



Achieving results through the power of teams



2017

BC Health Leaders Conference

Victoria, BC - October 11-13

Sponsors

The 2017 conference is sponsored by the following organizations who are committed to the development of healthcare in the province.

Platinum



Gold



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<http://eventmobi.com/bchlc2017/>

Conference App

THE 2017 APP HAS BEEN DESIGNED FOR YOU!

Why not have the conference program at your finger tips? You will see detailed information on each session, speaker photos and 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.

Sponsored by Accreditation Canada



WIFI ACCESS ONSITE

Username: VictoriaConference
Password: BCHL2017

Welcome VIP!

Dear Delegate,

Tourism Victoria, the Victoria Conference Centre and the Fairmont Empress Hotel not only want to welcome you to Victoria – THEY NAMED YOU A VIP!

On your badge, you will see a small blue logo that denotes your VIP status. Wear or carry your badge at all times and show it to receive discounts in restaurants, shops, attractions, tours, etc.

A full list of all participating businesses is available at the registration desk.

Enjoy the hospitality and the savings too!



#BCHLC2017

Twitter hashtag/url:

<https://twitter.com/hashtag/bchlc2017>



COACHING LAB

Is your leadership style more manager than coach?
Do you want to add coaching skills to your leadership skill set?
Do you want to brush up or practice your rusty coaching skills?

Enhanced coaching skills could pave the way to positive change in many organizations by helping others to:

- Improve performance
- Make effective decisions
- Deal with conflict
- Reach their true potential

Join Zoe MacLeod, Director for the Executive Coaching programs at Royal Roads University to explore ways to improve your coaching skills!

SOCIAL MEDIA LAB

How can interactive technology help you?
How do we leverage social media for our organizations?
How can social media foster inter-sectoral and inter-generational teamwork?



Using examples from Canadian context, this interactive lab will familiarize you with a number of social media platforms.

Join Maria Przydatek, Co-Chair, Emerging Health Leaders and Performance Management Analyst, Ministry of Health and Belinda Chen, Co-Chair, Emerging Health Leaders as they offer information on privacy, etiquette and tools, tips and tricks to take your social media savvy to the next level.



CONFERENCE FACILITATOR

Ed McKenzie, President, Learning By Heart Consulting Inc.

Ed is President of Learning by Heart Consulting, a Victoria-based leadership development firm he founded with his wife Cathy nearly two decades ago. His facilitation work is built on a solid foundation of formal training, a diverse client base and many years' experience as an award-winning broadcast journalist and corporate communication specialist. As a LEADS in a Caring Environment consultant, Ed is proud to do meaningful work with leaders who truly want to make a difference in our health care system. At home, Ed loves cooking, walking, playing guitar and, most of all, being a husband, dad and "papa".

Join us!

Pub Crawl – Thursday, October 12, at 17:30 (sign up at registration desk)

Looking for some serious fun on a night out in Victoria? Join our Pub Crawl fun night. Our team will take you to some classic venues in town, browsing the many bars and pubs that make Victoria the city for hospitality and good times. 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 lobby of the Empress at 17:15 sharp.

Fun Run – Friday, October 13 at 06:15 (sign up at registration desk)

Victoria combines the best of land and sea to create a perfect island 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 lobby of the Empress at 06:05 sharp.

2017 Planning Committee

David Thompson, CHE (Co-Chair)

CCHL BC Board Director Representative
Vice President, Seniors Care & Clinical Support Services
Providence Health Care

Ainsley Young, CHE (Co-Chair)

Vancouver Island Chapter Representative
Manager, Clinical Policy Development
Island Health

Doug Blackie

Workforce Planning & Management Branch
Ministry of Health

Kathy Chouinor, CHE

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

Ana-Maria Gidofalvi

Vancouver Island Chapter Representative
Manager Nanaimo Community Services
Island Health

Kris Gustavson

BC Lower Mainland Chapter Representative
Corporate Director, Accreditation & Patient Experience
Provincial Health Services Authority

Rob Hulyk

Director of Physician Advocacy
Doctors of BC

Jason Jaswal

Northern BC Chapter Representative
Director – Residential Services, Prince George
Northern Health

J.W.J. Kristjanson (Kris)

BC Interior Chapter Representative
Health Services Director
Royal Inland Hospital

Gregory Marr (Greg), CHE

Northern BC Chapter Representative
Manager, Long Term Care, Assisted Living & Short Stay programs
Northern Health Authority

Leanne Martinson

Director Planning
First Nations Health Authority

Sadiq Panjwani

BC Lower Mainland Chapter Representative
Director, Marketing & Strategy
GE Healthcare

Rachael Roberts

Senior Director, Engagement and Learning
Provincial Health Services Authority, (PHSA)
Lead, BCHLDC

Staff

(Canadian College of Health Leaders)

Sylvie Deliencourt

Director, Certification, Leadership Development and Chapter Support

Brenda Shields

Leadership Development

Ray J. Racette, CHE

President and CEO

Program-at-a-glance

Wednesday, October 11, 2017

11:00 – 12:00	Pre-Conference Session	<i>Empress - Rattenbury A</i>
12:00 – 16:00	Registration	<i>VCC - Prefunction 2A</i>
13:00 – 15:00	Study Tours	<i>Meet in Lobby of The Empress Hotel at 12:15 sharp</i>
16:00 – 16:45	WELCOMING REMARKS	<i>VCC - Salon BC</i>
	<i>Honourable Adrian Dix, British Columbia Minister of Health (Invited)</i>	
16:45 – 18:00	OPENING RECEPTION	<i>Empress - Crystal Ballroom</i>
18:00 –	Dine Around, on your own - Discounts offered through the Victoria VIP program. (See VIP brochure at registration desk.)	

Thursday, October 12, 2017

07:00 – 16:00	Registration	<i>VCC - Prefunction 2A</i>
07:00 – 07:45	Continental Breakfast, Exhibits	<i>VCC - Salon A</i>
07:45 – 08:00	OPENING CEREMONIES	<i>VCC - Salon BC</i>
08:00 – 10:30	KEYNOTE & INTERACTIVE SESSION	
	The great generational shift in the workforce: Moving to a culture of highly-engaged leadership dialogue at every level.	<i>VCC - Salon BC</i>
	<i>Speaker: Bruce Tulgan Founder & Chairman, Rainmaker Thinking, Inc</i>	
10:30 – 11:00	Refreshment Break, Exhibits	<i>VCC - Salon A</i>
11:00 – 12:00	CONCURRENT SESSIONS	
	1. Turning crisis into opportunity – How the BC Children’s team confronted a critical shortage of perioperative nurses and achieved results	<i>VCC - Sydney</i>
	2. Partnering with Patients: Supporting Meaningful Engagement on Research and Improvement Teams	<i>VCC - Oak Bay</i>
	3. Improving EMS Transfer of Care Times with LEAN	<i>VCC - Saanich</i>
	4. Breakwater Leadership: A Lifeline to Enhance Team Performance	<i>VCC - Colwood</i>
	LABS	
	Social Media Lab for Today’s Health Care Professionals	<i>VCC - View Royal</i>
	Coaching Lab – Building Capacity in Health Leadership	<i>VCC - Langford</i>
12:00 – 12:15	Transition	
12:15 – 13:45	Networking Luncheon, Exhibits	<i>VCC - Salon ABC</i>
13.45 – 14.45	CONCURRENT SESSIONS	
	5. Enhancing Efficiency and Best Outcomes in Community Care: CBI’s Transitional & Residential Care Model in British Columbia	<i>VCC - Oak Bay</i>
	6. Better Together – Frontline Physicians & Administration	<i>VCC - Sydney</i>
	7. Integrated Management in Mental Health: An Innovative Model for Streamlining Care and Services in Southwestern Ontario	<i>VCC - Saanich</i>
	8. Improving Care to Rural and Remote First Nations: An Integrated Approach	<i>VCC - Colwood</i>

13:45 – 14:45	LABS	Social Media Lab For Todays Healthcare Professional Coaching Lab - Building Capacity in Health Leadership	VCC - View Royal VCC - Langford
14:45 – 15:15	Refreshment Break, Exhibits		VCC - Salon A
15:15 – 15:45	PLENARY	<i>Transformative Leadership to Achieve First Nations Health and Wellness.</i>	VCC - Salon BC
15:45 – 16:45	PLENARY	<i>From Cautious Optimism to Connectedness - The Victoria Division of Family Practice and Island Health's Collaboration for System Change.</i>	VCC - Salon BC
17:00 –	Dine around, on your own - Discounts offered through the Victoria VIP program.		
17:30 –	Pub Crawl - Meet in the Lobby of The Empress Hotel at 17:15		Sign up at Registration desk

Friday, October 13, 2017


06:15 – 06:45	Fun Run - Meet in the lobby of The Empress Hotel at 06:05		Sign up at Registration desk
07:30 – 12:00	Registration		VCC - Prefunction 2A
07:30 – 08:15	Continental Breakfast, Exhibits		VCC - Salon A
08:15 – 09:15	KEYNOTE	Value-based partnerships: We achieve the impossible working together <i>Speaker:</i> Enette Pauzé, PhD, CEO of the Level 8 Leadership Institute	VCC - Salon BC
09:15 – 10:15	PLENARY	Us vs Them?: What should acute and long-term care providers be doing to more effectively deliver team-based seniors care	VCC - Salon BC
10:15 – 10:45	Refreshment Break, Exhibits		VCC - Salon A
10:45 – 11:45	CONCURRENT SESSIONS	<ul style="list-style-type: none"> 9. Agile Team Leadership – Leading a Paradigm Shift Resulting in Capacity, Improved Outcomes, Better Patient & Staff Experiences, Efficiency VCC - Colwood 10. Addictions and Substance Abuse in the Canadian Armed Forces (CAF): Interdisciplinary care, patient and family engagement and quality improvement – the story of participative leadership to progress an aftercare program VCC - Saanich 11. Cross-Organizational Collaboration for developing Provincial Health and Safety System Standards VCC - Oak Bay 12. Turning Team Wisdom & Leadership into QI Results VCC - Sydney 	
	LABS	Social Media Lab For Todays Healthcare Professional Coaching Lab - Building Capacity in Health Leadership	VCC - View Royal VCC - Langford
11:50 – 13:50	LUNCHEON, EXHIBITS, CLOSING KEYNOTE	Dreaming Big & Believing it is Possible <i>Speaker:</i> Jon Montgomery, Olympic Champion Host, The Amazing Race Canada	VCC - Salon BC
13:50 – 14:00	Closing Remarks		VCC - Salon BC

Conference program

Wednesday, October 11, 2017

11:00 – 12:00	Pre-Conference Session (*Early bird registrants only*- pre-registration required) Always Connected, Always Achieving? Speakers: Matthew Miller , Manager of Brand & Innovation, Island Health Carson McPherson , Managing Director, Cedars Cobble Hill	Empress - Rattenbury A
	 	
12:00 – 16:00	Registration	VCC - Prefunction 2A
13:00 – 15:00	Study Tours (*Early bird registrants only*- pre-registration required) Please meet in the lobby of the Empress Hotel at 12:15 sharp Transportation by motorcoach will be provided. Tour 1 - ReBalance MD – Victoria Tour 2 - The Heights at Mt. View – Victoria	Pre-Registration Required
16:00 – 16:45	WELCOMING REMARKS Speaker: Honourable Adrian Dix , BC Minister of Health (invited)	VCC - Salon BC
		
16:45 – 18:00	OPENING RECEPTION	Empress - Crystal Ballroom
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Thursday, October 12, 2017

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07:00 – 07:45	Continental Breakfast, Exhibits	VCC - Salon A
07:45 – 08:00	OPENING CEREMONIES	VCC - Salon BC
08:00 – 10:30	OPENING KEYNOTE & INTERACTIVE SESSIONS The great generational shift in the workforce: Moving to a culture of highly-engaged leadership dialogue at every level Speaker: Bruce Tulgan , Founder & Chairman, Rainmaker Thinking, Inc.	VCC - Salon BC
		

1. Turning crisis into opportunity – How the BC Children’s team confronted a critical shortage of perioperative nurses and achieved results

VCC - Sydney

Speakers:**Lona Cunningham**, Senior Director, BC Children’s Hospital**Linda Lemke**, Chief Operating Officer, BC Children’s Hospital

2. Partnering with Patients: Supporting Meaningful Engagement on Research and Improvement Teams

VCC - Oak Bay

Speakers:**Agnes Black**, Director, Health Services & Clinical Research & Knowledge Transition, Providence Health Care**Kimberly Strain**, Patient Partner, Providence Health Care & Patient Voices Network**Dr. Clayton Hamilton**, Post-Doctoral Fellow, Arthritis Research Canada, Post-Doctoral Fellow, Department of Physical Therapy, University of British Columbia

3. Improving EMS Transfer of Care Times with LEAN

VCC - Saanich

Speakers:**Kim Storey**, CHE, Director Emergency & Patient Flow, Southlake Regional Health Centre**Bradley Hickman**, Commander, Office of the Chief, Paramedic & Seniors Branch, The Regional Municipality of York**Marlene Wheaton-Chaston**, Manager Emergency Dept., Southlake Regional Health Centre**Cari McCulloch**, Facilitating Nurse, Emergency Dept., Markham Stouffville Hospital

4. Breakwater Leadership: A Lifeline to Enhance Team Performance

VCC - Colwood

Speakers:**Ed McKenzie**, President, Learning By Heart Consulting Inc.**Cathy McKenzie**, Vice President, Learning By Heart Consulting Inc.

Social Media Lab for Today's Health Care Professionals

VCC - View Royal

Facilitators:**Belinda Chen**, Co-Chair, Emerging Health Leaders**Maria Przydatek**, Co-Chair, Emerging Health Leaders, and, Performance Management Analyst, Ministry of Health**Coaching Lab – Building Capacity in Health Leadership**

VCC - Langford

Facilitator:**Zoe MacLeod**, Director of Executive Coaching Programs, Royal Roads University

12:00 – 12:15

Transition

12:15 – 13:45

Networking Luncheon, Exhibits

VCC - Salon ABC

13:45 – 14:45

CONCURRENT SESSIONS

5. Enhancing Efficiency and Best Outcomes in Community Care: CBI's Transitional & Residential Care Model in British Columbia

VCC - Oak Bay

Speaker:**Poonam Jassi**, Director of Operations BC, CBI Health Group**6. Better Together – Frontline Physicians & Administration**

VCC - Sydney

Speakers:**Dr. Gordon Hoag**, Chief, Dept. Lab Medicine, Pathology & Medical Genetics, VIHA**Candice Manahan**, Executive Lead, Physician Quality Improvement, Northern Health**Dr. Curt Smecher**, Anesthesiologist, Dept. Head & Chair PQRST, Fraser Health

7. Integrated Management in Mental Health: An Innovative Model for Streamlining Care and Services in Southwestern Ontario

VCC - Saanich

Speakers:

Dr. Sonja Grbevski, VP, Brain & Behaviour Health, Hôtel-Dieu Grace Healthcare

Claudia den Boer, CEO, Canadian Mental Health Association, Windsor Essex Branch



8. Improving Care to Rural and Remote First Nations: An Integrated Approach

VCC - Colwood

Speakers:

Dr. Travis Holyk, Exec. Director, Research, Primary Care & Strategic Services, Carrier Sekani Family Services

Sam Milligan, Integrated Care Coordinator, Carrier Sekani Family Services



13:45 – 14:45

LABS

Social Media Lab for Today's Health Care Professionals

VCC - View Royal

Facilitators:

Belinda Chen, Co-Chair, Emerging Health Leaders

Maria Przydatek, Co-Chair, Emerging Health Leaders, and, Performance Management Analyst, Ministry of Health

Coaching Lab – Building Capacity in Health Leadership

VCC - Langford

Facilitator:

Zoe MacLeod Director of Executive Coaching Programs, Royal Roads University

14:45 – 15:15

Refreshment Break, Exhibits

VCC - Salon A

15:15 – 15:45

PLENARY

VCC - Salon BC

Transformative Leadership to Achieve First Nations Health and Wellness

Speakers:

Joe Gallagher, CEO, First Nations Health Authority

Ray Racette, CHE, President and CEO, Canadian College of Health Leaders



15:45 – 16:45

PLENARY

VCC - Salon BC

From Cautious Optimism to Connectedness - The Victoria Division of Family Practice and Island Health's Collaboration for System Change

Moderator: *Ed McKenzie*, President, Learning By Heart Consulting Inc.

Speakers:

Dr. Alisa Harrison, Executive Director, Victoria Division of Family Practice

Victoria Power, Director, Urban Greater Victoria & Regional Rehabilitation Quality, Island Health

Dr. Sean Spina, Clinical Coordinator, Department of Pharmacy, Island Health & Clinical Assistant Professor, University of British Columbia

Dr. Lisa Veres, General Practitioner, Family Practice, Victoria, BC & Member of the Board of Directors of the Victoria Division of Family Practice



17:00 –

Dine Around - Discounts offered through the Victoria VIP Program

17:30 –

Pub Crawl - Meet in lobby of The Empress Hotel at 17:15

Sign up at Registration Desk

Friday, October 13, 2017

06:15 – 06:45

Fun Run - Meet in lobby of The Empress Hotel at 06:05

Sign up at Registration Desk

07:30 – 12:00

Registration

VCC - Prefunction 2A

07:30 – 08:15

Continental Breakfast, Exhibits

VCC - Salon A

08:15 – 09:15

KEYNOTE

VCC - Salon BC



Value-based partnerships: We achieve the impossible working together

Speaker:

Enette Pauzé, PhD, CEO of the Level 8 Leadership Institute

09:15 – 10:15

PLENARY

VCC - Salon BC

Us vs Them?: What should acute and long-term care providers be doing to more effectively deliver team-based seniors care

Moderator: *Daniel Fontaine*, CEO, BC Care Providers Association (BCCPA)

Speakers:

Michael McMillan, President & CEO, Health Employers Association of BC (HEABC)

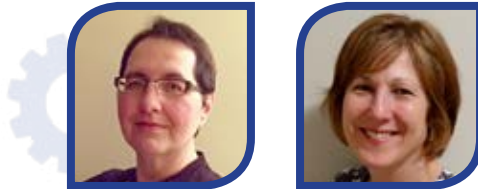
Anita Dickson, President, Licensed Practical Nurses Association of BC (LPNABC)

Karen Baillie, CHE, CEO of Menno Place, President of the BCCPA



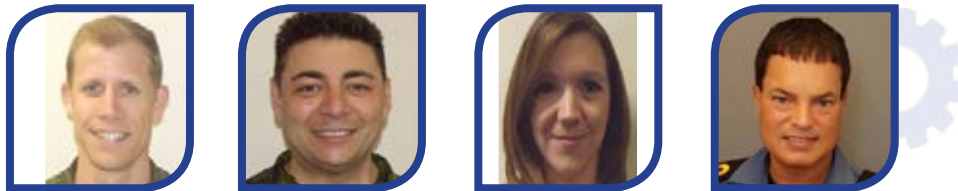
9. Agile Team Leadership – Leading a Paradigm Shift Resulting in Capacity, Improved Outcomes, Better Patient & Staff Experiences, Efficiency

VCC - Colwood

Speakers:**Doreh Mohsenzadeh**, Project Director, Community Health Services, Island Health**Krista Craig**, Home Support Supervisor, Cowichan Home Support, Island Health

10. Addictions and Substance Abuse in the Canadian Armed Forces (CAF): Interdisciplinary care, patient and family engagement and quality improvement – the story of participative leadership to progress an aftercare program

VCC - Saanich

Speakers:**Major Heath Robson**, CHE, Primary Care Clinic Manager, Royal Canadian Medical Services**Lieutenant Colonel Adrian Norbash**, Clinical Psychiatrist, Regional Clinical LEAD for Mental Health, Canadian Forces Health Services Group**Beth Gallant-Loggie**, Addictions Counselor, Royal Canadian Medical Services**Lieutenant Commander Dale Vincent**, Clinical Social Worker Team LEAD, Psychosocial Services and Regional Social Worker, Canadian Forces Health Services Group

11. Cross-Organizational Collaboration for developing Provincial Health and Safety System Standards

VCC - Oak Bay

Speakers:**Waqar Mughal**, Owner, Mughal & Associates Management Consulting**Dave Keen**, Executive Director, Fraser Health Workplace Health & Provincial Workplace Health Call Centre

12. Turning Team Wisdom & Leadership into QI Results

VCC - Sydney

Speaker:

Melissa Crump, Organizational Development Consultant, Fraser Health



10:45 – 11:45

LABS

Social Media Lab for Today's Health Care Professionals

VCC - View Royal

Facilitators:

Belinda Chen, Co-Chair, Emerging Health Leaders

Maria Przydatek, Co-Chair, Emerging Health Leaders, and, Performance Management Analyst, Ministry of Health

Coaching Lab – Building Capacity in Health Leadership

VCC - Langford

Facilitator:

Zoe MacLeod, Director of Executive Coaching Programs, Royal Roads University

11:50 – 13:50

LUNCHON, EXHIBITS & CLOSING KEYNOTE

VCC - Salon BC

Dreaming Big & Believing it is Possible

Speaker:

Jon Montgomery, Olympic Champion | Host, The Amazing Race Canada



13:50 – 14:00

CLOSING REMARKS

VCC - Salon BC

Thank You!

To our much loved speakers...

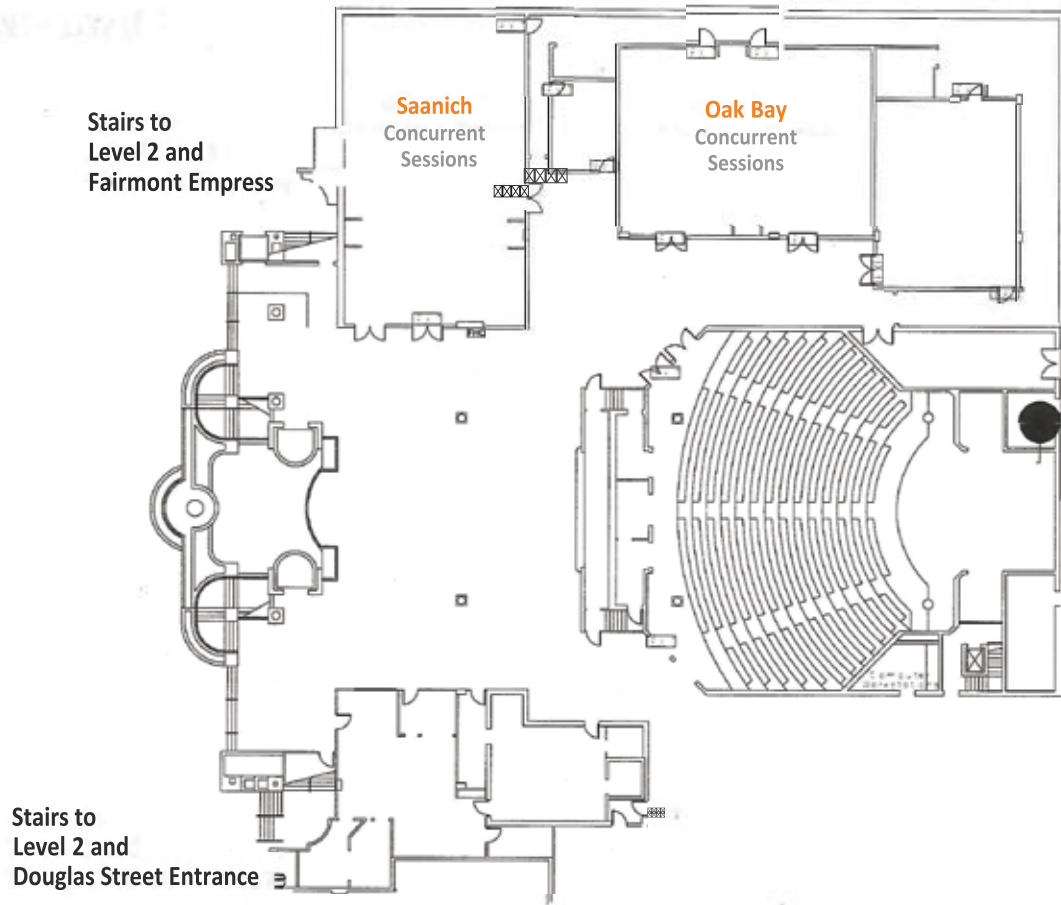
Cue the confetti! Pop the champagne corks! Sound the applause! We could not do this without you!

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!

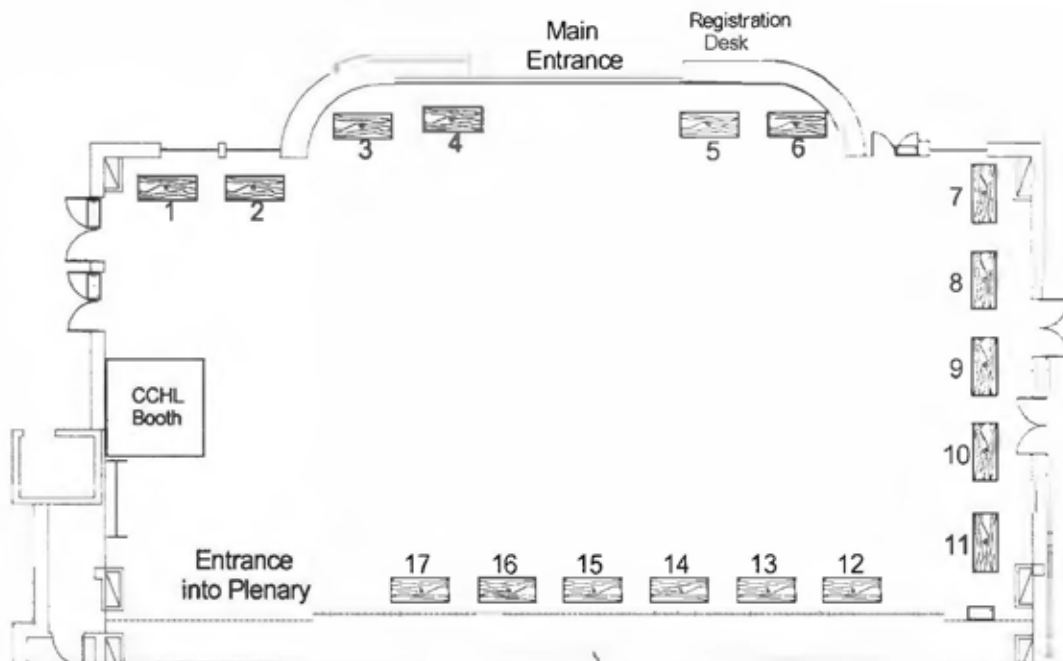
Floorplans

The Victoria Conference Center - Level 1



The Victoria Conference Center - Level 2





- | | | |
|--|---|---|
| 1 - BC Patient Safety & Quality Council | 9 - Mental Health Commission of Canada | 16 - Island Health Authority |
| 2 - First Nations Health Authority | 10 - Royal Roads University | 17 - Vancouver Coastal Health Authority |
| 3 - Foundation Medicine | 11 - Emerging Health Leaders | |
| 4 - Provincial Health Services Authority | 12 - UBC Faculty of Applied Sciences (MHLP) | CCHL Booth - Canadian College of Health Leaders |
| 5 - Fraser Health Authority | 13 - SafeCare BC | |
| 6 - College of Registered Nurses of BC | 14 - BC Care Providers Association | |
| 7 - Workforce Edge Consulting Training | 15 - Providence Health Care | |
| 8 - BCIT | | |



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 I** credits for the conference, **1 MOC I** credit for the preconference and **2 MOC I** credits for the study tour toward their maintenance of certification requirement.



CANADIAN COLLEGE OF
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SAVE THE DATE!

2018 BC HEALTH LEADERS CONFERENCE

Theme: To be Announced
Dates: October 23-24, 2018
Location: Sheraton Vancouver Wall Center
VANCOUVER, BRITISH COLUMBIA

Watch your inbox and the CCHL website for more details...coming soon!
You don't want to miss this conference!



BC HEALTH LEADERS
CONFERENCE