



# BOARD & EXECUTIVE

## QUALITY LEARNING SERIES

### Learning Session 1

Friday, June 24, 2011 4:00 – 8:30 pm

TIME	TITLE	FACULTY
4:00 – 4:10 pm	<b>Welcome Message</b>	<b>Norman Embree</b> Board Chair, Interior Health Authority
4:10 – 5:00 pm	<b>The Quality Imperative</b> <i>What is quality? What causes poor quality? How are we REALLY doing?</i> From high profile events like the Cameron Inquiry to the growing realization of the scope of medication errors, the need to improve health care has never been clearer. This session will explore the concept of quality and serve as a call-to-action for boards and executive teams.	<b>Doug Cochrane</b> Provincial Patient Safety & Quality Officer and Chair, BC Patient Safety & Quality Council
5:00 – 6:00 pm	<b>The Role of the Board and Executive Team in Leading Quality</b> Health authority boards and executive teams have vital roles in leading for quality and safety. This group discussion will explore their relative roles and examine the evidence for developing effective quality plans.	<b>Ross Baker</b> Professor, Department of Health Policy, Management and Evaluation, University of Toronto
6:00 – 7:30 pm	<b>Dinner</b>	
7:30 – 8:30 pm	<b>Tackling the Cost and Quality Imperative: The NHS Story</b> The United Kingdom's National Health Service faces many of the same challenges as British Columbia. Learn about these challenges, the similarities and differences to our own experience and how the NHS plans to address the cost and quality issue.	<b>Jim Easton</b> National Director for Improvement and Efficiency, Department of Health, UK



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### Learning Session 1

Saturday, June 25, 2011 8:30 – 4:00 pm

TIME	TOPIC	FACULTY
7:30 – 8:30 am	<b>Breakfast</b>	
8:30 – 9:40 am	<p><b>Exploring the BC Innovation and Change Agenda: Understanding the Drivers of Quality in BC</b></p> <p>The Government's Innovation and Change Agenda has outlined the strategic direction for the BC health system to manage the current challenge: providing higher quality care while managing costs. This group discussion will explore the role of this agenda, in addition to external drivers such as Accreditation Canada, in the development and setting of regional priorities for improving quality of care.</p>	<p><b>David Matheson</b> Principle, DMMD Consultants and Associate Professor Emeritus, UBC</p>
9:40 – 10:40 am	<p><b>Creating a Culture of Quality and Innovation: Role of the Board and Executive Team</b></p> <p>Organizational culture plays a foundational role in supporting innovation and quality improvement. This session will explore the strategies a Board and Executive team can engage in to create this environment for their staff.</p>	<p><b>Christina Krause</b> Executive Director, BC Patient Safety &amp; Quality Council</p>
10:40 – 10:55 am	<b>Break</b>	
10:55 – 12:25 pm	<p><b>Moving Forward in the NHS with a <i>Massive Improvement Machine</i></b></p> <p>The NHS has developed a strategy to reduce the costs of delivering care through a dedicated strategy to improve quality. Through the "massive improvement machine", the NHS aims to generate £20 billion in savings through driving measurable improvements in service quality and productivity through the system. Learn about the NHS approach to address this issue including the similarities and differences from BC.</p>	<p><b>Jim Easton</b> National Director for Improvement and Efficiency, Department of Health, UK</p>
12:25 – 1:25 pm	<b>Lunch</b>	
1:25 – 2:30 pm	<p><b>Strategies for Improving Quality of Care: An Exploration of the Approaches</b></p> <p>Change in health care is challenging. This session will focus on frameworks for successfully making these changes, their strengths and weaknesses and where they have been used successfully.</p>	<p><b>Bonnie Brossart</b> CEO, Health Quality Council of Saskatchewan</p> <p><b>Christina Krause</b> Executive Director, BC Patient Safety &amp; Quality Council</p>
2:30 – 2:45 pm	<b>Break</b>	
2:45 – 3:30 pm	<p><b>Developing Effective Measurement Systems and Data Display for Driving Change</b></p> <p>Measurement plays a fundamental role in tracking and improving performance. This session will examine best practices for collecting data and displaying quality indicators at the board and executive level. This will lead into a more in-depth look at individual health authority measurement systems during the learning series.</p>	<p><b>Ross Baker</b> Professor, Department of Health Policy, Management and Evaluation, University of Toronto</p>
3:30 – 4:00 pm	<b>Next Steps and Action Plans</b>	<p><b>Doug Cochrane</b> Provincial Patient Safety &amp; Quality Officer and Chair, BC Patient Safety &amp; Quality Council</p>