

Board & Executive Quality Learning Series

HYATT REGENCY
VANCOUVER

0700 – 0830

Registration & Breakfast

REGENCY BALLROOM FOYER

0830 – 0855

Quality Forum Welcoming Remarks

REGENCY BALLROOM

0855 – 0945

**The Role of Social Determinants in Wellness
and Optimal Health Care Delivery**

REGENCY BALLROOM

Lucy A. Savitz, Intermountain Healthcare

High volume users of health care are challenging health systems around the world, yet solutions are often not found in hospitals. This plenary will explore the way organizations around the world are partnering to address the social determinants of health, integrate health care with social well-being, and view patients as a whole person.

**Transition to Board & Executive
Quality Learning Series**

1000 – 1005

Welcome & Session Overview

ENGLISH BAY

Doug Cochrane, BC Patient Safety & Quality Council

An overview of the importance of quality, how governance is key to ensuring high performing organizations, and the evolving role of Boards in assuring quality.

1005 – 1015

The British Columbia Context

ENGLISH BAY

Lynn Stevenson, Ministry of Health

An overview of the current British Columbia context and work underway to support quality improvement and quality assurance in BC.

**Continued
on back**

1015 – 1045

What Does Quality Data Really Tell Us? The Pitfalls and Promises of Quality Data

ENGLISH BAY

Lucy A. Savitz, Intermountain Healthcare

Quality indicators can tell us about our current level of performance and how this performance has changed over time. But without an understanding of the source of the data, how it was collected and calculated, we may not be getting a clear picture. This discussion will highlight some of the challenges and pitfalls to the use of quality measures.

1045 – 1100

Data Display and Interpretation Primer

ENGLISH BAY

Andrew Wray, BC Patient Safety & Quality Council

This session will review a few common displays of data, focusing on interpretation, benefits and limitations of each. Data displays used in the case studies will be included, along with a few common questions for each.

1100 – 1130

Refreshment Break

STANLEY

1130 – 1215

Small Group Discussion: Exploring Common Indicators

ENGLISH BAY

Orientation by: Andrew Wray, BC Patient Safety & Quality Council

Using a series of examples and working in small groups, participants will discuss the approach they would take to the data presented, what questions they would ask, and what information they discover about the quality of care being delivered. Case studies will use fictional data presented at different levels of aggregation to facilitate a variety of views.

1215 – 1230

Closing Reflections

ENGLISH BAY

Doug Cochrane, BC Patient Safety & Quality Council

[Transition back to main Forum](#)