



BC HEALTH LEADERS
CONFERENCE



Final
Program

Are you a Learning Leader?
Is yours a Learning Organization?

Discover the Building Blocks of
Learning Organizations

October 22 - 23, 2014

The Westin Bayshore Vancouver Hotel

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Maintenance of certification

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE/Fellow) to **11.50 Category I credits** toward their maintenance of certification requirement.

The Final Program APP is available at:
<http://eventmobi.com/bchlc2014>

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Wednesday October 22, 2014

7:00 am – 4:00 pm	Registration	<i>Coat Check Foyer</i>
7:00 – 8:00 am	Continental breakfast	<i>Buffet: Bayshore Ballroom Foyer Seating: Salon E/F</i>
8:00 – 9:00 am	OFFICIAL OPENING / OPENING REMARKS	<i>Salon A/B/C</i>
	<i>Honourable Terry Lake, British Columbia Minister of Health</i>	
9:00 – 10:15 am	KEYNOTE Learning organizations – Challenges and triumphs!	<i>Salon A/B/C</i>
	<i>Peter Senge, Ph.D.</i> , senior lecturer at Massachusetts Institute of Technology and founding chair of the Society for Organizational Learning	
10:15 – 10:45 am	Refreshment break and exhibits	<i>Buffet: Bayshore Ballroom Foyer</i> <i>Break sponsored by SerVantage</i> <i>Seating: Salon E/F</i>
10:45 am – 12:00 pm	PLENARY Senge Interactive	<i>Salon A/B/C</i>
	<i>Facilitator: Shauna Fenwick, Consultant, Fenwick Leadership Explorations</i>	
12:00 – 1:00 pm	Networking luncheon and exhibits	<i>Buffet: Bayshore Ballroom Foyer Seating: Salon E/F</i>
1:00 – 2:00 pm	CONCURRENT SESSIONS	
	1. What contributes to manager excellence in a complex healthcare system?	<i>MacKenzie</i>
	2. The power of facilitative leadership to nurture and grow learning organizations	<i>Salon D</i>
	3. Supporting learning and performance through wise design	<i>Seymour</i>
	4. Learning Organizations Using Evidence-Based Leadership SM ; Achieving Results	<i>Marine</i>
2:00 – 2:15 pm	Transition period	
2:15 – 3:15 pm	CONCURRENT SESSIONS	
	5. IT adoption in a learning organization – The vital role of healthcare leaders	<i>MacKenzie</i>
	6. Building a culture of positive leadership	<i>Salon D</i>
	7. Tapping into collective wisdom	<i>Marine</i>
	8. BC children's and BC women's redevelopment project	<i>Seymour</i>
3:15 – 3:30 pm	Refreshment break and exhibits	<i>Buffet: Bayshore Ballroom Foyer Seating: Salon E/F</i>
3:30 – 4:30 pm	PLENARY Transformational Learning – PechaKucha style	<i>Salon A/B/C</i>
	<i>Bart Johnson, BA, MA, MBA, PhD, CHE (C)</i> , Quality & Patient Safety Consultant, Island Health <i>Karen Berezon</i> , Developer, Integrated Primary and Community Care, Island Health <i>Leah Wuitschik</i> , President & Co-Founder, Tall Trees Leadership <i>Sharon Simpson</i> , Director, Communications and Marketing, Menno Place <i>Sue Owen, CHE</i> , Senior Manager, KPMG <i>Michelle Medland</i> , Regional Director, Saint Elizabeth <i>Moderator: Zahida Esmail</i> , Regional Practice Initiatives Lead, Vancouver Coastal Health	
4:30 – 6:00 pm	Networking reception	<i>Bayshore Ballroom Foyer</i> <i>Sponsored by Sodexo</i>

Thursday, October 23, 2014

7:00 am – 12:00 pm	Registration	<i>Coat Check Foyer</i>
7:30 – 8:30 am	Continental breakfast	<i>Buffet: Bayshore Ballroom Foyer Seating: Salon E/F</i>
8:30 – 10:00 am	KEYNOTE Learning leaders - Ready...set...go make change!	<i>Salon A/B/C</i>
	<i>John Dehart, Co-Founder and CEO of Nurse Next Door Home Care Services</i>	
10:00 – 10:30 am	Refreshment break and exhibits	<i>Buffet: Bayshore Ballroom Foyer</i>
	<i>Break sponsored by SafeCare BC</i>	<i>Seating: Salon E/F</i>
10:30 am – 12:00 pm	CONCURRENT SESSIONS	
	9. Liquid fire – Recovering from a catastrophic loss of hospital services	<i>MacKenzie</i>
	10. Liberating structures – Group activities to include and unleash everyone	<i>Salon D</i>
	11. Applying a learning organization model to primary care-hospital integration	<i>Marine</i>
	12. Innovating at the core: Strengthening manager capacity at the point of care	<i>Seymour</i>
12:00 – 1:00 pm	Networking luncheon and exhibits	<i>Buffet: Bayshore Ballroom Foyer Seating: Salon E/F</i>
1:00 – 2:15 pm	PLENARY Transforming LINX – A provincial leadership program for senior managers	<i>Salon A/B/C</i>
	<i>Brendan Carr, MD, MBA, CCPE, CHE, President and CEO, Island Health</i>	
	<i>Kim Kerrone, MBA, BScN (Hons), CMA, Vice President and Chief Financial Officer, Island Health</i>	
	<i>Wendy Strugnell, BCom (Hons), MBA, Vice President, People and Organizational Development, Fraser Health</i>	
	<i>Dr. Peter Blair, General Surgeon, Program Medical Director for the Surgery Program, Fraser Health</i>	
	<i>Dr. Jatinder Baidwan, Executive Vice President & Chief Medical Officer, Island Health</i>	
	Facilitator: <i>Karen Pettit, Director, Strategic People Leadership, Island Health and BC Health Leadership Development Collaborative Steering Committee Member</i>	
2:15 – 3:15 pm	KEYNOTE Grow and prosper: How to overcome obstacles, capture opportunity, take on giants, and come out on top	<i>Salon A/B/C</i>
	<i>Teresa Cascioli, Chief Creative Director, Tess Creative and former CEO & Chair, Lakeport Brewing</i>	
3:15 – 3:30 pm	Closing remarks	<i>Salon A/B/C</i>



Conference program

All events take place on the Lobby level of The Westin Bayshore Vancouver.

Wednesday, October 22, 2014

7:00 am – 4:00 pm **Registration** *Coat Check Foyer*

7:00 – 8:00 am **Continental breakfast** *Buffet: Bayshore Ballroom Foyer Seating: Salon E/F*

8:00 – 9:00 am **OFFICIAL OPENING / OPENING REMARKS** *Salon A/B/C*



The Honourable Terry Lake, British Columbia Minister of Health

9:00 – 10:15 am **KEYNOTE Learning organizations – Challenges and triumphs!** *Salon A/B/C*



This session will focus on translating the abstract ideas of systems theory into tools for a better understanding of organizational change. We will clearly see the importance of learning organizations in today's business world and how they can enhance the capacity of people to work productively toward common goals. We will discover innovative leadership strategies to guide the sustainability of our organizations, communities and ourselves as leaders.

Speaker:

Peter Senge, Ph.D., Senior Lecturer at Massachusetts Institute of Technology and founding chair of the Society for Organizational Learning

10:15 – 10:45 am **Refreshment break and exhibits** *Buffet: Bayshore Ballroom Foyer*
Break sponsored by SerVantage  *Seating: Salon E/F*

10:45 am – 12:00 pm **PLENARY Senge Interactive** *Salon A/B/C*



Peter Senge has inspired us for more than 2 decades to re-think the way we see and work in organizations. His impact is broad and deep - from the disciplines of learning organizations to his recent work on creating a sustainable world, Senge has influenced leadership across the globe.

What if ideas from Senge's opening plenary session could help you address a key leadership challenge in your organization?

This facilitated, interactive session is designed to help you discover ways to apply the concepts from Senge's plenary session, to the issues you are facing as a leader.

Facilitator:

Shauna Fenwick, Consultant, Fenwick Leadership Explorations

12:00 – 1:00 pm **Networking luncheon and exhibits** *Buffet: Bayshore Ballroom Foyer Seating: Salon E/F*

1:00 – 2:00 pm **CONCURRENT SESSIONS**

1. What contributes to manager excellence in a complex healthcare system? *MacKenzie*

Speakers:

Yabome Gilpin-Jackson, PhD, MBA, MA, CHRP, Managing Consultant, Organizational Development, Fraser Health

Victoria Tiller, MCIPD, Change Specialist, Change Initiatives, Providence Health Care



2. The power of facilitative leadership to nurture and grow learning organizations

Salon D

Speakers:

Kathrina Loeffler, BA (hons.), B. Ed, M. Ed, Founder and Executive Director, Facilitated Improvement for Corporate Success, Inc.

Liz Wigfull, B. Ed, MA, Conflict Studies, Knowledge Broker, Mental Health Commission of Canada



3. Supporting learning and performance through wise design

Seymour

Speakers:

Christie Diamond, BSc(PT), RPT, MA, PMP, Manager, Professional Practice and Learning, Island Health

Patti Wesley, RN, BScN, CCN(C), Consultant, Learning Services Professional Practice, Island Health, Royal Jubilee Hospital

Wade Strass, BEd, RT, MA(c), Team Lead, Learning Services, Island Health



4. Learning Organizations Using Evidence-Based LeadershipSM; Achieving Results

Marine

Speakers:

Janice Skot, MHSc, CHE, President and CEO, Royal Victoria Regional Health Centre

Gillian Kernaghan, MD, CCFP, FCFP, President and CEO, St. Joseph's Health Care London



2:00 – 2:15 pm

Transition period

2:15 – 3:15 pm

CONCURRENT SESSIONS

5. IT adoption in a learning organization – The vital role of healthcare leaders

MacKenzie

Speakers:

Terri Lefort, RN, BScN, Vice President, Healthtech Consultants

Elizabeth Nemeth, RN, BScN, MN, CPHMIS-CA, Associate Vice President, Healthtech Consultants



6. Building a culture of positive leadership

Salon D

Speakers:

Kathy Sabo, RN, MHA, Senior Vice President, University Health Network & Executive Lead, Toronto Western Hospital

Jan Lackstrom, Senior Clinical Director, University Health Network



7. Tapping into collective wisdom

Marine

Speakers:

Erna Hagge, Founding Partner, Deberna International

Debbie Payne, Founding Partner, Deberna International



8. BC children's and BC women's redevelopment project

Seymour

Speakers:

Melanie Barnes, Director, C&W Redevelopment Project, PHSA

Cynthia Welsh, BSc. P.T, MHA, CHE, Deputy Chief Project Officer, C&W Redevelopment Project, PHSA

Dave Ingram, Executive Director, PHSA & Chief Project Officer, BC Children's and BC Women's Redevelopment Project



3:15 – 3:30 pm

Refreshment break and exhibits

Buffet: Bayshore Ballroom Foyer Seating: Salon E/F

3:30 – 4:30 pm

PLENARY

Transformational learning – PechaKucha style

Salon A/B/C

Are you a learning leader? Is yours truly a learning organization? Is healthcare a learning industry? What informs you? Are there opportunities for you, your organization, and our industry to become better at this? Join us for an engaging and informative PechaKucha session to hear leaders' experiences of what transformational learning looks like in the workplace, how it shows up at the individual, group or industry level, and some of the challenges we face individually and collectively.

Moderator:

Zahida Esmail, Regional Practice Initiatives Lead, Vancouver Coastal Health

Speakers:

Bart Johnson, BA, MA, MBA, PhD, CHE (C), Quality & Patient Safety Consultant, Island Health

Karen Berezon, Developer, Integrated Primary and Community Care, Island Health

Leah Wuitschik, President & Co-Founder, Tall Trees Leadership

Sharon Simpson, Director, Communications and Marketing, Menno Place

Sue Owen, CHE, Senior Manager, KPMG

Michelle Medland, Regional Director, Saint Elizabeth



4:30 – 6:00 pm

Networking reception

Sponsored by Sodexo



Bayshore Ballroom Foyer

Thursday, October 23, 2014

7:00 am – 12:00 pm

Registration

Coat Check Foyer

7:30 – 8:30 am

Continental breakfast

Buffet: Bayshore Ballroom Foyer Seating: Salon E/F

8:30 – 10:00 am

KEYNOTE

Learning leaders - Ready... set... go make change!

Salon A/B/C

This session will explore how a simple idea in a coffee shop can become a nationally known leading brand and how that same simple strategy may help lead your team to their highest rewards.

John's company, Nurse Next Door, has become a National brand caring for seniors and is becoming known throughout North America as a "thought leader" in the way they deliver service and build culture.

On a journey of ordinary people who can do extraordinary things, when presented with a challenge, John will reveal unique pathways to thinking, best practices and how, with a simple idea and a little ingenuity, a learning leader, like yourself, can inspire those around you and together, reach desired outcomes.

This session will take the traditional and turn it on its head. Through a roll up your sleeves approach, John will leave you inspired to **Go Make Change**.

Speaker:

John Dehart, Co-Founder and CEO of Nurse Next Door Home Care Services



10:00 – 10:30 am Refreshment break and exhibits
Break sponsored by SafeCare BC



Buffet: Bayshore Ballroom Foyer
Seating: Salon E/F

10:30 am – 12:00 pm **CONCURRENT SESSIONS**

9. Liquid fire – Recovering from a catastrophic loss of hospital services *MacKenzie*

Speakers:

Bryan Herechuk, MBA, CHE, CPHQ, Manager, Strategic Initiatives & Special Projects,
St. Joseph's Healthcare Hamilton

Anne Marie MacDonald, RN, BSN, MHST, Director of Surgery and Site Director, Charlton Site,
St. Joseph's Healthcare Hamilton



10. Liberating structures – Group activities to include and unleash everyone *Salon D*

Speaker:

Shauna Fenwick, Consultant, Fenwick Leadership Explorations

11. Applying a learning organization model to primary care-hospital integration *Marine*

Speakers:

Mark Fam, MHA, CHE, Director, Diagnostics and Health Links Project Lead,
North York General Hospital

Tory Merritt, MBA, Project Manager, North York General Hospital



12. Innovating at the core: Strengthening manager capacity at the point of care *Seymour*

Speakers:

Tracy Irwin, BA, MHA, Executive Director, Clinical Programs – Access & Capacity Optimization,
Chilliwack General Hospital & Mission Memorial Hospital, Fraser Health

Wendy Strugnell, BCom (Hons), MBA, Vice President, People & Organization Development, Fraser Health

Lia Carter, DN, BCom, Health Service Manager, Intensive Care Unit, Royal Columbian Hospital,
Fraser Health



12:00 – 1:00 pm **Networking luncheon and exhibits** *Buffet: Bayshore Ballroom Foyer Seating: Salon E/F*

1:00 – 2:15 pm **PLENARY** **Transforming LINX – A provincial leadership program for senior managers** *Salon A/B/C*

This plenary session will feature a panel of senior health care leaders from BC sharing their journeys as leaders on what it takes to be learning leaders and a learning organization. There will be an interactive discussion on how health organizations across BC are supporting opportunities to develop the next generation of leaders needed to transform health care in the future using innovation, change and collaboration as a strategic platform. You will hear from several panel members who participated in the BC Health Leadership Development Collaborative Transforming LINX program. They will share what they learned, their experience of an individual change process, and the shift they have made as senior leaders to continue to provide safe, quality, patient-centred care in a changing environment with new expectations

Panelists:

Brendan Carr, MD, MBA, CCPE, CHE, President and CEO, Island Health

Kim Kerrone, MBA, BScN (Hons), CMA, Vice President and Chief Financial Officer, Island Health

Wendy Strugnell, BCom (Hons), MBA, Vice President, People and Organizational Development, Fraser Health

Dr. Peter Blair, General Surgeon, Program Medical Director for the Surgery Program, Fraser Health

Dr. Jatinder Baidwan, Executive Vice President & Chief Medical Officer, Island Health

Facilitator:

Karen Pettit, Director, Strategic People Leadership, Island Health and BC Health Leadership Development Collaborative Steering Committee Member



2:15 – 3:15 pm **KEYNOTE** **Grow and prosper: How to overcome obstacles, capture opportunity, take on giants, and come out on top** *Salon A/B/C*

Teresa Cascioli knows a few things about growing a business. In this candid and inspiring presentation, Cascioli shares her razor-sharp insights on building a successful company in highly competitive and turbulent circumstances. She couples solid business advice—do it first, do it faster, market strategically, honour your brand—with valuable leadership strategies: inspire hope, partner well, stay humble. Cascioli shares her insights for doing more with less, mentoring the next set of organizational leaders and operating under ever changing priorities. For leaders in need of a new approach—one that will defy expectations, capture opportunities in the nick of time, and drive success while leaving a lasting impact on the organization—Teresa Cascioli is a must-see.

Speaker:

Teresa Cascioli, Chief Creative Director, Tess Creative and former CEO and Chair, Lakeport Brewing

3:15 – 3:30 pm **Closing remarks** *Salon A/B/C*



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Fraser Health lives our mission of Better Health, Best in health care because of our leaders.

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Our Leaders presenting at the BC Health Leaders' Conference:



Dr. Peter Blair
Program Medical
Director, Surgery
Program



Tracy Irwin
Executive
Director, Access
and Capacity
Optimization



Victoria Tiller
Consultant,
People
Development



Wendy Strugnell
Vice President,
People and
Organizational
Development



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“The quality of our people is truly where our strength lies, and is the driving force behind our achievements.” Norman Embree – Chair of the Board

Our health care leaders are committed to high quality patient care and health outcomes. Expert knowledge and experience contribute to the success of leading diverse and multi-disciplinary teams. Their collaborative style, effective communication and relationship building make them key mentors to allow all of our dedicated employees growth and success. Positive attitudes produce positive results. Their passion and motivation combined with a commitment to set new standards of excellence, makes Interior Health the right choice for you.

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First Nations Health Authority
Health through wellness

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The BC First Nations Health Authority (FNHA) is the first province-wide health authority of its kind in Canada. In 2013, the FNHA assumed the programs, services, and responsibilities formerly handled by Health Canada's First Nations Inuit Health Branch – Pacific Region. Our vision is to transform the health and well-being of BC's First Nations and Aboriginal people by dramatically changing healthcare for the better.

The First Nations Health Authority is part of a unique health governance structure that includes political representation and advocacy through the First Nations Health Council, and technical support and capacity development through the First Nations Health Directors Association. Collectively, this First Nations health governing structure works in partnership with BC First Nations to achieve our shared vision.

Our Vision

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Our Values

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~ Carl Roy

President & Chief Executive Officer, PHSA

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The UBC MHA is not for everyone. It is challenging, comprehensive and designed for achievers who envision a career and future in health care, and has the commitment to invest in the academic and professional foundations that will realize this goal.

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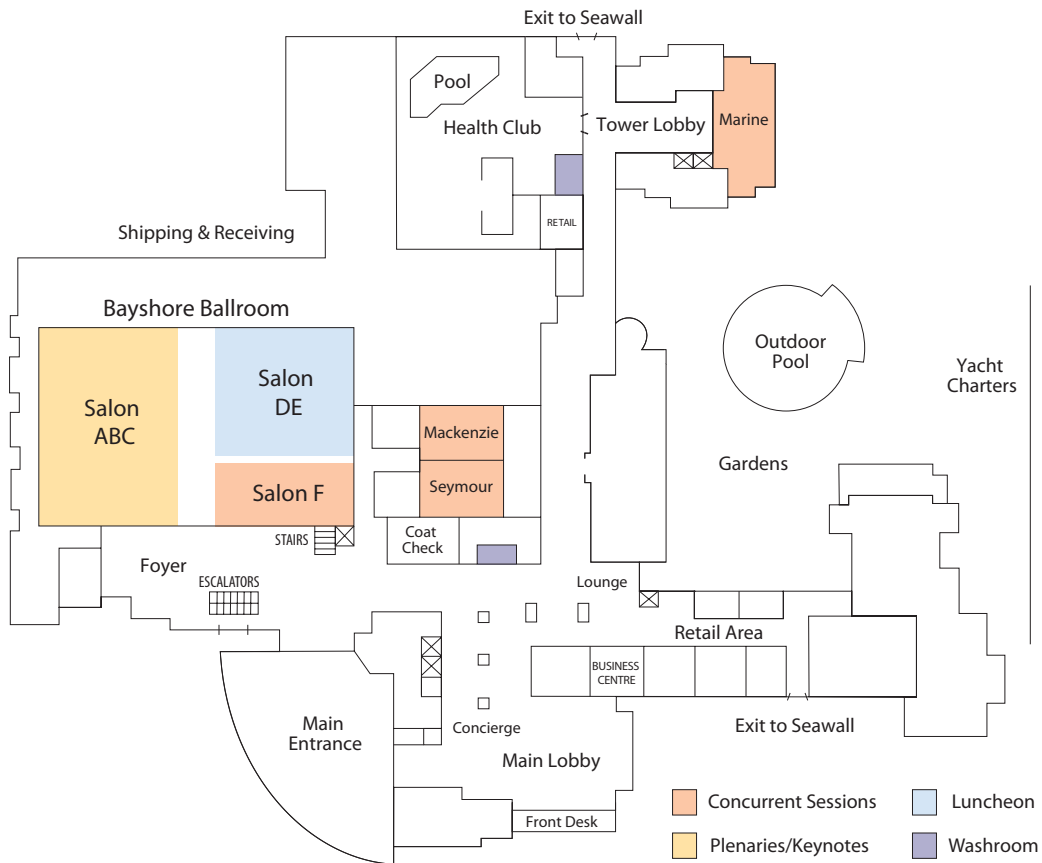


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School of Population and Public Health

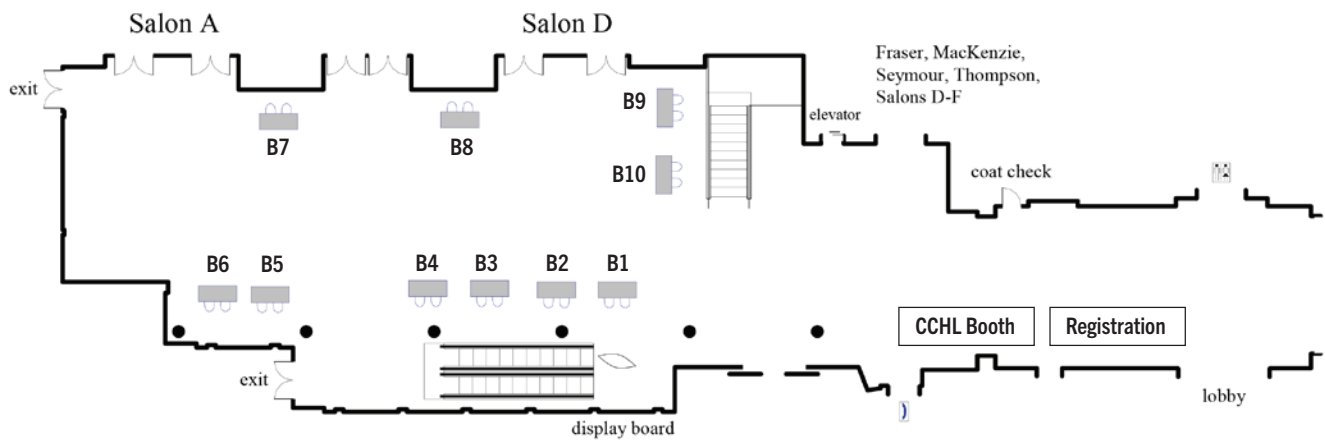
Floorplan

The Westin Bayshore – Lobby level



Exhibitors

Bayshore Ballroom Foyer and Exhibition



- | | |
|--|---|
| B1 Fraser Health | B6 SerVantage Health Services Corp. |
| B2 Providence Health Care | B7 SafeCare BC |
| B3 Vancouver Coastal Health | B8 UBC – Master of Health Administration |
| B4 Provincial Health Services Authority | B9 PetalMD |
| B5 First Nations Health Authority | B10 Royal Road University |