



October 8 & 9, 2014  
The Westin Hotel (Vancouver, BC)  
Salon DE

Day 1: Wednesday, October 8, 2014

8:00 – 9:00	<b>Registration and Breakfast</b>	Salon D Foyer
9:00 – 9:15	<p><b>Welcome and Program Overview</b></p> <p>This session will introduce attendees to the objectives of the program, the theory behind the approaches being used, and the tools, resources and activities included in this two day program.</p> <p><a href="#">Stephen Samis</a> Vice President, Programs, Canadian Foundation for Healthcare Improvement</p> <p><a href="#">Jill Duncan</a> Director, Institute for Healthcare Improvement</p>	Salon DE
9:15– 10:00	<p><b>Keynote: Aligning Organizational Strategy to Improve Value</b></p> <p>This session will describe a framework for aligning, deploying and executing strategy. Research indicates that 70% of all strategies fail to get implemented successfully for a variety of reasons. It is possible to turn the odds of successfully executing strategy in our favor through the application of a solid and comprehensive framework. The resulting speed of improvement and change is accelerated over time leading to breakthrough performance results.</p> <p><a href="#">Peter Knox</a> Executive Vice President, Chief Learning and Innovation Officer, Bellin Health</p>	Salon DE
10:00 – 10:15	<p><b>Keynote Question &amp; Answer</b></p> <p>Participants will have dedicated time for discussion and questions with Pete Knox as well as across the participant group.</p>	Salon DE
10:15 – 10:30	<p><b>Activity: Home Team Take-Aways</b></p> <p>A brief exercise to prepare the Away Team participants to teach-back and share the learning with Home Teams.</p>	Salon DE
10:30 – 10:45	<b>Break</b>	Salon D Foyer
10:45 – 11:30	<p><b>Innovations: BC Patient Safety &amp; Quality Council</b></p> <p><a href="#">Christina Krause</a> Executive Director, British Columbia Patient Safety and Quality Council</p> <p><a href="#">Andrew Neuner</a> Chief Executive Office, Health Quality Council of Alberta</p>	Salon DE
11:30 – 12:15	<p><b>Innovations: Health Quality Council Saskatchewan</b></p> <p><a href="#">Bonnie Brossart</a> Chief Executive Office, Health Quality Council (Saskatchewan)</p> <p><a href="#">Michael Redenbach</a> Vice President, Integrated Health Services, Regina Qu'Appelle Health Region, SK</p> <p><a href="#">Kyle Matthies</a> Vice President, Corporate Strategy and Communications, Five Hills Health Region, SK</p>	Salon DE
12:15 – 1:15	<p><b>Lunch &amp; Open Space Activity</b></p> <p>When people must tackle a common complex challenge, you can release their inherent creativity and leadership as well as their capacity to self-organize. Participants will convene affinity groups around topics they want to address over lunch.</p>	Salon DE

In partnership with:





1:15 – 2:00

**Identifying Waste and Driving it Out**

Salon DE

This session will describe three successful approaches used by teams for organizing frontline staff together with finance leaders around this work. Using examples from IHI's *Impacting Cost + Quality* work, participants will learn from case studies describing top to bottom, service line and end to end approaches for engaging teams in removing waste from their systems.

[Jill Duncan](#)

Director, Institute for Healthcare Improvement

[Dr. R. Sacha Bhatia](#)

Director of Institute for Health System Solutions & Virtual Care, Women's College Hospital, Toronto, Ontario

2:00 – 2:45

**Creating Integrated Clinical and Financial Models**

Salon DE

This session will focus on creating financial models that best describe the potential and actual savings across a variety of waste reduction portfolios as well as across the continuum of care.

[Lucy Savitz](#)

Director of Research and Education, Intermountain Health Care, Institute for Healthcare Delivery Research

2:45 – 3:15

**Break & Transition to Breakout Sessions**

3:15 – 4:15

**Breakout Sessions**

<p><b>Session 1</b> Leadership: Building a successful production system from top to bottom and bottom up.</p>	<p><b>Seymour Room</b> <a href="#">Peter Knox</a> Executive Vice President, Chief Learning and Innovation Officer, Bellin Health</p>
<p><b>Session 2</b> Financial Models: Small group coaching to build and utilize financial models to drive quality in partnership with quality teams.</p>	<p><b>Salon F</b> <a href="#">Lucy Savitz</a> Director of Research and Education, Intermountain Health Care, Institute for Healthcare Delivery Research</p>

4:15 – 4:30

**Break and Transition to Main Room Salon**

D Foyer

4:30 – 5:30

**Driving Quality and Lowering Costs: Innovations and Opportunities from Day 1**

Salon DE

A panel of Canadian leaders together with the IHI faculty team will offer reflections on the day and facilitate interactive discussion

[Stephen Samis](#) (moderator)

Vice President, Programs, Canadian Foundation for Healthcare Improvement

5:30 – 6:30

**Reception**

Salon D Foyer

Please join faculty and colleagues for drinks, light refreshments, and continued Discussions

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Day 2: Thursday, October 9, 2014

7:45 – 8:30	Breakfast	Salon DE
8:30 – 8:45	<p>Welcome and Overview of Day 2</p> <p><a href="#">Jill Duncan</a> Director, Institute for Healthcare Improvement</p>	Salon DE
8:45 – 9:30	<p>Keynote</p> <p>This keynote will highlight many of the challenges and opportunities that exist in today's health care system related to the quality and cost of care. Using examples from NHS Scotland, Mr. Feeley will provoke the obligation of participants to integrate quality as a core business strategy.</p> <p><a href="#">Derek Feeley</a> Executive Vice President, Institute for Healthcare Improvement</p>	Salon DE
9:30 – 9:45	<p>Keynote Question &amp; Answer</p> <p>Participants will have dedicated time for discussion and questions with Derek Feeley as well as across the participant group.</p>	Salon DE
9:45 – 10:30	<p>World Café</p> <p>To begin Day 2 participants will discuss where they have had success with the principles introduced in Day 1 and where there are gaps that need to be addressed.</p>	Salon DE
10:30 – 10:45	Break	Salon D Foyer
10:45 – 11:30	<p>Achieving Triple Aim Results</p> <p>This session will provide insight into managing populations to achieve Triple Aim results. At a global level, cost is reduced through decreasing utilization. Achieving Triple Aim results demands a focus on reducing utilization while simultaneously improving health and experience. Achieving the Triple Aim for a population requires new thinking around the drivers of true results.</p> <p><a href="#">Peter Knox</a> Executive Vice President, Chief Learning and Innovation Officer, Bellin Health</p> <p><a href="#">Crispin Kontz</a> Manager, Support and Clinical Systems, Primary Care and Chronic Disease Management, Alberta Health Services, Edmonton Zone</p>	Salon DE
11:30 – 11:45	Transition to Morning Breakout Sessions	
11:45 – 12:30	Breakout Sessions	

<p><b>Session 1</b></p> <p>Triple Aim at the Heart: Integration, Leadership, and Confronting health care's challenges</p>	<p><b>Seymour Room</b></p>	<p><a href="#">Derek Feeley</a> Executive Vice President, Institute for Healthcare Improvement</p>
<p><b>Session 2</b></p> <p>Strategic design for managing high risk populations toward the Triple Aim</p>	<p><b>Salon F</b></p>	<p><a href="#">Crispin Kontz</a> Manager, Support and Clinical Systems Primary Care and Chronic Disease Management Alberta Health Services</p> <p><a href="#">Peter Knox (Facilitator)</a> Executive Vice President, Chief Learning and Innovation Officer, Bellin Health</p>

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12:30 – 1:30	<p><b>Lunch &amp; Expert Help Where You Need It</b></p> <p>Participants will have the opportunity to seek one-on-one or small group coaching from faculty during the Day 2 lunch break</p>	Salon DE
1:30 – 2:15	<p><b>Working with the Tools</b></p> <p>Faculty will rotate around to each table in order to provide brief one-on-one and small group coaching. Participants will be encouraged to complete their <i>Communication Template</i> and <i>7, 30, 90, 120-day plan</i></p> <p><a href="#">Jill Duncan</a> Director, Institute for Healthcare Improvement</p>	Salon DE
2:15– 3:00	<p><b>Closing Plenary: Escape Velocity</b></p> <p>If you could launch an audacious goal for health, what would it be?</p> <p><a href="#">Derek Feeley</a> Executive Vice President, Institute for Healthcare Improvement</p>	Salon DE
3:00 – 3:30	<p><b>Summary and Reflections</b></p> <p><a href="#">Stephen Samis</a> Vice President, Programs, Canadian Foundation for Healthcare Improvement</p>	Salon DE
3:30	<b>Adjourn</b>	

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