



BC HEALTH LEADERS
CONFERENCE

NOVEMBER 4 - 6, 2019 | VANCOUVER, BC

PEOPLE PURPOSE PASSION

Leadership for Psychological Health,
Joy and Safety in the Workplace

PROGRAM



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We are pleased to present the 2019 BC Health Leaders Conference (BCHLC) and welcome you to this prestigious event.

This conference is attended by over 400 health system decision-makers which includes trustees, chief executive officers, directors, managers and department heads. Participants represent health regions, authorities and networks, hospitals, long-term care organizations, public health agencies, community care, mental health services and social work. Our theme this year is: People, Purpose, Passion: Leadership for Psychological Health, Joy and Safety in the Workplace.

As leaders, helping people to find their passion and helping them have significance at work are becoming bigger parts of our job. Passion is what shapes our purpose in life and in business. When an idea starts taking shape, purpose is what helps define it.

Leadership has an immediate impact on workplace climate, health and well-being. Research shows a direct link between effective leadership and psychologically healthy workplaces. Today, leaders are responsible for creating a welcoming and safe workplace that will empower and enable employees to do their best.

Mental health is an important element of employee well-being and effectiveness. Healthcare professionals are experiencing burnout at higher rates and staff turnover is on the rise. The effects can be significant when employees feel that their voices are no longer heard, that their skills are not valued and that leadership does not align with their personal values.

Joy in work is a step toward creating safe, humane places for people to find meaning and purpose in their work. It entails leaders creating space to listen, understand and involve colleagues in providing input into decisions as an essential step in co-creation and participative management. Perhaps the best case for improving joy is that it incorporates the most essential aspects of positive daily work as stated in the *Institute for Healthcare Improvement (IHI) – Framework for Improving Joy in Work*.

Indicated in *The National Standard of Canada for Psychological Health and Safety in the Workplace*, a psychologically safe workplace promotes a positive culture and can prevent stigma and discrimination.

Leaders must;

- Be accessible and approachable;
- Invite participation;
- View failures as learning opportunities;
- Use direct, clear language;
- Set boundaries about what is acceptable behaviour and hold others accountable for boundary violation; and
- Develop and sustain a just culture.

Just as we “dared to make a difference” through courageous leadership in 2018 – those same courageous leadership traits of being humble, self-aware of our own values, strength and limitations will serve us well as we work towards creating a sense of community and belonging at work. Leadership is a lifelong journey and the ability to “Lead Self” is ground zero and from there the sky is the limit in being able to engage others, collaborate, achieve results and transform systems (LEADS).

Thriving at work and in life doesn't happen by accident and skilled leaders can and will have a tremendously positive impact.

Take your next leadership step to creating a psychologically safe workplace at the 2019 BC Health Leaders Conference.

Alain Doucet, MBA – President and CEO, Canadian College of Health Leaders



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PROGRAM-AT-A-GLANCE


LEGEND

THE TYPES OF PRESENTATIONS ARE COLOUR CODED:			 Panel	 Workshop
LEADS DOMAINS:				
LS - Lead Self	EO - Engage Others	AR - Achieve Results		
DC - Develop Coalitions	ST - Systems Transformation	LD - Leadership Development		
TARGET AUDIENCE:				
□ Emerging leaders	■ Industry	○ Middle managers	◆ Senior leaders	❖ Applicable to all
LEVEL OF KNOWLEDGE: <i>(Introductory/Intermediate/Advanced)</i> : Reflective of the level of previous knowledge or experience about the topic the learner is expected to have for participating.				
CHE – Certified Health Executive® • FCCHL – Fellow of the Canadian College of Health Leaders • FACHE – Fellow of the American College of Healthcare Executives				

Monday, November 4, 2019

09:00 – 17:00	Registration	<i>North Tower Lobby</i>
PRE-CONFERENCE SESSIONS		
09:30 – 11:00	○ EO	Cognitive CoachingSM as a foundation for system transformation: Unleashing cognitive capital in healthcare <i>(Introductory) (Pre-registration mandatory)</i>
		<i>Port McNeill</i>
09:45 – 12:15		Study tour: BC Children's Hospital <i>(Pre-registration mandatory)</i>
		<i>Courtyard</i>
13:00 – 15:30		Canadian Chapter of ACHE pre-conference session: Leading a culture of safety: A blueprint for success. Lead and reward a just culture and establish organizational behavior expectations <i>(Pre-registration mandatory)</i>
		<i>Port McNeill</i>
16:00 – 16:45	Welcome	<i>Grand Ballroom</i>
16:45 – 18:00	Opening reception <i>Sponsored by: Hillrom</i>	 Hillrom <i>Grand Ballroom Foyer</i>

Tuesday, November 5, 2019

07:00 – 16:30	Registration	<i>Grand Ballroom Foyer</i>
07:30 – 08:15	Continental breakfast/Exhibit viewing <i>Sponsored by: Accreditation Canada</i>	 ACCREDITATION AGREEMENT CANADA <i>Pavilion A/B & Junior Foyer</i>
08:15 – 08:45	Opening ceremonies	<i>Grand Ballroom</i>
08:45 – 10:30	KEYNOTE Be happy first: Breakthrough performance in times of change	<i>Grand Ballroom</i>
10:30 – 11:00	Refreshment break/Exhibits	<i>Pavilion A/B & Junior Foyer</i>
CONCURRENT SESSIONS		
11:00 – 12:00	1 ○ DC	The secret of joyful collaboration <i>(Introductory)</i>
		<i>Junior A/B</i>
	2 ◆ EO/DC/ST	Island Health's journey to psychological health and safety – Lessons learned from assembling the pieces in a health authority <i>(Intermediate)</i>
		<i>Junior C</i>
	3 ◆ LS	Current perspectives on moral distress and moral resilience <i>(Introductory)</i>
		<i>Junior D</i>
	4 ❖ LD	The case of progressive leadership <i>(Intermediate)</i>
		<i>Pavilion D</i>
	5 ○ AR/EO	Caring for healthcare: Practical tools to address psychological health and safety in healthcare workplaces <i>(Intermediate)</i>
		<i>Pavilion C</i>
12:00 – 13:30	Networking luncheon	<i>Grand Ballroom</i>
12:00 – 13:30	Exhibit viewing	<i>Pavilion A/B & Junior Foyer</i>

13:30 – 14:30	CONCURRENT SESSIONS	
6 ❖EO	Returning joy to practice: Improving care by reducing physician burdens <i>(Intermediate)</i>	Junior A/B
7 ◆EO	Courageous leadership and the promotion of psychological safety <i>(Introductory)</i>	Junior C
8 ❖EO/LS/ST	Leading a joy revolution: Creating the space for workplace connection <i>(Intermediate)</i>	Junior D
9 ○EO	Being proporspive: What it means to foresee and take action about co-worker mistreatment in the workplace <i>(Intermediate)</i>	Pavilion D
10 ○AR	When your team can't move forward until the past is dealt with: A case study <i>(Intermediate)</i>	Pavilion C
14:30 – 15:00	Refreshment break/Exhibit viewing	Pavilion A/B & Junior Foyer
15:00 – 16:00	KEYNOTE Grand Ballroom	
	The secret sauce ... Thriving in times of change	
16:00 – 16:30	CCHL Members Special Assembly (CCHL members only)	Grand Ballroom
17:30	Vancouver city pub night (Pre-registration required)	Courtyard

Wednesday, November 6, 2019

06:15 – 06:45	Come run Vancouver with us (Pre-registration required)	Courtyard
07:00 – 14:15	Registration	Grand Ballroom Foyer
07:30 – 08:15	Continental breakfast/Exhibits viewing	Pavilion A/B & Junior Foyer
08:15 – 09:15	KEYNOTES	
	Mental health in the workplace - A new way to look at an old problem: Illness or injury – Leadership or clinical matter?	Grand Ballroom
09:15 – 10:15	I can see clearly now.... Two eyed seeing leadership and teamwork for promoting wellness – Dialogue with the BC First Nations Health Authority	Grand Ballroom
10:15 – 10:45	Refreshment break/Exhibit viewing	Pavilion A/B & Junior Foyer
10:45 – 11:45	CONCURRENT SESSIONS	
11 ◆DC	From burnout to well-being: Enabling platforms for proactive change <i>(Introductory)</i>	Junior A/B
12 ○◆DC/LS/ST	Are you ready to lead in VUCA conditions? <i>(Intermediate)</i>	Junior C
13 ◆EO	Creating psychologically safe workplaces: Addressing workplace incivility and bullying in long-term residential care <i>(Introductory)</i>	Pavilion C
14 ◆LS	Recalibrating your life: Advancing your life journey with 'SELF' in the driver's seat <i>(Intermediate)</i>	Junior D
15 ○EO/LS	Resilience at work: Adapt, optimize, sustain <i>(Introductory)</i>	Pavilion D
11:45 – 13:00	Networking luncheon	Grand Ballroom
11:45 – 13:00	Exhibit viewing	Pavilion A/B & Junior Foyer
13:00 – 14:00	KEYNOTE	
	The ultimate ending: Paul Huschilt's world famous conference ending summary	Grand Ballroom
14:00 – 14:15	Closing remarks	Grand Ballroom

This program is subject to change without notice.

CONFERENCE OVERVIEW

Conference emcee



PAUL HUSCHILT – *Professional Speaker, Actor and Satirizer*

A professional speaker, an actor and a satirizer rolled into an unusual ball of corporate messaging and humour. With Paul Huschilt you can expect anything and get everything you want for your conference. Hilariously funny, smart, motivating, inspiring and memorable, Paul creates conference summaries and keynotes tailored exactly to the needs of the audience.

Described by many as indescribable, he's one of the most unique voices in the speaking industry. Paul's talks are an adventure in content and laughter and song. He delivers his lessons and your messages with energy, passion, and fun.

He's a trained actor with degrees in Management and Theatre, a diploma in Career Counselling, training in Adult Education, has worked in an insurance firm, and has sung with the Canadian Opera Company. This strange wide and varied background and 20 years of professional speaking experience collide to give Paul a one-of-a-kind style and the ability to understand how to promote learning and excite every audience. This skill has just been recognized by his peers, and he's a recent inductee into the Canadian Speaking Hall of Fame. His words and talents put him in front of large corporations, small businesses, associations, governments, and his favourite charities. He works across Canada, the United States, Europe, and right around the globe to Australia, New Zealand and Japan. Paul performs in English, French, and occasionally Japanese.



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Maintenance of certification (MOC)

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to **9.25 Category I credits** for BCHLC conference, **1.5 MOC Category I credit** for the pre-conference workshop, and **2 MOC Category I credits** for the Study Tour towards their maintenance of certification requirement.

THANK YOU

To our much loved speakers...

Cue the confetti! Pop the champagne corks! Sound the applause! We could not do this without you!

Please accept a heartfelt thank you, from all of us, for the wonderful contribution you've made at this conference.

As a token of our sincere appreciation, the Canadian College of Health Leaders has made a donation to the Youth Crisis Intervention and Suicide Prevention Program of the Crisis Centre BC, on your behalf, so that the inspiration and teaching you leave behind today will make a difference tomorrow!

KEYNOTE SPEAKERS

TUESDAY, NOVEMBER 5 • 08:45 – 10:30



Be happy first: Breakthrough performance in times of change

Neil Pasricha – Happiness Expert and Bestselling Author of *The Book of Awesome*

TUESDAY, NOVEMBER 5 • 15:00 – 16:00



The secret sauce ... Thriving in times of change

Meg Soper – Motivational Humorist/Co-Author of *From the Stage to the Page*

WEDNESDAY, NOVEMBER 6 • 08:15 – 09:15



Mental health in the workplace - A new way to look at an old problem: Illness or injury – Leadership or clinical matter?

Stéphane Grenier – Retired Lieutenant Colonel and Mental Health Innovator

WEDNESDAY, NOVEMBER 6 • 09:15 – 10:15

I can see clearly now.... Two eyed seeing leadership and teamwork for promoting wellness – Dialogue with the BC First Nations Health Authority

Moderator: **Paul W. Gallant, CHE** – Principal Consultant, Gallant HealthWorks and Associates

Dr. Patricia Vickers – Director, Mental Wellness Clinical Services

Michelle DeGroot – Regional Executive Director, Fraser Salish Region

Katie Hughes – Executive Director, Mental Health and Wellness



WEDNESDAY, NOVEMBER 6 • 13:00 – 14:00



The ultimate ending: Paul Huschilt's world famous conference ending summary

Paul Huschilt – Professional Speaker, Actor and Satirizer

GENERAL INFORMATION

Concurrent sessions

Plan your conference experience ahead of arriving in Vancouver. Learn more about this year's concurrent sessions by reading session descriptions and abstracts at <https://www.cchl-ccls.ca/site/bchlc>.

BCHLC mobile app

The BCHLC mobile app is complimentary and features conference and personalized scheduling, person-to-person messaging, live alerts and updates, and much more. Be sure to create your profile and make the most of networking opportunities. Simply visit <http://eventmobi.com/BCHLC2019> from your smartphone browser and all the event information is automatically saved to your device.

WIFI access information

Delegates have access to free WIFI. Please connect to the “**SHERATON-MEETING**” wireless network and open your Internet browser. On the portal page, please input access code **bchealth19** and click the “Login” button. You will then be redirected to the homepage, at which point, you may go to any website.

Registration and information desk hours

Monday, November 4	09:00 – 17:00
Tuesday, November 5	07:00 – 16:30
Wednesday, November 6	07:00 – 14:15

Not a member yet?

Join the College today for only \$160 for the first year, and receive a \$100 discount on the BCHLC conference registration fee. CCHL membership details available at http://bit.ly/BCHLC2019pre_en.

Board members of the Canadian College of Health Leaders, past chairs, sponsors, exhibitors, speakers, planning committee members, and College chapter chairs are identified with a ribbon.

Refreshment breaks / Exhibit viewing

Continental breakfast and lunches will be offered on both conference days. Coffee, tea, juice and snacks will be offered during the morning and afternoon networking breaks.

Conference etiquette

We ask for your cooperation in refraining from wearing scented products in consideration of those who may have severe allergies. All wireless devices should be set to silent or vibrate during sessions.

Photo/video release

The BCHLC Secretariat will take photographs and some video at the 2019 BC Health Leaders Conference and utilize them in BCHLC news or promotional material whether in print, electronic, or other media including the BCHLC website. By participating in the 2019 BC Health Leaders Conference, you grant the BCHLC the right to use your photograph for such purposes.

BCHLC privacy policy










The BC Health Leaders Conference (BCHLC) collects information through registration forms for planning purposes, for providing information to delegates about the conference, and for completion of registration, name badges and delegate lists. In delivering this conference, the BCHLC is supported by sponsors. As part of that support, if a delegate consents during the registration process, then his/her complete contact information will be made available to the sponsors.

Hotel information

Sheraton Vancouver Wall Centre Hotel
1088 Burrard Street, Vancouver, BC V6Z 5R9

CONFERENCE PROGRAM

Monday, November 4, 2019

09:00 – 17:00	Registration	<i>North Tower Lobby</i>
09:30 – 11:00	PRE-CONFERENCE SESSIONS	
○EO	<p>Cognitive CoachingSM as a foundation for system transformation: Unleashing cognitive capital in healthcare (<i>Introductory</i>) (<i>Pre-registration mandatory</i>)</p> <p>SPEAKERS</p> <div style="display: flex; justify-content: space-around;">    </div> <p><i>John Clark</i> – Training Associate, Thinking Collaborative <i>Margie Sills-Maerov, CHE</i> – Director, Quality & Education, Alberta Health Services <i>Tony Mottershead</i> – Director, Health System Integration, Health Quality Council of Alberta</p>	<i>Port McNeill</i>
09:45 – 12:15	<p>Study tour: BC Children’s Hospital (<i>Pre-registration mandatory</i>)</p> <p>Pre-registration is required to attend this study tour. The tour is limited to 20 participants.</p>	<i>Courtyard</i>
13:00 – 15:30	<p>Canadian Chapter of ACHE pre-conference session: Leading a culture of safety: A blueprint for success. Lead and reward a just culture and establish organizational behavior expectations (<i>Pre-registration mandatory</i>)</p> <p>MODERATOR <i>Danielle Swerhone, FACHE</i> – ACHE Regent, Canada</p> <p>SPEAKERS <i>Linda Dempster</i> – Vice President Patient Experience, Fraser Health Authority, BC, Canada <i>Rejeanna Hunter</i> – Director Quality and Patient Safety, Memorial Medical Center, Sutter Health, CA, USA</p> <div style="display: flex; justify-content: space-around;">    </div>	<i>Port McNeill</i>
16:00 – 16:45	<p>Welcome</p> <p>SPEAKERS</p> <div style="display: flex; justify-content: space-around;">   </div> <p><i>Representative from the BC Ministry of Health</i> <i>Alain Doucet</i> – President and CEO, Canadian College of Health Leaders <i>Faisal Keshavjee, CHE</i> – Board Chair, Canadian College of Health Leaders</p>	<i>Grand Ballroom</i>
16:45 – 18:00	<p>Opening reception Sponsored by:  Hillrom.</p>	<i>Grand Ballroom Foyer</i>

Tuesday, November 5, 2019

07:00 – 16:30 **Registration** *Grand Ballroom Foyer*

07:30 – 08:15 **Continental breakfast & Exhibit viewing** *Pavilion A/B & Junior Foyer*
Sponsored by: Accreditation Canada  **ACCREDITATION
AGREEMENT
CANADA**

08:15 – 08:45 **Opening ceremonies** *Grand Ballroom*



SPEAKERS

Paul Huschilt – Professional Speaker, Actor and Satirizer

Alain Doucet – President and CEO, Canadian College of Health Leaders

Feisal Keshavjee, CHE – Board Chair, Canadian College of Health Leaders

08:45 – 10:30 **KEYNOTE** *Grand Ballroom*

Be happy first: Breakthrough performance in times of change

After Neil Pasricha's wife left him and his best friend suddenly took his own life, he crash-landed in an empty downtown bachelor apartment. Just twelve months later, he was working directly for the CEO at Walmart, running the International Academy of Digital Arts and Science's "Best Blog in the world" which was on its way to garnering over 50 million hits, and had just published *The Book of Awesome* which stormed the New York Times bestseller list and has now sold over a million copies. The lesson was clear: resilience, change, and growth can come from times of challenge. This inspiring talk is for anybody looking for simple practical ways to lift performance to new heights. In Neil's case, he realized before life could change, he had to change. Leadership ultimately comes from within. When company execs would ask him "How did you get so happy?" he'd say the secret is to "Be happy first" and let the mindset you cultivate ultimately enable your success. Neil's presentation leaves audiences with the tools they need to achieve their biggest goals.

Neil Pasricha - Happiness Expert and Bestselling Author of *The Book of Awesome*



A Harvard MBA, New York Times bestselling author, award-winning blogger, and one of the most popular TED speakers in the world, **Neil Pasricha** is "a pied piper of happiness" who dazzles audiences with ideas that skyrocket happiness into the stratosphere. With infectious enthusiasm, heartfelt authenticity, and a "what works" authority, Pasricha draws on the latest research in happiness to increase individual performance and create a more positive and productive workplace.

Pasricha spent a decade with Walmart, the world's largest company, directly working for two CEOs and as the organization's director of leadership development. He now travels all over the globe sharing messages on happiness to Fortune 500 companies, schools, and non-profits. His Ted Talk "The 3 A's of Awesome" has been ranked as one of the most inspiring of all times with more than 3 million views. He has spoken to Royal Families in the Middle East, Ivy League Deans, and to CEOs at organizations such as Google, Audi, American Express, and GE.

His first book, *The Book of Awesome*, is a runaway #1 international bestseller with millions of copies sold. His newest book, *The Happiness Equation: Want Nothing + Do Anything = Have Everything* (also an international bestseller), provides step-by-step guidelines to illustrate how to improve your time, your career, your bottom line, your relationships, and ultimately (of course), your happiness. His intentionally acclaimed blog, 1000 Awesome Things, has scored over 50 million hits and twice won the Webby Award for "Best Blog in the World."

Pasricha partnered with Harvard University to design one of the first global leadership development programs inside a Fortune 10 company. And, as a management consultant, he advised Fortune 50 companies on top level leadership strategies. He earned his Master's degree from the Harvard Business School, focusing on Leadership and Organizational Behaviour.

Pasricha's writing and work has been featured in *Harvard Business Review*, *Forbes*, CNN, BBC, *The Guardian*, *The New Yorker*, *The Sunday Times*, *China Daily*, *The Jakarta Post*, *The Sydney Herald*, and *Wired*.

10:30 – 11:00 **Refreshment break and exhibit viewing** *Pavilion A/B & Junior Foyer*

CONCURRENT SESSIONS

1 ODC

The secret of joyful collaboration *(Introductory)*

Junior A/B

SPEAKERS

Dr. Denis O'Donnell – Director of Clinical Research, Medical Pharmacies Group Limited

Nicole Encarnacion – Nurse Manager, Louis Brier Home & Hospital

Diana Trejus – Clinical Pharmacist Specialist, Medical Pharmacies Group Limited



2 EO/DC/ST

Island Health's journey to psychological health and safety – Lessons learned from assembling the pieces in a health authority *(Intermediate)*

Junior C

SPEAKERS

John Fitzgerald – Director, Occupational Health and Safety, Island Health

James McAndrew – Director People, Learning and Organizational Development, Island Health

Sharon Torgerson – Vice President, People, Island Health



3 LS

Current perspectives on moral distress and moral resilience *(Introductory)*

Junior D

SPEAKER

Eleanor Stewart – Clinical Ethicist, Covenant Health



4 LD

The case of progressive leadership *(Intermediate)*

Pavilion D

SPEAKERS

Paula Harrington – Director, Organizational Development, Centre for Addiction and Mental Health (CAMH)

Lisa Duggan – Manager, Organizational Development, Centre for Addiction and Mental Health



Caring for healthcare: Practical tools to address psychological health and safety in healthcare workplaces *(Intermediate)*

Pavilion C

SPEAKERS

Jennifer Yelland – Senior Advisor, Employee Relations, Alberta Health Services

Sarah Bell, CHE – Provincial Executive Director, BC Children's Hospital

Nicholas Watters – Director, Access to Mental Health Services, Mental Health Commission of Canada



12:00 – 13:30

Networking luncheon

Grand Ballroom Foyer

12:00 – 13:30

Exhibit viewing

Pavilion A/B & Junior Foyer

13:30 – 14:30

CONCURRENT SESSIONS

6 ❖E0

Returning joy to practice: Improving care by reducing physician burdens *(Intermediate)*

Junior A/B

SPEAKERS

Dr. Jessica Otte – Family Physician, Doctors of BC

Katie Bowers – Policy Analyst, Doctors of BC



7 ◆E0

Courageous leadership and the promotion of psychological safety *(Introductory)*

Junior C

SPEAKER

Dr. Andrew Clarke – Executive Director, Physician Health Program, Doctors of BC

8 ❖E0/LS/ST

Leading a joy revolution: Creating the space for workplace connection *(Intermediate)*

Junior D

SPEAKERS

Dr. Rick Thomas – LEADS Certified Coach, Chief Inspiration Officer, Ambient Consulting, Inc.

Janice Cross – Psychological Health and Safety Advisor, Provincial Health Services Authority



Being proponsive: What it means to foresee and take action about co-worker mistreatment in the workplace *(Intermediate)*

Pavilion D

SPEAKER

Dr. Angela Wolff, CHE – Associate Professor, Trinity Western University



When your team can't move forward until the past is dealt with: A case study *(Intermediate)*

Pavilion C

SPEAKERS

Doreen Perschon – Principle, En-Gauge Consulting, Inc.

Dr. Laura Calhoun – Psychiatrist, Consultant, Coach, En-Gauge Consulting, Inc.



14:30 – 15:00

Refreshment break/Exhibit viewing

Grand Ballroom Foyer

15:00 – 16:00

KEYNOTE

Grand Ballroom

The secret sauce ... Thriving in times of change

This presentation recognizes the challenges faced by healthcare leaders relating to rapidly shifting workplace demographics and evolving cultural norms. Using this framework Meg offers a humorous and insightful perspective on the stresses faced by leaders and demonstrates the powerful role that humour and resilience can play in helping us communicate more effectively, and better cope within a stress filled environment. This presentation is also designed to enhance awareness about the impact of shifting demographics on dynamics in the workplace. Understanding generational differences helps us create an atmosphere where we can communicate more effectively. We can learn to appreciate our differences and recognize the value that each of us brings to the workplace.

This presentation will entertain, inspire and leave audience members with tangible strategies that can help us realize improvements in our outlook, resilience and our relationships with our team at work and at home.

SPEAKER

Meg Soper – Motivational Humorist/Co-Author of *From the Stage to the Page*



Meg Soper travels North America sharing powerful insights and strategies for being more effective in our personal and professional lives. Combining her experience as a Registered Nurse with her skill in Stand-Up Comedy, she offers a unique blend of humor and inspirational ideas to connect with her audience, break barriers, and help people 'Shift Perspective' to better deal with the challenges they face every day.

Meg invests the time to know her audience and the challenges they face. She has touched the lives of thousands by combining her remarkable sense of humour with a curiosity about people. Her ability to connect has made her one of the country's leading motivational speakers.

Meg's diverse content has been shaped by her career as a staff nurse and as an operating room nurse in regional and major urban teaching hospitals. As a healthcare professional, Meg recognizes the vital role that humor can play in creating a healthier workplace environment, in helping us deal better with stress, and in communicating more effectively.

A highly sought-after speaker at conventions and corporate functions throughout North America, Meg has shared the stage with many celebrities, including Ray Romano and Ellen Degeneres.

Meg is co-author of the book, *From the Stage to the Page...Life Lessons from Four Funny Ladies*. She has appeared on the CBC, on the Women's Television Network and on Prime TV.

16:00 – 16:30	CCHL Members Special Assembly (CCHL members only)	Grand Ballroom
17:30	Vancouver city pub night (Pre-registration required)	Courtyard
<p>Looking for some serious fun on a night out in Vancouver? Join our Vancouver City Pub Fun night. Our team will take you to a venue in town for an evening of socializing and networking. Chat with friends and colleagues and meet new ones, rub shoulders with the locals, and soak up the lively vibe with a fun-loving group. Meet in the courtyard of the Sheraton Vancouver Wall Centre at 17:15 sharp. Pre-registration required. Check with the registrations desk before 11:00 am for availability.</p>		

Wednesday, November 6, 2019

06:15 – 06:45	Come run Vancouver with us (Pre-registration required)	Courtyard
<p>Vancouver combines the best of land and sea to create a perfect playground for adventurous outdoor enthusiasts. A year-round temperate climate, rugged west coast shores and mountains, lush rainforest canopy and pacific breezes offer a natural environment tailor made for all runners. Get your energy going for the day in a perfect location.... join fellow conference delegates early for a 30 minute Fun Run. Meet in the courtyard of the Sheraton Vancouver Wall Centre at 06:05 sharp. Pre-registration required.</p>		
07:00 – 16:15	Registration	Grand Ballroom Foyer
07:30 – 08:15	Continental breakfast and exhibits viewing	Pavilion A/B & Junior Foyer
08:15 – 09:15	KEYNOTE	

Mental health in the workplace - A new way to look at an old problem: Illness or injury – Leadership or clinical matter? **Grand Ballroom**

In today's modern workplace, mental health problems have become the leading cause of disability claims, accounting for 70% of workplace disability management costs in Canada. Lieutenant-Colonel (Retired) Stéphane Grenier knows the toll mental health problems can take on individuals and workplaces firsthand. Traditionally, mental health difficulties in the workplaces have been principally viewed through two lenses. The performance lens and the clinical one. Clinicians treat symptoms and leaders manage behaviours.

Anchored in over 18 years of experience in improving the way large public and private sector organisations support their employees Grenier offers his audiences pragmatic advice designed to support workplaces in developing corporate cultures of open, non-stigmatizing approaches to mental health and well being.

Blending lived accounts, riveting corporate case studies, leading-edge research and passionate arguments that the status quo is no longer acceptable in the field of workplace mental health, Grenier makes us ask ourselves, how did we miss the obvious? How did we miss our people?

SPEAKER

Stéphane Grenier – Retired Lieutenant Colonel and Mental Health Innovator



When it comes to mental health, **Stéphane Grenier** walks the talk.

He was recently appointed to the Order of Canada and awarded an honorary Doctor of Laws degree by the University of Guelph and Humber College for his contributions to the field of workplace mental health.

Stéphane's riveting keynotes are not only thought-provoking, but also lead to tangible action and sustainable change for those leaders who are prepared to rethink how they support their people.

His autobiography, *After the War: Surviving PTSD and Changing Mental Health Culture*, tells his story from the day he landed in the midst of the Rwandan genocide, through his journey of changing mental health culture in the Canadian military, developing national Guidelines for Peer Support with the Mental Health Commission of Canada, all the way to creating Mental Health Innovations (MHI); a consultancy that leads innovative and sustainable change in organizations to enhance the mental health of their people.

Today, he and his business partners develop non-clinical mental health interventions as a compliment to traditional clinical care for private and public sector organizations, as well as for provincial healthcare systems.

Stéphane's vision is a world where people no longer face barriers to good mental health.

09:15 – 10:15

PLENARY PANEL

I can see clearly now.... Two eyed seeing leadership and teamwork for promoting wellness – Dialogue with the BC First Nations Health Authority

Grand Ballroom

First Nations Health Authority Leaders will speak about how they bring a two eyed seeing approach to their work - how they work together as colleagues, integrate with the larger Mental Health and Wellness Team to carry out responsibilities to communities and the larger healthcare system. They will discuss the contrast of hierarchal structures in the broader healthcare system with community based interdisciplinary models of care, where all hold each other accountable, resulting in more positive and productive work environments that promote belonging, community, family, wellbeing and a strong sense of shared purpose.

MODERATOR

Paul W. Gallant, CHE – Principal Consultant, Gallant HealthWorks and Associates

SPEAKERS

Dr. Patricia Vickers – Director, Mental Wellness Clinical Services

Michelle DeGroot – Regional Executive Director, Fraser Salish Region

Katie Hughes – Executive Director, Mental Health and Wellness



Paul Gallant is a clinically experienced health leader and connector with 37 years of diverse experience. For the past 12 years, as Principal of Gallant HealthWorks and Associates, he has leveraged his cross-sectorial skills, extensive networks, knowledge of health care issues and health care opportunities to better engage key stakeholders in health initiatives. He strategically advises projects, teams, health agencies, NGOs, First Nations, governments, professional organizations, solution providers and others.

He has been an active member of CCHL for 13 years including roles as Chapter Executive and Chapter Chair. In 2018 he was elected to the CCHL (National) Board of Directors as the BC Representative. He has served as Guest Editor, Indigenous Health Issue, FORUM, CCHL Health Care Management Journal. He has worked with numerous First Nations' including Nisga'a Lisims Government, Namgis First Nation (Alert Bay), First Nations Health Authority and various First Nations patients.

Paul has served as a six-time judge in the BC Health Care Awards by HEABC and he has previously served on various other national and provincial boards including roles as president of two BC health related associations.



Dr. Patricia Vickers is currently the Director of Mental Wellness Clinical Services, with First Nations Health Authority in Vancouver British Columbia, Canada. Her Interdisciplinary doctorate included researching through Ts'msyen (Tsimshian) language, Smalgyax, the transformative aspects of ancestral law which hold many answers to our queries about life, purpose, healing and positive change. Her primary interest is in methodologies: traditional, neurotherapy and psychotherapy, that assist in healing Complex PTSD. A Registered Clinical Counsellor, Spiritual Director, author and artist, Vickers is the mother of four and grandmother of eight.



Michelle DeGroot is Tk'emlups te Secwepemc and has worked with First Nations and Aboriginal non-profits for over 20 years. Michelle served as the VP, Policy and Research for the First Nations Health Council. Prior to her work with the FNHC, Michelle served for five years as Policy Analyst, Health Careers Manager and Director of the First Nations Chiefs' Health Committee.

While working with the First Nations Health Authority, Michelle has been the Executive Director of Health Actions and was responsible for overseeing the process, on behalf of the FNHA, for implementation of the various Health Actions outlined in the *Transformative Change Accord: First Nation Health Plan and the Tripartite First Nation Health Plan*. After this, she was the Executive Director of the Office of the Chief Operating Officer, supporting the administration of the Policy, Program and Community Services portfolio of the COO.

Michelle was also the Executive Director of Programs and Community Services at the FNHA working alongside partners from the federal/provincial governments, health authorities, First Nations/Aboriginal and public sectors in the development and implementation of programs and services for First Nations health and wellness. She provided executive oversight to funding arrangements, eHealth, community wellness services, health protection and environmental health.

Currently Michelle is the Regional Executive Director for the Fraser Salish Region providing executive, strategic and operational leadership to the Regional Team, including engagement, operations and support services to the Fraser Salish nations and communities. Michelle works in partnership with Fraser Salish communities, FNHC and FNHDA representatives, with regional and provincial teams within the FNHA and with Fraser Health Authority.



Katie Hughes has worked in the supported housing and mental health and wellness fields for close to 25 years in local, regional and provincial roles. Her passion and focus centres on wellness as it relates to individuals, families and communities. Her current role at the First Nations Health Authority has broadened her worldview as it relates to the interconnectedness of all relations and strengthened her commitment to serve with cultural humility.

10:15 – 10:45

Refreshment break & exhibit viewing

Pavilion A/B & Junior Foyer



BC HEALTH LEADERS
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October 28-30, 2020 | Victoria, BC

The Call for Abstracts will be available in January 2020.

For further information, visit <https://www.cchl-ccls.ca/site/bchlc> this winter.

CONCURRENT SESSIONS

11 ◆ DC

From burnout to well-being: Enabling platforms for proactive change (Introductory) *Junior A/B*

SPEAKERS

Thomas Clyne-Salley – Leader, Culture Transformation, Fraser Health

Sheila Finamore – Executive Director, Fraser Health

Sheelagh Davis – Leader, People Development, Fraser Health



12 ○◆ DC/LS/ST

Are you ready to lead in VUCA conditions? (Intermediate)

Junior C

SPEAKER



Shauna Fenwick – Owner, Fenwick Leadership Explorations

13 ◆ EO

Creating psychologically safe workplaces: Addressing workplace incivility and bullying in long-term residential care (Introductory)

Pavilion C

SPEAKERS

Dr. Heather Cooke – Post-Doctoral Fellow, University of British Columbia

Jennifer Lyle – Chief Executive Officer, SafeCare BC

Rhonda Croft – Regional Chair Okanagan-Similkameen



14 ◆ LS

Recalibrating your life: Advancing your life journey with ‘SELF’ in the driver’s seat (Intermediate)

Junior D

SPEAKER



Vania Sakelaris, CHE – Principal, VAS & Associates

SPEAKER

Catherine Carr – Professional Certified Coach, Master Executive Corporate Coach, Registered Clinical Counsellor, Carr, Kline, and Associates



11:45 – 13:00	Networking luncheon	<i>Grand Ballroom Foyer</i>
11:45 – 13:00	Exhibit viewing	<i>Pavilion A/B & Junior Foyer</i>
13:00 – 14:00	KEYNOTE	

The ultimate ending: Paul Huschilt's world famous conference ending summary

Grand Ballroom

It's the end of the conference. It's the closing session. And it's the one you can't miss.

At this year's BCHLC we're going to be doing something completely different. Our Emcee, Canadian Hall of Fame speaker Paul Huschilt, will be with us throughout the conference. From his vantage point on our stage and by sitting through our sessions, he'll get to know us and what's important to us. He will then *Perform Our Conference* as our closing keynote!

Paul's World Famous Conference Ending Summary is not your average recap of facts. Creating the keynote as the conference unfolds, Paul listens and takes notes which he weaves into a one-of-a-kind comic summary. With his quick wit and inventive style, all of the key learnings and events are played back as an insightful and hilarious outsider's take on what we experienced at the conference.

Paul believes strongly that laughter helps people remember. His mission is to send you home thinking about everything that happened at the conference, and laughing. A lot.

It's one of our highlight events. Yes, it's at the end, so book your travel accordingly.

Paul Huschilt – Professional Speaker, Actor and Satirizer



A professional speaker, an actor and a satirizer rolled into an unusual ball of corporate messaging and humour. With **Paul Huschilt** you can expect anything and get everything you want for your conference. Hilariously funny, smart, motivating, inspiring and memorable, Paul creates conference summaries and keynotes tailored exactly to the needs of the audience.

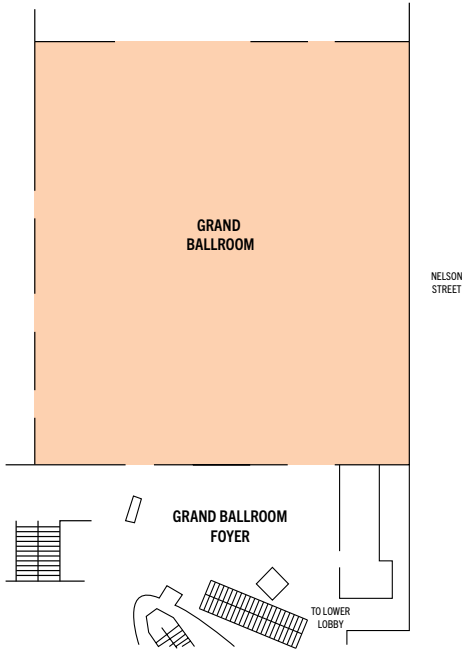
Described by many as indescribable, he's one of the most unique voices in the speaking industry. Paul's talks are an adventure in content and laughter and song. He delivers his lessons and your messages with energy, passion, and fun.

He's a trained actor with degrees in Management and Theatre, a diploma in Career Counselling, training in Adult Education, has worked in an insurance firm, and has sung with the Canadian Opera Company. This strange wide and varied background and 20 years of professional speaking experience collide to give Paul a one-of-a-kind style and the ability to understand how to promote learning and excite every audience. This skill has just been recognized by his peers, and he's a recent inductee into the Canadian Speaking Hall of Fame. His words and talents put him in front of large corporations, small businesses, associations, governments, and his favourite charities. He works across Canada, the United States, Europe, and right around the globe to Australia, New Zealand and Japan. Paul performs in English, French, and occasionally Japanese.

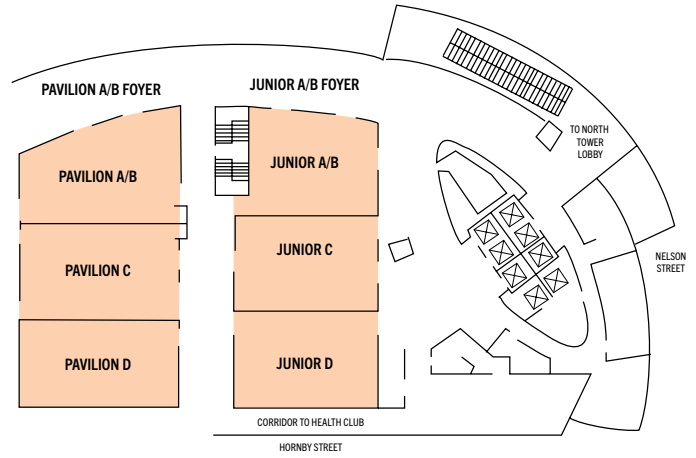
14:00 – 14:15	Closing remarks	<i>Grand Ballroom</i>
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FLOOR PLANS

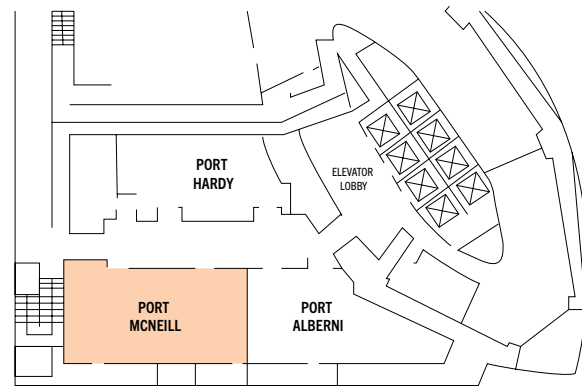
NORTH TOWER, GRAND BALLROOM LEVEL



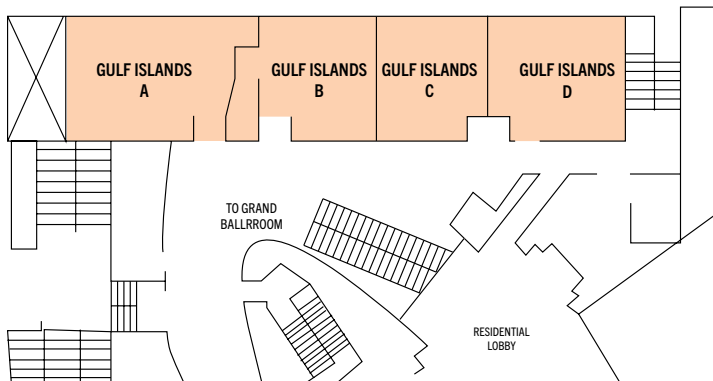
NORTH TOWER, 3RD FLOOR



NORTH TOWER, 4TH FLOOR



NORTH TOWER, LOBBY LEVEL





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BC Patient Safety & Quality Council

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Canadian College of Health Leaders

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Canadian College of Health Leaders

The Canadian College of Health Leaders (CCHL) is a national, member-driven, non-profit association. The College strives to provide the leadership development, tools, knowledge and networks that members need to become high impact leaders in Canadian healthcare.

As defined by the LEADS in a Caring Environment framework, a leader is anyone with the capacity to influence others to work together constructively. The College's LEADS Canada team provides LEADS-based leadership development services, and partners with organizations, authorities and regions to facilitate not only the adoption of the framework, but a cultural shift required to fully imbed LEADS throughout an organization.

Through LEADS, the CHE designation, credentialing, training, conferences, mentoring and a nationwide careers network, we support health leaders in every sector and region, from every professional background and at any stage of their career.

Located in Ottawa, the College collaborates with 21 chapters across the country and engages with its 3,500 members and 80 corporate members to promote lifelong learning and professional development while recognizing leadership excellence.

Visit www.cchl-ccls.ca for more details. Follow us on Twitter @CCHL_CCLS and on Facebook at <https://www.facebook.com/CCHL.National/>.

BC HEALTH LEADERS CONFERENCE



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