Learning Objectives

- Participants will recognize the multiple components that influence patient safety culture
- Participants will practice using tools and resources to apply in their local setting to further their patient safety culture
- Participants will acquire practical ideas to improve patient engagement
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<th>Time</th>
<th>Event</th>
<th>Moderator</th>
<th>Panelists</th>
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<tr>
<td>7:30 - 8:30</td>
<td>BREAKFAST SPONSORED BY HIROC</td>
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</table>
| 8:30 - 8:40  | Opening remarks                                                       | KAY LEWIS Board of Directors, Health PEI | PE
<p>|              |                                                                     | THERESA FILLATRE Patient Safety Consultant | NS  |
| 8:40 - 8:50  | Welcome                                                              | MICHAEL MAYNE CEO, Health PEI | PE                                           |
| 8:50 - 9:00  | Atlantic Health Quality and Patient Safety Collaborative (AHQPSC) over the years | JANET HODDER Director of Quality and Patient Safety, Health PEI | PE |
| 9:00 - 9:15  | A journey through healthcare: one patient’s experience                | KAREN MACLEAN Patient Partner, Health PEI | PE |
| 9:15 - 10:15 | Culture Matters: Exploring how engagement and culture are key to improving care | CHRISTINA KRAUSE Executive Director, BC Patient Safety &amp; Quality Council | BC |
| 10:15 - 10:35| BREAK AND STORY BOARD VIEWING                                        |                          |                                                                                            |
|              | By attending this session, participants will:                         |                          |                                                                                            |
|              | • recognize elements that facilitate and challenge a patient safety culture |                          |                                                                                            |
|              | • learn about practical initiatives being used in Atlantic Canada to help influence patient safety culture |                          |                                                                                            |
|              | • consider opportunities for Atlantic collaboration to strengthen patient safety culture in our health system |                          |                                                                                            |
|              | Moderator:                                                           |                          |                                                                                            |
|              | THERESA FILLATRE Patient Safety Consultant | NS  |
|              | Panel:                                                               |                          |                                                                                            |
|              | DENICE KLAVANO Former Co-chair, Patients for Patient Safety Canada |                          |                                                                                            |
|              | EDOUARD HENDRIKS Vice President Medical, Academic and Research Affairs, Horizon Health Network |                          |                                                                                            |
|              | DEBBIE MOLLOY Vice President Corporate Services, Eastern Health       |                          |                                                                                            |
|              | MARIE MCPHEE Director of Seniors and Restorative Care, Nova Scotia Health Authority |                          |                                                                                            |
|              | BETH PIZIO Quality Risk Coordinator, Health PEI | PE  |</p>
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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>11:35 - 12:15</td>
<td><strong>Rapid Fire Presentations</strong></td>
<td><strong>TRACY MACDONALD</strong> Risk and Patient Safety Manager, Central Health</td>
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<td><em>When Caring Hurts, Supporting the Second Victim</em></td>
<td><strong>SHEILA MOFFATT</strong> Pressure Injury Prevention Coordinator, Central Zone, Nova Scotia Health Authority</td>
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<td><em>Nova Scotia Health Authority (NSHA) Pressure Injury Prevalence Study</em></td>
<td><strong>MATT PHILLIPS</strong> Quality &amp; Patient Safety Leader - Accreditation, Central Zone, Nova Scotia Health Authority</td>
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<td><em>Telesstroke: Evolving and Disrupting the Boundaries of Traditional Healthcare Delivery</em></td>
<td><strong>PATTI GALLAGHER</strong> Nurse Manager Neurosciences, Horizon Health Network</td>
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<tr>
<td>12:15 - 1:00</td>
<td><strong>LUNCH</strong></td>
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<td>1:00 - 1:45</td>
<td><strong>Physician Partnership: Mission Critical to Advancing Patient Safety and Quality</strong></td>
<td><strong>AMIR GINZBURG</strong> Chief of Quality and Medical Director, Medical Administration, Trillium Health Partners</td>
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<td>Following this session, participants will be able to:</td>
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<td>• describe the critical need to partner with physicians in advancing patient safety culture</td>
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<td>• understand the benefits of shared leadership and accountability</td>
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<td>• discuss enablers and barriers to physician participation in safety improvement initiatives</td>
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<tr>
<td>1:45 - 2:25</td>
<td><strong>Rapid Fire Presentations</strong></td>
<td><strong>BRIDGET PIERCE</strong> Quality &amp; Patient Safety Leader, Central Zone, Nova Scotia Health Authority</td>
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<td><em>Establishing a Patient and Family Advisory Team at the Dartmouth General Hospital</em></td>
<td><strong>CECILIA MURPHY</strong> Clinical Nurse Educator, Dartmouth General Hospital, Nova Scotia Health Authority</td>
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<td><em>Improving Surgical Care through “Enhanced Recovery After Surgery (ERAS)”</em></td>
<td><strong>ERIN BALLAH</strong> Regional Program Coordinator Enhanced Recovery After Surgery, Eastern Health</td>
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<td><em>Recognizing Excellence in Long Term Care – A Person Centred Approach in Establishing a Person Centred Award</em></td>
<td><strong>ANDREW MACDOUGALL</strong> Director of Long Term Care, Health PEI</td>
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<tr>
<td>2:25 - 2:45</td>
<td><strong>BREAK AND STORYBOARD VIEWING</strong></td>
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Day 2: May 31st

2:45 - 4:00  Teamwork Makes the Dream Work: TeamSTEPPS® - Strategies and Tools to Enhance Performance and Patient Safety

Team Strategies and Tools to Enhance Performance and Patient Safety (TeamSTEPPS®) is an evidence-based teamwork system aimed at optimizing patient care by improving communication and teamwork skills. TeamSTEPPS® has five key principles which are based on team structure and four teachable-learnable skills:

- Communication
- Leadership
- Situation Monitoring
- Mutual Support

The Canadian Patient Safety Institute, as part of the SHIFT to Safety program, is making TeamSTEPPS® available to OR Teams in Canada.

This presentation will provide an introduction to TeamSTEPPS®.

CHRIS POWER CEO | Canadian Patient Safety Institute
LAURIE BOYER Patient Safety Improvement Lead | Canadian Patient Safety Institute

4:00 - 4:15  Reflections from the day – Wrap up

Moderators:
KAY LEWIS and THERESA FILLATRE

4:30 - 6:00  NETWORKING RECEPTION:
THE HOLMAN GRAND, PENTHOUSE SUITE, 123 GRAFTON STREET
SPONSORED BY RL SOLUTIONS

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Day 2: May 31st

7:30 - 8:30  BREAKFAST
SPONSORED BY MEDBUY

8:30 - 8:40  Recap of yesterday and what’s ahead for today

Moderators:
KAY LEWIS and THERESA FILLATRE

8:40 - 9:00  The Experience of CARE and Partnership
How can we learn from the patient & family experience?
How can patients & families partner with your organization to co-create improvements?

RENEE BOYD Patient, IWK Health Centre and Nova Scotia Health Authority Patient Partner | NS
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<th>Time</th>
<th>Session</th>
<th>Speaker/Role</th>
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| 9:00 - 10:00 | **Culture, culture everywhere... reflections from Scotland**  
In this session, Brian will explore how Scotland has approached large scale improvement with a focus on culture within teams, services and institutions to drive and embed change. We will consider how culture ‘sits’ within a framework for high impact leadership and look at practical examples, tools and approaches which may be transferable.  
**Following this session, participants will:**  
- understand the large-scale improvement approach in Scotland  
- recognize how a framework for high impact leadership can be used to consider the components of change  
- understand how a focus on culture has been core to our progress | **BRIAN ROBSON** Medical Director, Healthcare Improvement Scotland | Scotland |
| 10:00 - 10:40 | **Rapid Fire Presentations**  
**Partnering with Patients & Families; We Do Better Together**  
**Pacemaker Follow-up in Nursing Homes and Special Care Homes**  
**Supporting Health at home: Remote Patient Monitoring Program for Patients with COPD and Heart Failure** | **JULIE SMITH** Nurse Manager, Queen Elizabeth Hospital Pediatric Department, Health PEI  
**WENDY POOLE** Clinical Resource Nurse, Souris Hospital, Health PEI  
**KATHY KOWALSKI** Regional Director of Electrodiagnostic and Respiratory Therapy, Horizon Health Network  
**KIMBERLY GHANEY** Program Manager, Remote Patient Monitoring Program, Eastern Health |  
**PE**  
**PE**  
**NB**  
**NL** |
| 10:40 - 11:00 | **BREAK AND STORYBOARD VIEWING** |  |
| 11:00 - 11:45 | **The Art of Asking Questions and Listening to Patients and Families – a Simple Pathway to a Safety Culture**  
Given that we have figured out how to put a man on the moon, we should be able to move towards a culture of zero harm...and it may be simpler than we think! Creating a safety culture isn't any one person's responsibility – it is everyone's responsibility. This session will outline a basic approach to all health care encounters along with some best practices to improve both quality and safety for patients and families and overall job satisfaction for health care professionals. | **LIZ CROCKER** Vice Chair and Board Member | Institute for Patient and Family Centred Care |
| 11:45 - 12:15 | **Patient and family engagement: The Horizon Health Network experience**  
The engagement of patients and families within the healthcare system at all levels is essential to transformation and renewal. In 2013, Horizon embarked on a journey to become a truly patient and family centred organization. This included engagement of patients and their family members at the front line, as well as within overall system and governance levels within our organization. This discussion will focus upon the tools of engagement which have been developed, challenges encountered and lessons learned as Horizon has sought to move toward greater patient and family partnership to improve quality and outcomes. | **MARGARET MELANSON** Vice President Quality & Patient Centered Care, Horizon Health Network | NB |
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<th>Time</th>
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<th>Speaker(s)</th>
<th>Role/Position</th>
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<tr>
<td>12:15 - 12:30</td>
<td>NEW! Patient Engagement Toolkit: A guide for your journey in patient engagement</td>
<td>IOANA POPEȘCU DENICE KLVANO JANET HOZDER</td>
<td>Patient Safety Improvement Lead</td>
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<tr>
<td>12:30 - 1:15</td>
<td>LUNCH</td>
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<tr>
<td>1:15 - 1:55</td>
<td>Rapid Fire Presentations</td>
<td>DARLENE DECOURCEY PAMELA HANDRAHAN BRIDGET PIERCE DENICE KLVANO</td>
<td>Regional Clinical Telehealth Advisor</td>
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<td>1:55 - 3:30</td>
<td>Innovation Lab: Ideation for Innovation and Improvement</td>
<td>COLLEEN KENNEDY</td>
<td>Director, Innovation &amp; Engagement, BC Patient Safety &amp; Quality Council</td>
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<td><strong>SPONSORED BY HEALTHPRO</strong></td>
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<td>Ideation for Innovation and Improvement will allow you to take your solutions and ideas to new heights. We will curate the latest knowledge around innovation and design thinking and provide the opportunity to take some innovative approaches for a test run. This session will explore key knowledge related to innovation and design thinking and provide participants with the opportunity to apply selected knowledge/design thinking tools and techniques to accelerate improvement.</td>
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<td>3:30 - 3:45</td>
<td>Closing remarks:</td>
<td>Moderators: KAY LEWIS and THERESA FILLATRE</td>
<td><strong>Co-Chairs of the AHQPSC:</strong></td>
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<td>Wrap up</td>
<td></td>
<td>JANET HOZDER Director of Quality and Patient Safety, Health PEI</td>
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<td>DENISE DURFY SHEPPARD Department of Health and Community Services</td>
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INSPIRED COPD Program in PEI
CAROLYN MACPHAIR Manager Chronic Disease Prevention and Management, Health PEI | PE

Provincial Foot Screening Tool
ASHLEY RIDEOUT Provincial Skin and Wound Care Nurse Lead, Health PEI | PE
DOROTHY DEWAR Nursing Research Lead, Health PEI | PE

Senior Friendly Hospital
DOROTHY DEWAR Nursing Research Lead, Health PEI | PE

Teledialysis: Providing Dialysis to Patients in Their Home Communities
DARLENE DECOURCY Regional Clinical Telehealth Advisor, Horizon Health Network | NB

Ambulatory Care - Obtaining Ambulatory Patient Experience Data
SONYA GREEN-HACHÉ Quality Consultant, Horizon Health Network | NB

Assessment of Nursing Compliance with Pain Assessment
DIANE MURRAY Regional Standards Coordinator, Horizon Health Network | NB
SHYANNE IREK Nursing Practice Consultant, Horizon Health Network | NB

Proactive Patient Rounding
PAULA PICKARD Patient Safety Consultant, Horizon Health Network | NB

Safer Together – Knowledge is Power: The Road to Improving the Safety Culture within Eastern Health
AMY HOWARD Regional Director of Infection Prevention and Control, Eastern Health | NL
KELLY SMITH Infection Control Registered Nurse, Eastern Health | NL

Shared Learning Bulletins: Provincial engagement!
MICHELLE RYAN Director of Quality, Patient Safety and Risk Management, Eastern Health, on behalf of Eastern Health, Labrador Grenfell Health, Central Health and Western Health | NL

Family Presence 24/7: A Collaborative Effort
DARLENE DIDHAM Client and Family Centred Care Manager, Eastern Health | NL

Creating a Culture of Safety, Combining Survey Results with Action Planning
TRACY MACDONALD Risk & Patient Safety Manager, Central Health | NL
NANCY COISH Employee and Family Assistance Program Coordinator, Central Health | NL

Using Patient Complaints to Inform Patient Education Materials
MARGARET ANGUS Senior Communications Advisor, Patient Relations, Nova Scotia Health Authority | NS
BRIDGET PIERCE Quality & Patient Safety Leader, Central Zone, Nova Scotia Health Authority | NS
DENICE KLAVANO Patient Representative, Central Zone, Nova Scotia Health Authority | NS

Evaluation of the Introduction of a Specialized Pediatric Outreach Team
STACY BURGESS Manager of Pediatric Critical Care, IWK | NS
KAY LEWIS  Board of Directors, Health PEI | PE

Kay Lewis, RN, BSc, CHE has had a lengthy career in healthcare. She currently is a Board Member of Health PEI, appointed in 2014. In 2013, Kay retired as CEO from Stanton Territorial Health Authority, Yellowknife. In the NWT, she worked with CFHI for healthcare system improvement on the Chronic Disease Management Collaboration, one of their first regional partnerships. After six years in the north, Kay returned home to PEI, where she previously had held senior leadership positions in nursing and administration for over 35 years.

Kay has been a surveyor with Accreditation Canada for the past 20 years, surveying nationally and internationally. She is currently a member of the Advisory Council for the EXTRA Program with the Canadian Foundation for Health Care Improvement and has served as a mentor for Atlantic Collaboratives. She is a past Board Member of the Canadian College of Health Leaders. Kay has been the recipient of numerous professional awards for her achievements including the Lieutenant Governor’s Award for Excellence in Public Administration.

Kay and her husband Bruce live in DeSable, PEI and have 4 grown sons and 5 grandchildren.

THERESA FILLATRE  Patient Safety Consultant | NS

Theresa Fillatre retired from the positions of Senior Policy Advisor, Canadian Patient Safety Institute and as Founder and Chair of the Atlantic Provinces Health Quality and Patient Safety Collaborative a few years ago, and currently is an independent healthcare consultant with expertise in quality and patient safety.

Theresa served as faculty for Canada’s inaugural Patient Safety Officer Program and the CPSI - Royal College of Physicians and Surgeons, Patient Safety Competencies Working Group; and supported the CPSI National Integrated Patient Safety Strategy. As well, Theresa fulfilled the role as Safer Healthcare Now! Leader for 6 years with the Atlantic province ministries and organizations and two years nationally with CPSI.

Theresa has also held Public Health, Acute Care, Mental health and Long Term Care senior management positions, spanning community, adult, child and adolescent sectors over 44 years. In each role, she fostered the development of quality and professional practice vehicles to support person-centred care and effective interdisciplinary teamwork.

Theresa is a Registered Nurse, from St. Boniface School of Nursing, Winnipeg, Manitoba. She holds Social Work and Masters Health Administration degrees from Dalhousie University; and is a Certified Health Executive with the Canadian College Health Leaders(CCHL). She has held national board positions with the Canadian Nurses Protective Society and CCHL, with the College of Registered Nurses of Nova Scotia; and is an adjunct professor Dalhousie University School of Nursing.

Theresa holds membership in the International Nursing Honour Society and has been an active surveyor for Accreditation Canada since 1997, with a current focus on international education and consultancy services.
MICHAEL MAYNE  CEO, Health PEI | PE

Raised on Prince Edward Island, Dr. Michael Mayne received his undergraduate degree from the University of Prince Edward Island and PhD from the University of Toronto, where he focused on genetics and cell biology. He furthered his training in infectious disease and pharmacology at the University of Manitoba and the National Institutes of Health in Bethesda, Maryland.

Dr. Mayne spent several years at the Faculty of Medicine at the University of Manitoba and taught in the medical and pharmacy schools. While in academia, he directed a research laboratory that focused on neurological diseases including Alzheimer's and multiple sclerosis. He has published in multiple internationally recognized journals.

Dr. Mayne served as the initial Director of Research for the Institute for Nutrisciences and Health (National Research Council) which opened in Charlottetown in 2007. In this capacity, he built many research and service based partnerships with University of Prince Edward Island, industry and multiple federal government departments.

In 2007, Dr. Mayne joined the Government of Prince Edward Island as Deputy Minister of Economic Innovation. He served as the Deputy of Innovation and Advanced Learning for several years and oversaw the implementation of the Island Prosperity Strategy. In 2011, Dr. Mayne was appointed Deputy Minister of Health and Wellness. While in this role he also served as the Deputy Co-Chair of the Premiers Working Group of Health Care Innovation. He has also served on many national boards and was most recently the provincial-territorial Deputy Minister liaison to the Mental Health Commission of Canada.

On April 1, 2016, Dr. Mayne became the CEO of Health PEI.

KAREN MACLEAN  Patient Partner, Health PEI | PE

Karen grew up in Tignish, PEI, the oldest of four children. She attended Holland College in Charlottetown and graduated from their Dental Assisting Program in 1981. She left PEI and moved to Barrie, Ontario for 10 years. Like many Maritimers her heart was still in PEI, so she eventually made her way back home. She has enjoyed chairside assisting over the years but her speciality was account collecting and reception. She worked in her chosen field for 33 years.

She now resides in Summerside with her husband, Allan, they will be married 17 years this August. Her hobbies are photography, scrapbooking, reading and water painting. Karen and her husband also enjoy trout fishing, country music, and roaming the beaches for sea glass.

Karen was recently chosen to be on the Medical Quality Improvement Team for Health PEI. She looks forward to meeting many new people and learning and understanding more about our health system and how it works.

CHRISTINA KRAUSE  Executive Director, BC Patient Safety & Quality Council | BC

Christina Krause brings a variety of healthcare experience to her role as Executive Director with the BC Patient Safety & Quality Council. Her passion and interests include the use of social change models and network theory in efforts to engage and mobilize stakeholders to improve quality of care. More recently, this has expanded to include social media to create enhanced connections and shared learning. Christina was an author on the Canadian Disclosure Guidelines and serves as Master Faculty with the Institute for Healthcare Communication's Disclosing Unanticipated Medical Outcomes.

Christina holds a Master of Science in Community Health and Epidemiology from the University of Saskatchewan, and a Bachelor of Home Economics in Family Science and Nutrition from the University of British Columbia. She is also an EXTRA Fellow with the Canadian Health Services Research Foundation.
DENICE KLAHANO  Patients for Patient Safety Canada  |  Canadian Patient Safety Institute

Denice Klavano is presently employed by the Nova Scotia Health Authority in the position of Patient Relations. She works to facilitate resolutions for patients and families when they have concerns or issues related to their care, as well as, educate patients and families about the healthcare system.

Denice is the past co-chair of Patients for Patient Safety Canada, a program of the Canadian Patient Safety Institute, a Canadian Patient Safety Champion, vice co-chair of a patient advisory group to the World Health Organization (WHO), Canadian Representative to the Pan American Health Organization (PAHO), member of the Atlantic Health Quality and Patient Safety Collaborative and former co-chair of the family faculty at the IWK Women and Children’s Hospital. Denice also served two terms as an expert advisor to the board of the International Society for Quality in Healthcare (ISQuA), representing the patient and family voice.

In her spare time, Denice writes, and occasionally contributes to publications on topics as diverse as patient safety to pet ownership and healthcare to humour.

EDOUARD HENDRIKS  Vice President Medical, Academic and Research Affairs, Horizon Health Network  |  NB

Dr. Édouard Hendriks is the Vice President, Medical, Academic and Research Affairs for Horizon Health Network since 2008. From 1997 to 2008, he worked with the Regional Health Authority 4, first as the Vice President for Medical Affairs and from 2001 as the President and CEO of the organization. Dr. Hendriks has a clinical background in emergency medicine and practiced in various emergency rooms for over 25 years.

Dr. Hendriks has been and is involved in many national and provincial organizations. Among other things, he has been a Surveyor for Accreditation Canada since 1993, has been for 5 years a member of the EXTRA Advisory Council of the Canadian Foundation for Healthcare Improvement, has been a Board member of the Canadian Patient Safety Institute (CPSI) for 6 years, is currently a Board member of the Canadian Agency for Drugs and Technology in Health (CADTH), Chair of the NB Utilization Management Committee, Chair of the NB Patient Safety and Quality Improvement Advisory Committee, Vice Chair of the New Brunswick Health Research Foundation, and he represents Horizon Health Network on the VP Research Advisory Committee of HealthCareCAN and on the Collaborative for Excellence in Healthcare Quality.

DEBBIE MOLLOY  Vice President Corporate Services, Eastern Health

Debbie Molloy has over 20 years of experience in the health care, energy and hospitality industries. She has worked in both the public and private sectors and brings a broad understanding of the challenges and opportunities facing health care. Her career path has allowed her to develop expertise in the areas of organizational effectiveness, talent management and employee relations.

Debbie is a passionate promoter of patient and family centered care and rejoined the health industry with a personal commitment to making the system better. At Eastern Health, Debbie has executive responsibility for a number of programs including, among others, Human Resources, Quality, Patient Safety and Risk Management, Infection Prevention and Control, and Occupational Health & Safety and Rehabilitation. She holds both a Bachelor of Commerce (Co-operative) and Masters of Education (post-secondary studies) from Memorial University.
MARIE MCPHEE  Director of Seniors and Restorative Care, Nova Scotia Health Authority  
 Since 1988, Marie has been the Administrator of Long Term Care services including a “Small Option” company with 39 beds, a 30-bed residential care facility, and a 54-bed nursing home. Also, she has managed a home care agency providing both nursing services and home support/meal preparation services to the seniors in their own homes. In 2013, she became the Director of Seniors Health with the Nova Scotia Health Authority.

Her portfolio includes oversight of care for seniors in facilities which include stand-alone facilities for Veterans, Rehabilitation and Restorative Care, along with Long Term Care and Alternate Level of Care beds both in community sites and several hospital sites.

Since her time with the Nova Scotia Health Authority, work has been done to streamline processes in the facilities and adjust staffing models to include Continuing Care Assistants and Recreation staff in the care team.

BETH PIZIO  Quality Risk Coordinator, Health PEI  
 Beth Pizio is a Quality Risk Coordinator with Health PEI. In this role, Beth supports public health, home care, primary care and infection control for the province through incident analysis and quality improvement.

Beth was first introduced to quality through her work with the Long Term Care (LTC) Quality Team; this led her down a path that she truly became passionate about. She believes that change is possible and with a strong team approach and empowering front line staff with decision making ability, it can happen for the better!

Beth holds a Bachelor of Nursing Science from Queens University in Kingston Ontario, where she used to reside.

Before joining Health PEI in 2002, Beth worked for several years in both acute and home care settings in Kingston Ontario, specializing in postpartum care, peritoneal dialysis and wound care as a Registered Nurse. Since relocating to PEI, Beth worked at Tyne Valley Hospital, a small rural site, which functioned as a joint acute care and long term care facility, as well as providing ambulatory care services. Beth worked as the RN Supervisor in a LTC home in Summerside, PEI; and then became the Nurse Manager in 2008. Beth has worked with many committees including the LTC Quality Improvement Team, Occupational Health and Safety and TLR (Transferring Lifting Repositioning). Beth has also completed her training as a yellow belt in Lean Six Sigma.

AMIR GINZBURG  Chief of Quality and Medical Director, Medical Administration, Trillium Health Partners  
 Amir is a frequent speaker for the Canadian Patient Safety Institute and the Centre for Quality Improvement and Patient Safety at the University of Toronto. He has led improvements in critical incident management, interprofessional communication, avoidable hospitalization and the use of standardized order sets in clinical care. Amir has also participated in cross-sectoral improvement initiatives in primary, community, and long term care.

He is a specialist in internal medicine and Trillium Health Partners’ Chief of Quality and Medical Director of Medical Administration, and currently leading clinical transformation and medical quality of care initiatives for Trillium Health Partner’s 1300 professional staff members. Amir serves as the Clinical Quality Lead at the Mississauga Halton Local Health Integration Network in Ontario in partnership with Health Quality Ontario. He has worked with the Royal College of Physicians and Surgeons of Canada to develop curricula for faculty development in quality improvement and patient safety and participated in the 2015 redesign of the CanMEDS framework.

In 2013, the Canadian Patient Safety Institute honoured Amir by including him in a select group of influencers of patient safety in Canada.
**CHRIS POWER** CEO | Canadian Patient Safety Institute

What began as a desire to help those in need 35 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. 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 incoming Chair of the Canadian Association for Health Services & Policy Research, member of the Canadian Institutes of Health Research Governing Council and Board member of Colleges & Institutes of Canada. She is past Chair of the Canadian Partnership Against Cancer and 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.

**Laurie Boyer** Patient Safety Improvement Lead | Canadian Patient Safety Institute

Laurie Dawn Boyer, is a Patient Safety Improvement Lead at Canadian Patient Safety Institute who holds Certification as a Patient Safety Officer, Perioperative Registered Nurse (Canada) and additional Certification in Infection Control and Epidemiology. Laurie has also holds and has experience as a Lean Green Belt (Healthcare), is a Certified Simplexity Creative Problem Solving facilitator and TeamSTEPPS® Master Facilitator. She has over 30 years of clinical, educator and leadership experience in the areas of Surgical Care, Operating Room and Perioperative Services, Infection Prevention and Control, Education, Informatics, Quality improvement and Patient Safety.

Laurie currently serves in volunteer capacities on the Canadian Operating Room Leaders (CORL) executive committee, and the Operating Room Nurses Association of Canada’s (ORNAC) Board of Directors in the Leadership seat. Within her current role at CPSI, Laurie has responsibility for designing and launching a teamwork, communication and leadership program, “TeamSTEPPS®”, at a National level, as a component of CPSI’s SHIFT to Safety initiative.

**Renée Boyd** Patient, IWK Health Center and Nova Scotia Health Authority Patient Partner | NS

Renée Boyd is a self-employed Christian mother of two children. Friends call her a part-time chef, with recipe ratings of 50% (according to her children). Her extended family sees her as a tamer of the wild because she is often found bumbling down ski hills, and hiking stunning terrains (think Cape Breton!). Her spouse sees her as a sexy and assertive delegator of tasks aka: an amateur gardener. She is also a part-time crafter – often taking on projects such as the Halloween costume creation (sewing at all hours about 2 weeks before Oct 31). Her fascination with paper-crafts is relentless – visit her house one month before Christmas! She inherited the color and decorator gene from her fabulously frugal mother. Additionally, she is a lover of all things Stuart MacLean, CBC, music and the arts. She finds much joy in travel, rarely passing up an opportunity. Renee’s formal education includes an undergraduate degree, business and insurance industry training, and 1 year of her Diploma in Business from the Nova Scotia Community College. Lastly, herself and her family are cancer survivors!
BRIAN ROBSON Medical Director, Healthcare Improvement Scotland | Scotland

A graduate of Glasgow University and Harvard School of Public Health, Brian has a background in General Practice, GP out of hours, telephone triage and latterly eHealth and Quality Improvement.

He was a Health Foundation Quality Improvement Fellow (2008-9) with the Institute for Healthcare Improvement (IHI) in Boston, Massachusetts. In 2009 he completed an MPH (Clinical Effectiveness) at Harvard School of Public Health.

He is the Executive Clinical Director for Healthcare Improvement Scotland with responsibilities including clinical leadership in patient safety, eHealth, Business Intelligence and clinical engagement.

He continues his weekly clinics in General Practice in Glasgow which keeps him grounded in the realities of working at the frontline.

LIZ CROCKER Vice Chair and Board Member| Institute for Patient and Family Centred Care

Liz Crocker is a businesswoman, writer, and advocate for both healthcare and environmental improvement. Liz’s current activities include being a member of Saskatchewan’s Health Quality Council; Secretary of the Chester Playhouse; Secretary of Hospice Halifax; Vice-President of the Institute of Patient- and Family-Centered Care; and the owner of Woozles, Canada’s oldest children’s bookstore which she co-founded in 1978.

From 1992 until 2014, Liz co-owned P’lovers, The Environmental Store, with stores in Nova Scotia, Quebec and Ontario. In 1984, Liz co-founded Frog Hollow Books which was sold in 1987. In the early 80’s, Liz also developed a hospital board game which was sold under the label of Fantasy International until the production rights were sold to a company in the USA.

Liz’s commitment to issues of sustainable development has found expression as a member of the Boards of the Sierra Legal Defense Fund, the Nova Scotia Nature Trust, the National Round Table on the Environment and the Economy, the Natural Step Canada and the Board Member of the Ecology Action Centre.

As an innovator, Liz established the Child Life Program at the IWK Children’s Hospital which developed an international reputation of excellence; was the first chair of the IWK Children’s Miracle Network Telethon; was the founding Co-Chair of the Discovery Centre; and was the first President of the NS Advisory Council on the Status of Women.

In the world of healthcare, in addition to her current writing and teaching, Liz has worked as a Simulated Patient with the Learning Resource Centre associated with Dalhousie School of Medicine and served as Chair of the Canadian Institute of Child Health and President of the Association for the Care of Children's Health.

In 2006, Liz co-authored Privileged Presence: Personal Stories of Connections in Health Care – a second edition was published in 2014. She was the Editor of The Healing Circle by Dr. Rob Rutledge and Tim Walker, published in 2010. Her most recent book, titled Transforming Memories: Sharing Spontaneous Writing Using Loaded Words, has just been published in the spring of 2017. Liz has also authored two children’s books and hundreds of articles found in books, magazines and newspapers. Earlier in her career, she also did some free-lance broadcasting for CBC Radio and hosted her own television program called “Making a Difference” on a local cable station.

Liz holds a BA in History and Political Science from Dalhousie University and an MEd in Special Education from the Atlantic Institute of Education.
**MARGARET MELANSON** Vice President Quality & Patient Centered Care, Horizon Health Network | NB

Margaret Melanson is the Vice President, Quality and Patient Centred Care for Horizon Health Network. She is responsible for the full file on implementing a sustainable approach, Horizon-wide, to patient-centredness as well as Patient Advocacy, Patient Safety, Infection Control and Prevention, Privacy, Quality, Risk Management and Official Languages.

Margaret was the former Executive Director for Saint John Area with responsibility for clinical service delivery within acute care among other responsibilities. She has also led a number of Clinical Networks across all Horizon Health Network since its inception including the surgery, oncology, critical care, cardiac, nephrology, breast health and medical device reprocessing programs. Margaret has extensive clinical and administrative experience in the healthcare sector, having previously served as Vice President of Clinical and Facility Support Services for the Atlantic Health Sciences Corporation. She has also held the management portfolios of Administrative Director of Therapeutic Services and Administrative Director of Rehabilitation for the Atlantic Health Sciences Corporation.

Her educational background includes a Bachelor of Arts and Master of Science degrees from Dalhousie University as well as an Executive Master of Business Administration.

**IOANA POPESCU** Patient Safety Improvement Lead | Canadian Patient Safety Institute

Ioana Popescu provides leadership and management to the design, development, execution and evaluation of CPSI programs and networks, including Incident Analysis and Patients for Patient Safety Canada. Ioana also contributes to corporate processes with a focus on performance management.

Nursing and business management are the two pillars on which Ioana has built her passion for patient safety. She worked over a decade as a nurse in an internal medicine ward of a large teaching hospital in Romania. Her extensive front line experience was enriched by an MBA degree (University of Alberta) and an internship with the former Capital Health Regional Quality Office. Additionally, as of February 2011, Ioana is a Palladium Kaplan-Norton Balanced Scorecard Certified Graduate.

Alignment is the guiding principle in Ioana’s work; she believes that sustainable value is the result of continuous alignment of objectives with evolving customer needs, system dynamics, internal competencies and strategic direction. Curiosity is the guiding driver in her life; she finds answers and solutions in the most unusual places drawing learning from the beautiful nature and wonderful people surrounding her.

**COLEEN KENNEDY** Director, Innovation & Engagement, BC Patient Safety & Quality Council | BC

Colleen Kennedy is the Director, Innovation & Engagement with the BC Patient Safety & Quality Council. Prior to joining the Council, she led improvement efforts across the continuum of care through her role as the Manager of Quality and Patient Safety for Interior Health West and Patient Experience for Interior Health (IH) in BC.

Colleen holds a Master of Information Studies and a Master of Health Administration from the University of British Columbia. She has completed training in quality improvement and the collaborative breakthrough series through the Institute for Healthcare Improvement. Colleen also has her Green and Black Belt in Lean Health Care from the Canadian Logistics Institute. She is a passionate advocate of life-long learning and has taken many courses on Design Thinking and Innovation, most recently at IDEO University.
MAINTENANCE OF CERTIFICATION

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to **5.75 Category II credits** towards their maintenance of certification requirement.