

IMAGINE  
TOMORROW

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ACT  
TODAY

QUALITY FORUM 2017

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VANCOUVER, BC

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MARCH 1 - 3

## A LOOK BACK AT 2017



BC PATIENT SAFETY  
& QUALITY COUNCIL

Working Together. Accelerating Improvement.



## ABOUT THE QUALITY FORUM



The Quality Forum is an annual conference hosted by the [BC Patient Safety & Quality Council](#) that unites British Columbia's health care community. Across three days at Quality Forum 2017, more than 1,200 participants shared approaches to improving quality across the continuum of care. They learned from each other and formed valuable connections with colleagues.

The first day of the Forum hosted full-day sessions that deeply explored timely topics, as well as an evening Health Talks event. Days two and three featured the Forum's main programming and sold out well ahead of time, as they have since its inception in 2012. To facilitate broad participation, we provided low registration fees, discounted student rates and bursaries for patient partners.

The Forum's content covered a multitude of topics relevant to the priorities of our health care system. Its depth and diversity was guided by representatives from dozens of provincial partner organizations who participated on the Forum's steering or abstract review committees. In addition, numerous individuals volunteered their time as session moderators, storyboard judges, mentors and presenters. The support of 14 sponsors and 21 exhibitors made the event accessible by helping us keep registration costs low. We thank each of you for making Quality Forum 2017 possible.



Amazingly smooth execution. Large numbers and still has a connected feel of "one big family." I've been to a lot of conferences - none runs with such looked-after details [and] hospitality. I love your red vests.

QUALITY FORUM 2017 PARTICIPANT



Quality Forum 2017 was my best conference experience. It completely exceeded my expectations. I live-tweeted sessions that I attended, and posted photos on Facebook, Instagram and Twitter. I presented two rapid fire presentations and one storyboard. Visit [QualityForum.ca/qf2017](http://QualityForum.ca/qf2017) to read my blog post about the top 10 things I liked about the Forum.

LILLIAN HUNG  
CLINICAL NURSE SPECIALIST, VANCOUVER GENERAL HOSPITAL

Quality Forum 2017 had three primary objectives. Below is how well they were accomplished according to participants who completed a post-event evaluation:

—  
95% of participants agreed that the Forum *ignited action to improve quality of care for patients and providers*

—  
93% agreed that it *created and strengthened connections and collaboration across all areas of care*

—  
87% agreed that it *shared effective strategies and leading practices to stimulate and sustain improvement*

## PRE-FORUM EVENTS

Each year, on the first day of the Quality Forum, we host full-day sessions on timely topics related to improving care. They give participants the opportunity to “dive deep” into issues that are chosen by our steering committee, and they are planned and executed by working groups.

### Best of Both Worlds: Dimensions of Quality, Indigenous Perspectives

This workshop-based day, delivered in partnership with the First Nations Health Authority and developed with key regional partners, addressed an important question facing our province’s health care system: how can we provide diverse Indigenous populations with high quality, culturally-safe care?

The sold-out event brought together over 250 Indigenous and non-Indigenous health care providers and patient partners for an in-depth conversation on what quality means for Indigenous people. The day included three poignant plenary presentations and 12 breakout sessions that were divided into four streams: cultural safety, developing a First Nations quality agenda, allyship, and quality improvement. A highlight for participants was the opportunity to witness all 23 provincial regulatory colleges sign a historic declaration of commitment to cultural safety and humility.



One fear that I always carry with me when attending large conferences is whether any honest action will come out of all the ideation and dialogue that take place during such events. Witnessing the signing of the declaration at the very start of the Forum put all such doubts to rest and allowed me to immerse myself fully in the coming two days. Read my blog post about the Best of Both Worlds session and the rest of my time at Quality Forum 2017 at [PatientVoicesBC.ca/blog](https://PatientVoicesBC.ca/blog).

OSHI MATHUR  
PATIENT PARTNER, PATIENT VOICES NETWORK

—  
91% of participants learned new ideas or concepts

—  
94% felt that the content enhanced their knowledge

—  
91% will be able to apply the knowledge gained in their own settings

## Simplifying the Journey

We also partnered with the Joint Collaborative Committees, a collaboration between the BC government and Doctors of BC, to deliver a session on simplifying the health care journey around three key health system priorities: patients' primary, surgical and rural care journeys. Opportunities were provided to support future innovation and transformation in practical, collaborative ways - in both practice settings and in the community as a whole.

This session welcomed over 370 family physicians, specialists, allied health providers, policy leaders, patients and families who connected with partners from across the province and looked to champion improvement together. The day featured sessions focused on primary care, surgical care, rural health, telehealth, quality improvement and pooled referrals for improved patient care. Participants also developed action plans for moving forward.

Participants appreciated hearing about projects, networks and organizations that they were not previously aware of, and especially enjoyed the networking opportunities available during the day.



“

Has reinforced the sense of urgency required to effect transformative changes in [the] BC health care system.

SIMPLIFYING THE JOURNEY PARTICIPANT

“

I am sensing an appetite to embrace this change to “wrap around” patient care.

SIMPLIFYING THE JOURNEY PARTICIPANT

—  
74% of participants learned new ideas or concepts

—  
83% felt that the content enhanced their knowledge

—  
78% will be able to apply the knowledge gained in their own settings

## Health Talks

This year more than 300 people joined us for an energetic night that began with a ceremony to recognize the winners and runners-up of our 2017 Quality Awards, which celebrate improvements in quality of care across eight categories. Learn more about the winners and runners-up at [www.bcpsqc.ca](http://www.bcpsqc.ca).

Then eight speakers told us about their hopes for health care, using the PechaKucha 20X20 format: each presentation contained 20 photos displayed for exactly 20 seconds each. This style encourages a rare combination of brevity and creativity that was seized upon by a diverse group of speakers, including an inventor, an occupational therapist, an emergency physician, and a First Nations elder.

This year we increased the accessibility of Health Talks by streaming the event live on Facebook. Roughly 300 people tuned in and, by the end of the Quality Forum, its recording had been viewed over 1,000 times.



Each year we lead a Health Talks Student Contest, where we ask students to tell us their hopes for health care through an essay, video, poem or other creative idea. In 2017 our winner was Jorri Gosse, a Grade 6 student from Langley, who wrote a thoughtful essay about chronic pain.

At Health Talks, she asked audience members to place clothespins on their ears as she shared three things she would change in our health care system for those that suffer from chronic pain.

Read Jorri's essay and watch her PechaKucha presentation at [QualityForum.ca/qf2017](http://QualityForum.ca/qf2017).

—  
99% of audience members were inspired by Health Talks' presentations

—  
92% heard perspectives that they hadn't previously considered

Watch videos of the Health Talks presentations at [QualityForum.ca/qf2017](http://QualityForum.ca/qf2017).

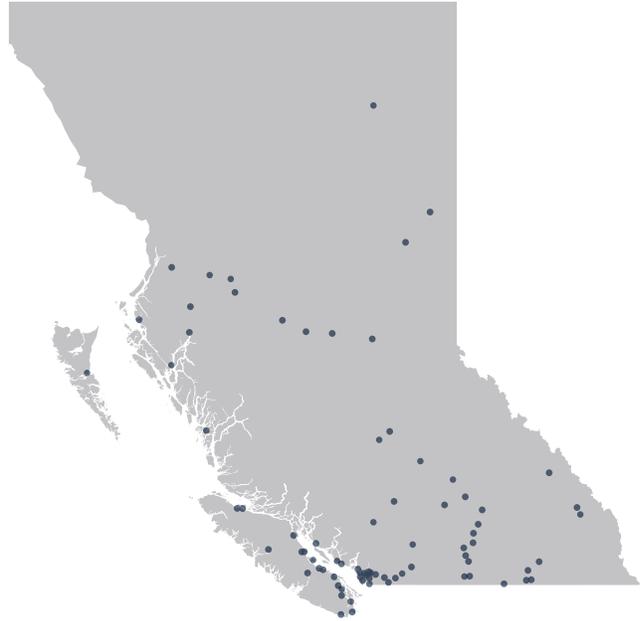
## MAIN FORUM PROGRAMMING

Days two and three featured the Quality Forum's main programming. This year's event featured 63 breakout and plenary sessions that were separated by long breaks to encourage networking.

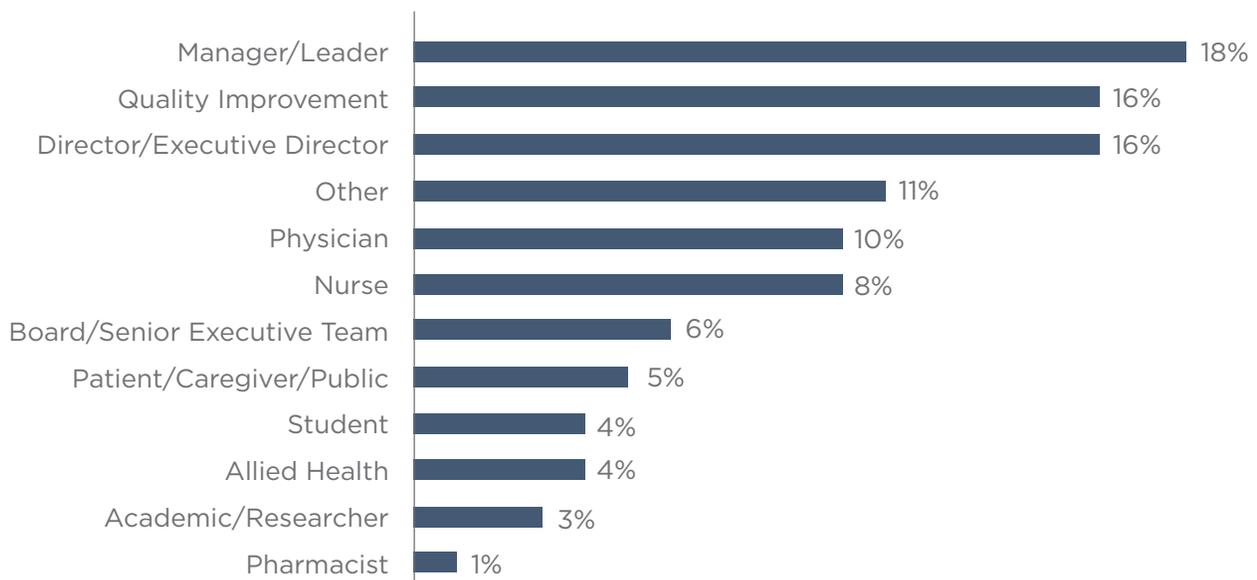
### 950 Participants

We welcomed 950 participants whose primary roles represented a diverse cross-section of British Columbia's health care system, including more patient partners and participants who work in quality improvement and leadership roles than ever before.

Quality Forum 2017 participants represented 89 cities within BC



### Primary Role of Participants at QF17's Main Two Days



98% of participants learned new ideas or concepts

99% agreed that the Forum's content enhanced their knowledge

94% agreed that they will be able to apply knowledge gained to their work

## Plenaries

Each year we invite thought leaders to share rare knowledge and experience with Forum participants. This year we learned about patient engagement, change management, and responding to a natural disaster from:

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

Lisa Schilling  
Vice President,  
Healthcare Performance Improvement,  
Kaiser Permanente

David Matear  
Senior Operating Director,  
Northern Lights Regional Health Centre  
and Fort McMurray Area,  
Alberta Health Services

The annual debate is an entertaining-but-serious examination of an important motion related to improving quality of care. This year's debaters argued whether or not we need disciplined execution of existing improvements more than innovative approaches to delivering care to achieve the transformation of the health care system.

For the first time, we streamed the Forum's plenary presentations and debate live on Facebook. Each presentation attracted between 200 and 300 viewers.

“

Tiffany Christensen stimulated my thinking and desire to engage patients.

QUALITY FORUM 2017 PARTICIPANT

“

[The debate was] so much fun! A lively and satirical opportunity to highlight an incredibly important topic.

QUALITY FORUM 2017 PARTICIPANT



—  
87% of participants agreed that the plenaries stretched their thinking around health care quality

Watch videos of the plenary presentations and debate at [QualityForum.ca/qf2017](https://QualityForum.ca/qf2017).

## Rapid Fire Sessions & Storyboards

Quality Forum 2017 received 323 rapid fire presentation and storyboard abstracts – by far our most ever. A review committee narrowed them down to 63 rapid fire presentations as well as 106 storyboards.

To support inexperienced presenters, we hosted webinars prior to the Forum that provided practical tips for sharing their work. Some topics that were especially well-received by participants focused on team-based care in the community and connecting with patients in the mobile age.



The presentations in the Engaging Students in High Quality Care session showed that students can drive the change in health care and that there are many opportunities for collaboration with professionals in the field. Together, they can create innovative projects that strive on open-mindedness, creativity, and desire to help others. Read my blog post about the session at [QualityForum.ca/qf2017](http://QualityForum.ca/qf2017).

DIANA LINNYK  
CARDIOLOGY TECHNOLOGY GRADUATE AND  
BACHELOR OF HEALTH SCIENCE STUDENT,  
THOMPSON RIVERS UNIVERSITY

## Patient Voices

Through the Patient Voices Network, we provided bursaries for 55 patient partners to attend the Quality Forum's main two days of programming or pre-Forum sessions and included two patients as part of our Forum's steering committee.

Through these steps and more, which you can learn about on [QualityForum.ca/qf2017](http://QualityForum.ca/qf2017), the Forum was self-accredited as Patients Included.

Download over 160 presentation and storyboard files at [QualityForum.ca/qf2017](http://QualityForum.ca/qf2017).



On average, across all 63 rapid fire presentations:

— 92% of participants agreed that the presentations showcased successes and challenges of initiatives that improve the quality of care

— 77% agreed that the presentations motivated them to take action

— 89% agreed that they shared emerging ideas, issues and strategies

## Invited Speaker Sessions

These breakout sessions touched on specific topics identified by the Forum's steering committee based on what its members were observing within the health care system as well as feedback from previous years' participants. Six workshops also provided opportunities for participants to immerse themselves in specific, unique topics. The Forum featured 30 invited speaker sessions; standout topics based on feedback from participants focused on caring for transgender populations and planning for sustainability.

This year's Board & Executive Quality Learning Series session explored what patient- and family-centred care means for health delivery organizations. Eighty-one board members and senior health executives participated, and 89% who completed evaluations agreed that the session identified new ways that the patient voice can be heard within the health care system.

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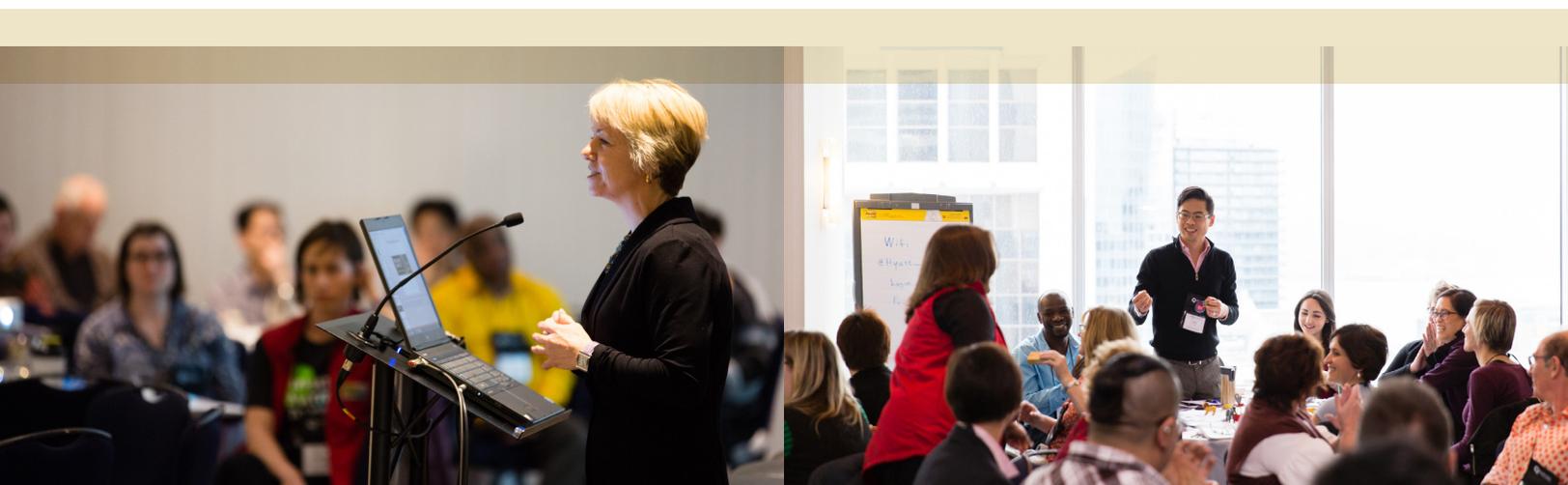
Variety amazing. Enthusiasm and dedication of many presenters so great. Inspiring. I heard about the value of teams and of including patients over and over. It was great.

QUALITY FORUM 2017 PARTICIPANT

“

I will let my colleagues, friends and families know about the resources I learned about.

QUALITY FORUM 2017 PARTICIPANT



On average, across all 30 invited speaker sessions:

— 88% of participants agreed that the materials presented were useful

— 81% agreed that the sessions increased their knowledge on how to improve health care quality

— 85% agreed that the sessions inspired action to address existing challenges and opportunities

## Learning from Outside Health Care

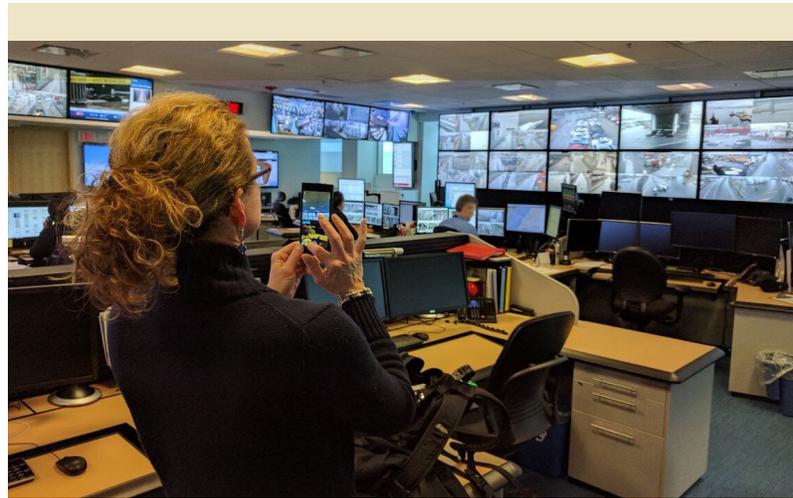
The Quality Forum is an excellent opportunity to provide learning opportunities from other industries that are applicable to health care. This year the Vancouver Airport Authority delivered a session on maintaining quality while implementing change, and we led field trips to the Port of Vancouver, TELUS Innovation Centre, and “behind the scenes” of the Hyatt Regency Vancouver (the Forum’s venue).

Participant demand for these immersive sessions was high and they were among the first breakout session options to fill to capacity.



The Hyatt Regency Vancouver’s housekeepers have company iPhones that provide in-the-moment information about guest rooms and housekeeping-related needs. This is such a great way of integrating technology to facilitate communication and developing a system of coordination. This translates to timely management, enhanced productivity, efficient facilitation of flow within the hotel and ultimately, happy guests. Read my blog post about the Behind the Scenes at the Hyatt field trip at [QualityForum.ca/qf2017](http://QualityForum.ca/qf2017).

JENIFER TABAMO  
CLINICAL NURSE SPECIALIST,  
VANCOUVER GENERAL HOSPITAL



On average, across all four field trips:

— 89% of participants learned new ideas that they will be able to apply

— 87% agreed that the field trip showcased leading practices, tools and techniques to improve health care quality

— 91% agreed that it inspired action to address existing challenges and opportunities

## NETWORKING OPPORTUNITIES

In addition to a storyboard reception, breakfast meetings and group fitness activities that we've offered at previous Forums, this year we added two new opportunities: Mealtime Match-Ups, which connected 60 participants seeking mentorship with health care leaders over lunch, as well as Randomized Coffee Trials, which randomly paired over 90 participants who wanted to meet new people. In evaluations of the Forum, 90% of participants agreed that there were sufficient networking opportunities.



“

I felt this was a great addition to the Forum. Thanks so much for the opportunity for attending the Mealtime Match-Up!

MEALTIME MATCH-UP PARTICIPANT



“

It was nice to meet up with someone who I would not have likely connected with otherwise. The sharing of each other's roles was also a highlight... [It] helps understand different pieces of the patient care puzzle.

RANDOMIZED COFFEE TRIAL PARTICIPANT

We asked participants for one thing they learned that they could apply when they returned to work and/or as a patient. Some of our favourite answers:

“ Cultural safety and humility

“ New methods of patient engagement and patient experience measurement

“ Implementing change may not be easy but it is possible and it is never ending

“ Sustainability planning from the beginning

“ Asking students to become involved in our quality improvement projects

“ How to be an ally to groups like the transgender population

“ Driver diagrams and how to tell better stories

Save the date! Quality Forum 2018 takes place February 21 - 23 in Vancouver.

Watch videos, download presentation files and learn more about Quality Forum 2017 at [QualityForum.ca/qf2017](http://QualityForum.ca/qf2017)



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