WRHA Critical Care Program Outcomes Improvement Team Presents:

The 6th Annual Critical Care Quality Improvement Symposium

E³

EDUCATE
ENGAGE
ENERGIZE

BE THE CHANGE

June 1, 2017
## MORNING SESSIONS

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30</td>
<td><strong>Breakfast</strong> (Registration Opens)</td>
</tr>
<tr>
<td>8:00</td>
<td><strong>Welcome and Introduction to the Day!</strong></td>
</tr>
<tr>
<td>8:10</td>
<td><strong>The WOW Factor: How to Develop a Continuous Improvement Culture</strong></td>
</tr>
<tr>
<td>9:35</td>
<td><strong>Workshop A Sessions</strong></td>
</tr>
<tr>
<td>10:20</td>
<td><strong>Nutrition Break</strong></td>
</tr>
<tr>
<td>10:40</td>
<td><strong>Workshop B Sessions</strong></td>
</tr>
<tr>
<td>11:30</td>
<td><strong>ICU Project Poster Mix &amp; Mingle</strong></td>
</tr>
<tr>
<td>12:15</td>
<td><strong>Lunch</strong></td>
</tr>
</tbody>
</table>

**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.

## AFTERNOON SESSIONS

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>13:00</td>
<td><strong>Poster Discussion</strong></td>
</tr>
<tr>
<td>13:50</td>
<td><strong>Workshop C Sessions</strong></td>
</tr>
<tr>
<td>14:35</td>
<td><strong>Nutrition Break</strong></td>
</tr>
<tr>
<td>14:55</td>
<td><strong>Workshop D Sessions</strong></td>
</tr>
<tr>
<td>15:45</td>
<td><strong>Putting it all Together</strong></td>
</tr>
<tr>
<td>16:10</td>
<td><strong>Wrap-up and Awards</strong></td>
</tr>
<tr>
<td>16:30</td>
<td><strong>Wine and Cheese Networking</strong> (Cash Bar)</td>
</tr>
</tbody>
</table>

Interact, imbibe and get inspired with colleagues and friends.

This is your after party, enjoy!
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, improver, 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 Respirologist, 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, improver, 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: sbernaldo@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)