TEAM LEADERSHIP
Achieving results through the power of teams

BC Health Leaders Conference
Victoria, BC - October 11-13
The 2017 conference is sponsored by the following organizations who are committed to the development of healthcare in the province.
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
**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”.

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**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, Centre for Coaching and Workplace Innovation at Royal Roads University to explore ways to improve your coaching skills!*

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**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.*
**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.

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**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
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<tr>
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<tr>
<td>11:00 – 12:00</td>
<td>Pre-Conference Session</td>
<td>Empress - Rattenbury A</td>
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<tr>
<td>12:00 – 16:00</td>
<td>Registration</td>
<td>VCC - Prefunction 2A</td>
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<td>VCC - Salon BC</td>
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<td>Empress - Crystal Ballroom</td>
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<td>Dine Around, on your own - Discounts offered through the Victoria VIP program. (See VIP brochure at registration desk.)</td>
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**Wednesday, October 11, 2017**

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<td><strong>OPENING CEREMONIES</strong></td>
<td>VCC - Salon BC</td>
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<td>08:00 – 10:30</td>
<td><strong>KEYNOTE &amp; INTERACTIVE SESSION</strong></td>
<td>VCC - Salon BC</td>
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<td>Refreshment Break, Exhibits</td>
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<td><strong>CONCURRENT SESSIONS</strong></td>
<td>VCC - Sydney, Oak Bay, Saanich, Colwood</td>
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<td>VCC - Salon ABC</td>
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BC Health Leaders Conference | Annual Conference 2017 | www.cchl-ccls.ca
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

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

16:00 – 16:45
WELCOMING REMARKS
VCC - Salon BC
Speaker:
Honourable Adrian Dix, BC Minister of Health (invited)
Sue Owen, CHE, Chair, Canadian College of Health Leaders

16:45 – 18:00
OPENING RECEPTION
Empress - Crystal Ballroom
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
VCC - Prefunction 2A

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
VCC - Salon BC
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.
1. **Turning crisis into opportunity — How the BC Children’s team confronted a critical shortage of perioperative nurses and achieved results**  
   **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**  
   **Speakers:**  
   Agnes Black, Director, Health Services & Clinical Research & Knowledge Translation, Providence Health Care  
   Kimberly Strain, Patient Partner, Providence Health Care & Patient Voices Network  
   Dr. Clayon 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**  
   **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**  
   **Speakers:**  
   Ed McKenzie, President, Learning By Heart Consulting Inc.  
   Cathy McKenzie, Vice President, Learning By Heart Consulting Inc.
11:00 – 12:00  
**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, Centre for Coaching and Workplace Innovation, 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:**  
*VCC - Oak Bay*  
*CBI’s Transitional & Residential Care Model in British Columbia*  
*Speaker:*  
*Poonam Jassi*, Senior 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

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

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
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
Facilitator:
Zoe MacLeod, Director, Centre for Coaching and Workplace Innovation, Royal Roads University

14:45 – 15:15
Refreshment Break, Exhibits

15:15 – 15:45
PLENARY

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

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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*

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**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

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

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

Speakers:
Waqar Mughal, Owner, Mughal & Associates Management Consulting
Dave Keen, Executive Director, Fraser Health Workplace Health & Provincial Workplace Health Call Centre
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<td><strong>Dreaming Big &amp; Believing it is Possible</strong></td>
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<tr>
<td>Speaker:</td>
<td>Jon Montgomery, Olympic Champion</td>
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<td>Host, The Amazing Race Canada</td>
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**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!
Exhibitors

The Victoria Conference Centre - Salon A

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

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.
SAVE THE DATE!

2018 BC HEALTH LEADERS CONFERENCE

Theme: To be announced
Dates: October 23-24, 2018
Location: Sheraton Vancouver Wall Centre

VANCOUVER, BRITISH COLUMBIA

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