



BCCPA 2015 Annual Conference Agenda

Sustainability through Innovation

May 24-26, 2015 – Whistler, BC

Sunday, May 24, 2015

10:00 am to 4:00 pm	Golf tournament and Peak 2 Peak site seeing experience
12:00 pm to 8:00 pm	Registration
6:00 pm to 10:00 pm	Welcome Reception / Entertainment - Music by Concerts for Care

Monday, May 25, 2015

7:30 am to 8:30 am	Networking Breakfast
8:30 am to 8:35 am	Opening Greeting – Dave Cheperdak (BCCPA Board President)
8:35 am to 8:45 am	Welcome Address – TBA
8:45 am to 9:05 am	Sustainability and Innovation in the Continuing Care Sector - Daniel Fontaine (CEO BCCPA)

Plenary A: Panel on Sustainability and Innovation in Continuing Care

“The Innovation Paradigm: Delivering Excellence and Sustainability in Continuing Care.”

Panelists:

- **Moderator:** Bill Good, Veteran British Columbia Broadcaster
- Robert Ghiz, former Premier of Prince Edward Island and co-lead of the first Health Care Innovation Working Group (HCIWG)
- Dr. Sacha Bhatia, Director of the Institute for Health System Solutions and Virtual Care at Women’s College Hospital, Evaluation Lead for Choosing Wisely Canada
- Dr. Samir Sinha, Director of geriatrics at Mount Sinai and the UHN hospitals, Provincial Lead, Ontario’s Seniors Strategy
- Dr. Ryan D’Arcy, Neuroscientist, Chair Innovation Boulevard

9:05 am to 10:15 am

Description: The panelists will be discussing issues regarding the aging demographics and its effects on the health system including continuing care as well as ways to better improve the sustainability of the system through innovation. The plenary will build upon the expertise of the panelists, and look at innovations to sustain the system, reduce costs

as well as explore initiatives such as the Premier's Health Care Innovation Working Group, Surrey's Innovation Boulevard and Choosing Wisely Canada, (a campaign to reduce unnecessary tests, treatments and procedures). Along with reviewing the effectiveness of different provincial senior strategies such as the Ontario's Seniors Strategy (OSS), the panelists will also be discussing innovative ways to better care for seniors with dementia and looking into issues surrounding caregiving.

10:15 am to 11:00 am

Networking and Coffee Break

Monday, May 25, 2015

11:00 am to 12:00 pm

4 Concurrent Sessions

Title: Public Reporting: Know Your Story, Tell Your Story

Speaker(s):

Connie Paris - Manager, Home & Continuing Care Data Management, Canadian Institute for Health Information

11:00 am to 12:00 pm

Description: In June 2015, CIHI will include facility-level results of nine indicators for long-term care (LTC) homes on its public health system performance website, YourHealthSystem.cihi.ca. Results are derived from RAI-MDS 2.0 data and will enable comparison of BC's residential care facilities' performance with other Canadian facilities across the same indicators. The session will provide a detailed look at the long-term care information that will be available on CIHI's website. It will outline what support and materials are available to assist operators and funders with understanding and interpreting their results. It will also explore strategies for meaningful and constructive communication with public and media.

Title: Out of the Water Closet: "Continence in Care Homes"

Speaker(s):

Maureen McGrath - RN and Media Nurse, Executive Director of Bladder Health BC Society

11:00 am to 12:00 pm

Dr. Adrian Wagg - Professor of Health Ageing at University of Alberta, Medical Director Seniors, Alberta Health Services

Description: Urinary incontinence has a significantly negative impact on quality of life especially for older individuals. A strategic plan for Continence Promotion for Directors of Care to train their staff will be presented that will be supported by an on-line resource. This presentation will also discuss a female urogenital and sexual health issue

that affects 49% of post-menopausal women and is the cause of certain types of UI and recurrent UTI. Treatment options will be provided.

Title: WorkSafeBC Inspections - What to Expect

Speaker(s):

Stephen Symon - Manager Industry & Labour Services, Health Care, Social Services and Education; WorkSafeBC

Chloe Eaton- Occupational Safety Officer Vancouver South, Richmond & Delta; WorkSafeBC

11:00 am to 12:00 pm

Description: Each year WorkSafeBC implements a High Risk Strategy which identifies sectors with a high risk of workplace injury. It focuses prevention initiatives on identified areas of high risk in order to apply resources and effort where they will be most effective. In 2015 WorkSafeBC's High Risk Strategy determined that employers and workplaces in the long-term care sector would be inspected by Prevention Officers as they are considered high risk workplaces. In this session participants will learn about Point of Care inspections being conducted by Prevention Officers in long-term care facilities and what to expect if an officer shows up at your facility. WorkSafeBC resources you can use to help improve the safety of your workplace will also be reviewed.

Title: Spiritual Care of People with Dementia: A Creative Approach

Speaker(s):

Angela King - Chaplain, Village by the Station, Penticton

Terje Ness - Assistant Director of Mission Effectiveness & Chaplain, Mountainview Village, Kelowna

Dale Olsen - Director of Mission Effectiveness

11:00 am to 12:00 pm

Description: Recent understandings of the brain opens new windows to provide spiritual care that actually makes a difference with people who have dementia. Using such concepts as "retained capacity" and "God's glasses," creative means to offer spiritual care will be presented. Through the use of both active participation and video, meaningful and effective spiritual care encounters will be demonstrated. You will be able to apply this learning immediately in your own organization.

12:00 pm to 1 pm

Lunch

1:00 pm to 1: 55 pm

4 Concurrent Sessions

1:00 pm to 1: 55 pm

Title: Canada's first Community Care Licensing Officer Training Program: Protecting Persons in Care

Speaker(s):

Sue Bedford - Director, Community Care Facility Licensing, Quality Assurance Ministry of Health, British Columbia

Deborah Richards - Program Director, Health Sciences Division School of Health, Community and Social Justice, Justice Institute of BC

Description: This session will provide context to the implementation of regulations, and address how compliance supports work of BC Care Providers. Participants will learn about how training provided in the Advanced Specialty Certificate in Community Care Licensing supports the consistent enforcement of the residential care regulations to protect the health, safety and dignity of the most vulnerable members of our society and how this training can assist managers and care providers in their day-to-day work.

Title: A Year in Review – Highlights and Lowlights of Labour and Employment Law**Speaker(s):**

Delayne Sartison - Lawyers, Roper Greyell

Najeeb Hassan - Lawyers, Roper Greyell

1:00 pm to 1: 55 pm

Description: This session will look at important and relevant employment and labour decisions issued over the past year, with a particular focus on healthcare operations. Designed to give participants up to date information in a fun, informative manner, attendees responsible for managing one of the largest cost drivers of residential care and home care operations will leave this session well-armed to avoid the pitfalls of employee management.

Title: Creating a Change Platform: Quality Improvement in Residential Care “Safer Care for Older Persons (in residential) Environments**Speaker(s):**

Dr. Adrian Wagg - Professor of Health Ageing at University of Alberta, Medical Director Seniors, Alberta Health Services

1:00 pm to 1: 55 pm

Description: SCOPE is an improvement initiative (under umbrella of Translating Research in Elder Care (TREC) at the University of Alberta, which will support 40 residential care homes to improve care for residents starting in March 2015). The SCOPE quality improvement project is an innovative way to look at quality improvement in that it addresses the missing component in traditional approaches to quality improvement by focusing on frontline care providers in long-term care facilities: the HealthCare Aides. This workshop will aim to share the tools and approaches that will be integral to the initiative.

1:00 pm to 1: 55 pm	<p>Title: Is Canada’s Continuing Care Sector Innovative Enough? Panel discussion with CEOs from BCCPA, OLTCa and ACCA.</p> <p>Speaker(s): Daniel Fontaine – CEO BC Care Providers Association Candace Cartier - CEO Ontario Long Term Care Association, Chair Canadian Alliance for Long Term Care Tammy Leach – CEO, Alberta Continuing Care Association</p> <p>Description: This would be a panel discussion with CEOs from long term care associations from BC, Alberta and Ontario (BCCPA, OLTCa and ACCA). They will discuss some of the common and emerging challenges they are facing in the continuing care sector. Other areas of discussion could include role of CALTC and federal government in advancing long-term care.</p>
2:00 pm to 2:55 pm	<hr/> <p>4 Concurrent Sessions</p> <p>Title: The Changing Face of Residential Care – Tertiary Care and Special Care Plus</p> <p>Speaker(s): Sarah Jordan, Manager - Priority Access and Residential Care, VCH Carol Mothersill - CEO, Fair Haven United Church Homes Susan Higginbotham - Nurse Manager Jo-Ann Tait - Site Operations Leader</p>
2:00 pm to 2:55 pm	<p>Description: This session will look at the relationship and roles of tertiary mental health and residential special care unit + in VCH. Specifically, how these units support the health system and meet the needs of the clients they serve. Presentation will focus on the tertiary mental health program at Parkview (located at Youville) and the Fair Haven Special Care Unit +. The session will explore how these units are creating positive outcomes for residents with behavioral and psychological symptoms of dementia. Specifically, the presentation will focus on the admission/discharge criteria, care planning, staffing, risk management and transitions. The goal of this session is to challenge our health care system to think about what we need to create in order to replicate the positive outcomes that have been attained by our current existing resources in these SCU+ and tertiary mental health units.</p>
2:00 pm to 2:55 pm	<hr/> <p>Title: Transforming Innovations Into Quality Home Care Experiences: A panel discussion</p> <p>Speaker(s): Margaret Kun - Vice President, Home Support Beacon Community Services</p>

Poonam Jassi - Director of Operations for BC , We Care Home Health Services and CBI Health Group

Leigh Popov - National Director of Information Systems, Bayshore HealthCare

Description: This session will be a panel discussion with representatives from Bayshore HealthCare, Beacon Community Services and WeCare to discuss various innovations in the home care sector that are improving quality of care for seniors.

Title: Safety in Our DNA: How Organizational Culture is Harnessed to Create Safer Work Environments

Speaker(s):

Jennifer Lyle - Executive Director, SafeCare BC

2:00 pm to 2:55 pm

Description: Every year, more than 120 000 work days are lost due to injury and over \$23 million in claims are paid. Improving one's safety record therefore requires a holistic approach that stretches beyond just staff education and equipment purchases. Initiatives centred on creating a safety culture with respect to patient care have shown great promise. This session will endeavor to define safety culture in a healthcare context and explore the characteristics of organizations that lead to the development of such a culture. In addition, attendees will learn about real-life examples of organizations in the healthcare industry that have already implemented these practices and the ensuing impact on workplace safety as a result.

Title: Music for Living – Concerts in Care

Speaker(s):

David Lemon - Founder of Concerts in Care, presented by Health Arts Societies nationally

2:00 pm to 2:55 pm

Description: Presentation will expand on value of the program to residents in terms of quality and enjoyment, and will demonstrate its effectiveness in operation. Health Arts Society's Concerts in Care program helps leaders to establish their homes as among those offering high-quality interventions to the lives of residents. It is widely understood now that the model for late-life living is focused on the enjoyment of life even though at some stage significant healthcare interventions may be required. The presentation will expand on both aspects, demonstrating the virtue of introducing the concerts to the homes in terms of increasing the attractiveness of the home and providing multiple events efficiently.

2:55 pm to 3:30 pm

Networking and Coffee Break

3:30 pm to 4:30 pm

4 Concurrent Sessions

Title: Becoming Dementia-Friendly: Creating positive sustainable change in the lives of people with dementia and our communities

Speaker(s):

Maria Howard - CEO of the Alzheimer Society of B.C.

Barbara Lindsay - Society's Director of Advocacy and Education

3:30 pm to 4:30 pm

Description: A dementia-friendly community is a community focusing on stigma reduction and the meaningful inclusion of people with dementia. This 60 minute interactive workshop will introduce the concept of dementia-friendly communities and their benefits, then offer participants the opportunity to brainstorm and identify ways in which their organizations can engage in becoming dementia-friendly. The Alzheimer Society of B.C. will provide resources to learn more about its programs and services, including Dementia Friends education, First Link® and healthcare provider education.

Title: Using Innovative techniques to make a \$6 per day food allowance into nutritional and tasty meals: Panel presentation

Speaker(s):

Suzanne Quiring - Registered Dietitian with SuzyQ Menu Concepts

Robert Cunningham - Regional Business Development Manager, Healthcare, Western Canada

Nazma Khan – Head Cook for Retirement Concepts at Dufferin Care Centre

3:30 pm to 4:30 pm

Description: Food & dining are essential components for quality of life in Residential care, and often are the main focus of a resident's day. Therefore making the dining experience an amazing one for residents should be a primary goal for operators. Is \$6 per day food allowance realistic for homes to actually deliver tasty and balanced meals to Residents, especially with rising prices and the shrinking Canadian dollar...or is it? As a panel with different expertise, we will clearly show you tried and true ways to stay on budget while enhancing the dining experience for residents, and still abiding by licensing regulations. From sourcing and planning advice, to preparation and production techniques, as well as showing you the major benefits with direct dining table service - which will all help your operation bring hot, flexible meals to residents, while stretching your food dollars. Our session will be interactive and practical, with facility examples and photos. Come be inspired to learn evidence-based, practical solutions that you can take back to your facility to help your operation stay on budget while providing resident-focused meal service.

Title: DO NOT DISTURB! Limiting Distractions in Medication Administration

Speaker(s):

3:30 pm to 4:30 pm

Marianne Surmann - RN (Remedy's Rx)

Karen Newel RPN - Nurse Practice Consultant for Remedy's Rx

Description: The Limiting Distractions During Medication Administration presentation is specifically designed to raise awareness around the current distractions, to share best practice resolutions to reduce the number of distractions, and decrease the risk to our residents. The goal is to creating a culture where residents, family and co-worker recognize that distracting Nurses during Medication Administration can increase the likelihood of errors. Decreasing the number of interruptions will decrease the risk of error. The DO NOT DISTURB! Limiting Distractions During Medication Administration presentation raises awareness around the current distractions, best practice resolutions to reduce the number of distractions and thus strategies to decreasing the risk to our residents. This workshop will take the audience to new heights by drawing remarkable parallels to what Pilots in the cockpit of an aircraft experiences to that of nurses during Medication Administration. All registrants welcome!

Title: How the Smartphone and mHealth Technologies will Transform Healthcare

Speaker(s):

Scott Herrmann - Director, Mobile Solutions, Procura

3:30 pm to 4:30 pm

Description: Forward looking companies in the health communities are embracing mobile technologies as a way to extend the value of their services they provide. Home health care also has embraced this technology for its ability to increase compliance, productivity and accountability of field staff. Whether it's RN's or Aides or social workers, by eliminating paper and self-reported manual processes, with mobile technology, Home Care agencies can gain benefits that not only improve patient outcomes, but also provide a better way to deliver and proactively manage their services. This presentation highlights learning's from mobile clients across North America in the last two years as they have rolled out mHealth projects. The presentation will summarize key findings or results or outcomes of study, project or initiative.

4:40 pm to 5: 10 pm

BCCPA Annual General Meeting

5:10 pm to 5:30 pm

Inaugural Board of Directors Meeting

6:00 pm to 7:00 pm

Westland Insurance Reception

7:00 pm

Dinner:

- Long Service Award
 - Exhibitor Recognition
 - Entertainment
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Tuesday, May 26, 2015

7:30 am to 8:15 am

Registration and Breakfast

8:20 am to 9:15 am

4 Concurrent Sessions

Title: Incorporating faith in a non-faith based care home (addressing spiritual needs of individual in a non-faith based home)

Speaker(s):

Sharon Simpson - Director of Communications and Marketing at Menno Place

Debra Hauptman - Chief Executive Officer, Langley Care Society

Queenie Choo - Chief Executive Officer S.U.C.C.E.S.S

8:20 am to 9:15 am

Description: The session will be introduced through the lens of a Faith-based Christian care organization. Menno Place, operated by the Mennonite Benevolent Society, has a vision to provide quality care and quality of life in a compassionate, Christian environment. They offer a wide range of spiritual care resources to residents, families and staff. The ethos and programs of a faith-based care community will be shared. A comparison will be presented by the operators of a non-denominational complex care home, Langley Lodge. The presentation will discuss how engagement of local community churches, volunteers and dedicated chaplain resources are combined to deliver a comprehensive spiritual care program with very limited financial resources.

To conclude the session, we introduce the concept of cultural sensitivity. There are increasing numbers of seniors from ethnic community minority (primarily Asian) backgrounds in long-term care homes. Recent studies suggest ethnic minority seniors describe many barriers such as language, value systems, understanding of health practices and belief systems. Understanding the cultural context of one's health related behaviors does not only improve client and health care provider's relationship, but also client's health outcomes. Resources for guiding the development of a spiritual care program will be shared. The importance and value of spiritual care for residents is the foundational theme.

Title: How connecting patients and their care teams can transform the way healthcare is delivered

Speaker(s):

8:20 am to 9:15 am

Susan May – Manager, Home Health & VCM, GE Healthcare

Aleem Rajani - Manager of Primary Care and Chronic Disease Management at Alberta Health Services

Description: The healthcare landscape is constantly changing across Canada. Medical resources are stretched, provincial budgets are strained, and labour and drug costs

continue to rise quickly. People are living longer than they were in the past, and multiple chronic conditions are becoming the norm. Seniors want the confidence to live independently. Despite all of this we are optimistic that millions of Canadians can continue living healthier lives, from home, with all the same safety nets they would have in a hospital.

Technology based solutions, changes to existing workflows, and the resulting data all have the ability to positively impact the way we deliver care to our patients. The benefits also extend to families and care providers, in making their roles easier and more effective. The panelists for this workshop will discuss some of these innovative technology solutions and present a real life example of how the MyHomeHealth pilot in Alberta looked at a new model of care, delivered in parallel to a new technology based solution, and how this has the potential to redefine certain elements of care delivery.

Title: Clearer thinking after CLeAR: How a provincial initiative reduced use of antipsychotics in residential care facilities

Speaker(s):

Ben Ridout - Quality Leader, Clinical Improvement. BC Patient Safety & Quality Council
Bincy George - Director of Care at Windermere Care Centre

8:20 am to 9:15 am

Description: Established in 2013, the Call for Less Antipsychotics in Residential Care (CLeAR) initiative, facilitated by BCPSQC, in partnership with the Shared Care Committee and a Partnership Alliance, sought to enhance the dignity of seniors with the behavioural and psychological symptoms of dementia (BPSD). More than 50 residential care facilities from across the province registered for direct support leading to a reduction in the inappropriate use of antipsychotic medications. In this session, participants will experience similar support through instruction on how to use the CLeAR resources in their local setting, as well as group discussions and problem solving for common challenges. Individual team success stories will be highlighted and concrete examples of innovative change ideas and activities will be shared. Participants will then have an opportunity to discuss how they could test and apply these ideas in their local setting.

Title: Reawakening the Connection: A Presentation on technology and person-centered care

Speaker(s):

8:20 am to 9:15 am

Coreena Robertson - Director of Communications & Recreation Wellness- Fraserview Care Lodge

Description: Fraserview Care Lodge has implemented a 'media room' and supported the development of digital content specifically designed to improve the delivery of person-

centered care. This is focused on providing a solution to the common barriers of time, money and human resources that restrict the delivery of quality psycho-social and intellectual engagement. This workshop would show Technology and approximate tools (content) can be used to improve the connection between Caregivers and residents.

9:20 am to 10:15 am

4 Concurrent Sessions

Title: Embedding Technology Innovation in Long Term Care

Speaker(s):

Carolyn J. Sparrey - Ph.D. P.Eng, Assistant Professor, Mechatronic Systems Engineering, SFU, Principal Investigator, ICORD

9:20 am to 10:15 am

Description: As part of the Retirement Concepts Innovation Centre (RCIC) partnership, members are being brought together to direct technology development towards senior's needs and meet three key objectives: 1) maximizing innovations in client care, 2) embedding research in care environment and 3) getting products and services to market. RCIC has multiple projects underway including wheelchair airbag, a brain vital sign system for dementia care, and video surveillance in care provider training of falls and aggression in long term care. This presentation would explore work of the RCIC including Invitation to Participate program that allows members to opt into a range of research studies and product development activities from focus groups to product testing.

Title: Virtual Care – a New Paradigm for Home Care

Speaker(s):

Elissa Gamble - Western Canada Regional Director, Bayshore HealthCare

Leigh Popov - National Director of Information Systems, Bayshore HealthCare

9:20 am to 10:15 am

Description: Virtual care will be the foundation of a new paradigm for Home care. In a world of scarce human resources, we need to find innovative ways to meet the ever-increasing demand for health care in the home. This presentation will offer an insight into our vision for how Bayshore's Epsilon platform will meet these demands and transform the sector while providing more for less. Epsilon™ is Bayshore's integrated process and technology platform - enabling new care delivery models, improving patient outcomes, reducing risk and delivering cost savings.

At the core of the Epsilon™ model is a virtual practice unit. A virtual practice unit involves Interprofessional care provided in the community, at the location of the client's choice through integrated virtual and direct care teams. A Virtual Practice model enables cost saving through:

- Paraprofessional replacement of nurses at a point of care
- Virtual Nurse real time technical connection to point of care
- Collaborative interprofessional full scope of practice
- Increased care capacity via maximization of home/community care setting
- Avoidance of Emergency visit/Hospital admission /delayed admission to LTC

Title: Linking Person-Centred Care to Staff Safety: Training through a Dementia Lens

Speaker(s):

Jennifer Stewart, M.A. - Manager, Advocacy & Education, Alzheimer Society of B.C.

Jennifer Lyle, MHA - Executive Director, SafeCare BC

9:20 am to 10:15 am

Description: In order to address the interrelated issues of staff safety and resident quality of life, SafeCare BC and the Alzheimer Society of B.C. partnered to deliver dementia care training to long term care workers in BC. This partnership built on earlier work done by WorkSafeBC and the Alzheimer Society of B.C. In this session, attendees will learn about the rationale behind the program, its origins, content focus and delivery method. In addition, the presenters will report on the effectiveness of the program, as well as valuable lessons learned.

Title: Commitment to Quality: the accreditation journey Commission on Accreditation of Rehabilitation Facilities

Speaker(s):

Rajeev Mohindru - Director of Care at Progressive Intercultural Community Services (PICS) Assisted Living in Surrey, BC.

Daniel Stavert - (M.S.W., R.S.W.), is the Chief Advisor, Accreditation Standards (AB office)

9:20 am to 10:15 am

Description: This interactive presentation will explore the Commission on Accreditation of Rehabilitation Facilities (CARF) consultative accreditation process, and provide the perspectives of an accredited organization on the benefits of and learnings from CARF's peer survey process (PICS was first Canadian organization to achieve CARF accreditation for its Independent Senior Living program, and is the only CARF-accredited Adult Day Service in BC.).

10:15 am to 11:05 am

Networking and Coffee Break, including prize table

11:10am to 11:50 am

Care to Chat: Panel Discussion with CEOs of the Health Authorities

Panelists:

- **Moderator:** Daniel Fontaine
- Michael Marchbank, CEO Fraser Health Authority

- Dianne Doyle, Providence Health Care, CEO

Description: This panel discussion will include CEOs from BC Health Authorities who will discuss some of the challenges facing the continuing care sector with an aging population, including resource and fiscal issues faced by care providers. Other issues to be discussed include how to meet the growing care requirements for seniors as well as opportunities for greater collaboration among providers and the health authorities

Plenary B: Revisiting End-of-Life in Canada (Includes sit down lunch)

Panelists:

- **Moderator:** Elaine Price, BCCPA Board Vice-President
- Sharon Baxter, Executive Director for the Canadian Hospice Palliative Care Association
- Patricia Porterfield, Adjunct Professor, UBC School of Nursing and former Regional Leader for Palliative Care (VCH)
- Dr. Romaine Gallagher, Physician Program Director of Providence Health Care Palliative Care
- Lorraine Gerard, Executive Director, BC Hospice Palliative Care Association
- Dr. Pippa Hawley, Head-Division of Palliative Care, UBC, and Team Leader- Pain & Symptom Management/Palliative Care, BC Cancer Agency

12:00 pm to 1:00 pm

Description: Along with exploring various issues related to end of life, this panel will review the current state of palliative care across Canada and how the system and society should look at end of life in general. Panelists will also discuss topics such as the need for a national strategy on end-of-life care as well as strategies to improve the integration of long-term and palliative care.

1:00 pm to 1:10 pm

Final and closing remarks - Daniel Fontaine, CEO BCCPA

1:10 pm

Conference concludes