

BOARD & EXECUTIVE QUALITY LEARNING SERIES

QUALITY FORUM 2017

VANCOUVER, BC

MARCH 1 - 3



BC PATIENT SAFETY
& QUALITY COUNCIL
Working Together. Accelerating Improvement.

THURSDAY, MARCH 2, 2017 | 0820 – 1230
HYATT REGENCY VANCOUVER

0700 - 0820

Registration & Breakfast

REGENCY FOYER (3RD FLOOR)

0820 - 0900

Traditional Welcome & Quality Forum Opening Remarks

REGENCY BALLROOM (3RD FLOOR)

0900 - 0940

Partnering with Patients: A Bed's Eye View

Tiffany Christensen Lung Transplant Survivor & Author of *Sick Girl Speaks*

Tiffany will share her perspective on transforming health care through a commitment to a new age of patient empowerment. She will highlight the value of and practical strategies for supporting activated patients through her own story as a double-lung transplant survivor, and her experience as an advocate and advisor within the health system.

0940 - 1000

Transition to the Board & Executive Quality Learning Series

ENGLISH BAY (34TH FLOOR)

1000 - 1005

Welcome & Session Overview

Doug Cochrane Chair
BC Patient Safety & Quality Council

1005 - 1015

Setting the Context

Margaret MacDiarmid Board Member
Vancouver Coastal Health

Hear Margaret's brief reflection on Tiffany's presentation and the importance of understanding Patient- and Family-Centered Care at the leadership level in British Columbia.

1015 - 1100

How Do We Make Our System Patient- and Family-Centred?

Small group discussion

How does your Board and senior executive team hear the voice of the patient?

What challenges do you still have in achieving a patient-and family-centred system?

Continued on back

1100 - 1130

Refreshment Break & Networking

1130 - 1200

What Else Can We Be Doing?

Small group discussion

What we can start, stop, and adapt in our own work to better support Patient- and Family-Centered Care?

1200 - 1225

Using the Wisdom in the Room

Full room discussion

What questions do we have left that we can work through together?

Facilitated by:

Johanna Trimble Council Member
BC Patient Safety & Quality Council
Volunteer
Patient Voices Network

Margaret MacDiarmid Board Member
Vancouver Coastal Health

Tiffany Christensen Lung Transplant Survivor & Author of Sick Girl Speaks

1225 - 1230

Closing Reflections

Doug Cochrane Chair
BC Patient Safety & Quality Council

Transition back to main Forum

Thank you for attending today's session!
Please complete an evaluation form found
on your table before leaving.