

ANNUAL CONFERENCE 2018



BC HEALTH LEADERS
CONFERENCE

Courageous

Leadership

DARE TO MAKE A DIFFERENCE



CANADIAN COLLEGE OF
HEALTH LEADERS
COLLÈGE CANADIEN DES
LEADERS EN SANTÉ

October 23-25, 2018

Sheraton Vancouver Wall Centre Hotel

Vancouver, BC

SPONSORS

The 2018 conference is sponsored by the following organizations who are committed to the development of healthcare in the province.

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In kind



Conference App

THE 2018 APP HAS BEEN DESIGNED FOR YOU!

Why not have the conference program at your fingertips? You will see detailed information on each session, speaker photos and biographies as well as some interesting facts and information provided by our valued sponsors. There may even be an invitation or two from one of those sponsors to drop by their booth and win a prize.

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CANADIAN COLLEGE OF
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LEADERS EN SANTÉ

Maintenance of certification

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE/Fellow) to **10.75 Category 1 credits** for the conference, **1.5 MOC 1 credit** for the pre-conference session and **2 MOC 1 credits** for the study tour toward their maintenance of certification requirements.

JOIN US!

Vancouver City Pub Night

Wednesday, October 24 | 17:30

(Sign up at registration desk)

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.**

Come Run Vancouver with Us

Thursday, October 25 | 06:15 – 06:45

(Sign up at registration desk)

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.**

Courageous Leadership

DARE TO MAKE A DIFFERENCE

AUTHENTIC. RESILIENT. TRUSTWORTHY. PASSIONATE. TRANSPARENT. INNOVATIVE. INSPIRATIONAL, COURAGEOUS. Each of us can think of a leader that inspires. They have attributes that we admire and seek to emulate. Complex healthcare environments require such leaders, who can rise to the challenge with the required qualities and attributes, to meet the demands and harness the opportunities. Before a system can be transformed however, a leader must first transform and lead themselves.

The path of leadership is a lifelong journey with opportunity for reflection, commitment, and ongoing development. Successful leaders are dedicated to personal development and change, knowing that their ability to “Lead Self” is at the foundation of being able to engage others, effectively collaborate, achieve results, and transform systems.

Consider leaders you admire, they consistently and persistently:

- Are humble and self-aware of their own values, strength and limitations;
- Seek opportunities and challenges personal learning and build character;
- Take responsibility for their own performance; and
- Are honest and model integrity, resilience and confidence.

How do you show up as a leader? How would you like to show up as a leader? We invite you to reflect on these questions and to take the opportunity to learn and grow as a leader – to continue to become a leader worth following; a leader who makes a difference.

CONFERENCE FACILITATOR



Shauna Fenwick
Certified Executive Coach, MA Leadership and Training

Shauna Fenwick is an accomplished leadership and organization development specialist.

A member of the original research team that developed the LEADS framework in 2006, Shauna has extensive experience over the past 12 years putting LEADS into practice. She has designed and delivered a variety of online, face-to-face education and succession programs. As an executive coach, Shauna works with individual clients, and mentors coaches who want to use LEADS in their practice.

Today, Shauna’s focus is on developing learning resources for leaders challenged to work in VUCA (volatile, uncertain, complex and ambiguous) environments. Complexity demands new mental models and new sets of skills. Successful managers and leaders often find it challenging to shift into the new approaches required when demands are relentless and the future is vague or unknown. Shauna’s work supports individuals and organizations seeking to expand into the challenges of leading in complexity.

WIFI ACCESS INFORMATION

1. Please connect to the wireless network **SHERATON-MEETING**
2. On the portal page, please enter the access code **courage2018** and click the “connect” button
3. You will then be redirected to the Sheraton Wall Centre homepage, at which point, you may go to any website of your choice

2018 PLANNING COMMITTEE

Shirin Abadi

BC Lower Mainland Chapter
Pharmacy Clinical & Education Coordinator
BC Cancer Agency

Doug Blackie

Associate Faculty, School of Leadership Studies
Royal Roads University

Kathy Chouinor, CHE

BC Interior Chapter
Program Director, Home Health-Community
Integration
Interior Health - Kamloops

Ana-Maria Gidofalvi

Vancouver Island Chapter
Manager Nanaimo Community Services
Island Health

Kirsten Hagen

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Prince George, Northern Health

Leanne Martinson

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First Nations Health Authority

Sadiq Panjwani

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BC Health Leadership Development
Collaborative

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Northern BC Chapter
Health Services Administrator
Northern Health Authority

Paul Gallant, CHE

BC Lower Mainland, CCHL Board Director
Principal
Gallant Healthworks

STAFF

Brianna Lavoy

Coordinator, Conferences and Events

Brenda Shields

Coordinator, Conferences and Events

Francine St-Martin

Director, Conferences and Events

PROGRAM-AT-A-GLANCE

Tuesday, October 23, 2018

09:30 – 11:00	PRE-CONFERENCE SESSION	<i>Port McNeill</i>
	Disconnecting our “Autopilot”: Waking Up to Courageous Leadership	
12:00 – 16:00	Registration	<i>Grand Ballroom Foyer</i>
13:00 – 15:00	Leadership in Action – Educational Tours	<i>Courtyard</i>
	Meet in the courtyard between both towers of the Sheraton Vancouver Wall Centre at 12:15. The bus leaves at 12:30 sharp. Tour 1 – Blusson Spinal Cord Centre Tour 2 – Joseph & Rosalie Segal & Family Health Centre Tour 3 – BC Cancer Genome Sciences Centre	
13:00 – 16:00	Successfully Leading Change in Healthcare Organization	<i>Port McNeill</i>
	<i>Presented by: The Canadian Chapter of ACHE</i>	
16:00 – 16:45	WELCOME	<i>Grand Ballroom A/B</i>
	<i>Stephen Brown, BC Deputy Minister of Health (invited) & Feisal Keshavjee, Chair, CCHL</i>	
16:45 – 18:00	Opening Reception	<i>Grand Ballroom Foyer</i>

Wednesday, October 24, 2018

07:00 – 16:00	Registration	<i>Grand Ballroom Foyer</i>
07:00 – 07:45	Continental Breakfast	<i>Grand Ballroom C/D</i>
07:45 – 08:00	Opening Ceremonies	<i>Grand Ballroom A/B</i>
08:00 – 09:00	KEYNOTE	<i>Grand Ballroom A/B</i>
	Canada Courageous: Leading Change and Preserving Values <i>Ian Morrison, Healthcare Futurist, Author and Consultant</i>	
09:00 – 10:30	INTERACTIVE SESSION	<i>Grand Ballroom A/B</i>
	<i>Shauna Fenwick, Certified Executive Coach, MA Leadership and Training</i>	
10:30 – 11:00	Networking Break – Exhibits	<i>Grand Ballroom C/D</i>
11:00 – 12:00	CONCURRENT SESSIONS	
	1. Intentional Leadership <i>Port McNeill</i>	
	2. Courageous Leadership in Action – Rising to the Challenge of the 2017 BC Wildfires <i>Junior C</i>	
	3. Courageous Leadership Through Critical Cultural Assessment Report <i>Junior D</i>	
	4. The Physician as Change Leader <i>Junior A/B</i>	
11:00 – 12:00	LAB A Coach Approach to Leading	<i>Gulf Islands B/C/D</i>
12:00 – 13:30	Networking Luncheon – Exhibits	<i>Grand Ballroom C/D</i>
13:30 – 14:30	CONCURRENT SESSIONS	
	5. The Courage to Find Out What Really Matters to Patients Using Digitally Recorded First-Person Storytelling <i>Junior A/B</i>	
	6. Leading Change to Advance Psychological Health and Safety <i>Junior C</i>	
	7. Building Resilience with Appreciative Inquiry: A Leadership Journey Through Hope, Despair and Forgiveness <i>Port McNeill</i>	
	8. To Boldly Go Where No Team Has Gone Before: Our Shared Care Experience <i>Junior D</i>	






13:30 – 14:30	L A B	Leadership and Coaching Tips for the Courageous Leader	<i>Gulf Islands B/C/D</i>
14:30 – 15:00		Networking Break – Exhibits	<i>Grand Ballroom C/D</i>
15:00 – 16:00	KEYNOTE	From Skidrow to CEO “Leadership Is in the A.I.R. We Breathe” <i>Joe Roberts, President and CEO, Skid Row</i>	<i>Grand Ballroom A/B</i>
17:30		Vancouver City Pub Night Sign up at registration. Meet in the courtyard of the Sheraton Vancouver Wall Centre at 17:15 sharp.	<i>Courtyard</i>

Thursday, October 25, 2018

06:15 – 06:45		Come Run Vancouver With Us Sign up at registration. Meet in the courtyard of the Sheraton Vancouver Wall Centre. at 6:05 sharp. The run will start at 6:15 sharp.	<i>Courtyard</i>
07:00 – 11:00		Registration	<i>Grand Ballroom Foyer</i>
07:30 – 08:15		Continental breakfast	<i>Grand Ballroom C/D</i>
08:15 – 09:15	KEYNOTE	Courageous Leadership to Lead the Future of Healthcare <i>Thomas O’Shaughnessy, Partner, Western Health Care Leader, Deloitte</i> <i>Joyce Drohan, Partner, BC Practice Leader for Omnia AI, Deloitte</i> <i>Sponsored by Deloitte</i>	<i>Grand Ballroom A/B</i>
09:15 – 10:15	KEYNOTE	The Frontlines of Humanitarian Aid, the Cutting-edge of Medicine: Lessons on Leadership and Innovation <i>Dr. Richard Heinzl, Founder, Doctors of BC</i>	<i>Grand Ballroom A/B</i>
10:15 – 10:45		Refreshment Break – Exhibits	<i>Grand Ballroom C/D</i>
10:45 – 11:45	CONCURRENT SESSIONS	<ul style="list-style-type: none"> 9. LEGO® Serious Play Your way to Breakthrough Improvement <i>Junior D</i> 10. Optimizing Leadership Roles: Understanding the Required Frontline and Executive Leadership Competencies to Successfully Implement a Large-scale Change Initiative <i>Junior C</i> 11. Being Here Now – The Transformative Power of Mindfulness on Leadership <i>Port McNeill</i> 12. Transition of Correctional Health Services to the Provincial Health Services Authority <i>Junior A/B</i> 	
11:50 – 12:25		The Best of Both Worlds: Reflections on Indigenous Health Leadership Journeys – A Dialogue with First Nations Health Authority <i>Richard Jock, Chief Operating Officer, First Nations Authority</i> <i>Brennan MacDonald, Executive Director, Vancouver Island Region, First Nations Health Authority</i> <i>Kim Humphreys, Vice President Human Resources, First National Health Authority</i>	<i>Grand Ballroom A/B</i>
12:25 – 13:10		Luncheon – Exhibits	<i>Grand Ballroom C/D</i>
13:10 – 14:15	KEYNOTE	You Can’t Be Serious! Why Science Wants Us to Lighten Up <i>Susan Stewart, Comedian/Author/Speaker</i>	<i>Grand Ballroom A/B</i>
14:15 – 14:30		Closing Remarks	<i>Grand Ballroom A/B</i>

CONFERENCE PROGRAM

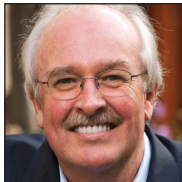
TUESDAY, OCTOBER 23, 2018

11:00 – 17:00	Registration	<i>Grand Ballroom Foyer</i>
09:30 – 11:00	PRE-CONFERENCE SESSION (Pre-registration ticket is mandatory) Disconnecting our “Autopilot”: Waking Up to Courageous Leadership	<i>Port McNeill</i>
		Dr. Rick Thomas , Leadership Explorer and Director, Ambient Consulting, Inc. Christina Sestan , Owner and Founder, Citrus Coaching Solutions
13:00 – 15:00	Leadership in Action – Educational Tours Pre-registration ticket is mandatory. Meet in the courtyard of the Sheraton Vancouver Wall Centre at 12:15 sharp. The bus leaves at 12:30 sharp. Tour 1 – Blosson Spinal Cord Centre Tour 2 – Joseph & Rosalie Segal & Family Health Centre Tour 3 – BC Cancer Genome Sciences Centre	<i>Courtyard</i>
13:00 – 16:00	Successfully Leading Change in Healthcare Organization <i>Presented by: The Canadian Chapter of ACHE</i> Moderator Archie MacKinnon , Health Services Manager - Perioperative Services, Nova Scotia Health Authority	<i>Port McNeill</i>
		Speakers David Matear , Executive Director- Hospital and Communities, Interior Health West Annika Laale , Organization Development Consultant, Prosci Change Management Certified Advanced Instructor, Unleash Consulting
16:00 – 16:45	Welcome Speakers Stephen Brown , BC Deputy Minister of Health (invited) Feisal Keshavjee, CHE , Chair, Canadian College of Health Leaders	<i>Grand Ballroom A/B</i>
		
16:45 – 18:00	Opening Reception	<i>Grand Ballroom Foyer</i>

WEDNESDAY, OCTOBER 24, 2018

07:00 – 16:00	Registration	<i>Grand Ballroom Foyer</i>
07:00 – 07:45	Continental Breakfast – Exhibits	<i>Grand Ballroom C/D</i>
07:45 – 08:00	Opening Ceremonies	<i>Grand Ballroom A/B</i>
08:00 – 09:00	KEYNOTE	<i>Grand Ballroom A/B</i>

Canada Courageous: Leading Change and Preserving Values



Speaker
Ian Morrison, Healthcare Futurist, Author and Consultant

09:00 – 10:30	INTERACTIVE SESSION	<i>Grand Ballroom A/B</i>
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Speaker
Shauna Fenwick, Certified Executive Coach, MA Leadership and Training

10:30 – 11:00	Refreshment Break – Exhibits	<i>Grand Ballroom C/D</i>
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CONCURRENT SESSIONS

1	Intentional Leadership	<i>Port McNeill</i>
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Speaker
Franklin Holtforster, President and CEO, Colliers Project Leaders



2	Courageous Leadership in Action – Rising to the Challenge of the 2017 BC Wildfires	<i>Junior C</i>
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Speakers
Greg Marr, CHE, Regional Director, Medical Affairs, Northern Health
Jason Jaswal, Prince George Director of Long Term Care and Support Services, Northern Health



3 Courageous Leadership Through Critical Cultural Assessment Report

Junior D

Speakers

Damian Lange, Director, Clinical Operations NRGH, Island Health

Marci Eklund, Site Director, NRGH, Island Health

Wes Taylor, Consultant, Organizational Development, Island Health



4 The Physician as Change Leader

Junior A/B

Speakers

Dr. Brenda Hefford, Executive Director, Community Practice, Quality and Integration, Doctors of BC

Kate Dilworth, Adjunct Professor, Director Learning Design, Beedie School of Business, SFU

Dr. Willem Prinsloo, GP Physician Lead, Shared Care Projects and Divisions Advisory Committee Member, Campbell River and Districts Divisions of Family Practice

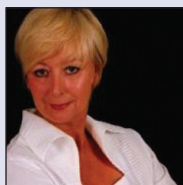


11:00 – 12:00

L A B

A Coach Approach to Leading

Gulf Islands B/C/D



Speaker

Erna Hagge, Consultant, Coach, Educator and Author, Hagge Global Institute for “Fully Engaged Work Places and Lives”

12:00 – 13:30

Networking Luncheon – Exhibits

Grand Ballroom C/D

13:30 – 14:30

CONCURRENT SESSIONS

5 The Courage to Find Out What Really Matters to Patients Using Digitally Recorded First-Person Storytelling

Junior A/B

Speakers

Mari Iromoto, Program Director, Quality, Patient Safety & Risk, Privacy, Operational Excellence & Sustainability, Research & Innovation, Michael Garron Hospital, Toronto East Health Network

Wolf Klassen, CHE, Vice President, Program Support, Michael Garron Hospital, Toronto East Health Network



6 **Leading Change to Advance Psychological Health and Safety**

Junior C

Speakers

Sandra Koppert, Manager Business, Education and Product Development, Prevention and Promotion – Workplace Mental Health, Mental Health Commission of Canada

Dr. Graham Dickson, CHE, CEO and Principal Consultant, LEADS Change Consulting Group

Sandy Coughlin, Director, Occupational Health & Safety, Providence Healthcare



7 **Building Resilience with Appreciative Inquiry: A Leadership Journey Through Hope, Despair, and Forgiveness**

Port McNeill

Speakers

Dr. Jeanie Cockell, Co-President, Cockell McArthur-Blair Consulting

Dr. Joan McArthur-Blair, Co-President, Cockell McArthur-Blair Consulting



8 **To Boldly Go Where No Team has Gone Before: Our Shared Care Experience**

Junior D

Speakers

Dr. Robert Levy, Specialist Lead Shared Care, Providence Healthcare

Margot Wilson, CHE, Director, Chronic Disease Management, Providence Healthcare

Delia Cooper, Patient Representative, Patient Voices Network



13:30 – 14:30

L A B

Leadership and Coaching Tips for the Courageous Leader

Gulf Islands B/C/D



Speaker

Erna Hagge, Consultant, Coach, Educator and Author, Hagge Global Institute for “Fully Engaged Work Places and Lives”

14:30 – 15:00

Refreshment Break – Exhibits

Grand Ballroom C/D

15:00 – 16:00

KEYNOTE

Grand Ballroom A/B

From Skidrow to CEO “Leadership is in the A.I.R. We Breathe”



Speaker

Joe Roberts, President and CEO, Skid Row

17:30

Vancouver City Pub Night

Courtyard

Sign up at registration desk. Meet in the courtyard of the Sheraton Vancouver Wall Centre at 17:15 sharp.

THURSDAY, OCTOBER 25, 2018

06:15 – 06:45

Come Run Vancouver with Us

Courtyard

Sign up at registration desk. Meet in the courtyard of the Sheraton Vancouver Wall Centre at 06:05 sharp.

07:00 – 11:00

Registration

Grand Ballroom Foyer

07:30 – 08:15

Continental Breakfast Exhibits

Grand Ballroom C/D

08:15 – 09:15

KEYNOTE

Grand Ballroom A/B

Courageous Leadership to Lead the Future of Healthcare



Speakers

Thomas O'Shaughnessy, Partner, Western Health Care Leader, Deloitte

Joyce Drohan, Partner, BC Practice Leader for Omnia AI, Deloitte

Sponsored by Deloitte

Deloitte.

09:15 – 10:15

KEYNOTE

Grand Ballroom A/B

The Frontlines of Humanitarian Aid, The Cutting-Edge of Medicine: Lessons on Leadership and Innovation



Speaker

Dr. Richard Heinzl, Founder of Doctors Without Borders Canada

10:15 – 10:45

Refreshment Break – Exhibits *Grand Ballroom C/D*

CONCURRENT SESSIONS

9 LEGO® Serious Play Your Way to Breakthrough Improvement Junior D

Speaker
Camille Rozon, Consultant, Camille Rozon



10 Optimizing Leadership Roles: Understanding the Required Frontline and Executive Leadership Competencies To Successfully Implement a Large-Scale Change Initiative Junior C

Speakers
Manpreet Khaira, Manager, Island Health
Caitlin Davies, Director, Island Health



11 Being Here Now – The Transformative Power of Mindfulness on Leadership Port McNeill

Speakers
Dr. Mark Sherman, Executive Director, BC Association for Living Mindfully
Cindy Trytten, CHE, Director, Research, Island Health



12 Transition of Correctional Health Services to the Provincial Health Services Authority Junior A/B

Speakers
Lynn Pelletier, Vice President, Mental Health and Substance Use Services at the Provincial Health Services Authority
Andrew MacFarlane, Provincial Executive Director, Correctional Health Services at the Provincial Health Services Authority
Dr. Nader Sharifi, Medical Director, Correctional Health Services at the Provincial Health Services Authority



11:50 – 12:25

The Best of Both Worlds: Reflections on Indigenous Health Leadership Journeys – A Dialogue with First Nations Health Authority

Grand Ballroom A/B

Speakers

Richard Jock, Chief Operating Officer, BC First Nations Health Authority

Brennan MacDonald, Executive Director, Vancouver Island Region, BC First Nations Health Authority

Kim Humphreys, Vice President Human Resources, BC First Nations Health Authority



12:25 – 13:10

Luncheon – Exhibits

Grand Ballroom C/D

13:10 – 14:15

CLOSING KEYNOTE

Grand Ballroom A/B

You Can't be Serious! Why Science Wants Us to Lighten Up?



Speaker

Susan Stewart, Comedian/Author/Speaker

14:15 – 14:30

Closing Remarks

Grand Ballroom A/B

Speaker

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



THANK YOU

To our much loved speakers...

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

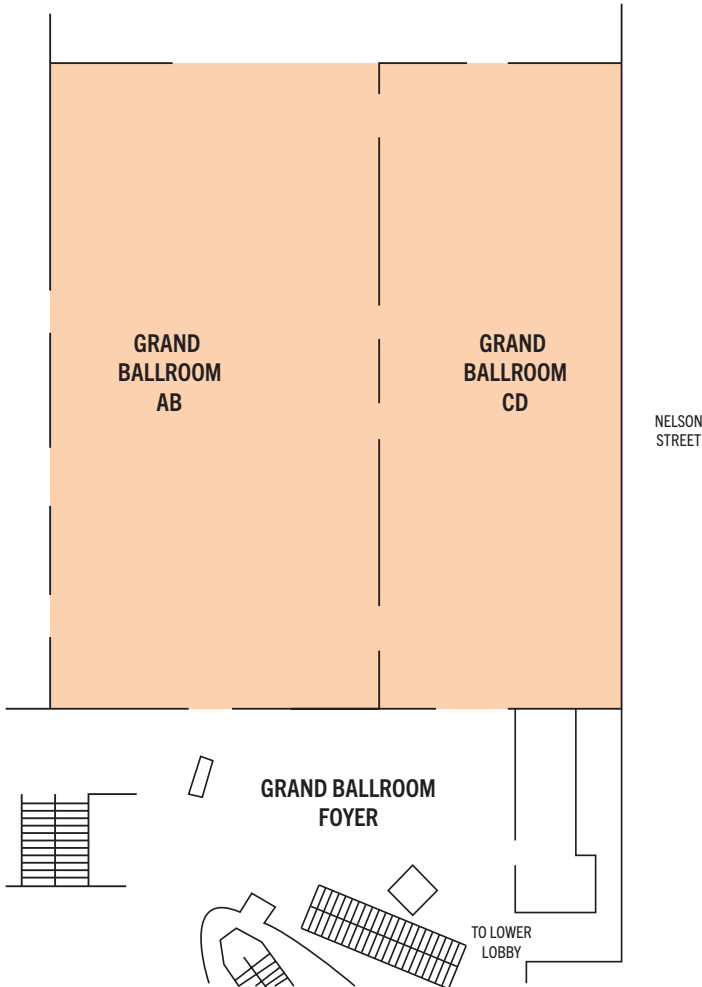
Please accept a heartfelt thank you, from all of us, for the wonderful contribution you've made at this conference.

As a token of our sincere appreciation, the Canadian College of Health Leaders, has made a donation to the Canadian Red Cross, BC wildfires, on your behalf, so that the inspiration and teaching you leave behind today will make a difference tomorrow!

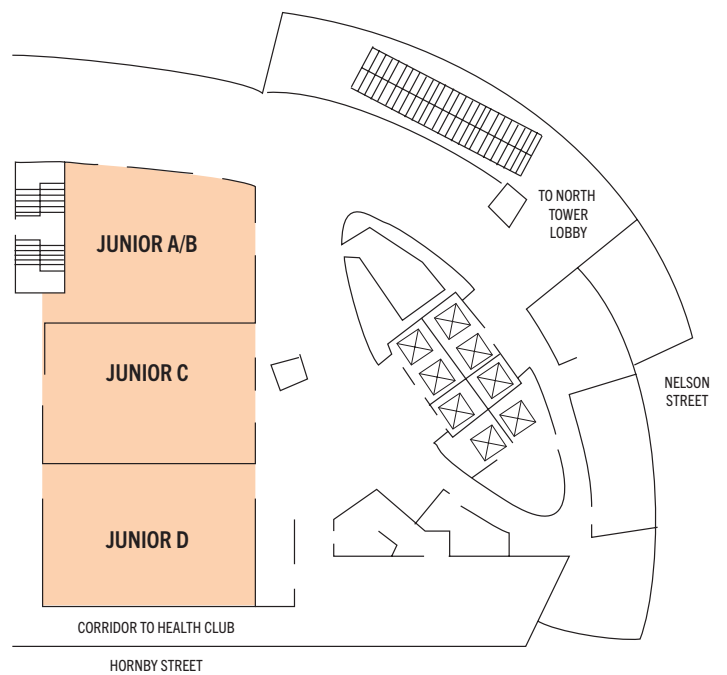
FLOORPLANS

SHERATON VANCOUVER WALL CENTRE HOTEL

NORTH TOWER, GRAND BALLROOM LEVEL

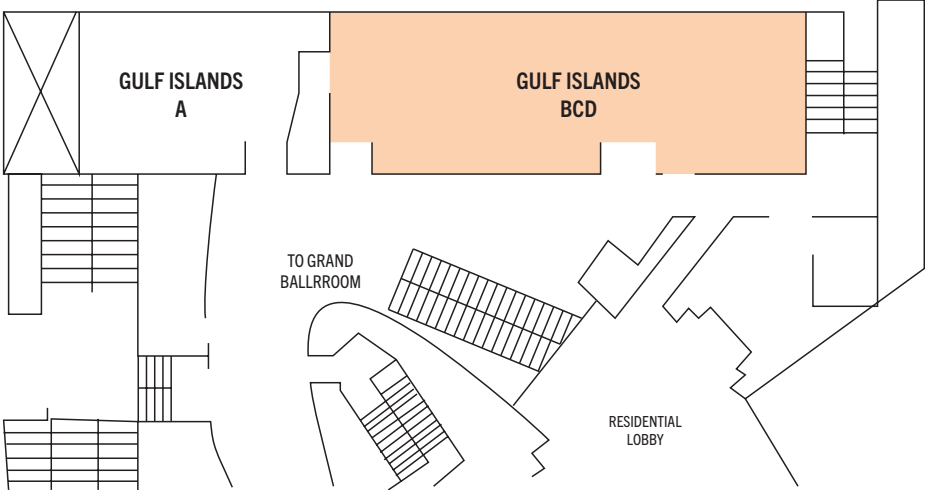


NORTH TOWER, 3RD FLOOR

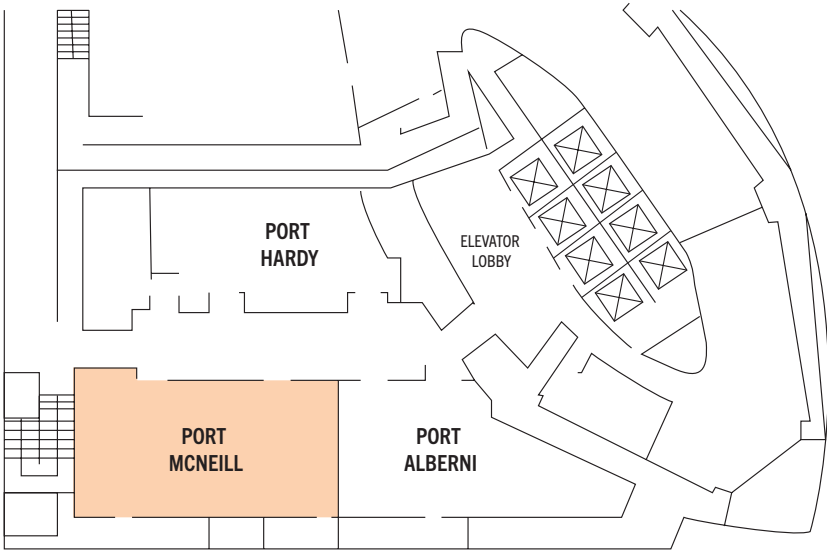


SHERATON VANCOUVER WALL CENTRE HOTEL

NORTH TOWER, LOBBY LEVEL

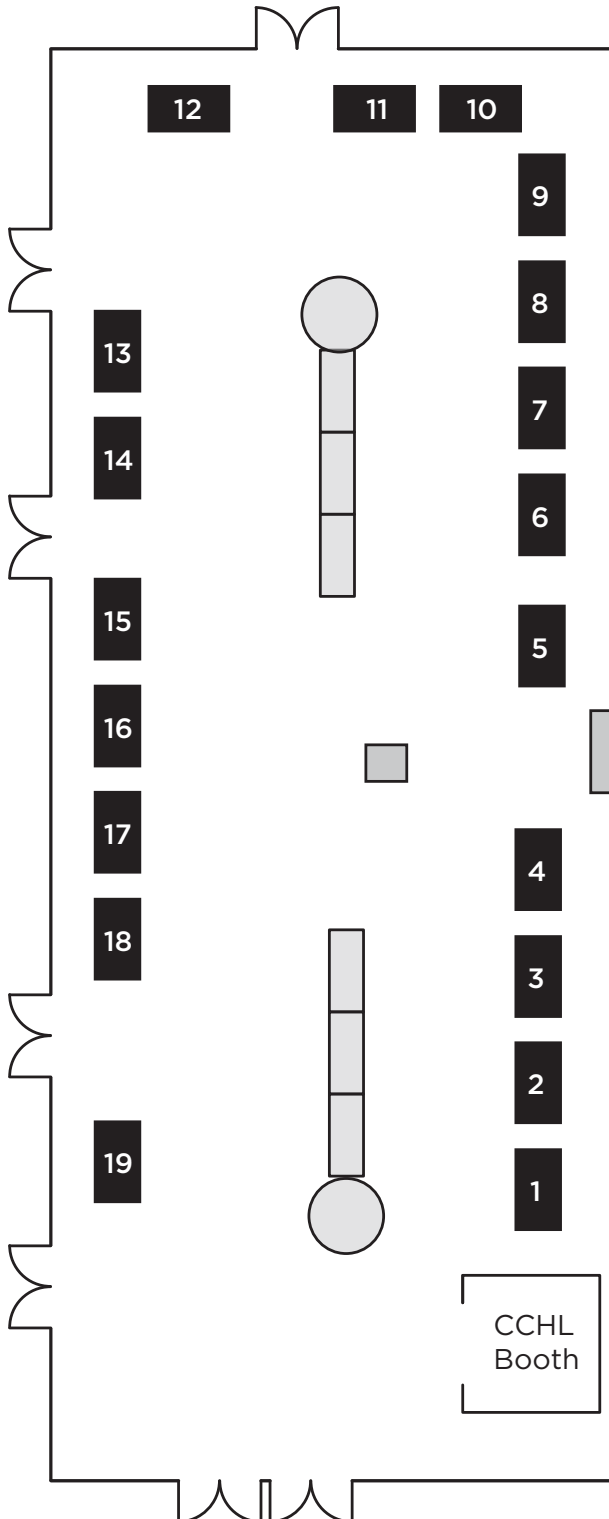


NORTH TOWER, 4TH FLOOR



EXHIBITORS

GRAND BALLROOM C/D



- 1 Mental Health Commission of Canada
- 2 BC First Nations Health Authority
- 3 Workforce Edge Consulting Inc.
- 4 Fraser Health Authority
- 5 Provincial Health Services Authority
- 6 BC Care Providers Association
- 7 Island Health Authority
- 8 BC Chiropractic Association
- 9 BC Nurses' Union
- 10 College of Registered Nurses of BC
- 11 BCIT
- 12 HIROC
- 13 Registered Massage Therapists' Association
- 14 SafeCare BC
- 15 LifeLabs
- 16 Interior Health Authority
- 17 BC Patient Safety & Quality Council
- 18 Vancouver Coastal Health Authority
- 19 Providence Health Care

CCHL Booth - Canadian College of Health Leaders



BC HEALTH LEADERS
CONFERENCE

SAVE THE DATE!

November 4-6, 2019

2019 BC HEALTH LEADERS
CONFERENCE

SHERATON VANCOUVER WALL CENTRE
VANCOUVER, B.C.

Watch your inbox and the CCHL website for more
details...coming soon!

We look forward to seeing you again in 2019!



CANADIAN COLLEGE OF
HEALTH LEADERS
COLLÈGE CANADIEN DES
LEADERS EN SANTÉ

YOU ARE A DIFFERENCE MAKER

Why join the College?



**BUILD YOUR
NETWORK.**



**INSPIRE YOUR
THINKING.**



**EARN YOUR
CERTIFICATION.**



**DEVELOP YOUR
POTENTIAL.**

**Visit our booth to meet a #CCHLDifferenceMaker
and join the College today.**



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