Patient & Family Engagement
As a Team, We ALL Win!

2016 Quality Improvement & Patient Safety Conference

REGISTRATION PACKAGE

Tuesday, May 17, 2016
Canad Inns Polo Park
1405 St. Matthews Avenue
Winnipeg, Manitoba

0700-1630
(Registration at 0630)

Breakfast and Presentation
Dr. Brian Goldman 0700-0745
Q & A 0745-0800

For more information visit:
http://www.mips.ca/news---events.html or
http://www.wrha.mb.ca/quality/index.php

PRESENTERS

Dr. Brian Goldman
Emergency Room Physician
Mount Sinai Hospital, Toronto

Carol Santalucia
MBA, President, Santalucia Group, LLC, Cleveland

Leslie Varley
Director, Indigenous Health Provincial Health Services Authority, BC
CONFERENCE OBJECTIVES

- Increase understanding of patient and family-centred care.
- Learn about patient engagement initiatives that have improved patient experience, safety and outcomes.
- Explore patient and family-centred care approaches to address current priorities in health care.
- Learn proven strategies to build and sustain patient and family engagement.

ACCOMMODATIONS

The Canad Inns Destination Centre Polo Park is wheelchair accessible. A limited number of rooms are available at a discounted rate. Please call the hotel to make your arrangements; quote “Patient & Family Engagement Conference, Group Block # 305110” when calling.

Canad Inns Destination Centre Polo Park
1405 St. Mathews Avenue
Winnipeg, MB R3G 3P7
Website: www.canadinns.com/Polo-Park
Toll Free: 1-800-332-2623

PARKING

Ample free parking is available at the Canad Inns Destination Centre Polo Park for all Conference participants.
# Patient & Family Engagement

## As a Team We ALL Win!

### A Quality Improvement & Patient Safety Conference

**Tuesday, May 17, 2016**  
CANAD INNS POLO PARK, Winnipeg, MB  
1405 St. Matthews Avenue

## AGENDA

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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| 0700-0800 | Breakfast and Presentation - *Patient & Family Engagement: Are you Ready?*  
Dr. Brian Goldman, ED physician, bestselling author and host of White Coat, Black Art on CBC Radio One |
| 0815-0830 | Welcome and Opening Remarks                                               |
| 0830-0930 | PLENARY – *San’yas Indigenous Cultural Safety Training – A First Step in Quality Improvement & Patient Safety*  
Leslie Varley, Director, Indigenous Health, Provincial Health Services Authority, BC |
| 0930-1020 | Panel Discussion – Engaging All Voices                                   |
| 0930-1020 | Sharon Kuropatwa, WRHA Director  
Housing Support & Service & Integration  
Community Area Director, Downtown and Point Douglas |
| 0930-1020 | Immigration and Refugee Perspective Presenter - TBD                      |
| 0930-1020 | Leslie Varley, Director, Indigenous Health, Provincial Health Services Authority, BC |
| 1020-1035 | Break – Refreshments Provided                                            |
| 1035-1135 | PLENARY – Engaging Patients and the Public in the Choosing Wisely Canada Campaign  
Dr. Karen Born, PhD, Knowledge Translation Lead, Choosing Wisely Canada, Toronto |
| 1135-1245 | Lunch  
(1135-1215) Dessert and Presentation - *Patient & Family Engagement: Beyond the Slogan*  
Dr. Brian Goldman, ED physician, bestselling author and host of White Coat, Black Art on CBC Radio One |
| 1255-1335 | PLENARY – *Making Care Safer Through Patient/Family Partnerships*  
Chris Power, CEO, Canadian Patient Safety Institute |

### Concurrent Streams

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<th>Activity</th>
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| 1400-1500 | Building Patient Engagement in Quality Improvement Work  
– What Have We Learned?  
Susan Morrow, Director, Patient Safety, Quality & Improvement  
Island Health Authority, BC |
| 1400-1500 | Engagement as Equity: Doing it Different to get Different Outcomes  
Sharon Kuropatwa, WRHA Director, Housing Support & Service Integration, Community Area Director, Downtown and Point Douglas |
| 1500-1615 | Break - Refreshments Provided                                             |
| 1515-1625 | PLENARY – *Patient and Family Engagement: It Begins with Me!*  
Carol Santalucia, MBA, President, Santalucia Group, LLC, Cleveland, OH |
| 1625-1630 | Closing Comments  
Sandra Fedirchuk, Regional Director, Quality Improvement & Patient Safety, WRHA |

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**Notice**: The agenda and details are subject to change. Please check the latest updates for any revisions.
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Speaker Biographies

Dr. Brian Goldman – ED physician, Mount Sinai Hospital, Toronto

In the trenches for more than 20 years, Dr. Goldman has been and continues to be a respected emergency physician at Mount Sinai Hospital in Toronto. Dr. Brian Goldman is a doctor who thinks like a patient. Dr. Goldman is the best-selling author of The Night Shift and The Secret Language of Doctors. He also hosts CBC’s White Coat, Black Art and House Doctor. Dr. Brian Goldman explores the problems in health care that can be solved with more input from patients. Dr. Goldman has written two books, The Night Shift – Real Life in the Heart of the ER and The Secret Language of Doctors. Dr. Goldman’s style on stage is earnest, heartfelt and sincere. He has a passion for compassion.

Dr. Brian Goldman’s breakfast presentation kicks off the morning with a look at three cutting edge trends in patient & family engagement and what they mean for MDs and allied health professionals. During his lunch presentation he talks about some of the regulatory, bureaucratic and attitudinal challenges and obstacles to making patient engagement an integral part of hospital culture.

Leslie Varley – Director, Indigenous Health, Provincial Health Services Authority, BC

Leslie, a member of the Killer Whale clan of the Nisga’a Nation, is the Director, Indigenous Health at British Columbia’s Provincial Health Services Authority, advising the 18 highly specialized care agencies on access to culturally appropriate services. With Cheryl Ward she co-leads the highly successful San’yas Indigenous Cultural Safety Training programs with 27,000 Canadians trained so far. Through San’yas, Canadians have opened their eyes, often for the first time to historical and ongoing colonial racism experienced by Canada’s indigenous people. Due to high demand for the program, San’yas has expanded nationally into sectors beyond health, including child welfare, youth services, and justice. Her formal education includes an MBA from Simon Fraser University. A committed advocate, Leslie works to transform Canada’s colonial attitudes and treatment of indigenous people.

Carol Santalucia – Vice President, CHAMPS Patient Experience, Cleveland, OH

Carol Santalucia is a seasoned healthcare leader with a passion and commitment to enhancing the patient experience. After 28 years in various service excellence and leadership roles at Cleveland Clinic, Carol began her own healthcare consulting practice, Santalucia Group, in 2011. While at the Cleveland Clinic, Carol played a pivotal role in the formation of Cleveland Clinic’s Service Excellence Department and the creation of Cleveland Clinic’s Respond with H.E.A.R.T. Program. Since her time at Cleveland Clinic, Carol has worked nationwide on improving the experience for patients, families and employees at over 35 organizations. Carol received an MBA in Healthcare Administration from Cleveland State University and a BS in Psychology from Denison University. She is a past-president of the Society for Healthcare Consumer Advocacy and the Ohio Society for Healthcare Consumer Advocacy. She is also a Board Member of the American College of Healthcare Executives of Northern Ohio and serves on the Executive Board of The Beryl Institute.
Karen Born – PhD, Knowledge Translation Lead Choosing Wisely Canada

Knowledge Translation Lead for Choosing Wisely Canada. In this role Karen leads the public outreach and engagement efforts of this national campaign to encourage patients and health care providers to have a conversation about unnecessary care. Karen teaches health policy and health services research at the Institute of Health Policy, Management and Evaluation, Faculty of Medicine, University of Toronto. Prior to her role at Choosing Wisely Canada, Karen was a co-founder and writer for www.healthydebate.ca, a popular health care blog that receives over half a million visitors per year. Karen has also worked as an analyst for the Ontario Ministry of Health and Long-Term Care. Follow Karen on Twitter @bornk.

Chris Power – CEO, Canadian Patient Safety Institute

What began as a desire to help those in need 30 years ago has evolved into a mission to improve the quality of healthcare for all Canadians. Chris Power’s journey in healthcare began at the bedside as a front-line nurse. Since then, she has grown into one of the preeminent healthcare executives in Canada. Her experiences, her success, and her values have led her to the position of CEO of the Canadian Patient Safety Institute.

Previously, Chris served for eight years as president and CEO of Capital Health, Nova Scotia, with an annual operating budget of approximately $900 million, and 12,000 staff. Under Chris’s leadership Capital Health achieved Accreditation with Exemplary Status in 2014 with recognition for 10 Leading Practices.

Chris holds significant governance roles including Chair of the Canadian Partnership Against Cancer, member of the Canadian Institutes of Health Research Governing Council, and Board Member of the Canadian Association for Health Services and Policy Research. She is past Co-Chair of HealthCareCAN.

Most recently Chris participated as a member of the federal advisory panel on healthcare innovation and through this role has gained even greater insight into the many pan-Canadian organizations that will be beneficial in forming partnerships, leveraging expertise and advancing the goals of CPSI.

Sharon Kuropatwa – WRHA, Director, Housing Support & Service Integration, Community Area Director, Downtown, Point Douglas

Sharon’s work over a 25 year career has focused on person-centered planning and community capacity building. Sharon was born and raised in the True North end of Winnipeg, Manitoba and believes in the power of people and families to identify and solve problems together. Hope is always on the table, and community development is the path that leads people to sit together at that table. Currently the Director for Housing, Supports and Service Integration for the WRHA, as well the Community Area Director of Downtown-Point Douglas, Sharon focuses on strengthening and integrating health, housing and social service responses to marginalized and vulnerable populations throughout the region. Sharon supports a dedicated leadership team to build partnerships that prioritize equity and capacity. Sharon is the Co-Chair of the Partnership Working group of the Health For All Coordinating Committee, the Chair of the Accreditation Canada Population Health Special Populations Standards review, the Chair of the Housing, Supports and Service Integration Inter-jurisdictional Operations Committee and a long standing member of the Joint Faculty Ethics Review Board of the University of Manitoba. Prior to joining the WRHA Sharon worked in the field of family violence in both the Academic and Provincial government sectors. Sharon has spoken at numerous conferences across Canada and The Unites States as well as authored a number of publications.
Since January 2016, Susan is the Director of Patient Safety, Quality and Improvement at Island Health Authority in British Columbia. Previous to that, she was the Director of Engagement and Improvement at ImpactBC from 2013 through 2015, where she led the integration of healthcare quality improvement with patient/public engagement through the provincial Patient Voices Network (PVN). (The PVN is an initiative of the BC Ministry of Health, managed by ImpactBC from 2010 through 2015, and now managed by the BC Patient Safety and Quality Council.) In this role, she worked with a staff of Engagement Liaisons located throughout the province with expertise in community engagement and had oversight for their work with more than 200 unique partnerships per year between members of PVN and various health care partners.

Susan has worked in Quality and Patient Safety since 2006, initially as Director of QPS at Health Sciences Centre, Winnipeg, and then as the WRHA Lead in the Collaborative for Excellence in Healthcare Quality. (This was a national collaborative with the goal of improving and standardizing quality of care in academic health science centres across Canada.) During this time, she was fortunate to be supported to achieve certification from IHI in Patient Safety Officer training and from Intermountain Health in Advanced Quality Improvement.

Her interest in integrating Quality Improvement with authentic Patient/Public Engagement arose from her clinical work as a physiotherapist and from her academic work while completing a Master’s Degree in Knowledge Management and Leadership. Susan has certification and a strong continuing interest in understanding how systems and issues are best managed within a framework of complexity, and how various Quality Improvement approaches are used effectively in different contexts.
Registration Deadline is May 10, 2016

Registration payment must follow completed registration form. Registrations will not be processed until payment is received. Confirmation and receipts will be emailed prior to the conference.

**Registration Rates:**

- Breakfast and Presentation - Dr. Brian Goldman (0700-0745, Q & A 0745-0800) $25.00
- Full Conference (0700-1630) $85.00

**Breakfast, lunch and snacks will be provided.**

Request for refunds must be made in person or in writing before May 10, 2016. No refunds will be made after May 10, 2016.

Registrant substitutions may be made with notice prior to May 13, 2016.

For more information please contact Caralee Barrault 204-926-7129 or via email cbarrault@wrha.mb.ca.
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2016 Quality Improvement & Patient Safety Conference

Conference Registration Form

Conference Date: May 17, 2016
Registration Deadline: May 10, 2016

Select the session you will be attending:
- Breakfast and Presentation - Dr. Brian Goldman $25.00
- Full Conference $85.00

Select the concurrent session you would like to attend:
- Building Patient Engagement in Quality Improvement Work – What Have We Learned? presenter Susan Morrow
- Engagement as Equity: Doing it Different to get Different Outcomes – presenter Sharon Kuropatwa
- Manitoba Successes - Engaging Patient & Families in Health Care – Regional Health Authority presenters

Conference Fees:
Select how you will be paying for the conference:
- Cheque or Money Order (payable to: Winnipeg Regional Health Authority)
  Cheque or Money Order payments to be sent to: Caralee Barrault, WRHA
  4th Floor, 650 Main Street
  Winnipeg, MB R3B 1E2

- Cost Centre Transfer (SAP Facilities only)
  Cost Centre Number:
  Cost Centre Expense Code:
  Cost Centre Manager’s Name:
  Cost Centre Manager’s Signature:

- Credit Card Payment
  □ Visa □ MasterCard
  Expiry Date:
  Signature:

Registrant Information:
Name:
Mailing Address:
Phone:
Email:
Workplace:
Health Region or Organization:
List any food allergies: