

Effective Governance for Quality and Patient Safety

FRIDAY, JUNE 3, 2016

HILTON GARDEN INN

2400 ALERT ROAD, OTTAWA

Increased government expectations, a push for greater transparency, tighter budgets and greater media and public scrutiny are leading to amplified pressure across the Ontario health care landscape. The boards and management of the province's hospitals and health care organizations are tasked with providing leadership and cultivating an environment where safe, quality care is delivered despite these strains on the system.

Who Should Attend?

This initiative is designed for board and quality committee members as well as senior management from Ontario hospitals and health care organizations. The aim is to have the CEO, board chair and chair of the board quality committee attend this education session. We encourage you to register at least two members from your organization at once.

This program offers the opportunity to learn from peers, develop evidence-informed approaches to governance and leadership and to share innovative health care governance practices, resources and tools. Program participants will:

- Understand a board's core functions related to quality and patient safety
- Identify approaches to measuring the quality of care
- Recognize how a culture of quality and patient safety within an organization can be led, supported and sustained by the board
- Identify tools, structures, processes and priorities that will assist participants in improving their organization's governance practices related to quality and patient safety

REGISTER TODAY

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PARTNER



Effective Governance for Quality and Patient Safety Agenda

PRE-SESSION WORK

The curriculum has been modeled after the seven drivers for effective board oversight derived from research that addressed the growing accountabilities and necessary performance improvements of governing boards for health care organizations across Canada and the US. The drivers include:

- Gaining knowledge of quality and patient safety
- Acquiring governance skills and identifying the role for effective governance in quality and patient safety
- Assessing and improving a quality and patient safety culture
- Enhancing the relationships between the board, senior leadership and medical staff
- Gathering information on and measuring quality and patient safety
- Creating and executing a quality and patient safety plan

In 2011, the GCE and CPSI, with the support of the Ministry of Health and Long-Term Care, offered this program across the province to create a dialogue around the *Excellent Care for All Act* (ECFAA) among hospital boards and CEOs. The recently revised curriculum remains grounded in the driver framework and supports the ECFAA legislation to provide participants with the tools and resources to effectively govern for quality and patient safety.

Who Should Attend?

This program is designed for board members of health care organizations and the leadership team they work with - CEOs, quality and patient safety executive leads and clinical leadership.

FRIDAY, JUNE 3, 2016

7:00 am

Networking Breakfast

8:00 am

Welcome and Opening Remarks

8:10 am

Why is Quality and Patient Safety Important?

- The patient and family experience
- Set context for the importance of quality and patient safety
- Reflect on the human aspect of adverse events
- Review the development of quality and patient safety
- Historical role of health care boards
- Wake-up calls
- Impediments to board's quality and patient safety oversight

8:40 am

Where are We on Quality and Patient Safety?

- Explore the changing health care environment in Ontario and its impact on the board's role in quality and patient safety

9:25 am

Key Governance Practices to Support a Quality and Patient Safety Agenda

Review the board's key roles and responsibilities, and the knowledge and skills required to take the board to the next level in its performance.

- Discuss refinement of roles and responsibilities for the board
- Define recruitment criteria for board membership necessary to fully support quality and patient safety
- Identify innovative approaches to providing governance oversight of the quality and patient safety agenda

Effective Governance for Quality and Patient Safety Agenda

10:40 am

Networking Break

10:55 am

Culture

Understand the importance of board leadership to assess and improve an organizational culture focused on quality and patient safety.

- Identify factors that influence organizational culture to support improved patient care and an enhanced patient experience
- Understand board commitment to transparency and accountability
- Discuss the board's role in patient-centred care, disclosure and moving towards a generative culture

11:45 am

Networking Lunch

12:30 pm

Developing and Maintaining Relationships

- Establish the importance of the alignment of the entire organization around quality of care and patient safety
- Explore the importance of a trusting relationship among the board, the CEO and clinical leaders
- Review the accountabilities of the CEO and the role of the board in these accountabilities
- Review the relationship with clinical staff
- Identify key strategies for effective physician engagement
- Discuss the importance of disclosure to the board

1:20 pm

Creating a Quality and Patient Safety Plan

Identify important areas for improvement regarding the current organizational quality and patient safety plan.

- Review components of a quality plan
- Review contextual examples of quality plans
- Discuss the concept of ownership – “Whose quality and patient safety plan is it anyway?”
- Discuss the link between the organization's strategic plan and the board quality and patient safety plan

2:05 pm

Networking Break

2:20 pm

Information and Measurement

Review the importance of meaningful information and measurement to inform governance decisions for quality and patient safety.

- Discuss current contextual examples of using measurement in health care delivery performance
- Review quality dimensions and various standards
- Discuss how the board reports to the community on its performance

3:05 pm

The Quality and Patient Safety Journey in Action

Develop a more detailed action plan to take the board's governance oversight of quality and patient safety to the next level and discuss as a group.

3:50 pm

Session Evaluation and Adjournment

Effective Governance for Quality and Patient Safety Faculty

FACULTY



Joan Dawe is a former Deputy Minister of the Departments of Health and Community Services and Social Services/Human Resources and Employment with the Government of Newfoundland and Labrador. In these positions she was

instrumental in a host of initiatives including the reorganization of the province's health and community services system and in the development of the province's Strategic Social Plan. She chaired the provincial Freedom of Information Review Committee which reported to Government in 2001.

During her time with Government, she served as Co-Chair of the Federal/Provincial/Territorial Conference of Deputy Ministers of Social Services and was a member of a number of Federal/Provincial/Territorial Committees.

A nurse by training, she has held senior executive positions in nursing and hospital administration, as well as regional health planning. At the provincial level, she was a member of numerous health and community service Boards and is past Chair of the Board of Trustees of Eastern Integrated Health Authority; past Chair of Board of Trustees of Health and Community Services-St. John's Region; past Chair of the Board of Directors of the Seniors Resource Centre NL; and past President of the Newfoundland and Labrador Health Boards Association.

She has served as a member of the Board of Directors and Executive Committee of the Canadian Healthcare Association and the Council of Governors and Executive Board of the Canadian Centre for Occupational Health and Safety. She was Chair of the national Planning Committee for the first ISQua Conference held in Canada in 1995.



Paula Blackstien-Hirsch delivers consulting, training and implementation support to help organizations achieve sustainable performance improvement. Starting her career as a physical therapist, Paula has developed expertise in

organizational and system-level quality improvement. She has a special interest in the role of boards and senior executives in leading quality and safety as a core business strategy and in the meaningful engagement of patients/families in improvement. She provides assessment, training and coaching to Boards, Senior Leaders, and front line improvement teams.

With over 30 years of experience in healthcare, Paula has led system level improvement initiatives provincially and nationally in the hospital and community-based sectors, in the capacities of Executive Director for the Centre for Healthcare Quality Improvement (CHQI), Senior Director with the Canadian Patient Safety Institute (CPSI), Director for the Hospital Report Research Collaborative, Senior Consultant with Agnew Peckham and Associates, and Manager of applied research projects at the Institute for Clinical Evaluative Sciences (ICES). Paula is on the core faculty for the Masters Degree in Quality and Patient Safety at the University of Toronto and is faculty for the IDEAS program sponsored by the Ministry of Health and Long Term Care. Paula is a member of the Sinai Health System Board where she also Co-Chairs the Board Quality and Safety Committee.

Paula has gained extensive experience consulting for a broad range of sectors, including the hospital sector, community and mental health and addictions sectors, primary care, Community Care Access Centres, and LHINS.

Effective Governance for Quality and Patient Safety Faculty



Heather Garnett is the Vice President, Patient/Resident Services and Chief Nursing Executive for Almonte General Hospital; a small rural hospital with 52 hospital beds, 112 long term care beds (Fairview Manor) and 5 paramedic bases

across Lanark County (Lanark County Paramedic Service). In this role, Heather oversees program operations for Medical/Surgical, Complex Continuing Care, Obstetrics, Emergency Room, OR, Recovery Room, and Long Term Care. In addition, Heather oversees support services including: Medical Device Reprocessing, Pharmacy, Infection Prevention & Control, and Occupational Health & Safety. Lastly, Heather oversees Nursing Professional Practice and is responsible for Quality, Accreditation, Patient Safety, Clinical Risk Management and Patient Relations.

Heather has a passionate interest in quality and patient safety. She is a graduate of the Institute for Healthcare Improvement's Patient Safety Officer Executive Development Program; she works regularly in collaboration with Health Quality Ontario on initiatives to strengthen quality improvement in the hospital sector and she is an active surveyor with Accreditation Canada.

Heather is a Registered Nurse and she holds a Bachelor of Science in Nursing and a Master of Science in Nursing, both from the University of Ottawa.

Effective Governance for Quality and Patient Safety **Registration**

Registration

Please register for this program online. For more information, visit www.thegce.ca/education

Please note: space is not guaranteed unless payment is received prior to the event.

Registration Fee

\$699 + HST

Payment Method

Payment can be made by Credit Card (American Express/VISA/Mastercard) or Cheque.

Please note: for transactions less than \$300 before taxes, payment must be made by credit card.

Badge Pick-up

Registration badges can be picked-up on June 3, 2016 at the Hilton Garden Inn.

Accommodation

Please contact the Hilton Garden Inn, located at 2400 Alert Road, at 613-288-9001 to receive the discounted rate of \$179 + HST for a standard room. When making individual reservations or confirming individual reservations please ask for group code GCE.

Cancellation Policy

A 50% processing fee per registrant will apply to cancellation refunds received in writing up to ten business days prior to the event. No refunds will be given for cancellations received less than ten business days prior to the event. Substitutions are welcome. The Governance Centre of Excellence reserves the right to cancel or reschedule an event.

Special Requirements

If you require extra assistance or have special requirements, please let us know when registering for the event to ensure we can accommodate them.

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Contact Us

For additional event information and questions, please contact:
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