

Leadership Summit: Population Based Approach to Care

Building on the experiences of improving care for patients with complex needs



Location	Chestnut Residence & Conference Centre	Date Time	November 30, 2018 8:00 a.m. – 4:30 p.m.
Summit Objectives	<p>Objectives:</p> <ul style="list-style-type: none"> • Learn about the patient experience and how care is coordinated and delivered for those with complex conditions and needs, including mental health and addictions conditions • Discuss how the model of coordinated care has matured over time to create new opportunities for improving care for broader populations • Discuss how to apply these lessons to improving mental health and addictions care more broadly in Ontario • Engage with thought leaders, patients, and like-minded clinicians to share, learn, and accelerate action on priorities for the health system 		
Time	Topic		
8:00 am – 8:30 am	Registration and Networking		
8:30 am – 8:55 am Main Ballroom	<p>Welcome and Opening Remarks Introductions by:</p> <ul style="list-style-type: none"> • Lee Fairclough – <i>Vice President Quality Improvement</i>, Health Quality Ontario (HQO) • Paul Huras – <i>Chief Executive Officer</i>, South East Local Health Integrated Network (SE LHIN) 		
8:55 am – 9:55 am Main Ballroom	<p>Plenary Session 1: Improving Patient Care through Successful Transitions and Coordination This session will provide participants with patient, provider and system-level perspectives on the impact of coordinated care and how to create successful transitions.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Learn how to empower patients to transition successfully across sectors/organizations using coordinated care plans 2. Understand how addressing the social determinants of health impacts the success of patient care 3. Using data to understand the system impact on patients with complex needs <p>Speakers:</p> <ul style="list-style-type: none"> • Tammy Stadt – <i>Patient Representative</i> • Lyn Linton – <i>Executive Director</i>, Gateway Community Health Centre • Walter Wodchis – <i>Adjunct Scientist</i>, Institute for Clinical Evaluative Sciences (ICES) <p>Moderator: Paul Huras – <i>Chief Executive Officer</i>, South East LHIN</p>		
9:55 am – 10:30 am Main Ballroom	<p>Remarks from Helen Angus, Deputy Minister, Ministry of Health and Long-Term Care</p> <p>Moderator: Lee Fairclough – <i>Vice President Quality Improvement</i>, Health Quality Ontario (HQO)</p>		
10:30 am – 10:45 am	Break		

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<p>10:45 am – 11:30 am Main Ballroom</p>	<p>Plenary Session 2: Collaboration/Relationships enabling Partnerships - Moving from “I to We” - How partnerships improve care for patients</p> <p>This session will provide participants with a perspective on system change:</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Provide participants with practical strategies to support both formal and informal partnerships 2. How regional teams are leading partnerships to enable improved patient care 3. Provide participants with the opportunity to have an interactive discussion around collaborative relationships <p>Speakers:</p> <ul style="list-style-type: none"> • Dave Holmes – <i>Provincial Constable, Ontario Provincial Police (OPP)</i> • Philip Browne – <i>Inspector Detachment Commander, Ontario Provincial Police (OPP)</i> • Paula Reaume-Zimmer – <i>Integrated Vice President, Mental Health & Addictions Services, Bluewater Health and CMHA Lambton Kent</i> <p>Moderator: David Kaplan, Chief Clinical Quality, Health Quality Ontario</p>
<p>11:30 am– 12:45pm (75 minutes)</p>	<p>Lunch Break (lunch will not be provided) and Breakout Session Instructions</p>
<p>Breakout Session 1</p> <p>12:45 pm – 2:00pm St. Patrick and St. David Rooms – 3rd Floor</p>	<p>Breakout Session 1: Improvements in care coordination through digitally enabled technology: World Café</p> <p>This session will provide participants on how technology is supporting better care and care coordination by enabling teams to function better together.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Provide participants with knowledge around keeping patient privacy and consent at the forefront while using technology to communicate across the system 2. Learn about best practices when system partners use the CCP to close the communication loop as patients transition from hospital to community 3. Learn more about other technologies that are used to help facilitate care coordination for patient care <p>Session 1A CHRIS/ HPG & SHiiP</p> <ul style="list-style-type: none"> • Danny Mainville – <i>Program Manager Digital E Health & Charlene Brown</i> – <i>Director, Home and Community Care Patient Services, Central LHIN (CHRIS HPG)</i> • Michael Spinks – <i>Director Quality, Technology, Analytics and Performance, South East LHIN, Sherri Hudson</i> – <i>Executive Director, Upper Canada Family Health Team & Dianne McIntyre</i> – <i>Clinical Manager, Upper Canada Family Health Team (SHiiP)</i> <p>Privacy Law</p> <ul style="list-style-type: none"> • Kate Dewhirst – <i>Health Lawyer</i> <p>Session 1B OTN/ eConsult</p> <ul style="list-style-type: none"> • Cindy Wasyliw – <i>Engagement Lead, Ontario Telemedicine Network (OTN)</i> • Dr. Erin Keely – <i>Chief, Division of Endocrinology and Metabolism, The Ottawa Hospital (eConsult)</i> <p>eLearning Modules</p> <ul style="list-style-type: none"> • Charmaine Lodge – <i>Director, Professional Practice and Programming, Mississauga Halton LHIN</i> • Sandra Vaughn – <i>Accounts Manager, Metrix</i> <p>Moderators: Lorri Eckler – <i>Director, Program Delivery, Health Quality Ontario & Joanne Fernandes</i> – <i>Manager, Program Delivery, Health Quality Ontario</i></p>

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<p>Breakout Session 2 12:45 pm – 2:00 pm Ballroom East</p>	<p>Breakout Session 2: Benefits in care as patient identification and coordinated care progress in maturity This session will provide participants with a perspective from leaders and their experiences of targeting processes that mature over time to improve care coordination for patients.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Learn how to improve care by maturing clinical processes to further integrate systems enabling patient identification and care coordination capabilities across regions 2. Understand how patients and caregivers are engaged in care coordination and how they are empowered to be active members of the care team 3. Learn how the analysis of data adds value to the system and drives improvement across regions <p>Speakers:</p> <ul style="list-style-type: none"> • Karen O'Connor – <i>Senior Director, LOFT Community Services</i> • Amber Alpaugh-Bishop – <i>Director, Planning & Integration, Elgin Sub-Region</i> & Jennifer Mills Beaton – <i>Program Lead, Health Links, South West LHIN</i> • Anum Rafiq – <i>Senior Manager Quality Improvement LHIN Initiatives, Central East LHIN</i> • Paula Greco – <i>Senior Lead, Program Evaluation, Champlain LHIN</i> • Carol Fancott – <i>Director, Patient and Citizen Engagement, Canadian Foundation for Healthcare Improvement (CFHI)</i> <p>Moderator: Dave Pearson – <i>Director, Sub-Region Planning & Integration, Central West LHIN</i></p>
<p>Breakout Session 3 12:45 pm -2:00 pm Ballroom Centre</p>	<p>Breakout Session 3: Joint efforts for quality improvement in Mental Health and Addictions Care This session will provide participants with an opportunity to understand and discuss how to improve care and collaborate with others to provide best results for those with Mental Health and Addictions.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Examine the barriers and enablers of care coordination from the perspective of the system, health service provider, and patient 2. Illustrate the importance of how care coordination can integrate services for the mental health population 3. Describe collaboration within a region focusing on cross sector partnerships to improve mental health in the complex mental health population 4. Connecting the dots to help patients at discharge so they have a better experience <p>Speakers:</p> <ul style="list-style-type: none"> • Michael Dunn – <i>Director of Quality Improvement & Debbie Bang</i> – <i>Director of Quality Improvement, Addictions and Mental Health Ontario</i> • Helen Harris – <i>Manager, Health Links</i> & Todd Sholtz – <i>Social Worker, St. Joseph's Hamilton Healthcare</i> • Rebecca Shields – <i>Chief Executive Officer, York & South Simcoe, Canadian Mental Health Association</i> • Betty-Lou Kristy – <i>Director, Centre for Innovation in Peer Support</i> <p>Moderator: Paula Reaume-Zimmer – <i>Integrated VP, Mental Health & Addictions Services, Bluewater Health and CMHA Lambton Kent</i></p>
<p>2:00 – 2:15pm (15 minutes)</p>	<p>Break</p>

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<p>2:15 pm – 3:15pm Main Ballroom</p>	<p>Plenary Session 3: Applying lessons learned to improve Mental Health & Addictions in Ontario This session will provide participants with a system view of the effects of Mental Health in the broader population and the work underway to improve mental health and addictions for those patients with complex needs.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Learn from mental health and addictions care providers across the province, focusing on the patient perspective, provincial direction for mental health and addictions care and LHIN/sub-region collaboration to improve local-level care 2. Use quality standards as a guide to high-quality patient care for people with mental health conditions 3. Learn about regional strategies being developed and implemented in response to identified gaps <p>Speakers:</p> <ul style="list-style-type: none"> • Camille Quenneville – <i>Chief Executive Officer, Ontario Division, CMHA</i> • Dr. Phil Klassen – <i>VP Medical Affairs, Ontario Shores Centre for Mental Health Sciences</i> • Dr Harry O’Halloran – <i>Physician, Georgian Bay Family Health Team (Collingwood)</i> <p>Moderator: Susan Fitzpatrick – <i>Chief Executive Officer, Toronto Central LHIN</i></p>
<p>3:15 – 4:15 Main Ballroom</p>	<p>Plenary Session 4: Fireside Chat: Innovation designed to close the gaps This session will discuss innovations in mental health care that are needed to deliver the care we should aspire to in Ontario.</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Share innovations and a future mental health care system that will improve coordination of care, patient transitions across sector and overall outcomes of care 2. Hear about success stories around overcoming barriers 3. Hear from visionary leaders about what it means to reduce the gaps in mental health and addictions across the lifespan <p>Speakers:</p> <ul style="list-style-type: none"> • Steve Keczem – <i>Patient Representative</i> • Kimberly Moran – <i>Chief Executive Officer, Children’s Mental Health Ontario (CMHO)</i> • Dr. Paul Preston – <i>VP Clinical, Sub-Region Primary Care Lead for Nipissing/Temiskaming; Clinical Quality Lead, North East LHIN</i> • Dr. Paul Kurdyak - <i>Director, Health Outcomes and Performance Evaluation, Institute for Mental Health Policy Research and Medical Director, Performance Improvement, CAMH</i> <p>Moderator: Lee Fairclough – <i>Vice President Quality Improvement, Health Quality Ontario (HQO)</i></p>
<p>4:15 – 4:30 Main Ballroom</p>	<p>Closing Remarks by:</p> <ul style="list-style-type: none"> • Lee Fairclough – <i>Vice President Quality Improvement, Health Quality Ontario (HQO)</i> • Paul Huras – <i>Chief Executive Officer, South East Local Health Integrated Network</i>