty of Medicine
University of British Columbia

Does Adding a Doctor to the 811 Nurseline Reduce Emergency Department Visits?

Dr Eric Grafstein | Regional Head, Emergency Medicine
Vancouver Coastal Health

Brandon Wong | Manager, Business Intelligence and Solutions, Business Intelligence Unit
HealthLink BC

B5 | BALMORAL

BUILDING QUALITY IMPROVEMENT CAPACITY

Measuring Change in Clinical Systems Transformation with Prosci's Change Scorecard

Megan Stowe | Chief Clinical Information Officer
Fraser Health

Lisa Kempton | Leader, Strategic Transformation
Fraser Health

The Need for Speed: Building Proportionate Consults for Quality Improvement

Ethical Review
Jaclyn Morrison | Consultant in Quality, Patient Safety & Improvement
Island Health

Crystal White | Consultant in Quality, Patient Safety & Improvement
Island Health

Terri Fleming | Manager of Research Ethics and Compliance
Island Health

Quality Improvement in the Patient Medical Home/Primary Care Network

Andrew Earnshaw | Executive Director
Kootenay Boundary Division of Family Practice

Dr David Merry | Vice-Chair
Kootenay Boundary Division of Family Practice

Cheryl Whittleton | Interior Health Administrator
Hospitals & Communities Integrated Services

Jennifer Ellis | Quality Improvement Coordinator
Kootenay Boundary Division of Family Practice

C1 | GROUSE

STREAMLINING CARE PATHWAYS

The Future of Same-Day Total Joint Replacement

Gabriela Klacansky | Manager, Clinical Nurse
White Rock Orthopaedic Surgery Centre

Dr Arno Smit | Physician and Owner
White Rock Orthopaedic Surgery Centre

An Improvement Initiative to Deliver High Quality Care to Patients with Pacemakers

Kelly Mackay | Project Lead with Provincial P6 Pacemaker Quality Improvement Project
Cardiac Services BC

Dr Jamil Bashir | Cardiac Surgeon
St. Paul's Hospital

Using PATHWAYS to Eliminate Unnecessary MRIs

Jonathon Leipsic | Medical Imaging, Regional Department Head,
Department of Radiology / Diagnostic Imaging
Vancouver Coastal Health / Providence Health Care

Dr Bruce Forster | Professor and Head, Department of Radiology, Faculty of Medicine
University of British Columbia

Vivian Chan | Director, Physician Quality
Vancouver Coastal Health

Dr Jeff Coleman

Dr Tracy Monk

C2 | SEYMOUR

ADDRESSING UNIQUE PATIENT NEEDS

Supporting Patients to Take a “Food First” Approach to Health

Barb Reece | Chief Operating Officer
Institute for Personalized Therapeutic Nutrition

Sean McKelvey | Chief Executive Officer
Institute for Personalized Therapeutic Nutrition

Improving Access to Cleft Palate & Craniofacial Services Across BC

Dr Douglas Courtemanche | Plastic Surgeon
BC Children's Hospital

Susan Schroeder | Senior Director Medical/Surgical Programs
BC Children's Hospital

A Story of Collaboration – Campbell River Maternity Clinic

Dr Jennifer Kask | North Island Hospital Medical Lead
Cross Campus, Obstetrics, Maternity Care and Pediatrics
Island Health

C3 | CYPRESS

THE VALUE OF COMMUNITY PARTNERSHIPS

It Takes a Village: Community-Led Health Improvement in Hope and the Fraser Canyon

Petra Pardy | Executive Director
Fraser Health

Catherine Wiebe | Director
Fraser Health

Wayne Stewart | Patient Representative

The Other Side of the Desk: Integrating Peer Services for Healthcare Teams on the Downtown Eastside

Isaac Malmgren | Manager, Peer Services and Community Development
RainCity Housing

Caitlin Etherington | Strategy Planner
Vancouver Coastal Health

Aaron Munro | Associate Director
RainCity Housing
Downtown Eastside Peer Specialist (TBA)

Testing a “Wraparound” Model of Care in a Rural Setting for the Complex Child and Youth

Mental Health and Substance Use (CYMHSU) Community
Rachel Schmidt | Project Manager
Kootenay Boundary Division of Family Practice

Dr Cindy Loukras | Pediatrician

Liz Kunkle | Concurrent Disorders Clinician
Freedom Quest

C4 | OXFORD

EFFECTIVE TEAM-BASED CARE

The Positive Impact of Multidisciplinary Nursing Care for Rheumatology in BC

Dr Jason Kur | President
BC Society of Rheumatologists

Community Team-Based Care: A Child and Youth Mental Health and Substance Use

(CYMHSU) Case Study in Summerland
Tracy St. Claire | Executive Director
South Okanagan Similkameen Division of Family Practice

Dr Kyle Stevens | Summerland Family Physician

Wendy Boyer | Practice Support Program Coordinator
South Okanagan Similkameen Division of Family Practice

CHANGE BC – A Proactive Focus on the Primary Care Team Model

Colleen Enns | Executive Director
Pacific Northwest Division of Family Practice

Dr Brenda Huff | Board Director
Pacific Northwest Division of Family Practice

Dr Wouter Morkel | Board Director
Pacific Northwest Division of Family Practice

Dr Onuora Odoh | Board Director
Pacific Northwest Division of Family Practice

C5 | BALMORAL BUILDING A QUALITY CULTURE

How an Online Learning Series Builds Skills and Confidence in Child and Youth Mental Health

Dr Jana Davidson | Psychiatrist-in-Chief
BC Children's Hospital

Nikita Soares | Senior Project Coordinator
Doctors of BC

A Patient Safety/Quality Culture Bundle for Senior Healthcare Leaders

Annette Down | Senior Healthcare Risk Management Specialist
Healthcare Insurance Reciprocal of Canada

Ray Racette | President & CEO
Canadian College of Health Leaders

Dale Schierbeck | VP Learning & Development
HealthCareCAN

Polly Stevens | VP Healthcare Risk Management
Healthcare Insurance Reciprocal of Canada

Maryanne D'Arpino | Senior Director, Safety Improvement and Capability Building
Canadian Patient Safety Institute

The Quality Improvement Think-Tank: Taking Patient-Centered Care to a New Level

Dr John Hwang | Physician
Fraser Health

Alana Gavsie | National Surgical Quality Improvement Program (NSQIP) Surgical Clinical Reviewer
Royal Columbian Hospital

Display Time:

Storyboards will be on display in the Regency Foyer throughout the day.

People's Choice Award:

Participants have the opportunity to cast a ballot for their favourite storyboard throughout the day at the registration desk. The winners for the People's Choice Award as well as the JCC Co-Chair Choice award will be revealed at the Storyboard Reception.

Storyboard Reception:

Join us for the Storyboard Reception from 1600 – 1700 immediately following the final session. Attendees will have the opportunity to interact with the JCC Co-Chairs and storyboard presenters about their work. Hors d'oeuvres will be served and there will be a cash bar.

CHAMPIONS *of* CHANGE Storyboard Reception

My Vote for the People's Choice Award:

Storyboard Title

PLANNING COMMITTEE



JCC representatives

- Laura Anderson** Liaison
Specialist Services Committee, Doctors of BC
- Lisa Despins** Communications Officer
Shared Care Committee, Doctors of BC
- Katie Hill** Director
Shared Care Committee, Doctors of BC
- Iris Kisch** Patient Representative
Patient Voices Network
- Dr Kathy Lee** General Surgeon
Doctors of BC Representative to Specialist Services Committee
- Ann MacDonald** Senior Communications Manager
Doctors of BC
- Julia McFarlane** Senior Policy Analyst
Ministry of Health
- Dr Emiko Moniwa** Psychiatrist
Doctors of BC Representative to Shared Care Committee
- Sadaf Sadeghi** JCC Project Coordinator
Doctors of BC
- Dr George Watson** Family Physician
Doctors of BC Representative to General Practice Services Committee & Shared Care Committee

BCPSQC Representatives

- Chelsea Hochfilzer** Project Coordinator
BC Patient Safety & Quality Council
- Andrew Wray** Director
Learning & Strategic Initiatives, BC Patient Safety Quality Council

CONTACT US

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