

PROGRAM

Thursday, October 14, 2004

1700 – 2100	Registration	Top of Escalator
1900 – 2100	Welcome Reception	Alberta/BC/Yukon

Friday, October 15, 2004

Please Note: Poster viewing will occur from 0800 – 1600 in the Chancellor and Chairman Rooms

0700	Registration	Top of Escalator
	Continental Breakfast	Alberta/BC/Yukon

0800 – 0825	OPENING REMARKS	Manitoba/Saskatchewan
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Symposium Chair

Trevor Theman MD FRCS

College of Physicians and Surgeons of Alberta

Passing the Torch From Halifax

Pat Croskerry MD PhD

Dalhousie University

Honourary Chair

The Honourable Gary Mar QC

Minister of Health and Wellness, Government of Alberta

0825 – 0920	KEYNOTE PRESENTATION	Manitoba/Saskatchewan
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Building A Culture of Safety

James P. Bagian MD PE

Director, US Veterans Affairs National Centre for Patient Safety

Dr. Bagian understands very well the link between safety focused policies and procedures, and healthy outcomes – as a former NASA astronaut, he relied on other people and effective systems to ensure his personal safety during two space flights. As the first, and current, Director of the US Veterans Affairs (VA) National Center for Patient Safety (NCPS), Dr. Bagian is now responsible for overseeing the safety of thousands of clients by managing this comprehensive program designed to assist in reducing errors. He will speak about the NCPS system's approach to error measurement, and the techniques that have resulted in reducing avoidable injuries and deaths throughout VA's 173 medical centres and over 771 outpatient facilities.

0920 – 1000	Canada's Patient Safety Record: The Results of the Canadian Adverse Events Study	Manitoba/Saskatchewan
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Ross Baker PhD

Department of Health Policy, Management and Evaluation, University of Toronto

Peter Norton MD CCFP FCFP

Department of Family Medicine, University of Calgary

Drs. Baker and Norton will speak to the report they co-authored along with 15 other researchers across Canada, The Canadian Adverse Events Study. The study analyzes data that have been collected from 3700 patients in 20 hospitals across the country. The findings of the study and its implications provincially and nationally will be discussed.

1000 – 1030	The Latest From the Canadian Patient Safety Institute (CPSI)	Manitoba/Saskatchewan
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John Wade MD FRCP

Chair, Founding Board, Canadian Patient Safety Institute

The recently created Canadian Patient Safety Institute is responsible for addressing the following five aspects of patient safety: system issues, legal/regulatory issues, measurement/evaluation, education/professional development and information/communication. Dr. Wade will discuss the structure and mandate of the Institute, and its action plan for the coming year.

1030 – 1100 Refreshment Break Foyer

1100 – 1245 **THEME 1: Electronic Health Records** Manitoba/Saskatchewan

Chair: Susan MacLean MD CCFP

Senior Medical Advisor, Canada Health Infoway

This first theme will discuss the latest in electronic health records (EHRs) and explain how EHRs influence the practice of doctors, nurses and pharmacists as well as how EHRs will positively impact patient care.

International Perspectives on Electronic Health Records

Denis Protti BSc MSc

Professor, School of Health Information Science, University of Victoria

Dr. Protti will give us a snapshot of how various countries throughout the world approach electronic health records. What can Canada learn from these countries? Which perspective or approach, or hybrid or approaches, might be most fitting for Canada?

The Value of Patient Care Information Systems

Tom Rosenal MD FRCPC

Medical Leader, Clinical Informatics, Calgary Health Region

Dr. Rosenal will discuss patient care information systems and how they can be extremely valuable to physicians, nurses and other members of the healthcare team, as well as to patients themselves.

The Regional Approach

Donna Strating BSc MBA

Chief Information Officer, Capital Health

Using Edmonton's Capital Health region as a case study, Ms. Strating will demonstrate how health regions approach the use of patient care systems, and illustrate how they can work effectively.

Panel Discussion

1245 – 1345 Lunch Alberta/BC/Yukon & Turner Valley

1345 – 1445 **SEMINARS**

Your seminar schedule is printed on the back of your name tag. Seminars are repeated three times allowing delegates to participate in all three sessions over the course of the symposium. Seminar A is a 2-hour session while B and C are one-hour sessions.

A. Fatigue Management, Part 1 of 2

Manitoba/Saskatchewan

Drew Dawson PhD

Director, Centre for Sleep Research, Australia

Research has conclusively shown that fatigue is a major contributing factor to making errors. Dr. Dawson has identified that extreme fatigue has similar effects as being intoxicated. This session will explore managing fatigue from two angles: what you can do personally to work on your 'sleep hygiene,' and what managers and organizations ought to do to avoid the pitfalls of employee fatigue.

B. Safety-Critical Communication Skills

Centennial (Main Floor)

Stavros Prineas BSc (Med) MBBS FRCA FANZCA

Specialist Anaesthetist, Nepean Hospital, Australia

Generals know it, pilots know it, astronauts know it: poor communication can kill. Dr. Prineas takes a new look at 'communication skills' in health care - not how we talk to patients, but how we talk to each other - and offers four practical tools to widen the margin of safety for patient care.

C. Decision-Making In Healthcare

Strathcona (Main Floor)

Pat Croskerry MD PhD

Clinical Consultant in Patient Safety-CDHA, Dalhousie University

Dr. Croskerry will discuss pitfalls when making decisions and suggest some ways to avoid them, with emphasis on processes involved and common mistakes.

1445 – 1500	Refreshment Break	<i>Foyer (Second Floor)/Strathcona/Centennial</i>
1500 – 1600	SEMINARS Repeated	
	D. Fatigue Management, Part 2/2	<i>Manitoba/Saskatchewan</i>
	E. Safety Critical Communication Skills	<i>Centennial (Main Floor)</i>
	F. Decision-Making In Healthcare	<i>Strathcona (Main Floor)</i>
	PUBLIC FORUM	<i>Manitoba/Saskatchewan</i>
1800 – 1930	Dinner for Delegates	
	The Halifax 4 Organizing Committee is pleased to invite all Symposium delegates for dinner preceding the public forum. Join your colleagues and conference speakers for an informal and relaxing meal at no cost. Please pick up your free ticket for dinner at the registration desk by noon on Friday.	
1930 – 2100	Public Forum	
	The Public Forum is open to both delegates and the public. The goal is to engage all stakeholders, including the users of the system, in the movement towards increased patient safety. It is our aim to increase understanding of how adverse outcomes occur and what healthcare organizations in Alberta and Canada are doing about to make healthcare safer.	
	A question and answer period will follow the presentation.	
	Moderator: Robert Buckman MD	
	John Cowell MSc MD CCFP CCBOM FRCPC	
	CEO of the Health Quality Council of Alberta	
	Dr. Cowell will discuss last year's report regarding Albertans' opinions about patient safety. Dr. Cowell will also discuss national studies and initiatives designed to address patient safety in healthcare.	
	Bruce MacLeod MD FRCPC	
	Deputy Regional Clinical Department Head of Emergency Medicine, Calgary Health Region	
	Dr. McLeod is an Emergency physician, as well as the Chair of the Calgary Health Region's Critical Incident Committee. He will discuss how adverse outcomes are typically investigated and the legal frameworks that surround investigations and disclosure.	
	Dave Musson MD PhD	
	Member of the University of Texas Human Factors Project	
	Dr. Musson will discuss the human factors involved in adverse outcomes how the very nature of people, teams and organizations contributes to the problem, and what we can do to make the system safer.	

Saturday, October 16, 2004

Please Note: Poster viewing will occur from 0800 – 1230 pm in the Chairman and Chancellor Rooms.

0700	Registration	<i>Top of Escalator</i>
	Continental Breakfast	<i>Alberta/BC/Yukon</i>
0800 – 1000	THEME 2: Exploring the Edge of the Safety Envelope	<i>Manitoba/Saskatchewan</i>
	Chair: Donna Towers MHSA CHE	
	Chief Liaison Officer, Capital Health	
	Understanding Violations and Boundaries	
	René Amalberti MD PhD	
	Medicine Chef des Services, Ministère de la Défense, France	
	We live in a world of boundaries – defined by laws, rules, guidelines, policies, procedures, standards, and 'common sense.' As we push boundaries in healthcare delivery, we risk creating hazardous situations, even though that is not our intention. In this session, Dr. Amalberti will explain the difference between boundaries and violations, and how this understanding can translate into improved practices in your organization.	

Introduction to the Health System as an Ecosystem

Patricia Marck BScN RN MB PhD

Faculty of Nursing, University of Alberta

As Principal Investigator for the Safer Systems research program, Dr. Marck works with interdisciplinary teams to study and strengthen the safety of today's care environments by incorporating sound principles of ecological design. In this session, Dr. Marck discusses key ecological concepts and practices that help us "think like" a living system and re-think our way forward to safer places in modern healthcare.

The Team

Bob Helmreich PhD FRAES

Department of Psychology, University of Texas at Austin

Dr. Helmreich is an international expert on aviation and healthcare in the field of human factors. He leads a Human Factors Research Project, which is investigating individual, team, and organizational factors determining performance and safety in aviation, space, and medicine. Dr. Helmreich will discuss his research and its specific application to the healthcare system.

Panel Discussion

1000 – 1030 Refreshment Break *Foyer*

1030 – 1230 **THEME 3: Learning from Medical Accidents and Close Calls** *Manitoba/Saskatchewan*

Chair: Bob Johnston MD CM

Senior Vice-President and Chief Medical Officer, Calgary Health Region

What can be learned from significant adverse events that have occurred in North America's health system? Our speakers will share their learnings from adverse events experienced in their organizations. What happened? Where did the problem start? How have they worked through it to learn from the disaster? How have the learnings been shared nationally to prevent these adverse events from occurring elsewhere?

Winnipeg

Brian Postl MD

Chief Executive Officer, Winnipeg Regional Health Authority

Minnesota

Julie Morath RN

Chief Operating Officer & Chief Nurse Executive, Children's Hospitals and Clinics
Minneapolis/St. Paul, Minnesota

Edmonton

Michele Lahey BN BA MPA

Chief Operating Officer, University of Alberta Hospital and Stollery Children's Hospital, Capital Health

Panel Discussion

1230 – 1330 Lunch *Alberta/BC/Yukon & Turner Valley*

1330 – 1430 **SEMINARS**

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Devonian (Main Floor)

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1430 – 1445

Refreshment Break

Foyer of Devonian/Centennial and Strathcona (Main Floor)

1445 – 1545

SEMINARS Repeated

D. Fatigue Management, Part 2 of 2

Devonian (Main Floor)

E. Safety-Critical Communications Skills

Centennial (Main Floor)

F. Decision-Making In Health Care

Strathcona (Main Floor)

1545 – 1615

Refreshment Break

Hotel Lobby (Main Floor)

1615 – 1715

CLOSING SESSION

Devonian with video feed to Centennial

Rapporteurs – International and Local Perspectives

Chair: Lorne Tyrrell OC AOE MD PhD FRCPC

Chair, Health Quality Council of Alberta

Bob Wears MD MS

Department of Emergency Medicine, University of Florida

Ward Flemons MD FRCPC FACP

Faculty of Medicine, University of Calgary

Our rapporteurs will conclude the symposium by providing their perspectives on the key learnings plus their suggestions for the next steps required to build a culture of safety in our healthcare communities.

1900 – 2200

DINNER EVENT

Devonian

Join your friends and peers for good food and socializing at this special BSE dinner (Best Safety Event)! Light entertainment will be provided. Attendance at this function is optional at an additional fee of \$50.00 per person. Tickets can be purchased at the registration table by Friday at noon.