



Recognizing Excellence in Health Care

QUALITY CONFERENCE

February 2 and 3, 2012
Four Points by Sheraton
Mississauga, Ontario



ACCREDITATION CANADA
AGRÉMENT CANADA

*Driving Quality Health Services
Force motrice de la qualité des services de santé*

www.accreditation.ca

Accredited by the International Society for Quality in Health Care

Day 1: Quality Health Systems – Near and Far

7:30 – 8:30	Registration and continental breakfast
8:30 – 8:45	Welcome and Overview <i>Marcelle Falk, Master of Ceremonies</i>
8:45 – 10:15	Keynote: High Performing Health Care Systems – something for everyone <i>Ross Baker, Professor, Institute of Health Policy, Management and Evaluation, University of Toronto</i>
10:15 – 10:30	Networking Break
10:30 – 11:15	Vers un Politique Québécois d'assurance qualité <i>Dr. Sylvie Bernier, Director of Quality, Ministry of Health and Social Services</i> <i>David Levine, Président-directeur général, Agence de la santé et des services sociaux de Montréal</i>
11:15 – 12:00	LEAN implementation <i>Terrence Meehan, Director of Logistics at MUHC McGill University Health Centre</i>
12:00 – 1:00	Lunch
1:00 – 1:45	All for one and one for all? How Ontario's Excellent Care for All Act is working to support a quality health system <i>Nizar Ladak, Vice President & Chief Operating Officer of Health Quality Ontario</i>
1:45 – 2:30	The Power of One: One Province, One health system (Alberta Health Services) <i>Susan Mumme, Senior Vice President, Quality & Healthcare Improvement</i>
2:30 – 2:45	Networking Break
2:45 – 3:30	How's Your Aim? Saskatchewan and the Triple Aim Approach <i>Bonnie Brossart, Chief Executive Officer at Saskatchewan Health Quality Council</i>
3:30 – 4:15	The BC story: A Multifaceted Approach to Improving the Health System <i>Marlies Van Dijk, Director, Clinical Improvement, BCPSQC</i>
4:15 – 4:30	Wrapping Up the day
4:30 – 6:30	Reception Awards: recognizing leading practices

Day 2: Accreditation and Quality: A Powerful Partnership

8:00-9:00	Registration and Continental Breakfast
9:00-9:10	Welcome back and introductions
9:10-10:15	Reaching for Success via performance measures: Quality or Chaos? <i>Anne Lemay, Director of Performance and Quality, AQESSS</i>
10:15- 10:30	Networking Break
10:30 – 12:30	Poster Presentations
12:30 – 1:30	Lunch + Gallery Walk
1:30 – 2:00	Survey Says: Findings from Qmentum – what’s the scoop <i>Danielle Dorschner, Director and Executive Lead for Quebec, National Client Services, Accreditation Canada</i>
2:00 – 2:15	Networking Break
2:15 – 3:15	I am not an island: Embedding Accreditation into your daily QI practices Panelists: <i>Yves Desjardins, Deputy Chief Executive Officer, CSSS Southwest Verdun</i> <i>Trish Crawford, Administrative Director – St. Joseph’s Health Centre</i> <i>Susan Bisailon, Trillium Health Executive Director, Clinical Operations</i> <i>Darlene Furlong, Senior Vice President of Patient Care, Services & Program Development, Dryden Regional Health Centre</i>
3:15 – 3:30	Wrapping it all up: keys to achieving excellence in Canadian health care

Planned in conjunction with members of the Canadian Health Quality Councils:

Robert Salois – Quebec Health Quality Council

Bonnie Brossart – Saskatchewan Health Quality Council

Anette Mikkelsen – Alberta Health Quality Council

Jennie Pickard – Ontario Health Quality Council