<table>
<thead>
<tr>
<th>#</th>
<th>Posters: Category 1 - Engage Patients and the Public in Improving Care</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>101</td>
<td>Patient Led Feedback Forums</td>
<td>Mr. Daryl Bell, Kingston General Hospital / Ms. Angela Morin, Kingston Health Sciences centre</td>
</tr>
<tr>
<td>102</td>
<td>Treatment Choice in Renal Care: Evaluating Patient Experiences with Shared Decision-Making</td>
<td>Ms. Kerry Bruner, CCO Ontario Renal Network / Ms. Suzette Ilacar, CCO Ontario Renal Network</td>
</tr>
<tr>
<td>103</td>
<td>Publishing Emergency Department Wait Times in the Waiting Room - Implementation and Evaluation of a Co-designed Patient-centered Solution</td>
<td>Dr. Samantha Calder-Sprackman, University of Ottawa/The Ottawa Hospital</td>
</tr>
<tr>
<td>104</td>
<td>Hiring for Attitude: Engaging Patients in Recruitment Identifies Candidates with the “Right Stuff”</td>
<td>Mr. Saleem Chattergoon, Michael Garron Hospital / Ms. Sarah Coppinger, Michael Garron Hospital</td>
</tr>
<tr>
<td>105</td>
<td>Exploring Patient Perceptions of Barcode Enabled Medication Administration</td>
<td>Mrs. Carrie Clark, Centre for Addiction and Mental Health / Mrs. Heather Sulkers, Centre for Addiction and Mental Health</td>
</tr>
<tr>
<td>106</td>
<td>Transforming Care Together</td>
<td>Mrs. Valentina Constantinescu, St. Joseph’s Healthcare Hamilton</td>
</tr>
<tr>
<td>107</td>
<td>Partnering with patients to improve after-hours care</td>
<td>Mrs. Sam Davie, St. Michael’s Hospital Academic Family Health Team / Dr. Tara Kiran, St. Michael’s Hospital Academic Family Health Team</td>
</tr>
<tr>
<td>108</td>
<td>Transforming care for patients and caregivers by implementing a cancer patient support line</td>
<td>Mr. Bill Davies, The Ottawa Hospital</td>
</tr>
<tr>
<td>109</td>
<td>Effectively engaging patients to co-design a provincial newborn jaundice parent education brochure</td>
<td>Ms. Doreen Day, Provincial Council for Maternal and Child Health</td>
</tr>
<tr>
<td>110</td>
<td>Using Deprescribing Guidelines and Tools to Support Providers and Engage Patients and the Public in Improving Care</td>
<td>Dr. Barb Farrell, Bruyère Research Institute and CT Lamont Primary Health Care Research Centre / Ms. Hannah Irving, Bruyère Research Institute</td>
</tr>
<tr>
<td>111</td>
<td>Empowering the Patient at The Shoulder Centre: A two-year experience of Patient Reported Outcomes Measures (PROMs) for all Shoulder Procedures</td>
<td>Dr. Stephen Gallay, Lakeridge Health System / Dr. Joel Lobo, Lakeridge Health System</td>
</tr>
<tr>
<td>112</td>
<td>Co-Creating the Patient Declaration of Values – Every Voice Matters</td>
<td>Ms. Jill Sangha, London Health Sciences Centre</td>
</tr>
<tr>
<td>113</td>
<td>Custom-designed real-time patient surveying to improve patient experience at an acute care hospital</td>
<td>Mrs. Marilyn Kalmats, Niagara Health / Elaina Orlando</td>
</tr>
<tr>
<td>114</td>
<td>Capturing the patient experience to refine Telehomecare</td>
<td>Ms. Colleen Lackey, Ontario Telemedicine Network / Ms. Sherri McRobert, South West CCAC</td>
</tr>
<tr>
<td>115</td>
<td>Harnessing experiences of youth, family members and service providers for co-designing improvements in coordination across mental health services</td>
<td>Ms. Ashleigh Miattello, McMaster University / Dr. Gillian Mulvale, McMaster University</td>
</tr>
<tr>
<td>116</td>
<td>Whose voice are we hearing? The Equity in Engagement Project</td>
<td>Miss Lesley Moody, Cancer Care Ontario</td>
</tr>
<tr>
<td>117</td>
<td>It Takes a Village: Improving understanding and adherence to discharge instructions by uncovering patient and system-level enablers and barriers</td>
<td>Dr. Karen Okrainec, University Health Network / Mrs. Shoshana Hahn-Goldberg, Open Lab/ University Health Network</td>
</tr>
<tr>
<td>118</td>
<td>Engaging Paediatric Clients in the Conversation of Quality and Safety ... Meaningful Partnership</td>
<td>Ms. Sonia Pagura, Holland Bloordview Kids Rehabilitation Hospital / Ms. Laura Oxenham-Murphy, Holland Bloordview Kids Rehabilitation Hospital</td>
</tr>
<tr>
<td>119</td>
<td>Engaging Patients in Health System Transformation – The Formation of the Minister's Patient and Family Advisory Council</td>
<td>Ms. Jillian Paul, Ministry of Health and Long-Term Care</td>
</tr>
<tr>
<td>120</td>
<td>Improving Patient Safety through Never Event Action Teams – An Innovative Approach to Reducing Never Events</td>
<td>Mrs. Jennifer Quaglietta, North York General Hospital / Mrs. Renee Blomme, North York General Hospital</td>
</tr>
<tr>
<td>121</td>
<td>Partnering with Patients and Families to Deliver Innovative Patient- and Family-Centred Care Education</td>
<td>Mrs. Jennifer Quaglietta, North York General Hospital / Mr. Jamie Campbell, North York General Hospital</td>
</tr>
<tr>
<td>122</td>
<td>Comparison of Recruitment Strategies for Patient Engagement with Young Adults in Transition Care</td>
<td>Ms. Tracy Robinson, London Health Sciences Centre / Miss Kayla Brown, T1 Empowerment</td>
</tr>
<tr>
<td>123</td>
<td>Engaging Caregiver Partners in the Co-design of VHA HomeHealthCare’s Palliative Program</td>
<td>Mr. Enrique Saenz, VHA Home HealthCare</td>
</tr>
<tr>
<td>124</td>
<td>Caring Safely: Driving Preventable Harm to Zero with Patient Partners</td>
<td>Mrs. Kerseri Scane, University Health Network (UHN)</td>
</tr>
<tr>
<td>125</td>
<td>A Novel Collaborative Approach to Teach-back: Bringing Together a Patient Partner, Patient Education and Clinical Expertise</td>
<td>Ms. Leah Sultan-Khan, Patient &amp; Family Education Coordinator, Toronto Western Hospital, University Health Network / Miss Kathryn Zander, Toronto Western Hospital, University Health Network</td>
</tr>
<tr>
<td>126</td>
<td>The Advisor Experience Survey: Development of a Tool to Evaluate the Engagement Experience of Patient and Family Advisors</td>
<td>Ms. Lucia Vanta, Cancer Care Ontario</td>
</tr>
<tr>
<td>127</td>
<td>CCO Advisor Connect: Development of a Social Media Tool to Improve Patient Engagement</td>
<td>Ms. Lucia Vanta, Cancer Care Ontario</td>
</tr>
<tr>
<td>128</td>
<td>Untapped Potential - Engaging in Meaningful Client &amp; Family Partnerships to Drive High Quality Safe Care</td>
<td>Ms. Adrienne Zarem, Holland Bloordview Kids Rehabilitation Hospital</td>
</tr>
<tr>
<td>129</td>
<td>Engaging Patients and Families in designing a Better Patient Experience</td>
<td>Ms. Rosanne Zimmerman, Hamilton Health Sciences</td>
</tr>
<tr>
<td>#</td>
<td>Posters: Category 2 – Redesign the System to Support Quality Care</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>201</td>
<td>Better Access, Better Outcomes. A Quality Improvement Mental Health Project for People with Persistent and Chronic Mental Illness Followed by an ACT Team</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Shawnna Balasingham, Scarborough and Rouge Hospital / Ms. Joanne Fracassi, Scarborough and Rouge Hospital</td>
<td></td>
</tr>
<tr>
<td>202</td>
<td>Early integration of palliative care in Ontario: INTEGRATE Quality Improvement Project</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Sandy Buchman, University of Toronto, Toronto / Dr. Frances Wright, Cancer Care Ontario</td>
<td></td>
</tr>
<tr>
<td>203</td>
<td>Cancer Care Ontario’s Smoking Cessation initiative in Ontario’s Regional Cancer Centres: Refining program implementation to support quality cancer care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Erin Cameron, Cancer Care Ontario</td>
<td></td>
</tr>
<tr>
<td>204</td>
<td>Congestive Heart Failure - An Innovative Approach to Care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs. Wendy Cheung, North York General Hospital / Mrs. Susan Woollard, North York General Hospital</td>
<td></td>
</tr>
<tr>
<td>205</td>
<td>How bundled care change the journey for patients: A seamless cardiac surgery care experience for patients</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs. Rheta Fanizza, Saint Elizabeth Health Care</td>
<td></td>
</tr>
<tr>
<td>206</td>
<td>Utilization of a Multi-Pronged Methodology to Measure Patient Care Needs and Inform Staffing Models</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs. Tracey DasGupta, Sunnybrook Health Sciences Centre</td>
<td></td>
</tr>
<tr>
<td>207</td>
<td>Good Life with osteoArthritis from Denmark (GLA:D®), adapted for Canada</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Aileen Davis, Division of Health Care and Outcomes Research, Krembil Research Institute / Mrs. Rhona McClassword, Bone and Joint Canada</td>
<td></td>
</tr>
<tr>
<td>208</td>
<td>Medical Rehabilitation Redesign: One Team’s Journey</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs. Jackie Eli, Sinai Health System / Mrs. Swanthyng Yu, Sinai Health System</td>
<td></td>
</tr>
<tr>
<td>209</td>
<td>Managing Back Pain and Opioid Prescriptions through Inter-Professional Teams: Inform Staffing Models</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Bruce Flynn, Belleville Nurse Practitioner Led Clinic (BNPLC)</td>
<td></td>
</tr>
<tr>
<td>210</td>
<td>A Post-Discharge Partnership Supporting Vulnerable Patients (APPS-VP)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs. Gurwinder Gill, William Osler Health System</td>
<td></td>
</tr>
<tr>
<td>211</td>
<td>Regional Critical Care Response (RCCR) Program: An e-Health Initiative Providing Equity as a Dimension of Quality of Care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Edie Hart, Thunder Bay Regional Health Sciences Centre</td>
<td></td>
</tr>
<tr>
<td>212</td>
<td>Discharge Planning Pathway and Dashboard</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Carol Hatcher, Humber River Hospital / Mr. Mehdi Somji, Humber River Hospital</td>
<td></td>
</tr>
<tr>
<td>213</td>
<td>Closing the Loop on Important Communication (CLIC)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mr. Dean Henderson, Trillium Health Partners / Dr. Ben Fine, Trillium Health Partners</td>
<td></td>
</tr>
<tr>
<td>214</td>
<td>Improving the Medication Delivery Process in the Bluewater Health Emergency Department</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Missie Jackson, Bluewater Health / Mrs. Channa Jensen, Bluewater Health</td>
<td></td>
</tr>
<tr>
<td>215</td>
<td>Virtual visits: Friend or foe of patient-centred care?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mr. Chad Leaver, Canada Health Infoway</td>
<td></td>
</tr>
<tr>
<td>216</td>
<td>The Right Care, at the Right Time: The Impact of Implementing a Standardized Utilization Tool at a Mental Health Care Facility</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Michelle Lynk, Ontario Shores Centre for Mental Health Sciences / Mrs. Beth Brannon, Ontario Shores Centre for Mental Health Sciences</td>
<td></td>
</tr>
<tr>
<td>217</td>
<td>High Risk Detection of Delirium and Dementia at Bridgepoint Active Healthcare: An Innovative Initiative of Scale and Spread</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Prof. Susan MacRae, Bridgepoint Active Healthcare: Sinai Health System</td>
<td></td>
</tr>
<tr>
<td>218</td>
<td>Using Quality Improvement Plans to Enhance Osteoporosis Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mr. Saif Matti, Faulds Medicine Professional Corporation / Dr. Cathy Faulds, Faulds Medicine Professional Corporation</td>
<td></td>
</tr>
<tr>
<td>219</td>
<td>The Rehabilitative Care Alliance QBP Best Practices Initiative: Informing Rehabilitative Care Best Practice for Hip Fracture and Total Joint Replacement</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Kelly McIntyre Muddle, Rehabilitative Care Alliance</td>
<td></td>
</tr>
<tr>
<td>220</td>
<td>Achieving Evidence-Based Best Practice Wound Care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Cheryl Nicholas, Toronto Central Community Care Access Centre</td>
<td></td>
</tr>
<tr>
<td>221</td>
<td>Enhancing Quality of Care in a Chronic Pain Clinic: Incorporating a Biopsychosocial Approach to the Management of Chronic Pain</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Matilda Nowakowski, Chronic Pain Clinic, St. Joseph’s Healthcare Hamilton / Mr. Graham Nishikawa, Chronic Pain Clinic, St. Joseph’s Healthcare Hamilton</td>
<td></td>
</tr>
<tr>
<td>222</td>
<td>The Prevention of Error-Based Transfers (PoET) Project’s Ongoing Spread Story: Beyond the Pilot Project</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Jill Oliver, William Osler Health System / Dr. Paula Chidwick, William Osler Health System</td>
<td></td>
</tr>
<tr>
<td>223</td>
<td>Seamless Care Optimizing the Patient Experience (SCOPE)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Pauline Pariser, Department of Family Medicine and Community Medicine, University of Toronto</td>
<td></td>
</tr>
<tr>
<td>224</td>
<td>Cost of an Integrated Care Program to Reduce ED Visits During Diabetic Prisoner Court Hearings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mr. Tim Pauley, Toronto Central Community Care Access Centre / Ms. Josie Barbita, Toronto Central Community Care Access Centre</td>
<td></td>
</tr>
<tr>
<td>225</td>
<td>Tracking the Implementation of New Models of Care in Complex Malignant Hematology Using a Monitoring Tool</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Ada Payne, Cancer Care Ontario</td>
<td></td>
</tr>
<tr>
<td>226</td>
<td>Collaborative Medication Delivery Model in Community Care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Tiziana Pelusi, Peel Senior Link / Ms. Sonia Vitorino, Resident Care Pharmacy</td>
<td></td>
</tr>
<tr>
<td>227</td>
<td>Hospitals that Do Health Promotion: an Effective Way to Reorient Health Systems</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mr. Sharanyan Satthiyaseelan, Western University</td>
<td></td>
</tr>
<tr>
<td>228</td>
<td>Antimicrobial Stewardship in a Community Hospital</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mrs. Helen Shaw, Bluewater Health / Ms. Gayathri Radhakrishnan, Bluewater Health</td>
<td></td>
</tr>
<tr>
<td>229</td>
<td>Clinical and Cost Effectiveness Research into Walk In Counselling: A Comparison of Models for Delivery of Psychotherapy</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ms. Carol Stalker, Wilfrid Laurier University</td>
<td></td>
</tr>
<tr>
<td>230</td>
<td>Bringing Care Home: Initial Outcomes from an Inter-Organizational and Cross-Sectoral Geriatrics Community Outreach Team</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dr. Asenath Steiman, UHN-Toronto Rehab / Miss Agnes Kulinek, UHN-Toronto Rehab</td>
<td></td>
</tr>
<tr>
<td>Poster Number</td>
<td>Title</td>
<td>Author</td>
</tr>
<tr>
<td>--------------</td>
<td>----------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------</td>
</tr>
<tr>
<td>232</td>
<td>Equal treatment: Fracture Screening and Prevention Program is effective in balancing the gender gap in osteoporosis treatment of fragility fracture patients</td>
<td>Ms. Rebeka Sujic, St. Michael’s Hospital / Mr. Ravi Jain, Osteoporosis Canada</td>
</tr>
<tr>
<td>233</td>
<td>Using Engagement to Facilitate Cultural Change: Developing and Implementing a Family Presence Policy at St. Michael’s Hospital</td>
<td>Mrs. Erika Szego, St. Michael’s Hospital</td>
</tr>
<tr>
<td>234</td>
<td>The Health Links Approach to Coordinated Care Planning: We Can’t Afford to Not Do It</td>
<td>Mrs. Debbie Taylor, South Bruce Grey Health Centre / Ms. Sue McCutcheon, South West LHIN</td>
</tr>
<tr>
<td>235</td>
<td>Inception to Realization: Creating the Ultimate Hospital Experience</td>
<td>Ms. Tracey Taylor, Southlake Regional Health Centre / Ms. Betty Anne Whelan, Southlake Regional Health Centre</td>
</tr>
<tr>
<td>236</td>
<td>An Evidenced Based Care Model for Concussion in Ontario Workers</td>
<td>Dr. Aaron Thompson, Workplace Safety and Insurance Board</td>
</tr>
<tr>
<td>237</td>
<td>Failing Forward in Co-Design</td>
<td>Mr. Calium Tyrrell, Ontario Shores</td>
</tr>
<tr>
<td>238</td>
<td>Striving to kNOw Sepsis: The SickKids Inpatient Sepsis Pathway</td>
<td>Ms. Erin Vandeven, The Hospital for Sick Children / Ms. Julie Watson, The Hospital for Sick Children</td>
</tr>
<tr>
<td>239</td>
<td>Improving the availability of immediate breast reconstruction in Ontario: a quality initiative of the Surgical Oncology Program at Cancer Care Ontario</td>
<td>Ms. Amanda Veglia, Cancer Care Ontario</td>
</tr>
<tr>
<td>240</td>
<td>The SCI Knowledge Mobilization Network: Building infrastructure across a pan-Canadian community of practice to support best practice implementation</td>
<td>Mr. Saagar Walia, Parkwood Institute Research, Lawson Health Research Institute / Dr. Dalton Wolfe, Parkwood Institute Research, Lawson Health Research Institute</td>
</tr>
<tr>
<td>241</td>
<td>Off-Roading in the Right Direction: Transforming Transitions for ALC Clients with Mental Health and Addiction Challenges</td>
<td>Mrs. Debra Walko, LOFT Community Services / Mrs. Heather McDonald, LOFT Community Services</td>
</tr>
<tr>
<td>242</td>
<td>A capacity planning model to examine patient care closer to home using Google Maps and data visualization</td>
<td>Ms. Audrey Wong, Cancer Care Ontario / Mr. Jonathan Wang, Cancer Care Ontario</td>
</tr>
<tr>
<td>243</td>
<td>The Effect of Triage Assessments on Identifying Inflammatory Arthritis and Reducing Rheumatology Wait Times in Ontario</td>
<td>Mr. Ed Ziesmann, The Arthritis Society / Dr. Vandana Ahluwalia, Ontario Rheumatology Association</td>
</tr>
</tbody>
</table>

# Posters: Category 3 - Help Professionals and Caregivers to Thrive

<table>
<thead>
<tr>
<th>Poster Number</th>
<th>Title</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>301</td>
<td>The interRAI Children’s Algorithm for Mental Health and Psychiatric Services (ChAMhPs): A Tool for Determining Need and Urgency for Assessment and Services</td>
<td>Dr. Kim Arbeau, Child and Parent Resource Institute</td>
</tr>
<tr>
<td>302</td>
<td>The Client Voice Project</td>
<td>Mr. Janson Chan, York Region</td>
</tr>
<tr>
<td>303</td>
<td>Personalized Music for Dementia in Community Care</td>
<td>Ms. Catherine Chater, VHA Home Healthcare</td>
</tr>
<tr>
<td>304</td>
<td>Telepsychiatry at the Centre for Addiction and Mental Health: An Integrated Care Model</td>
<td>Dr. Allison Crawford, The Centre for Addiction and Mental Health (CAMH) / Ms. Eva Serhal, The Centre for Addiction and Mental Health (CAMH)</td>
</tr>
<tr>
<td>305</td>
<td>Healthy Foods in Champlain Hospitals: Investing in the health of our workforce through supportive retail food environments</td>
<td>Ms. Laurie Dojeiji, University of Ottawa Heart Institute</td>
</tr>
<tr>
<td>306</td>
<td>Quality Improvement &amp; Effective Transitions in Long-Term Care: Helping Professionals &amp; Caregivers to Thrive</td>
<td>Ms. Carrie Heer, St. Joseph’s Health Centre Guelph</td>
</tr>
<tr>
<td>307</td>
<td>The Sepsis Module: Measuring the Return on Investment of an Interprofessional Education Tool for the Early Detection and Management of Sepsis</td>
<td>Mr. Enoch Ho, Hamilton Health Sciences / Ms. Michelle Kwan, McMaster University</td>
</tr>
<tr>
<td>309</td>
<td>Improving organizational capacity for high quality implementation: Evaluating the Practicing Knowledge Translation Course</td>
<td>Ms. Sobia Khan, St. Michael’s Hospital / Ms. Shusmita Rashid, St. Michael’s Hospital</td>
</tr>
<tr>
<td>310</td>
<td>Transforming Mental Health: Supporting Client Recovery Goals with E-QIPed Staff</td>
<td>Ms. Kathy King, CMHA-Cochrane Timiskaming</td>
</tr>
<tr>
<td>311</td>
<td>Longitudinal Findings from Ontario’s Critical Care Workforce</td>
<td>Dr. Bernard Lawless, Critical Care Services Ontario / Ms. Cindy VandeVyvere, Critical Care Services Ontario</td>
</tr>
<tr>
<td>312</td>
<td>Benefitting from Being in the Spotlight: An inter-institutional collaboration to improve oral care in Saint-Louis Residence</td>
<td>Ms. Teresa Lee, Bruyère Continuing Care / Ms. Caroll Lepage, La Cité Collégiale</td>
</tr>
<tr>
<td>313</td>
<td>Development of an evidence-informed, theory-driven provider level intervention to improve opioid guideline adherence among family physicians</td>
<td>Dr. Pamela Leece, Public Health Ontario</td>
</tr>
<tr>
<td>314</td>
<td>Utilization study for Galaxy 12 paediatric outpatient clinics</td>
<td>Ms. Ashley Liu, Scarborough and Rouge Hospital</td>
</tr>
<tr>
<td>315</td>
<td>CQI - The HHS Way</td>
<td>Ms. Sandra Lloyd, Hamilton Health Sciences</td>
</tr>
<tr>
<td>316</td>
<td>Addressing Geriatric Pharmacotherapy Capacity in Waterloo Wellington: An Internet-Based Survey Needs Assessment</td>
<td>Ms. Janine Maitland, GenMedRisk / Dr. Joanne Ho, Schlegel-University of Waterloo Research Institute for Aging (RIA)</td>
</tr>
<tr>
<td>317</td>
<td>Supporting Frail Elderly Homebound Patients through a Geriatric Outreach Team (GOT) – Shared Care Model</td>
<td>Ms. Tony Merritt, North York General Hospital / Ms. Sandra Iafrate, Central Central Community Care Access Centre</td>
</tr>
<tr>
<td>318</td>
<td>Harnessing Multiple Quality Enablers to Improve Care Quality in Long-term Care: Ontario’s Centres for Learning, Research and Innovation in Long-term Care</td>
<td>Ms. Raquel Meyer, Baycrest Centre for Learning, Research and Innovation in Long-term Care / Ms. Chelsea White, Schlegel Centre for Learning, Research and Innovation in Long-term Care</td>
</tr>
</tbody>
</table>
### Posters: Category 3 – Help Professionals and Caregivers to Thrive (continued)

<table>
<thead>
<tr>
<th>Poster</th>
<th>Title</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>319</td>
<td>Accelerating Quality Improvement with Dashboards: The use of visual management to align, prioritize, monitor, transfer knowledge and spread improvement</td>
<td>Mrs. Jennifer Quaglietta, North York General Hospital / Ms. Amanda Bell, North York General Hospital</td>
</tr>
<tr>
<td>320</td>
<td>The use of hybrid quality boards in building accountability to help staff and caregivers thrive</td>
<td>Mrs. Jennifer Quaglietta, North York General Hospital / Mr. Talha Hussain, North York General Hospital</td>
</tr>
<tr>
<td>321</td>
<td>Trigger Match: A beta test of a serious game to improve team based dementia care</td>
<td>Ms. Jennifer Reguindin, Baycrest / Dr. Raquel Meyer, Baycrest</td>
</tr>
<tr>
<td>322</td>
<td>Improving documentation for ‘Treat and Release’ patients in the emergency department</td>
<td>Ms. Victoria Woolner, University Health Network</td>
</tr>
<tr>
<td>323</td>
<td>Helping caregivers to thrive in Long-Term Care: Development and evaluation of educational tools to promote communication skills at the end-of-life</td>
<td>Mrs. Valerie Fiset, Algonquin College / Ms. Ruth Richardson, Algonquin College</td>
</tr>
</tbody>
</table>

### Posters: Category 4 – Ensure Technology Works for All

<table>
<thead>
<tr>
<th>Poster</th>
<th>Title</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>401</td>
<td>Panic Attacks? There’s an App for that. Quality Improvement Work for Crisis Program Results in Increased Volumes and Better Patient Outcomes Using Technology</td>
<td>Ms. Shawnna Balasingham, Scarborough and Rouge Hospital / Dr. David Gratzer, Scarborough and Rouge Hospital</td>
</tr>
<tr>
<td>402</td>
<td>Remote post-acute monitoring reduces CHF readmissions</td>
<td>Ms. Cindy Fajardo, Ontario Telemedicine Network / Ms. Sandra Mierdel, Ontario Telemedicine Network</td>
</tr>
<tr>
<td>403</td>
<td>From Reactive to Proactive: Improving COPD Management through an EMR Decision Support Tool</td>
<td>Ms. Lirije Hyseni, The eHealth Centre of Excellence</td>
</tr>
<tr>
<td>405</td>
<td>Adoption of digital health technologies by clinicians and Canadians, national and Ontario perspectives</td>
<td>Mr. Chad Leaver, Canada Health Infoway</td>
</tr>
<tr>
<td>406</td>
<td>Improving Access to Specialty Care for Frail Homebound Older Adults in Toronto Using a Novel Telemedicine-Based Model of Care</td>
<td>Dr. Samir Sinha, Healthy Ageing and Geriatrics, Sinai Health System / Ms. Nga Truong, Department of Nursing, Sinai Health Syste,</td>
</tr>
<tr>
<td>407</td>
<td>Improving the Quality of Patient Care Through Technology and Inter-professional Collaboration</td>
<td>Ms. Yuki Wu, London Health Sciences Centre / Ms. Carly Henshaw, London Health Sciences Centre</td>
</tr>
</tbody>
</table>

### Posters: Category 5 – Support Innovation and Spread of Knowledge

<table>
<thead>
<tr>
<th>Poster</th>
<th>Title</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>502</td>
<td>Heel Pressure Ulcer Prevention</td>
<td>Ms. Debbie Hanna-Bull, Peterborough Regional Health Centre</td>
</tr>
<tr>
<td>503</td>
<td>Improving cardiometabolic risk in primary care through an innovative and effective team-based approach to diet and exercise: The CHANGE Program</td>
<td>Dr. Doug Klein, University of Alberta</td>
</tr>
<tr>
<td>504</td>
<td>High- versus Low-Intensity Prospective Audit and Feedback on Internal Medicine Wards and Impact on Antimicrobial Use at a Community Hospital</td>
<td>Dr. Bradley Langford, St.Joseph’s Health Centre / Dr. Mark Downing, St.Joseph’s Health Centre</td>
</tr>
<tr>
<td>505</td>
<td>A High Reliability Approach to Patient Safety</td>
<td>Ms. Michele Lindsay, Southlake Regional Health Centre / Ms. Julie Pike, Southlake Regional Health Centre</td>
</tr>
<tr>
<td>506</td>
<td>Interprofessional Geriatric Day Hospital Chronic Pain Management Benefits Sustained</td>
<td>Mrs. Greta Mah, North York General</td>
</tr>
<tr>
<td>507</td>
<td>A Continuous Quality Improvement Initiative to Reduce Imaging Utilization for Minor Head Injuries in the Emergency Department</td>
<td>Dr. Sameer Masood, University of Toronto / Dr. Lucas Chartier, University of Toronto</td>
</tr>
<tr>
<td>508</td>
<td>Innovation in Problem Solving: Co-designing an approach to reduce medication errors, using design thinking and Lean methodology</td>
<td>Ms. Mary McAllister, The Hospital for Sick Children / Ms. Lindsay Clarke, The Hospital for Sick Children</td>
</tr>
<tr>
<td>509</td>
<td>A prism approach: four lenses on obstetrical safety</td>
<td>Ms. Janice McVeety, Accreditation Canada</td>
</tr>
<tr>
<td>510</td>
<td>Enabling enhanced access to timely cancer statistics through an interactive mapping tool: Ontario Cancer Profiles</td>
<td>Mr. Todd Norwood, Cancer Care Ontario / Ms. Naomi Schwartz, Cancer Care Ontario</td>
</tr>
<tr>
<td>511</td>
<td>Integrated Patient Safety Action Plan</td>
<td>Ms. Chris Power, Canadian Patient Safety Institute</td>
</tr>
<tr>
<td>512</td>
<td>Routine Supplementation of Probiotics for Prevention of Necrotizing Enterocolitis in Premature Infants—a QI Project</td>
<td>Dr. Asaph Rolnitsky, Sunnybrook Health Sciences Centre</td>
</tr>
<tr>
<td>513</td>
<td>Reduction of CT Scan use in Emergency Department Patients with Recurrent Renal Colic</td>
<td>Dr. Dominic Shelton, Sunnybrook Health Sciences Centre</td>
</tr>
<tr>
<td>514</td>
<td>Social and Economic Impact of Hubs and Situation Tables - How They Are Transforming and Improving Care</td>
<td>Ms. Kerry-Lynn Wilkie, Langs / Mr. Bill Davidson, Langs</td>
</tr>
<tr>
<td>#</td>
<td>Posters: Category 6 – Monitor Performance with Quality in Mind</td>
<td>Author</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>601</td>
<td>Advancing the measurement of equity in health care through linked data</td>
<td>Dr. Sara Allin, Canadian Institute for Health Information</td>
</tr>
<tr>
<td>602</td>
<td>Stroke Prevention and AF Patients using Facilitated Quality Improvement</td>
<td>Ms. Nicola Banks, Myelin &amp; Associates</td>
</tr>
<tr>
<td>603</td>
<td>Health Care Utilization Following Coordinated Care Planning – A Matched Analysis</td>
<td>Dr. Iwona Bielska, Hamilton Niagara Haldimand Brant Local Health Integration Network / Ms. Kelly Cimek, Hamilton Niagara Haldimand Brant Local Health Integration Network</td>
</tr>
<tr>
<td>604</td>
<td>Reducing Catheter-Associated Urinary Tract Infections in Gynaecology Patients in a Community Teaching Hospital</td>
<td>Ms. Hannah Brooks, North York General Hospital</td>
</tr>
<tr>
<td>605</td>
<td>Beyond the numbers: Learning from patients’ written survey responses</td>
<td>Ms. Isabella Cheng, Sunnybrook Health Sciences Centre</td>
</tr>
<tr>
<td>606</td>
<td>Partners in Evaluation for Quality in Long-Term Care – A 360-Degree Evaluation Framework</td>
<td>Mrs. Michelle Crick, Bruyere Research Institute</td>
</tr>
<tr>
<td>607</td>
<td>Quality Improvement Fundamentals: Enabling sustainable change via system measurement and evaluation</td>
<td>Mr. Arun Dixit, North York General Hospital / Mr. Mike Sharma, North York General Hospital</td>
</tr>
<tr>
<td>608</td>
<td>I Can Push - Supporting Informed Choice for Women After a Prior Cesarean using a VBAC Bundle</td>
<td>Dr. Jessica Dy, The Ottawa Hospital</td>
</tr>
<tr>
<td>609</td>
<td>Managing the Performance of Health Systems: State of the Field and Research Agenda</td>
<td>Dr. Jenna Evans, Cancer Care Ontario</td>
</tr>
<tr>
<td>610</td>
<td>Using the interRAI Child and Youth Mental Health (ChYMH) Assessment to understand Child and Youth Mental Health in Ontario</td>
<td>Ms. Andrea Fleischhauer, Child and Parent Resource Institute</td>
</tr>
<tr>
<td>611</td>
<td>Unnecessary Care in Canada: Measuring Choosing Wisely Recommendations</td>
<td>Ms. Katerina Gapanenko, Canadian Institute for Health Information</td>
</tr>
<tr>
<td>612</td>
<td>Impact of immediate audit and feedback to physicians regarding adherence to updated transfusion guidelines in a community hospital</td>
<td>Dr. Debra Hutchinson, Joseph Brant Hospital / Dr. Wes Stephen, Joseph Brant Hospital</td>
</tr>
<tr>
<td>613</td>
<td>Data Surveillance: taking a closer look at the quality of Ontario’s data</td>
<td>Ms. Maureen Kelly, Canadian Institute for Health Information / Willemse Chrissy,</td>
</tr>
<tr>
<td>614</td>
<td>Improving opioid guideline adherence: evaluation of a multifaceted, theory-informed pilot intervention for family physicians</td>
<td>Dr. Pamela Leece, Public Health Ontario</td>
</tr>
<tr>
<td>615</td>
<td>Setting Benchmarks for Rehabilitative Care: Determining and Reporting Benchmarks</td>
<td>Ms. Charissa Levy, Rehabilitative Care Alliance / Ms. Rebecca Ho, Rehabilitative Care Alliance</td>
</tr>
<tr>
<td>616</td>
<td>The Baby Friendly Initiative (BFI) journey at Scarborough and Rouge Hospital (SRH)</td>
<td>Ms. Ashley Liu, Scarborough and Rouge Hospital</td>
</tr>
<tr>
<td>617</td>
<td>Assessing Medical Team Discussions of Sedation, Pain, and Delirium: A Quality Improvement Initiative in the ICU</td>
<td>Miss Meghan McKay, Kingston General Hospital</td>
</tr>
<tr>
<td>618</td>
<td>Evaluating Quality Management Program Reports: Overview and Lessons Learned</td>
<td>Ms. Kaileah McKellar, College of Physicians and Surgeons of Ontario</td>
</tr>
<tr>
<td>619</td>
<td>Measuring EMR Data Quality Improves Care as Well as Quality and Use of EMR Data</td>
<td>Ms. Carol Mulder, Association of Family Health Teams of Ontario / Mr. Jamie Sample, Association of Family Health Teams of Ontario</td>
</tr>
<tr>
<td>620</td>
<td>Barriers and facilitators to use of a maternal newborn audit and feedback system in Ontario: A case study comparison</td>
<td>Mrs. Jessica Reszel, Better Outcomes Registry &amp; Network (BORN) Ontario and Children’s Hospital of Eastern Ontario (CHEO) Research Institute / Dr. Sandra Dunn, Better Outcomes Registry &amp; Network (BORN) Ontario and Children’s Hospital of Eastern Ontario (CHEO) Research Institute</td>
</tr>
<tr>
<td>621</td>
<td>Achieving Quality &amp; Value via Integrated Operations Management Planning &amp; Performance Monitoring</td>
<td>Dr. Jackie Schleifer Taylor, London Health Sciences Centre</td>
</tr>
<tr>
<td>622</td>
<td>Identifying quality indicators for General Internal Medicine hospital care, a GEMINI project</td>
<td>Ms. Sonam Shah, University of Toronto, Faculty of Medicine / Ms. Annie Wang, University of Toronto, Faculty of Medicine</td>
</tr>
<tr>
<td>623</td>
<td>Managing an Influenza Outbreak in a Community Hospital</td>
<td>Mrs. Helen Shaw, Bluewater Health / Mrs. Danielle Huston, Bluewater Health</td>
</tr>
<tr>
<td>624</td>
<td>The Power of Data to Improve Practice - Safe Medication Administration</td>
<td>Mrs. Heather Sulkers, Centre for Addiction and Mental Health</td>
</tr>
<tr>
<td>625</td>
<td>The effect of an electronic audit and feedback system on six key performance indicators in Ontario: The BORN Maternal Newborn Dashboard</td>
<td>Dr. Deborah Weiss, Better Outcomes Registry &amp; Network (BORN) Ontario and Children’s Hospital of Eastern Ontario (CHEO) Research Institute</td>
</tr>
<tr>
<td>626</td>
<td>Efficiency in the Operating Room: Improving First Case Starting Times</td>
<td>Mr. Ryan Wood, Cancer Care Ontario</td>
</tr>
<tr>
<td>#</td>
<td>Posters: Category 7: Build a Quality Driven Culture</td>
<td>Author</td>
</tr>
<tr>
<td>---</td>
<td>---------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>701</td>
<td>Building a Quality Driven Culture: a path to Health Equity</td>
<td>Miss Leslie Barnes, Services and Housing In the Province (SHIP)</td>
</tr>
<tr>
<td>702</td>
<td>An Interdisciplinary Lung Cancer Clinic: A Quality Improvement Pilot Project to Decrease Time to Assessment and Treatment Following a New Diagnosis of Lung Cancer</td>
<td>Mrs. Erin Brown, South East Regional Cancer Program</td>
</tr>
<tr>
<td>703</td>
<td>Ontario Ethics Quality Improvement Network (OEQIN): A New Community of Practice Promoting Patient Centred Care and System Efficiency</td>
<td>Dr. Paula Chidwick, William Osler Health System / Dr. Jill Oliver, William Osler Health System</td>
</tr>
<tr>
<td>704</td>
<td>Improving handover from cardiac surgery to cardiac recovery unit</td>
<td>Ms. Lauren Crosby, Schulich School of Medicine and Dentistry / Mr. Thomas So, Schulich School of Medicine and Dentistry</td>
</tr>
<tr>
<td>705</td>
<td>Measuring Health Equity in TC LHIN: Collecting and Using Patient/Client Demographic Data in Health Care Organizations</td>
<td>Ms. Marylin Kanee, Sinai Health System / Ms. Caroline Bennett-AbuAyyash, Sinai Health System</td>
</tr>
<tr>
<td>706</td>
<td>Improving Transitions for Complex Care Populations from SickKids to Holland Bloorview</td>
<td>Dr. Tomasz Czarny, Hospital for Sick Children / Ms. Nadia Tavernese, Hospital for Sick Children</td>
</tr>
<tr>
<td>707</td>
<td>Improving the advance care planning process for general medicine in the acute care setting</td>
<td>Ms. Wendy Kingsburgh, Sunnybrook Health Sciences Centre</td>
</tr>
<tr>
<td>708</td>
<td>Simcoe County Community Paramedicine Partnership with the NSM Health Links and SSNYR HL</td>
<td>Mr. Kyle MacCallum, County of Simcoe Paramedic Service</td>
</tr>
<tr>
<td>709</td>
<td>Improving the consistent use of Outcomes Measures in pediatric rehabilitation</td>
<td>Ms. Joanne Maxwell, Holland Bloorview Kids Rehabilitation Hospital / Ms. Andrea Hatherell, Holland Bloorview Kids Rehabilitation Hospital</td>
</tr>
<tr>
<td>710</td>
<td>Improving Specimen Collection Quality and Patient Safety; an Interprofessional Practice Model at Work</td>
<td>Mrs. Susan Mcilroy, Kingston General Hospital</td>
</tr>
<tr>
<td>711</td>
<td>Innovating Undergraduate Medical Education Curriculum with Interprofessional Patient Safety and Quality Improvement Projects</td>
<td>Dr. Scott McKay, Western University</td>
</tr>
<tr>
<td>712</td>
<td>Building Innovation Capacity – Operations Research and Big Data at Scarborough Rouge Hospital</td>
<td>Mr. Alfred Ng, Scarborough Rouge Hospital</td>
</tr>
<tr>
<td>713</td>
<td>Changing Operating Room Traffic Culture to Reduce Surgical Site Infections</td>
<td>Ms. Mahsa Sadeghi, Sunnybrook Health Sciences Center / Dr. Avery Nathens, Sunnybrook Health Sciences Center</td>
</tr>
</tbody>
</table>