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
The 2014 conference is sponsored by the following organizations who are committed to the development of healthcare in the province.

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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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Vancouver Coastal Health

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

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Director, Market Development
GE Healthcare

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Vancouver Island Chapter Representative
Manager, Primary Health Care Operations
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Island Health Authority

**Zahida Esmail**
BC Lower Mainland Chapter Representative
Regional Practice Initiatives Lead
Vancouver Coastal Health

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Principal, K. Mbolekwa & Associates
Health Care Consultants

**Norman Peters**
Vancouver Island Chapter Representative
Director, Continuing Health Services Contracts
Island Health Authority

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Interior Health

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BCHLDC Representative
Project Lead, BC Health Leadership Development Collaborative

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(Canadian College of Health Leaders)

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Director, Certification, Leadership Development and Chapter Support

**Brenda Shields**
Assistant, Professional Development

**Ray J Racette, CHE**
President and CEO
All events take place on the Lobby level of The Westin Bayshore Vancouver.

### Wednesday October 22, 2014

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<td><strong>KEYNOTE</strong> Learning organizations – Challenges and triumphs!</td>
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<td><em>Peter Senge, Ph.D.</em>, senior lecturer at Massachusetts Institute of Technology and founding chair of the Society for Organizational Learning</td>
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<td>10:15 – 10:45 am</td>
<td>Refreshment break and exhibits</td>
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<td>1. What contributes to manager excellence in a complex healthcare system?</td>
<td><em>MacKenzie</em></td>
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<td>2. The power of facilitative leadership to nurture and grow learning organizations</td>
<td><em>Seymour</em></td>
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<td>3. Supporting learning and performance through wise design</td>
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<td>4. Learning Organizations Using Evidence-Based LeadershipSM; Achieving Results</td>
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<td><em>Bart Johnson, BA, MA, MBA, PhD, CHE (C)</em>, Quality &amp; Patient Safety Consultant, Island Health*</td>
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<td><em>Karen Berezon</em>, Developer, Integrated Primary and Community Care, Island Health</td>
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<td><em>Leah Wuitschik</em>, President &amp; Co-Founder, Tall Trees Leadership</td>
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<td><em>Michelle Medland</em>, Regional Director, Saint Elizabeth</td>
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<td><em>Moderator: Zahida Esmail</em>, Regional Practice Initiatives Lead, Vancouver Coastal Health</td>
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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*  
*John Dehart*, Co-Founder and CEO of Nurse Next Door Home Care Services

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

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

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

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

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

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*  
*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*, Chief Creative Director, Tess Creative and former CEO & Chair, Lakeport Brewing

3:15 – 3:30 pm  
Closing remarks  
*Salon A/B/C*
Wednesday, October 22, 2014

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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

Break sponsored by Servantage

Buffet: Bayshore Ballroom Foyer 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

**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

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3. Supporting learning and performance through wise design

**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

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4. Learning Organizations Using Evidence-Based Leadership℠; Achieving Results

**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

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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

**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

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

Speakers:
Erna Hagge, Founding Partner, Deberna International
Debbie Payne, Founding Partner, Deberna International

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

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

Over the last 10 years, we have supported our people to become great leaders with over 780 completing Leading for Engagement.

Every year, more than 1,200 employees participate in leadership development workshops at Fraser Health.

**WHAT PARTICIPANTS ARE SAYING:**

“This course is the difference between Fraser Health and other workplaces. By investing in your staff you are stating you care about their growth.”

“The fact that Fraser Health invests in their leaders by allowing them to attend this course is amazing. There is a reason people love to work at Fraser Health.”

**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

- **Yabome Gilpin-Jackson**
  Managing Consultant, Organizational Development
Come live, work and play... where others only vacation!

Interior Health
For your whole life

“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.

We are developing the future of health care through innovation and professional development. Here you will find everything you’ve been searching for, both personally and professionally, as well as the tools and training to make an impact now and in the future. We thrive as a direct result of good management and strong, forward thinking leadership.

We can offer you plenty of choices, whether you prefer community clinics or hospital settings, larger urban centers or small towns, the lake or mountains. Immerse yourself in the arts and culture scene or take on recreational adventure with skiing, mountain biking, and fishing right outside your door, any day of the week.

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Apply today to join and lead an amazing team of professionals.
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Island Health
is proud to sponsor the
BC Health Leaders
Conference
How you want to be treated.

Providence Health Care: A Learning Leader

We are proud to be an academic health sciences centre and learning organization known for integrating care, research and teaching – rapidly translating new knowledge into provincial, national and global care solutions. Along with training and educating hundreds of medical and health care students each year, we also strengthen the skills and knowledge of our 6,000 staff, 1,000 physicians and over 200 researchers through continuous learning and capacity building.
Come for the job. Stay for the team.

At Vancouver Coastal Health we are leaders in promoting wellness and ensuring care by focusing on quality and innovation.

We have over 22,000 staff, 2,500 physicians and 5,000 volunteers that operate across Vancouver, Richmond, the North Shore and Coast Garibaldi touching the lives of over a million British Columbians each year.

VCH is responsible for the delivery of more than $2.3 billion in publicly-funded health care services, spanning hospital-based surgeries and emergency care, mental health and addictions, public services and research, primary care, home and community care.

We are committed to hiring the very best leaders to guide our dedicated teams to continued future successes. We have a number of exciting management and leadership opportunities available.

Phone: 604.675.2500
Toll-Free in North America: 1.800.565.1727
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**
Healthy, Self-Determining and Vibrant BC First Nations Children, Families and Communities.

**Our Values**
Respect, Discipline, Relationships, Culture, Excellence, Fairness.

- Maintains her dental hygiene
- Moves throughout the day
- Takes food security seriously

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northernhealth.ca #healthynorth
Revolutionizing Leadership Culture

“Leadership starts with knowing yourself because leading is a human-interaction, relationship business.

A leader needs to be able to inspire and motivate folks to get them engaged.”

~ Carl Roy
President & Chief Executive Officer, PHSA


www.phsa.ca

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604-640-4959

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| Training | Education | Resources |
QUALITY OF LIFE MEANS CARE FROM MINUTE ONE.

Sodexo is proud to sponsor the BC Health Leaders Conference Networking Reception.
Sodexo is dedicated to providing Quality of Life Services that contribute to a healthy and safe patient experience, from the minute they entrust their health to a healthcare institution and all the interactions along the way.
To learn more about Quality of Life Services please visit www.sodexo.ca

Master of Health Administration at the University of British Columbia

The UBC Master of Health Administration (MHA) is an executive-style, graduate program, jointly offered by two respected UBC faculties - the Faculty of Medicine and Sauder School of Business, that integrates skills and ideas unique to health care administration with advanced business and management concepts.

We attract strategic thinkers employed in the health field who want to rise to the challenge of solving delivery issues in the complicated health care sector.

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.

For more information visit www.spph.ubc.ca/MHA
Floorplan

The Westin Bayshore – Lobby level

Exhibitors

Bayshore Ballroom Foyer and Exhibition

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