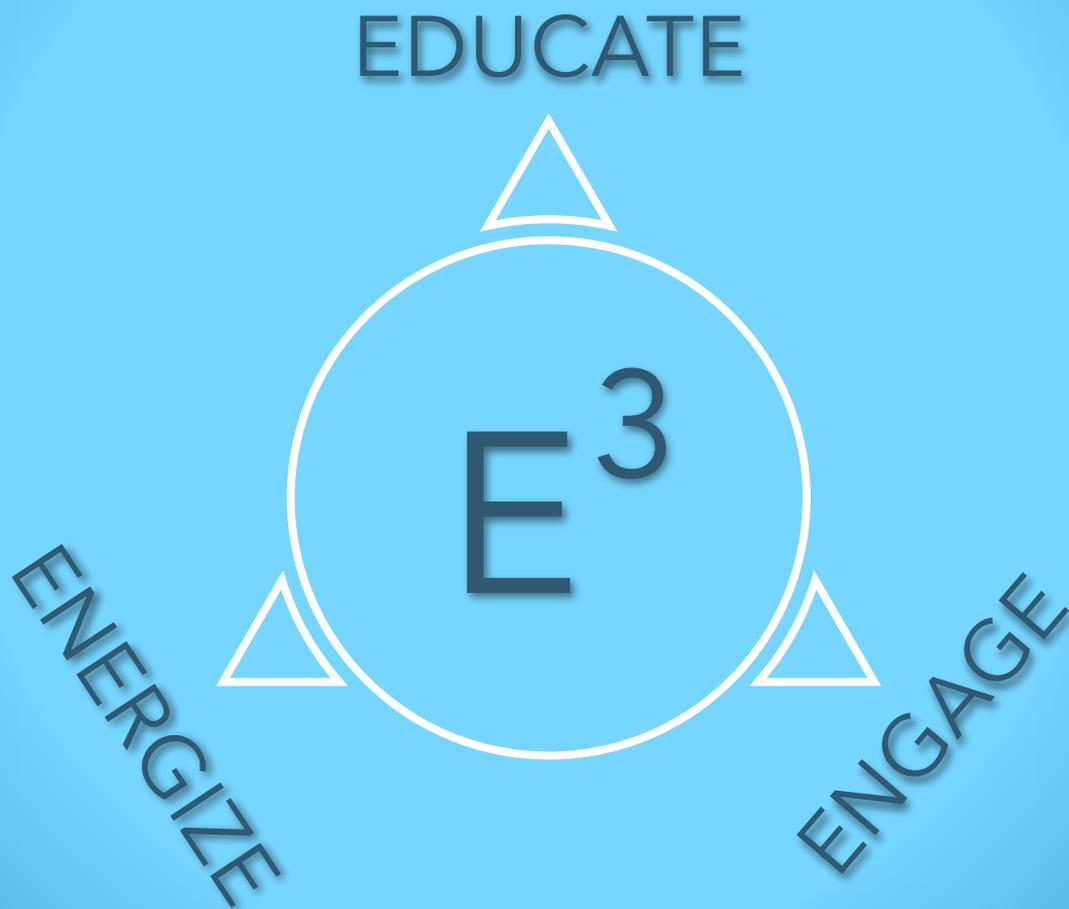


WRHA Critical Care Program Outcomes Improvement Team Presents:

The 6th Annual Critical Care Quality Improvement Symposium



BE THE CHANGE

June 1, 2017

MORNING SESSIONS

- 7:30 **Breakfast** (Registration Opens)
- 8:00-8:10 **Welcome and Introduction to the Day!**
Critical Care OI Team Leadership
- 8:10 -9:30 **The WOW Factor: How to Develop a Continuous Improvement Culture**
Michael Bayer
We all want to deliver the WOW to our patients, their families and each other. However, do we really understand what a WOW experience is? Is there more than one definition of WOW? How do we deliver it? How do we sustain it? Michael Bayer, the "Dean of Lean" will guide us through the journey of delivering and sustaining a WOW experience.
- 9:35- 10:20 **Workshop A Sessions**
(Participate in One of Five Concurrent Workshops)
- 10:20 - 10:40 **Nutrition Break**
- 10:40 - 11:25 **Workshop B Sessions**
(Participate in One of Five Concurrent Workshops)
- 11:30 -12:15 **ICU Project Poster Mix & Mingle**
Get inspired during a QI poster walk about. Visit and talk to other groups to discuss their projects at your leisure. We will reflect upon your questions / comments during a facilitated discussion after lunch.
- 12:15-13:00 **Lunch**

AFTERNOON SESSIONS

- 13:00-13:45 **Poster Discussion**
A facilitated discussion of our local critical care projects. This is a chance to learn from each other as we discuss the challenges and successes over the past year, and brainstorm possible solutions and new directions for the future.
- 13:50-14:35 **Workshop C Sessions**
(Participate in One of Five Concurrent Workshops)
- 14:35-14:55 **Nutrition Break**
- 14:55-15:40 **Workshop D Sessions**
(Participate in One of Five Concurrent Workshops)
- 15:45 -16:10 **Putting it all Together**
The 3-6-9 exercise: where the rubber hits the road... how are you going to improve the care in your environment?
- 16:10-16:30 **Wrap-up and Awards**
Celebrate successes throughout the region
- 16:30-18:00 **Wine and Cheese Networking** (Cash Bar)
Interact, imbibe and get inspired with colleagues and friends.
This is your after party, enjoy!

MORNING WORKSHOPS

When The !@#\$\$ Hits The Fan: What To Say and How To Say It

Facilitator: Lawrence Gillman

Medical errors are associated with approximately 100,000 annual deaths in the United States alone. Most errors are not from inadequate knowledge or procedural inability; rather, they are caused by non-technical deficiencies in team leadership, communication, and situational awareness. In this session, we will use low fidelity simulation to illustrate the unique dynamics created by a multidisciplinary team and identify strategies to optimize them during a medical crisis.

A, B, C Not As Easy As 1, 2, 3...Unlocking Misconceptions of Sedation In ICU

Facilitator: Allan Garland

Agents to promote analgesia and sedation are among the most universally used drugs in ICUs. Yet despite data accumulated over the past 15 years indicating that all these agents have important and common adverse effects, there still are many misconceptions about when and how to use them. In this workshop we will explore this information, and recognize strategies for safe and appropriate use of analgesia and sedation in the ICU.

Searching for Answers: Ethics in Critical Care

Facilitator: Jennifer Dunsford

This workshop will provide a brief introduction to ethical decision-making in critical care settings. Using critical care-focused case studies, we will address the following questions: What is ethics? How do we know it's ethics? What's ethical about my job? Resources and strategies for ethical decision-making will also be provided.

From Spiritual to Practical: Understanding the Needs of Indigenous Patients & Families at the End of Life

Facilitator: Tim Hiebert and Margaret Lavallee

Barriers to providing best care to Indigenous peoples include both historical and contemporary factors such as residential school system, poor cultural understanding, and racism. Awareness of indigenous experiences and perspectives including traditional spirituality and the Seven Sacred Teachings can provide key insights into the needs of indigenous people facing the end of life. Through a case based discussion, participants will explore how we can apply these traditional Indigenous Spiritual principles to the care of our patients.

The WOW of Culture Change: Best Practices You Can Initiate Immediately

Facilitator: Micheal Bayer

The challenge of initiating and sustaining any culture change is determining where to start. We will delve more deeply into topics that were touched on during the keynote. You will learn practical, simple best practices that will have a major impact on your unit.



*The Value of an Experience is not
in seeing much but in seeing wisely
- Sir William Osler*

**THANK YOU!
TO THE ICU PHYSICIANS FUND FOR HELPING SUPPORT THIS EVENT**

AFTERNOON WORKSHOPS

Takin' It To The Streets - Beyond the "Doobie" Brothers

Facilitator: Owen Mooney

Recently, the number of patients admitted to ICU's across the city with opioid-related complications, namely overdose, has increased dramatically. This problem has been worsened due to the increasing use of more potent opioids and emerging drugs of abuse, such as fentanyl and carfentanil. A case based discussion will focus on the history of opioid dependence, over-dose, and harm reduction strategies as it pertains to an ICU population.

When Existential Crisis Hits...Who Ya Gonna Call?

Facilitators: Vicki Verge and Adel Compton

In 1927 Francis Peabody remarked that, "The secret of the care of the patient is caring for the patient". Our models of care need to assess and intervene for the well-being of a sick person considering biological, psychological, spiritual and socio-cultural factors at all stages of health. When we address these issues we improve patient family satisfaction, reduce anxiety, and improve communication. Come and learn how early collaboration with Social Workers and Spiritual Health Service providers can improve and support quality care.

Opening The Door To The Resus Room - How Do We Bring The Family In?

Facilitator: Lynne Granke

Using an interactive, experiential process, participants will gain an understanding of how family presence during resuscitation (FPDR) supports the patient and the family in what is often, end of life care. Participants will learn key principles necessary to support families during a code blue, and how to identify and support those who may benefit from being at the bedside during resuscitation.

IMPROVing Clinical Communication through medical IMPROV

Facilitators: Andrea del Campo and Jane Testar

This workshop will be a brief introduction to a novel and fun approach to improving clinical skills. Medical Improv is the adaptation of improvisational theatre principles and training techniques to improve communication, cognition, and teamwork in the field of medicine. Participants will engage in improv training exercises facilitated by an improv actor. After each exercise there will be a short discussion linking the exercise to a specific clinical communication skill.

The WOW Communication Experience

Facilitator: Micheal Bayer

The way we communicate to our patients, their families and to each other defines their experience. Would they feel it's a WOW experience? In this breakout we will build on the principles discussed in the keynote and take our communications to the next level. It is a journey of self discovery and improvement.

SYMPOSIUM VENUE

The Quality Symposium will be held at the Canad Inns Club Regent Casino Hotel, 1415 Regent Ave West, Winnipeg, MB

Free parking available. Breakfast, Lunch and snacks provided. Cash Bar for wine and cheese.

Overnight accommodations available at a discounted rate for symposium attendees before May 1st. Contact Canad Inns directly and refer to Group No. 338227 when reserving your room.



REGISTRATION AND COST

Registration fee is \$95. Early bird registration is \$85 if payment is received before May 1, 2017.

Room capacity for workshops is limited. Register early to get your workshop preference!

Registration Form can be Faxed or Mailed or E-mailed to:

Sarah Bernaldo

Attn: WRHA Improvement Symposium 2017

Health Sciences Centre, GF419A - 820 Sherbrook Street, Winnipeg, MB R3A 1R9

Fax: 204-787-4826 Phone: 204-787-1634 Email: sbernaldo@hsc.mb.ca

Cheque payable to: Health Sciences Centre Critical Care

A few scholarships for registration are available for people working in a WRHA ICU. Talk to your unit manager if you would like to apply.

FACULTY

KEYNOTE SPEAKER

Micheal Bayer , LEAN Consulting Group

Micheal, an internationally recognized change expert, dubbed "The Dean of Lean", teaches organizations the living, breathing, essential LEAN processes that build successful, self-sustaining cultures. He has assisted many healthcare organizations across North America in their quality initiatives.



WORKSHOP LEADERS

Adel Compton BScN MDiv STM, WRHA Regional Director of Spiritual Health Services

Andrea del Campo Winnipeg based actor, improviser, singer and producer. Founding member of musical improv company, Outside Joke.

Jennifer Dunsford RN, MN, Regional Director for WRHA Ethics Services and Co-chair of the Manitoba Provincial Health Ethics Network.

Allan Garland MD MA, Critical Care Physician and Respiriologist, Co-head Section of Critical Care, University of MB.

Lawrence Gillman MD MMedEd FRCSC FACS Critical Care Physician, Trauma and Acute Care Surgeon, University of MB.

Lynn Granke BA MDiv, Manager of Spiritual Care, Victoria Hospital.

Tim Hiebert MSc MD FRCPC. Palliative Care Physician & Internist, WRHA.

Margaret Lavallee. Anishinaabe elder. Elder in Residence, Rady Max College of Medicine Centre for Aboriginal Health Education

Owen Mooney MD FRCPC Critical Care Physician & Internist, University of MB.

Jane Testar Actor, improviser, writer and stand-up comedian. Member of musical improv company Outside Joke. Writer for CBC radio

Vicki Verge MSW, RSW WRHA Regional Director of Social Work

SYMPOSIUM PLANNING COMMITTEE

Sarah Bernaldo, Marlene Ash, Rita Derksen, Basil Evan, Dave Easton, Gregg Eschun, Kim Esopenko, Trudy Nernberg, Kendiss Olafson and Heather Smith

This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification program of The Royal College of Physicians and Surgeons of Canada and approved by the University of Manitoba.

Registration Form



Name: _____

Primary Site: _____

Discipline/Department: _____

Contact Phone Number: _____

E-mail: _____

Please choose your workshop preferences 1 to 5;
1 being your first choice, 2 second choice etc)

Morning Workshops (Workshop A/B):

____ Team Crisis Communication

____ Pain/Sedation

____ Ethics

____ The WOW Factor

____ Indigenous Beliefs/EOL

Afternoon Workshops (Workshop C/D):

____ Narcotic Epidemic

____ Who are you Gonna Call

____ IMPROVing Communication

____ Family Presence

____ WOW Communication

We will do our best to accommodate everyone's workshop preference, however room capacity is limited. Register early to avoid disappointment.

Yes, I will attend the "Wine and Cheese"

(Let us know so Dave can start making cheese for everyone...)

Registration fee is \$95.

Early bird registration is \$85 if payment is received before May 1, 2017.

Please Complete Registration Form and Fax or Mail To:

Sarah Bernaldo

Attn: WRHA Improvement Symposium 2016

Health Sciences Centre

GF419A - 820 Sherbrook Street

Winnipeg, MB R3A 1R9

Fax: 204-787-3069

Phone: 204-787-1634

E-mail: sberaldo@hsc.mb.ca

Cheques payable to: Health Sciences Centre Critical Care

Note: No post-dated cheques please

Payment onsite is an option (cash or cheque only)