



BC CARE PROVIDERS  
ASSOCIATION

*Sustainability Through Innovation*



38<sup>TH</sup> ANNUAL CONFERENCE  
**2015**



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### A MESSAGE FROM PREMIER CHRISTY CLARK

As Premier of the Province of British Columbia, I am pleased to welcome everyone to the BC Care Providers Association's 38th Annual Conference, here in Whistler. I would especially like to welcome and acknowledge Robert Ghiz, former Premier of PEI.

I understand the theme for this year's conference is Sustainability through Innovation and will showcase practices and initiatives already helping to improve the quality of care provided to seniors. I think it is wonderful to see the expertise of frontline care providers, employers and companies coming together to discuss best practices and new ideas.

I'd like to take this opportunity to thank the BC Care Providers Association for the proactive and collaborative work they are doing in the continuing care sector. The Association does so much to strengthen our health care system for all British Columbians.

Please accept my best wishes for an interesting and productive 38th Annual Conference. I look forward to hearing about your deliberations.

Sincerely,

Christy Clark  
Premier

## A MESSAGE FROM THE PRESIDENT



On behalf of the Board of Directors I am pleased to welcome you to the 38th Annual BC Care Providers Association Conference. There has been a tremendous response to the conference this year. With more than 400 delegates and over 60 speakers this is the largest BCCPA Annual Conference to date. It marks the culmination of a year filled with new initiatives, strengthened partnerships, and significant progress in achieving the highest quality care for BC's seniors.

The theme of this year's conference is "Sustainability Through Innovation". As we face changing demographics and technological advances, the landscape of senior's care is experiencing a significant shift. We are pleased to offer delegates 24 diverse presentations and panel discussions. Each of these sessions will showcase innovative practices and initiatives within the continuing care sector that are

improving the sustainability of the health care system as well as the quality of care provided to seniors.

This year's conference will continue to build on the themes of residential care, home care, and the critical issue of worker safety. New this year, we are also pleased to host a stream of sessions focusing on faith-based care. Considered Western Canada's premiere event of its kind, these three days will bring together various speakers and presenters who will address key issues facing BC's continuing care sector as well as present potential solutions and practices to better meet these challenges.

We hope you enjoy the conference and find that it is a professionally and personally rejuvenating experience that will support you and your organization in our common goal of providing excellence in care for BC's seniors.

David Cheperdak  
President



## A MESSAGE FROM THE CONFERENCE COMMITTEE CHAIR

It is with great pleasure that I welcome all attendees to Whistler, BC for the 38th BC Care Providers Association Annual Conference. Surpassing a record number of attendees and nearly doubling in size over the past two years, this conference is a testament to the sense of renewal for the association.

With over 400 delegates, speakers, and industry stakeholders in attendance, this conference gathers a plurality of interests and perspectives to a single location. It will offer participants a platform to exchange ideas, discover novel opportunities, network with colleagues, and

broaden their knowledge all while working toward the shared goal of offering outstanding quality of care for seniors.

Themed "Sustainability Through Innovation", this conference is an opportunity to look into the future of care over the next few decades. With an aging population and increasing levels of acuity, it is more important than ever to look at sustainable and innovative solutions to better meet the needs of seniors.

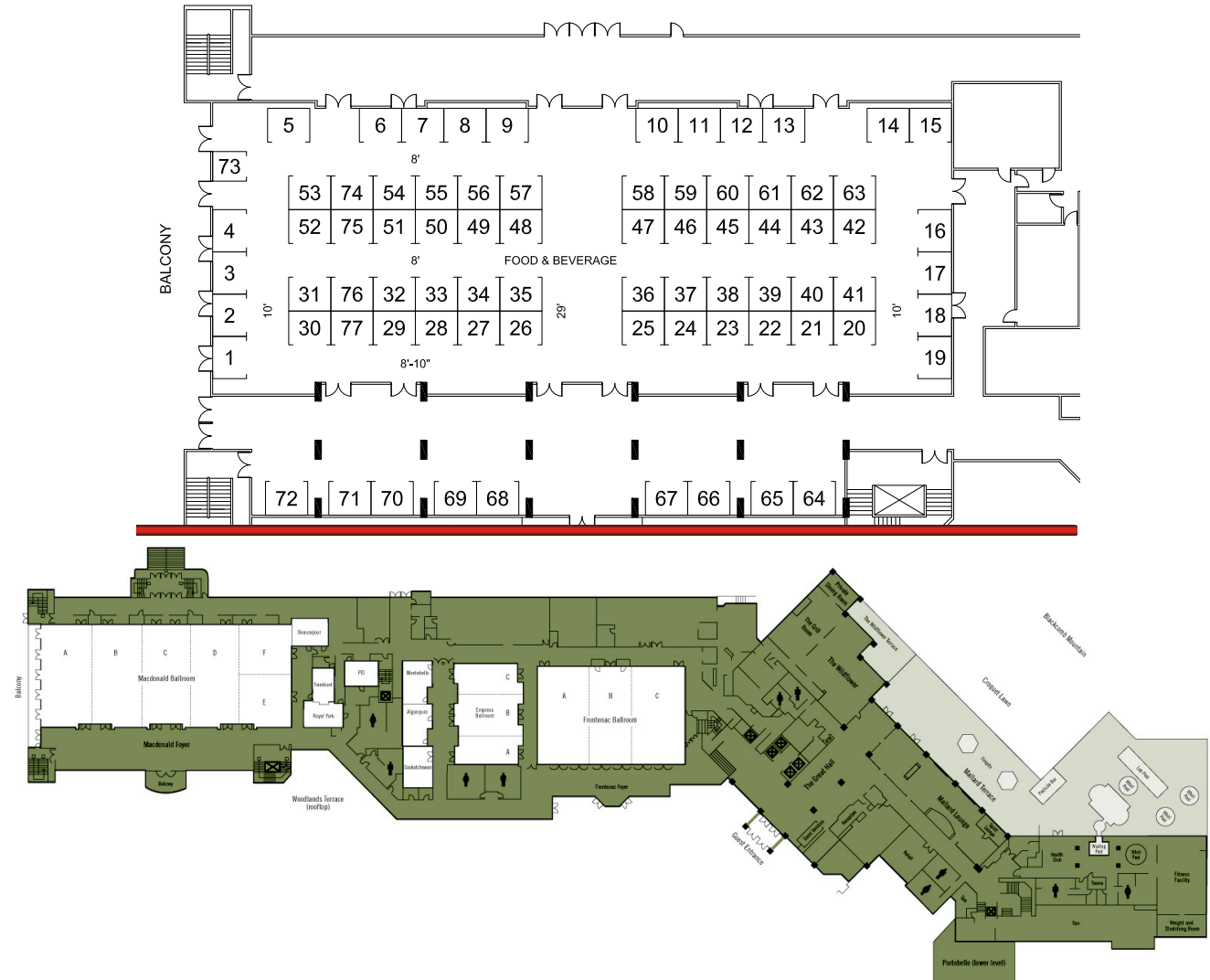
New this year, we are pleased have expanded our exhibit hall welcoming 10 additional booths showcasing the latest products and services available to care providers. We are also excited to host the first ever "Club Care" as our Monday evening event. This new format will allow delegates a better opportunity to network with colleagues and industry partners in an enjoyable setting.

I hope you find the conference, including the keynote speakers, concurrent sessions and other program events informative and interesting. I would like to extend a warm thank you to all the speakers who will lead engaging dialogues over the next few days. A special thanks also goes out to our many conference sponsors, the BC Care staff and the conference committee members who have endeavoured to make this a successful and memorable event.

Aly Devji  
BCCPA Conference Committee Chair

## EXHIBITOR HALL FLOOR PLAN

### Fairmont Chateau Whistler - MacDonald Ballroom



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		76	Point Click Care
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		78	Westpac Paper28

Sunday, May 24, 2015

- 10:00 am to 4:00 pm Golf tournament  
Sponsored by Roper Greyell LLP
- 12:00 pm to 8:00 pm **Registration** (Frontenac Foyer)
- 6:00 pm to 10:00 pm Welcome Reception  
(Woodlands Terrace)  
Entertainment - Music by Concerts in Care

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Event URL:

This link (COMING SOON) allows Blackberry and Windows users to view the event content.

Download Steps:

1. Download the app by visiting (COMING SOON) or search stores for bc care providers association.
2. Open the app and tap on **38th BCCPA Annual Conference**.
3. Log in with your Registration Code by tapping on the Attendees icon and selecting **Sign In**.

4. Input your Registration Code and either the email or name you used to register.

**Note:** If you do not have your Registration Code, use the **"Retrieve it here"** link to have the code send to you.

Monday, May 25, 2015

- 7:30 am to 6:00 pm **Registration**
- 7:30 am to 8:30 am **Networking Breakfast** (Exhibit Hall)  
Sponsored by Sterling Health Services
- 8:30 am to 8:35 am **Opening Greeting** (Frontenac Ballroom)  
Dave Cheperdak, Board President, BC Care Providers Association
- 8:35 am to 8:45 am **Welcome Address**  
Dr. Darryl Plecas, MLA, Parliamentary Secretary to the Minister of Health For Seniors
- 8:45 am to 9:05 am **Sustainability and Innovation in the Continuing Care Sector**  
Daniel Fontaine, CEO, BC Care Providers Association
- 9:05 am to 10:15 am **Plenary A**  
**The Innovation Paradigm: Delivering Excellence and Sustainability in Continuing Care**

**Key note:** 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, Professor and BC Leadership Chair in Medical Technologies at Simon Fraser University and Surrey Memorial Hospital Foundation

**Moderator:** Bill Good, Veteran British Columbia Broadcaster

10:15 am to 11:00 am **Networking and Coffee Break (Exhibit Hall)**  
Sponsored by Peter Kafka Consulting

11:00 am to 12:00 pm **Concurrent 1A - Frontenac A**

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

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

Concurrent 1B - Frontenac B

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

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

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

Concurrent 1C - Frontenac C

**WorkSafeBC Inspections - What to Expect**

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

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

Concurrent 1D - Empress B

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

Angela King, Chaplain, Village by the Station, Penticton

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

12:00 pm to 1 pm **Lunch** (Exhibit Hall)  
Sponsored by Marsh Canada

1:00 pm to 1:55 pm **Concurrent 2A - Empress B**

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

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

Concurrent 2B - Frontenac B

**A Year in Review - Highlights and Lowlights of Labour and Employment Law**

Delayne Sartison, Lawyer, Roper Greyell

Najeeb Hassan, Lawyer, Roper Greyell

Concurrent 2C - Frontenac C

**Creating a Change Platform: Quality Improvement in Residential Care "Safer Care for Older Persons (in residential) Environments"**

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

Fatima Al-Roubaiai, SCOPE BC Quality Advisor, University of Alberta



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**Concurrent 2D - Frontenac A**

**Is Canada's Continuing Care Sector Innovative Enough? Panel discussion with CEOs from BCCPA, OLTCA and ACCA.**

Daniel Fontaine, CEO BC Care Providers Association

Candace Chartier, CEO Ontario Long Term Care Association, Chair Canadian Alliance for Long Term Care

Tammy Leach, CEO, Alberta Continuing Care Association

2:00 pm to 2:55 pm **Concurrent 3A - Frontenac A**

**The Changing Face of Residential Care – Tertiary Care and Special Care Plus**

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

**Concurrent 3B - Frontenac B**

**Transforming Innovations Into Quality Home Care Experiences: A panel discussion**

Ron Duffell, Operations and support, CanAssist Program

Poonam Jassi, Director of Operations for BC, WeCare Home Health Services and CBI Health Group

Leigh Popov, National Director of Information Systems, Bayshore HealthCare

**Concurrent 3C - Frontenac C**

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

Jennifer Lyle, Executive Director, SafeCare BC

Dr. Chris McLeod, Assistant Professor, School of Population and Public Health, University of British Columbia (UBC).

**Concurrent 3D - Empress B**

**Music for Living – Concerts in Care**

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

2:55 pm to 3:30 pm **Networking and Coffee Break**  
Sponsored by Peter Kafka Consulting

3:30 pm to 4:30 pm **Concurrent 4A - Frontenac A**

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

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

Barbara Lindsay, Society's Director of Advocacy and Education

**Concurrent 4B - Empress B**

**Using Innovative Techniques to Stretch a \$6 per day Food Allowance Into Nutritional and Tasty Meals: Panel Presentation**

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

**Concurrent 4C - Frontenac C**

**DO NOT DISTURB! Limiting Distractions in Medication Administration**

Marianne Surmann, RN (Remedy's Rx)

Karen Newell RPN, Nurse Practice Consultant for Remedy's Rx

**Concurrent 4D - Frontenac B**

**How the Smartphone and mHealth Technologies will Transform Healthcare**

Scott Herrmann, Director, Mobile Solutions, Procura

4:40 pm to 5:10 pm **BCCPA Annual General Meeting**  
(Empress B)

5:10 pm to 5:30 pm **Inaugural Board of Directors Meeting**  
(Algonquin Boardroom)

6:00 pm to 7:00 pm **Monday Reception** (Exhibit Hall)  
Sponsored by Westland Insurance

7:00 pm **Club Care:** (Frontenac Ballroom)

- Long Service Excellence Award
- Exhibitor Recognition
- Live DJ

Hit the hottest club in town-Club Care. This reception will feature a live DJ that will take you through a musical timeline. Swing through the 50's, Rock n' Roll through the 60's, groove through the 70's, and then rock out in the 80's.

**Tuesday May 26, 2015**

7:30 am to 12:00 pm **Registration**

7:30 am to 8:15 am **Breakfast**  
(Exhibit Hall)  
Sponsored by PointClickCare

8:20 am to 9:15 am **Concurrent 5A - Empress B**

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

Sharon Simpson, Director of Communications and Marketing, Menno Place

Debra Hauptman, Chief Executive Officer, Langley Care Society

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

**Concurrent 5B - Frontenac A**

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

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

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

**Concurrent 5C - Frontenac B**

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

Ben Ridout, Quality Leader, Clinical Improvement. BC Patient Safety & Quality Council

Bincy George, Director of Care, Windermere Care Centre

**Concurrent 5D - Frontenac C**

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

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

9:20 am to 10:15 am **Concurrent 6A - Frontenac A**

**Embedding Technology Innovation in Long Term Care**

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

**Concurrent 6B - Frontenac B**

**Virtual Care – a New Paradigm for Home Care**

Elissa Gamble, Western Canada Regional Director, Bayshore HealthCare

Leigh Popov, National Director of Information Systems, Bayshore HealthCare

**Concurrent 6C - Frontenac C**

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

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

Jennifer Lyle, MHA, Executive Director, SafeCare BC

**Concurrent 6D - Empress B**

**Commitment to Quality: The Accreditation Journey Commission on Accreditation of Rehabilitation Facilities**

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)

10:15 am to 10:55 am **Networking and Coffee Break, Including Prize table** (Exhibit Hall)  
Sponsored by Care Corp.

11:00 am to 11:10 am **Presentation of BC Care Long Service Excellence Award**  
(Frontenac Ballroom)

Keith Anderson, Long Service Excellence Award Recipient

11:10 am to 11:50 am **Care to Chat: Panel Discussion with CEOs of the Health Authorities** (Empress Ballroom)

Michael Marchbank, CEO Fraser Health Authority

Dianne Doyle, Providence Health Care, CEO

**Moderator:** Daniel Fontaine, CEO, BC Care Providers Association

12:00 pm to 1:00 pm **Plenary B Revisiting End-of-Life in Canada (Includes sit down lunch)**  
(Frontenac Ballroom)

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. Romayne 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

**Moderator:** Elaine Price, BCCPA Board Vice-President

1:00 pm to 1:10 pm **Final and Closing Remarks**  
Daniel Fontaine, CEO BCCPA

1:10 pm **Conference Concludes**

## OPENING GREETING



### Dave Cheperdak, President, BC Care Providers Association

David has 28 years of experience in working for community-based, social service and health service organizations. Currently he is the Chief Executive Officer of Broadmead Care Society in Victoria, BC that owns and operates The Lodge at Broadmead (residential care), the Veterans Health Centre (Adult Day Program for Veterans) and Nigel Program for Adults with Disabilities which provides residential care and group home services on two sites for adults with physical disabilities. Broadmead Care Society is the primary service provider for Veterans on Vancouver Island for Residential Care and Adult Day Programs.

David is very active in the Continuing Health Services sector in British Columbia and has been involved in numerous initiatives to advance issues currently facing the sector. He is also involved as a non-profit sector leader and Board member with other non profit organizations that are committed to advancing the leadership, governance and operational capacity of the non profit sector in improving the lives of British Columbians. Currently David is the President of the Board of the BC Care Providers Association.

David has a Bachelor of Science degree in Physical Education, a Bachelor of Arts degree in Social Development, and a Master's degree in Public Administration. He has also completed the Certified Health Executive (CHE) professional designation from the Canadian College of Health Leaders.

## WELCOME ADDRESS



### Dr. Darryl Plecas, MLA, Parliamentary Secretary to the Minister of Health For Seniors

Dr. Darryl Plecas was elected MLA for Abbotsford South on May 14, 2013.

Darryl is Parliamentary Secretary to the Minister of Health For Seniors. He is a member of the Legislative Review Committee.

Prior to his election as MLA for Abbotsford South, Darryl was the RCMP Research Chair and Director for the Centre for Public Safety and Criminal Justice Research at the University of the Fraser Valley, where he has worked for 34 years. He holds two degrees in Criminology from Simon Fraser University and a Doctorate in Higher Education from the University of British Columbia.

Darryl has volunteered on committees including advisory committees to the Salvation Army, BCIT, the Correctional Service of Canada, the Justice Institute of BC, and the selection advisory committee for the appointment of the Chief Justice of the Provincial Court of British Columbia. He has also served as a Campaign Cabinet Division Chair for the United Way, Chair of L.I.N.C., a member of the Scholarship Committee for the Abbotsford Police Department, a Director on the Fraser Valley Child Development Foundation Board, and as an Order in Council Appointee on the Board of the Canadian Centre on Substance Abuse.

The grandson of Abbotsford pioneers, Darryl has lived in Abbotsford for the past 37 years with his wife and two sons.

## SUSTAINABILITY AND INNOVATION IN THE CONTINUING CARE SECTOR



### Daniel Fontaine, CEO, BC Care Providers Association

The Year 2045: Looking Back to the Future of BC's Innovative Continuing Care Sector

Our society has changed a lot over the last 30 years. Around this time in 1985 planners were putting the finishing touches on Expo 86. Low-cost smart phones that could track your child's every move were mere fantasy. Performing cataract surgery in less than 30 minutes was considered preposterous. Fax technology was about to revolutionize the office.

Daniel Fontaine, CEO for the BCCPA invites you on a time journey looking ahead to the next 30 years to see what it will bring in terms of innovations to the continuing care sector. What will our building designs look like? Will advanced robotics help to solve a chronic labour shortage? How did our current campus of care concept evolve? How did the integration of post-secondary institutions into care hubs revolutionize the way we deliver care?

Fontaine will transport you to the year 2045 in order to explore and discuss the characteristics of successful care providers that not only survived, but thrived in an increasingly innovative and knowledge-based society. Strap on your seat belts, jump in the DeLorean and get ready to be transported back to the future!



Tweet About This Conference Using #BCCare2015

## SUNDAY NIGHT RECEPTION

Stop by the Woodland Terrace atop the roof of the Fairmont Chateau Whistler for a welcome reception. This high altitude dining experience will feature a gourmet BBQ, open-flame fire pits, and live music as you take in panoramic views of the stunning Whistler Mountain range.

### Music by Concerts in Care

Since 2006 over 10,000 high-quality professional Concerts in Care have brought the rich experience of performance arts to people in residential care.



### Featured Performance - Van Django

Van Django is an acoustic string ensemble made up of four of Canada's most talented and eclectic musicians; violinist Cameron Wilson, guitarist Budge Schachte, guitarist/cellist Finn Manniche and bassist Brent Gubbels.

Van Django's music is punchy, driving and rhythmically inventive, combining a wealth of musical influences while maintaining their roots in the gypsy jazz made famous by the 1930's Quintet of the Hot Club of France.

Since the group's formation in 1998, they have toured extensively in Canada as well as international forays to the USA, Europe and China.

The group has had repeat performances at Djangofest Northwest (DFNW) in 2008-2010 sharing the stage with gypsy jazz luminaries such as the John Jorgenson Quintet, the legendary gypsy jazz guitarist Romane and his group.

Their first CD "Tiptoe Trip" has been well received and played on many radio stations at home and abroad including; CBC, RDI, Espace Musique, NPR and Lyric FM in Ireland.

This past April, the band released its 2nd CD "Waltz in the Shape of a Tree".

Perhaps Nick Lehr, director of Djangofest Northwest, summed it up best describing Van Django when he said:

*"In an increasingly crowded niche, Van Django is a standout act. With a clever mix of contemporary standards, classical ditties, rock homages and solid originals they effortlessly whip the audience into a joyful frenzy. Attending a Van Django concert is the most fun you can have sitting down with your clothes on."*

### Are You A Member?

**Have you signed up to become a member with the BC Care Providers Association? There are many reasons to join today!**

**For more information please contact Hart Dashevsky, Director of Membership Services and Sponsorships, or search him out here at the conference!**

**Hart Dashevsky | Director of Membership Services and Sponsorships  
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## PLENARY A

## The Innovation Paradigm: Delivering Excellence and Sustainability in Continuing Care

### Abstract:

By 2036, it is estimated that approximately 25 percent of Canada's population will be at least 65 years of age. The aging population presents considerable challenges to the health system but also opportunities for innovation to improve the overall care for seniors.

This key plenary moderated by Bill Good, veteran BC broadcaster 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. In particular, former PEI Premier Robert Ghiz will provide key address on issues around sustainability and innovation. The plenary will also 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.



#### Moderator: Bill Good – Veteran British Columbia Broadcaster

Bill Good has spent more than thirty years covering healthcare issues, education issues, and politics from every angle though anchoring newscasts at CBC, BCTV and CTV.

He also hosted a top rated radio talk show on CKNW for more than twenty five years. He's interviewed every Canadian Prime Minister since Pierre Trudeau and every BC Premier since Bill Bennett. Good now works out of the Sunshine Coast on events that interest him.



#### Key Note: Robert Ghiz, former Premier of Prince Edward Island and co-lead of the first Health Care Innovation Working Group (HCIWG)

Robert Ghiz served as Premier of Prince Edward Island from June 2007 to February 2015. First elected as a Member of the Legislative Assembly in 2003, Robert Ghiz was re-elected in 2007 and 2011 in District 13 Charlottetown-Brighton.

In addition to his role as Premier, Robert Ghiz served as Minister for Intergovernmental Affairs, Minister responsible for Acadian and Francophone Affairs and Minister responsible for Aboriginal Affairs.

Robert Ghiz's highlights as Premier of Prince Edward Island included achieving major improvements to the education system with the introduction of kindergarten as a full-day program. In health-care, Premier Ghiz was successful at modernizing the Island health-care system to ensure it is both more efficient and sustainable to meet future demands.

Robert Ghiz was the co-lead of the first Health Care Innovation Working Group alongside Premier of Saskatchewan Brad Wall. This Working Group has resulted in cost-savings for provinces in pharma-care and shared best-practices among provinces and territories to enhance health care services for all Canadians.

During the recession, Robert and his government made strong investments in public infrastructure and played a key role in helping the province weather the recession. The focus on creating jobs and protecting Islanders from the impact of the global recession resulted in PEI currently having an all-time high in regards to employment.

Before entering provincial politics, Robert worked as Special Assistant to Prime Minister Jean Chretien where he advised the Prime Minister on matters related to Atlantic Canada. Robert also served as Special Assistant to the Minister of Canadian Heritage and was employed in the private sector as Manager of Government Affairs for the Bank of Nova Scotia in Ottawa.

Robert Ghiz is married to Dr. Kate Ellis Ghiz. They have two daughters and one son, Julia, Emma and Jack.

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#### 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. R. Sacha Bhatia is the Director of the Institute for Health System Solutions and Virtual Care (WIHV) at Women's College Hospital, where he also is a staff cardiologist. As Director of WIHV, Dr. Bhatia leads evaluation for Choosing Wisely Canada, a national initiative managed through the University of Toronto in collaboration with the CMA.

He is also appointed as Assistant Professor at the University of Toronto and as an adjunct scientist at the Institute for Clinical Evaluative Sciences. Previously he worked as a clinical and research fellow in cardiology at Massachusetts General Hospital and Harvard University.

Dr. Bhatia received his medical degree and MBA at McGill University and his internal medicine and cardiology training in Toronto.



#### Dr. Samir Sinha, Director of geriatrics at Mount Sinai and the UHN hospitals, Provincial Lead, Ontario's Seniors Strategy

Dr. Samir Sinha currently serves as the Director of Geriatrics at Mount Sinai and the University Health Network Hospitals in Toronto and also holds the Peter and Shelagh Godsoe Chair in Geriatrics at Mount Sinai Hospital. In 2012, Samir was appointed as the expert lead of Ontario's Seniors Strategy to advise the Government of Ontario on how to support older adults to stay healthy and live at home longer. He is an Assistant Professor in the Departments of Medicine, Family and Community Medicine, and the Institute of Health Policy, Management and Evaluation at the University of Toronto and an Assistant Professor of Medicine at the Johns Hopkins University School of Medicine. Samir further serves as Chair of the Health Professionals Advisory Committee of the Toronto Central LHIN and is a Medical Adviser to the Toronto Central Community Access Centre (CCAC).



#### Dr. Ryan D'Arcy, Professor and BC Leadership Chair in Medical Technologies at Simon Fraser University and Surrey Memorial Hospital Foundation

Dr. Ryan D'Arcy is a neuroscientist and expert in translating brain imaging advances into health care innovations.

Dr. D'Arcy received his B.Sc. from University of Victoria (with distinction), M.Sc. & Ph.D. in Neuroscience from Dalhousie University, and completed post-doctoral training in Medical Technologies at the National Research Council (NRC). He then went on to establish the world-renowned NRC Institute for Biomedicine (Atlantic) in Halifax. As the Institute's head and senior research officer, Dr. D'Arcy attracted over \$50 million in investments in advanced biomedical imaging and established a critical mass of scientists, engineers, and clinicians focused on health technology advances in the diagnosis and treatment of neurological patients. He led the local hospitals and the university

towards "innovations from imaging" and has been widely credited for helping to catalyze Atlantic Canada's thriving medical technology cluster.

Dr. D'Arcy is the chief inventor and architect of portable brain vital sign devices, proven invaluable for evaluating major brain trauma, concussion, and dementia. He is an expert in advanced magnetic resonance imaging (MRI) and magnetoencephalography (MEG). D'Arcy also led the development and pioneering demonstration of the world's first virtual reality rehearsal for removal of a brain tumour. These brain surgery simulators, such as NeuroTouch and Periopsim, are now marketed and deployed worldwide.

Currently, Dr. D'Arcy serves as Professor and BC Leadership Chair in Medical Technologies for Simon Fraser University and Surrey Memorial Hospital Foundation and Head of Health Sciences and Innovation at Fraser Health's Surrey Memorial Hospital. Dr. D'Arcy has joined forces with the City of Surrey to drive the rapid development of Innovation Boulevard, which will focus BC's technology sector into a global leader of health care innovation.

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**Concurrent 1A: Public Reporting: Know Your Story, Tell Your Story**

**Abstract:**

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. While Your Health System.cihi.ca is primarily intended to support decision-making by healthcare planners, policy-makers and facility operators for both publicly-funded and subsidized services, its secondary purpose is to promote transparency and accountability. As such, it is accessible to anyone. This release represents the first pan-Canadian public reporting of facility-level LTC results, and significant interest from both the public and media is anticipated. In an age of increasing consumer expectation and media awareness, facility operators and funders alike need to be able to understand, explain, and act upon publicly reported performance information about their facilities.



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

Connie has been with the Canadian Institute for Health Information since 2004. In that time, she has worked with a number of reporting systems, including Inpatient Rehabilitation, Inpatient and Community Mental Health, as well as Home and Continuing Care. She has had the privilege of working closely with submitting organizations in her eleven years at CIHI, and has witnessed these healthcare sectors not only meet the challenge of collecting standardized, comparable information, but evolve and improve through the use of that information.

In her most recent role as Manager of Data Management for the Home and Continuing Care Reporting Systems, she has been very much involved in the planning and preparation for the inclusion of long-term care data on CIHI's new public reporting website. In a previous life, Connie trained and worked as a Physiotherapist in a number of areas of healthcare in both Canada and the US.

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**Concurrent 1B: Out of the Water Closet: "Continence in Care Homes"**

**Abstract:**

Urinary incontinence (UI) has a significantly negative impact on quality of life especially for older individuals. Walking is a vital aspect of health as it increases serotonin levels which aids with mood, depression, sleep and mobility. One very common modality for dealing with UI in residential care homes is to diaper residents. Diapering individuals is used to manage UI vs. treat UI. It serves to decrease dignity for people, when used inappropriately, also placing them at greater risk for Urinary Tract Infections (UTI). UI is embarrassing and may lead to isolation and depression. It may contribute to loss of sexual function. Individuals with UI are at risk for falls and fractures as they may slip on urine when rushing to the bathroom or getting up at night to void. Individuals who have UI are at greater risk for UTI, which, may lead to sepsis (an overwhelming infection) and hospitalization.

Behavioral techniques are currently recommended as first-line therapy in the treatment of UI and are relatively inexpensive and easy to implement. Various treatments for UI will be reviewed to include behavioral strategies from fluid management, to urge suppression, toileting, prompted voiding, devices and pharmacological options.

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. When conservative measures such as lifestyle and behavioral interventions have failed, drug therapy may be an option. The effectiveness of older drugs may cause short-term memory loss and lead to poor compliance due to side effects such as dry mouth and constipation. The new generation of medications provide better or comparable efficacy, but with fewer side effects.

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.



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

Maureen McGrath RN and Media Nurse is the Executive Director of Bladder Health BC Society. She is a Nurse Continence Advisor and treats patients with bladder, bowel and sexual health issues. Maureen is passionate about best practice and education. She is in practice at Uromed Continence Care in North Vancouver and in Vancouver at Cross Roads Clinic, a large multidisciplinary bladder, bowel and pelvic floor medical center. In these research-based active health care practices Maureen educates and treats a multitude female and male patients with quality of life issues. Maureen travels the province educating physicians, nurses, allied health, industry and the public on bladder, bowel, reproductive and sexual health. She has an extensive research background is a patient advocate and raises awareness about violence against women. Maureen is influential on all social media platforms.



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

Dr. Adrian Wagg MB BS FRCP FHEA qualified from the London Hospital Medical College in 1988. He trained in General and Geriatric Medicine in and around London and was appointed as a senior lecturer and consultant in General Internal and Geriatric Medicine to University College London Hospitals in 1997. In 2010 he was appointed as Professor of Healthy Ageing and Divisional Director for Geriatric Medicine at the U of A in medication and co-morbidity on continence status and the epidemiology and etiology of continence in the elderly. He has an academic and clinical interest in urinary incontinence and has published many peer reviewed publications, chapters and reviews on the subject, spoken widely and is nationally and internationally recognized. His interests are in incontinence in the elderly, the effects of medication and co-morbidity on continence status and the epidemiology and etiology of incontinence in the elderly. He was Associate Director of the Clinical Effectiveness and Evaluation Unit of the Royal College of Physicians, where he led the continence in older people program and the national audit of continence care. He is Chairman of the Frail Elderly Committee for the International Consultation on Incontinence and trustee of the International Continence Society.

**Did You Know?**

*In 2013 the BCCPA successfully launched the Care to Chat speaker series. Since its premiere nearly 1000 have attended the 7 panel discussions!*



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## Concurrent 1C: WorkSafeBC Inspections - What to Expect

### Abstract:

In 2013 workers working in long-term care facilities were injured more often than any other workers in any sector in British Columbia. Over 2,900 long-term care workers were injured and were collecting compensation benefits from WorkSafeBC that year.

Each year WorkSafeBC implements a High Risk Strategy which identifies sectors with a high risk of workplace injury. The strategy focuses on 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.

Interactions between health care workers and residents pose the greatest risk of injury from the following hazards, including musculoskeletal injuries (52%), acts of violence or force (12%) and slips, trips and falls (12%). The primary focus of the strategy will be on the occupations providing direct resident care (health care assistants, licensed practical nurses and registered nurses) and on the interactions between the health care worker and the residents. Prevention Officers will apply a point of care inspectional process to aid in identifying these hazards.

By attending this session you 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.



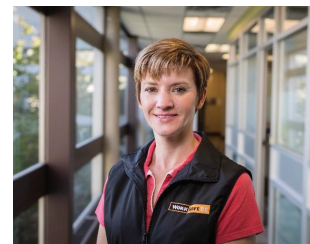
### Stephen Symon, Manager Industry & Labour Services, Health Care, Social Services and Education; WorkSafeBC

For over 25 years Stephen has worked in the capacity of researching, developing and delivering programs to improve the health, safety and well-being of workers. The primary focus for the 20 plus years has been on worker health and safety in the health care sector. Stephen has a B.Sc. and M.Sc. in human physiology and biomechanics with additional training in disability management, occupational health and safety and ergonomics.

For the past 15 years Stephen has been with WorkSafeBC and currently is in the role of Manager Industry and Labour Services focusing on injury prevention and return to work through a consultative and educational approach with health care employers and workers.

Most importantly Stephen is the father of two wonderful children, both girls, and the whole family enjoys anything and everything that gets them outdoors.

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



Chloe Eaton joined WorkSafeBC as an Ergonomist in 2005 and is a Canadian Certified Professional Ergonomist (CCPE). As an Ergonomist with WorkSafeBC, Chloe worked in the construction, healthcare, and manufacturing sectors. Her work

with the health care industry included the development of publications relating to patient handling and providing feedback on the Provincial Safe Resident Handling Standards for Musculoskeletal Injury Prevention in BC. In 2013, Chloe changed roles and became an Occupational Safety Officer, inspecting the health care and social services sectors. Her education background includes a BSc. in Kinesiology from Simon Fraser University and a MSc. in Ergonomics from Loughborough University in the United Kingdom.

### Fact Of The day!

The BCCPA held the "2nd Annual Health Minister's Lunch" in early October. The sold out event attracted over 400 attendees from across the sector!

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## Concurrent 1D : Spiritual Care of People with Dementia: A Creative Approach

### Abstract:

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. Participants will be able to apply this learning immediately in their own organization.



### Angela King, Chaplain, Village by the Station, Penticton

Angela King has been a chaplain with the Good Samaritan Society since July 2013, moving from Halifax, NS to Penticton, BC at that time. King is a Specialist with the Canadian Association for Spiritual Care. She brings a strong musical and liturgical background to her professional practice, both as a Spiritual Care Provider/Facilitator at Village by the Station and as a Licensed Lay Minister in the Anglican Diocese of Kootenay. As a certified Positive Approach to Care™ Trainer in dementia care, King is passionate about her work with people living with dementia. "Our goal, as care providers," she says, "is to maintain the relationship with the person living with dementia to the end of his life, on his terms, using what skill he has left."



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

Terje is an ordained Lutheran pastor who has served churches in Canada, the US and Norway. He is currently with the Good Samaritan Society, as a Chaplain and Assistant Director of Mission Effectiveness. In addition to his theological education, Terje has extensive training in counseling, emotional intelligence and executive coaching. He creatively integrates music into his work as a chaplain to the elderly and those with dementia. He has spent much of his life outdoors as a working cowboy from BC's Chilcotin country to the Mexican border.

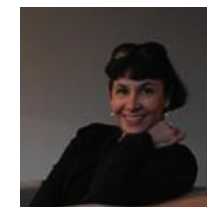
## Concurrent 2A: Canada's first Community Care Licensing Officer Training Program: Protecting Persons in Care

### Abstract:

Appropriate adherence to the residential care regulations is an essential component of supporting the care of seniors in BC. This session will provide context to the implementation of regulations, and address how compliance with the regulations supports the work of BC Care Providers.

As a direct result of recommendations made in the Carter Report The Best of Care: Getting it Right for Seniors in British Columbia (Part 2) in 2008, the Ministry of Health and the Ministry of Advanced Education in BC collaborated to support the development of Canada's first post-secondary training program for licensing officers. The Advanced Specialty Certificate in Community Care Licensing program was launched by the JIBC in fall 2013.

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.



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

Sue Bedford has been working in the field of Community Care Licensing since the mid 1990's. She has worked as a contractor, a front-line licensing officer, and has been with the Ministry of Health for many years. She is presently the Director, Community Care Facility Licensing, with responsibility for both adult residential care and child day care. Sue has a BA and MA in Political Science from the University of Victoria, with a focus on public policy for vulnerable populations.



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

Deborah Richards is a Program Director in the JIBC's School of Health, Community and Social Justice with responsibility for the delivery of the new Advanced Specialty Certificate in Community Care Licensing, and the Diploma in Health Sciences – Emergency Medical Services programs, as well as short continuing medical education courses, and contract courses for major national and international clients. Deborah has worked in adult education for 20 years. Deborah has a BA from Mt. St. Vincent University and an MEd from University of Victoria.

## Concurrent 2B: A Year in Review – Highlights and Lowlights of Labour and Employment Law

### Abstract:

Najeeb Hassan and Delayne Sartison, Q.C. both partners at Roper Greyell, the premiere labour and employment law firm in Western Canada, will present a fast-paced, entertaining 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.



**Delayne Sartison, Lawyer, Roper Greyell**

Delayne's practice covers all aspects of management-side employment, labour and human rights law, including strategic planning, dispute resolution and advocacy. Practicing in this field since 1989, she has particular expertise in the unique field of health sector labour relations in B.C. and the application of the Canadian Charter of Rights and Freedoms to collective agreements and collective bargaining.

Delayne is recognized by LEXPERT as a leading labour relations, workplace human rights, workers compensation and employment lawyer, was selected by her peers to be listed in "The Best Lawyers in Canada" and is recognized by Chambers Global. Delayne was appointed Queen's Counsel in 2011.



**Najeeb Hassan, Lawyer, Roper Greyell**

Najeeb joined Roper Greyell in 2014, bringing a wealth of knowledge and experience having formerly been a senior partner in the labour and employment group at one of Canada's largest national law firms. His legal career also includes serving as Vice-Chair of the BC Labour Relations Board and holding several senior positions with the Health Employers Association of BC, where he provided hands-on labour relations advice to its members, many of whom are BC Care Providers Association members.

Najeeb has assisted both union and non-union employers to avoid and resolve difficult legal and human resource challenges. He has extensive experience as counsel in certification and decertification of unions, grievance and interest arbitrations, collective bargaining, managing strikes and essential service disputes, unfair labour practice complaints and other applications under the Labour Relations Code. Najeeb also provides exceptional representation in the area of disability management, worker's compensation, human rights and wrongful dismissal claims.

## Concurrent 2C: Creating a Change Platform: Quality Improvement in Residential Care "Safer Care for Older Persons (in residential) Environments"

### Abstract:

Safer Care for Older Persons (in residential) Environments (SCOPE) is an improvement initiative (under the 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. Healthcare Aides provide 80% of care in nursing homes and have extensive and untapped tacit knowledge of best practices within their work environment. Allowing them to lead quality improvement teams should enhance their quality of work life as well as patient care. In addition, applying the lens of complexity science with the Break-Through Series Collaborative model (from the Institute of Healthcare Improvement) through concepts such as positive deviance and liberating structures will be a fundamental supplement to the traditional improvement PDSA tool. This workshop will aim to share with you the tools and approaches that will be integral to the initiative. Come and learn methods such as liberating structures and social movement. You will learn how to support the positive deviants in your organization and you will be able to run a TRIZ exercise to get meaningful staff engagement.



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

Dr. Adrian Wagg MB BS FRCP FHEA qualified from the London Hospital Medical College in 1988. He trained in General and Geriatric Medicine in and around London and was appointed as a senior lecturer and consultant in General Internal and Geriatric Medicine to University College London Hospitals in 1997. In 2010 he was appointed as Professor of Healthy Ageing and Divisional Director for Geriatric Medicine at the U of A in medication and co-morbidity on continence status and the epidemiology and etiology of incontinence in the elderly. He has an academic and clinical interest in urinary incontinence and has published many peer reviewed publications, chapters and reviews on the subject, spoken widely and is nationally and internationally recognized. His interests are in incontinence in the elderly, the effects of medication and co-morbidity on continence status and the epidemiology and etiology of incontinence in the elderly. He was Associate Director of the Clinical Effectiveness and Evaluation Unit of the Royal College of Physicians, where he led the continence in older people program and the national audit of continence care. He is Chairman of the Frail Elderly Committee for the International Consultation on Incontinence and trustee of the International Continence Society.



**Fatima Al-Roubaiai, Regional Quality Advisor for SCOPE, Safer Care for Older Persons (in residential) Environments**

Fatima began her nursing career in Medicine and Oncology before finding a place in the Quality Improvement world. She believes that adaptive leadership and engaging staff are key ingredients in the recipe for continuous improvement. "The saying goes - devil's in the details - and who knows the details better than front-line staff!"

Fatima has led several wide-scale projects in Acute Care and is now dedicated to applying her skills to Residential Care.

## Concurrent 2D: Is Canada's Continuing Care Sector Innovative Enough? Panel discussion with CEOs from BCCPA, OLTC and ACCA

### Abstract:

This will be a panel discussion with CEOs from long term care associations from BC, Alberta and Ontario (BCCPA, OLTC 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.



**Candace Chartier, CEO, Ontario Long Term Care Association, Chair Canadian Alliance for Long Term Care**

Candace brings her wealth of sector experience to her role as Chief Executive Officer. She is a strong leader, effective communicator and practiced health care professional who leads and delivers results on wide ranging and complex projects. Previously, Candace held positions such as Chief Operating Officer, Corporate Project Director, Administrator and Director of care in LTC. She started her career as an RN and worked in the Acute Care Sector, Rehabilitation, Community Nursing and the Aeromedical Nursing fields. Candace is a strong advocate for long term care both provincially and nationally as an executive with the Canadian Alliance of Long Term Care. Candace holds an MBA from Western University Richard Ivey School of Business as

well as being a graduate from Queens University Executive Development Program and the University of Toronto Rotman School of Management, Advanced Health Leadership Executive Program.



**Tammy Leach, CEO, Alberta Continuing Care Association**

Tammy Leach was appointed Chief Executive Officer of the Alberta Continuing Care Association (ACCA) in September 2013. Over the last 18 months Tammy has lead the ACCA through a revitalization which has included supporting a shift in board governance from an operational to governing Board of Directors, overseeing significant changes to bylaws, and expanding the ACCA membership. Tammy's leadership strengths include ability to build collaborative stakeholder relationships.

Tammy has over twenty years' experience as a strategic senior executive in the not-for-profit, government, community service and health care sectors. She has worked within the various facets of continuing care including adult supportive living, senior's housing and personal care. She holds a Bachelor of Commerce with Great Distinction from the University of Saskatchewan and certificates in Health Care Administration and Senior Citizen Homes Management.



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### Daniel Fontaine – CEO, BC Care Providers Association

Daniel Fontaine works as the Chief Executive Officer for the BC Care Providers Association. Over the course of his career he has worked in the private and not-for-profit sectors as well as government.

After obtaining a Bachelor of Arts degree in political science from the University of Manitoba, Fontaine went on to complete the Media Writing and Public Relations certificate from Langara College. He was appointed to the Board of Directors for Douglas College and served on the BC College of Psychologists from 2004-2010.

Fontaine is the former weekly civic affairs columnist for 24 Hours Newspaper and political commentator on Global TV & Global BC1 news channel. He actively participated in the weekly civic affairs panel for the top-rated Bill Good Show on CKNW radio. He also served as back-up host for the Simi Sara Show. In 2008 he co-founded CityCaucus.com, one of Canada's most popular civic affairs blogs.

From 2005 to 2008, Fontaine also served as the Chief of Staff in the Office of the Mayor of Vancouver. He was appointed to the Board of Directors for SafeCare BC in 2015 with a mandate to reduce workplace injuries in the long-term care sector. Fontaine was awarded the Queen's Diamond Jubilee Medal for public service. He was born in St. Boniface, Manitoba and moved to British Columbia in 1989. In 2014 he was appointed as a member of the Executive for the New Westminster Minor Hockey Association.

Fontaine is married with one son and has resided in the historic Queen's Park neighbourhood of New Westminster since 2001.

## Concurrent 3A : The Changing Face of Residential Care – Tertiary Care and Special Care Plus

### Abstract:

It is anticipated that the number of people suffering with Alzheimer's disease and other types of dementia will increase dramatically over the next ten years. The question is: how will our health care system need to grow in order to support the increased complexity as more people enter our residential care settings during the latter stages of dementia, after families and caregivers have exhausted all of the available supports at home.

What are the current available resources that exist in Vancouver Coastal Health to help support people suffering with behavioural complexities while they are at home in the community, in acute care and long term residential care? Are those services sufficient and able to keep up with the competing demands?

How do our community (primary), secondary and tertiary systems work together to ensure that people receive appropriate, effective and timely care?

This session will look at the relationship and roles of tertiary mental health and residential special care unit + in Vancouver Coastal Health. Specifically, how these units support the health system and meet the needs of the clients they serve. The 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.



### Sarah Jordan, Manager, Priority Access and Residential Care, VCH

Sarah Jordan manages access into the publicly subsidized Residential Care (RC) beds in VCH - Vancouver and the contracted RC facilities. In this role, Sarah monitors the capacity and demand for Special Care +. She collaborates with Older Adult Tertiary Mental Health (TMH) to place clients in appropriate RC settings and supports Service Providers with TMH referrals for clients who require symptom and behavioral stabilization.



### Carol Mothersill, CEO, Fair Haven United Church Homes

Carol Mothersill is passionate about residential care having worked in this sector for over thirty years. Currently she is the Chief Executive Officer for the Fair Haven United Church Homes which operates residential care sites and independent housing in Vancouver and in Burnaby.

### Did You Know?

The BCCPA Board is pleased to have kept service-provider membership dues frozen for the 5th year in row!



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### Susan Higginbotham, Nurse Manager, Fair Haven United Church Homes

Susan Higginbotham has been a registered nurse who has worked in both Canada and the UK. Her interest in caring for elderly residents with dementia began when she was 11 years old, when she enrolled as a member of the Junior Red Cross and was given an assignment to visit an elderly lady with dementia living at home. Her interest in providing care for individuals with dementia has never wavered. She has a certificate of Gerontology, is an Eden alternative associate and GPA Coach. She currently manages the Special Care Plus at Fair Haven where she has committed to providing person centered care to those individuals who have dementia with BPSD.



### Jo-Ann Tait, Site Operations Leader

Jo-Ann Tait, RPN, BHSc (PN), MScN, serves as the Site Operations Leader for Providence Health Care leading the Older Adult Tertiary Behavioural Support Unit (Parkview) and the complex residential care and special care units located at Youville. She is passionate about supporting people, their families and staff in reducing stigmas associated with mental illness as well as challenging our health care system to strive for excellence in caring for vulnerable populations. Jo-Ann is co-leading a unique initiative in Providence Health called "Residential Care for Me" using design thinking to create innovative ways to health care systems. She currently serves as the President of the Catholic Health Association of BC and when not at work, can be found enjoying the outdoors with her husband and two small girls, Jordyn and Jayda, in one of their company's wooden canoes and kayaks.

## Concurrent 3B: Transforming Innovations into Quality Home Care Experiences: A panel discussion

### Abstract:

This session will be a panel discussion with representatives from the University of Victoria, Bayshore HealthCare, and WeCare to discuss various innovations in the home care sector that are improving quality of care for seniors. Specifically, the presentation will highlight the work by the CanAssist Department at the University of Victoria, which is doing research and looking into new innovations in technology to assist seniors in the community. This presentation will also offer a brief overview of how Bayshore's investment and innovation through its Epsilon™ platform is meeting the evolving needs of various stakeholders, and helping transform the sector while providing more for less. Lastly, it will showcase We Care's Remote monitoring and virtual care technology in patient care for both healthy ageing and restorative care. The presentation will focus on current state and outcomes, future states, and how remote monitoring can be incorporated into various care plan packages to assist with wound care, medication compliance, delegated tasks and 24/7 support for the patient, professional caregiver and family caregiver.



### Ron Duffell, Operations and Support, CanAssist Program

With an enduring interest in public policy, Ron has focused on the improvement and transformation of public services, and developing strong partnerships with stakeholders and cross-government agencies. Ron has an understanding of what's involved in working within communities and leading the decision-making processes in government and has worked on many complex projects to improve: governance and funding, program design, business processes, legislation, and policy for public sector organizations.

Examples of Ron's work include: health system regionalization; consultations and development of legislation and regulations in community care and assisted living, drinking water, food safety and public health; clinical supervision; regional director of alcohol and drug programs; B.C.'s lead at federal, provincial and territorial health tables; most recently the oversight and implementation of Healthy Minds, Healthy People.

Ron began his career in nursing and has worked in a variety of acute and community settings, moving into health system administration where he has held increasingly responsible positions in the B.C. Public Service. Recently retired, Ron works part time with CanAssist and volunteers as a member of the board of the James Bay Community Project. Ron holds an MA in organizational leadership and is a member of the Associate Faculty at Royal Roads University.



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

Poonam is the Director of Operations for British Columbia for We Care Home Health Services/CBI Health Group. Poonam has worked with We Care for the past 4 years in a variety of capacities ranging from marketing to customer experience and strategic programs. Her passion has always been in bringing innovations to home care, whether through the use of technology or transforming the way in which things are done. Whatever innovations are put in place, Poonam believes should always have the patient as the focal point. Poonam holds a Bachelor of Science from Simon Fraser University and a Masters of Business Administration from the University of Toronto.



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### Leigh Popov, National Director of Information Systems, Bayshore HealthCare

Leigh Popov is a career technology professional with over 20 years progressive experience in information and technology management. With a diverse background in public and private sectors Leigh brings a customer-centric, value-based approach to business and systems design. In his current role as Chief Information Officer at Bayshore HealthCare, Leigh is responsible for delivering vision and thought leadership in design, development, integration and support of all eHealth, mobility, administrative and other business communication and information systems for one of Canada's largest home & community care, and specialty pharmaceutical service providers. Leigh holds a Master's degree in Business Administration from Queen's University in Kingston (Ontario).

## Concurrent 3C: Safety in Our DNA: How Organizational Culture is harnessed to Create Safer Work Environments

### Abstract:

Organizations in the continuing care sector face a significant challenge when it comes to workplace injuries. Every year, more than 120 000 work days are lost due to injury and over \$23 million in claims are paid. Ultimately, this negatively impacts the ability of those working in the sector to provide quality, resident-centred care.

Addressing workplace safety is a complex and multi-faceted issue. Improving one's safety record therefore requires a holistic approach that stretches beyond just staff education and equipment purchases. Research into other areas of safety both within and outside of the healthcare industry have identified that so-called "high performing" organizations share common characteristics; specifically, they tend to demonstrate excellence in key areas relating to communication, interdisciplinary collaboration, learning, incident reporting, and management commitment to safety. In the literature, the presence of these elements has been loosely defined as having a "safety culture".

Initiatives centred on creating a safety culture with respect to patient care have shown great promise. A cross-sectional analysis of 91 hospitals by Singer et al. (2009) demonstrated a positive link between an organization's safety culture score and fewer adverse events and patient outcomes. An analysis of 179 hospitals by Mardon et al. (2010) found that organizations who scored higher on safety culture indices had lower rates of in-hospital complications and adverse events.

What can the continuing care sector learn from these examples to create safer work environments for its workforce? This session will endeavour 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.



### Jennifer Lyle, Executive Director, SafeCare BC

Jennifer Lyle is the executive director of the provincial long term care health and safety association, SafeCare BC. Prior to coming on board with SafeCare BC, Jennifer worked in a dual role as a healthcare practitioner and the Director of Operations for a Burnaby-based rehabilitation organization after graduating from Simon Fraser University with a Bachelor of Science degree. She later obtained her Master of Health Administration at the University of British Columbia.

In addition to her studies, Jennifer has collaborated on research initiatives exploring the impact of care environments on elderly patients and care providers. She also sits on the board of directors for the British Columbia Association of Kinesiologists.

Jennifer is a strong advocate of a holistic approach to healthcare, and believes that creating positive, healthy environments for both providers and clients is key to effective, quality care. Out of the office, you can find Jennifer hiking and mountaineering in the backcountry.



### Dr. Chris McLeod, Assistant Professor, School of Population and Public Health, University of British Columbia (UBC)

Dr. Chris McLeod is an assistant professor in the School of Population and Public Health at the University of British Columbia (UBC), an associate scientist at the Institute for Work & Health in Toronto, and the co-research lead of the Partnership for Work, Health and Safety, also at UBC. His research focuses on the program and policy evaluation of occupational health policies and practices and on the causes and consequences of work-related injury and disease. He is currently conducting a study in the BC long-term care sector to establish a set of leading health and safety indicators that organizations can use to assess and improve their health and safety performance. He is also conducting a study on violence in the health care sector to establish leading and lagging indicators for use in evaluating workplace violence prevention programs. Other current areas of research include an assessment of the effectiveness of occupational health and safety management systems on work injury; an examination of the etiology and outcomes

of serious work-related injury; and national and international comparative work within Canada and with Australia and New Zealand. Dr. McLeod holds a PhD in population and public health from UBC and a MA in economics from McMaster University.



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## Concurrent 3D: Music for Living – Concerts in Care

### Abstract:

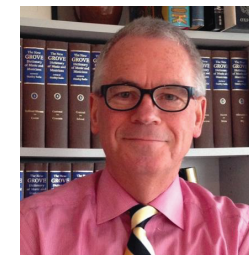
It is so commonplace that people enjoy music in their lives that music has always been a part of living in residential care and retirement homes.

Our concerts program is distinguished by the quality of the performers engaged and the efficiency of delivery of the programs. Until we began our program in 2006 there was no organized way for public performers to engage with audiences in residences.

The presentation will expand on the value of the program to residents in terms of quality and enjoyment, and will demonstrate its effectiveness in operation. We have the advantage of nine years' experience, but even with a list of 72 client homes we still rank as innovative in relation to the potential for delivery to the sector.

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. These are no longer deemed enough to satisfy the resident clients, and the expectations of the forthcoming wave of boomers into retirement and residential care homes will transform the sector. Sustainability has at least two facets. One is that homes must find ways to provide high-value service, and the other is that they must operate efficiently.

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. We will likely comment on the contributions required and the justification for them.



### David Lemon, Founder of Concerts in Care, Presented by Health Arts Societies Nationally

Health Arts Society was founded by its Executive and Artistic Director David Lemon in early 2006. He brought to the programme experience developed in business, over a 35-year career in maritime insurance and in the arts, including as a member of the boards of Vancouver Opera, Vancouver Art Gallery, Ballet BC, Vancouver Bach Choir and Vancouver Symphony.

He initiated several music productions and commissioned a work for the opening of the Chan Centre at UBC from composer Sir Peter Maxwell Davies. David Lemon owned The Magic Flute CD store in Kitsilano for twelve years, and

created the Orpheum Masters CD label. In 1996 he was awarded the Edmund C. Bovey Award for support of the arts by a person in business and was conferred a honorary degree by UBC in 1997.

## Concurrent 4A: Becoming Dementia-Friendly: Creating positive sustainable change in the lives of people with dementia and our communities

### Abstract:

A dementia-friendly community is a community focusing on stigma reduction and the meaningful inclusion of people with dementia. It understands people living with dementia and supports them in participating in activities to the fullest extent possible. In a dementia-friendly community, members are educated about dementia, and recognize that people living with dementia experience the world differently.

Working collaboratively with people living with dementia and their caregivers, the Alzheimer Society of B.C. has established a Dementia-Friendly Communities Initiative (DFCI) to support the professional sector and the general public to become 'dementia-friendly' through education and sharing of best practices. Everyone, from people living with dementia, their families, to healthcare providers, and administration, can benefit from increased understanding, awareness and sense of community.

The Dementia-Friendly Communities Initiative is part of developing a sustainable cultural shift towards caring and communicating with people living with dementia in a dignified and respectful way. Innovating through education and collaboration, the DFCI is able to adjust to the needs of various communities – geographical, or groups with shared interests, such as professional groups, religious organizations or businesses. The DFCI provides these communities with the necessary tools to move towards inclusion, compassion, and stigma reduction.

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.

The Dementia-Friendly Communities Initiative reflects the BCCPA's focus on fostering an optimal quality of life for seniors, building relationships, and responding effectively to staff training needs through progressive changes and growth.



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### Maria Howard, CEO of the Alzheimer Society of B.C.

Maria Howard is the CEO of the Alzheimer Society of B.C. She is a dynamic and strategic thinker with both provincial and national board governance experience. Her decades of leadership in the health-care sector and commitment to operational excellence fit with the Society's ambitious goals — goals that have grown out of the increasing number of people who face a dementia diagnosis in B.C.

Maria lives in Vancouver with her husband and two children and enjoys biking, swimming and spending time with her many pets.



### Barbara Lindsay, Society's Director of Advocacy and Education

Barbara Lindsay has been with the Alzheimer Society of B.C. since 1997 and is currently the Society's Director of Advocacy and Education.

Her work with the Society involves planning, implementing and evaluating public policy and advocacy, and liaising with government agencies and regional health authorities. Her department is excited about their education initiatives: providing a comprehensive and evidence-based education curricula for people with dementia, families and caregivers; an education program for health care providers and the introduction of a Dementia-Friendly Communities program. A lawyer whose passion is for people rather than paperwork, Barbara also assists Society staff in their work supporting people affected by dementia with their advocacy and legal planning, as well as being the Society's privacy officer.

Barbara is committed to ensuring the voices of people with dementia, caregivers and families are heard as we work towards transforming B.C.'s dementia system of care.

## Concurrent 4B: Using Innovative techniques to make a \$6 per day food allowance into nutritional and tasty meals: Panel presentation

### Abstract:

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.



### Suzanne Quiring, Registered Dietitian with SuzyQ Menu Concepts

Suzanne Quiring is a Registered Dietitian with Dietitians of Canada, College of Dietitians of BC, Academy of Nutrition and Dietetics (ADA), CSNM, has her Continuing Care Administrator's diploma, and 20 years' experience in the Long Term Care food industry. Suzanne has personally worked in all areas of Residential Care - Assisted living, skilled nursing care, palliative care, dementia care, brain injury, and extended care - she has a strong understanding as to the practical challenges of providing great meal service to residents on a budget. In 2000, Suzanne invented the SuzyQ cart System, which is an improved way on "how" we typically do meal delivery in our LTC dining rooms that allows for more resident interaction & choice, hotter food and less food waste which saves significant dollars. To date, she has helped over 400+ Residential Care facilities through Canada & USA improve their meal delivery. She loves to share her experience on "how" meal service can be done as resident focused as possible, the culture change that is needed, and is a big supporter of the Eden Alternative and Pioneer Network organizations.



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

Robert Cunningham began his career in healthcare 35 years ago, cooking in a healthcare facility. He has worked in all aspects of the food industry, including manufacturing, restaurants, retail grocery and foodservice distribution. In 2001 Robert started with Sysco as National Corporate Sales Manager, then Director of Healthcare and Multi Unit sales. He has his Level 2 Sommelier Certification with the International Sommelier Guild and has been living in Kelowna for the past 5 years. Robert is very involved in the industry at all levels, including speaking at Seniors Conferences, a committee member for BCSLA Conference, member of the Culinary Arts Program Advisory Council for Okanagan College and member of the Okanagan Chefs Association. Robert enjoys spending time with his family and has 3 grown sons. He spends his free time

hiking, golfing, paddle boarding and honing his sommelier skills entertaining friends at dinner parties. He is blessed to live in the Okanagan where "living local" is very easy to do.



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### Nazma Khan, Head Cook for Retirement Concepts at Dufferin Care Centre

Nazma Khan's hospitality career started at a small café in Vancouver. She worked as a server in various restaurants while also doing retail inventory management. Khan also worked at the Boathouse Coal Harbour until it closed and was transferred to the Richmond Boathouse. Her career progression started from bus person to server and hostess, to kitchen worker to cook, while taking hospitality courses at Vancouver Community College.

Currently, she is the Head Cook for Retirement Concepts at Dufferin Care Centre where she started her Chef Apprenticeship in 2007. Khan trains Cooks in-house and Chef's from other facilities on texture modified diets to meet the needs of long term care residents. Khan is responsible for developing menus and recipes, doing inventory control and ordering food and supplies to meet Dufferin Care Centre's budget.

## Concurrent 4C: DO NOT DISTURB! Limiting Distractions in Medication Administration

### Abstract:

This presentation speaks to delivering the best care possible to the residents of Residential Care in British Columbia. 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.

Our presentation will demonstrate the success we have had in the homes we service. Our research will showcase that through assessment, planning and reporting, workshops and follow-up, we have been able to positively change the number of interruptions and thus provide safer healthcare to residents.

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!



### Marianne Surmann, RN Remedy's Rx

Marianne is a Registered Nurse who manages and supervises all nursing best practice support services provided to client homes. These include development of in-service and education programs specifically addressing nursing standards and best practices as well as policy and procedure development.

She is a primary liaison for professional staff of our client homes and assists them with professional standards and service related to medication administration compliance. Marianne provides leadership to a team of Nurse Practice Consultants.

Marianne is a proven professional with over twenty years' experience with Remedy's Rx serving Residential Care homes. She has extensive knowledge of best practices in residential care and assisted living homes and has been the project leader for many Nursing Practice Programs related to Medication Management, educational and best practice initiatives.



### Karen Newell RPN, Nurse Practice Consultant for Remedy's Rx

As a Nurse Practice Consultant for Remedy's Rx since 2006 Karen's focus has been on Best Practice, Education in Medication Management, eMAR training and Client Services in Residential Care, Retirement, Assisted Living and Group Home settings.

Karen has worked as a Registered Practical Nurse caring for the aged for over 30 years in both front line and management roles. This experience along with her continued education has been a benefit for our clients. Knowledgeable in medication management and the standards and guidelines set out by the regulatory bodies has been a proven asset.

## Debate of Special Resolution at AGM!

Last month, BCCPA Board of Directors approved a special resolution on funding and sustainability within the continuing care sector. That resolution will go before the AGM on Monday, May 25 at 4:30pm.



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## Concurrent 4D: How the Smartphone and mHealth Technologies will Transform Healthcare

**Abstract:**

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.



**Scott Herrmann, Director, Mobile Solutions, Procura**

Prior to joining Procura Scott spent time working and learning at some of America's largest and most respected corporations. At Motorola and IBM he was a leader in the sales engineering department. He then became Director of Sales at Positron, and worked in similar positions with InterVoice, Ti3, and TALX Corporation. Scott's attention was drawn back into the homecare industry in 2007, specifically working on mobile applications, where he led the sales and marketing efforts for CellTrak. From working with public safety, where he is still an active member, to eliminating paper processes for Fortune 500 corporations, Scott's focus is to help his clients achieve their goals. He now brings his 25 years of application sales, marketing and mobile technology experience to the Procura team.

Currently Scott applies his skills focusing on Procura's home health care mobile solution. As a pioneer in the mobility world, Scott has an in-depth understanding of what customers need from a mobile solution and how to effectively deploy it. Scott has written articles for Caring Magazine and Canadian Healthcare Technologies.



### CLUB CARE - DANCING THROUGH THE DECADES

Hit the hottest club in town-Club Care. This reception will feature a live DJ that will take you through a musical timeline. Swing through the 50's, roll through the 60's, groove through the 70's, and then rock out in the 80's.

Prizes will be awarded to best dressed delegates (male/female) & best themed booth.

#### SafeCare BC Training

**In 2014 we officially launched SafeCare BC, your injury preventative organization for the continuing care industry. In just over a year over 500 care providers have participated in SafeCare BC workshops and training sessions! Check out upcoming course dates at [www.safecarebc.ca](http://www.safecarebc.ca)!**

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#### Keep An Eye Out!

**This year the Annual Conference Committee we have a number of community partner tables at the conference. Visit them in the Frontenac Foyer!**

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## CONCURRENT SESSIONS: TUESDAY MAY 26, 2015

### Concurrent 5A: Incorporating faith in a non-faith based care home (addressing spiritual needs of individual in a non-faith based home)

#### Abstract:

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.



#### Queenie Choo, Chief Executive Officer S.U.C.C.E.S.S

Queenie Choo has held many senior leadership positions in varied organizations. She was appointed as the CEO to commission the first culturally based seniors care home in Edmonton Alberta. With her strong background in continuing care, in 2010 Choo was appointed as the ED responsible for redesigning the home and community health system within Alberta Health Services.

Demonstrated with effective leadership ability, in 2012 Choo was appointed as the CEO of S.U.C.C.E.S.S., the largest non-profit social service organization in BC. Choo's role has been based on her ability to blend a rigorous and result oriented approach with a genuine sensitivity to people. She has led the teams to develop many innovative programs in the area of skills and training, employment, business development, settlement, language, family & youth for newcomers as well as seniors care and housing.

Choo was recognized as the Queen Elizabeth II Diamond Jubilee award recipient for her significant contributions to the community. She received her master degree in Nursing from the University of Alberta and her Canadian Health Executive (CHE) designation from the Canadian College of Health Leaders. Choo has also presented widely both nationally and internationally.



#### Sharon Simpson, Director of Communications and Marketing, Menno Place

Like you, executive leader and expert communications strategist, Sharon Simpson understands the power of authenticity and emotion when communicating the story of an organization. With over two decades of experience in communications and business experience, Sharon combines wisdom, vision and enthusiasm in her leadership.

Her communication strategies have shaped companies such as the BC Milk Marketing Board and multiple independent films. Sharon has spoken in the inner sanctum of The Directors Guild of America and is a guest lecturer in the Aging Matters course at Regent College.

As Director of Communications and Marketing for Menno Place, Sharon's focus is on relationships and authentic story-telling. She writes frequent articles on senior's issues that demystify, encourage and challenge thoughts on aging and elderly living. Her passion is to help seniors finish strong as they face significant loss and transition.

Sharon enjoys coaching a women's dragonboat team, providing spiritual direction and camping with her family. She is a frequent speaker at women's retreats and seniors groups. She holds a BA in Psychology from the University of British Columbia.

#### Website a Hit

**Did you know over the last year the BCCPA website generated 90,000 page views, attracted 40,000 unique visitors and 28,000 of them were first time visitors!**



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#### Debra Hauptman, Chief Executive Officer, Langley Care Society

Debra Hauptman has been Langley Care Society's Chief Executive Officer since September 2009. A graduate of BCIT's School of Nursing, she started her career working primarily in adult mental health services. She has since worked in community-based mental health, vocational rehabilitation and primary care services for over twenty years in a senior management role.

Prior to Langley Care Society, Debra worked for Vancouver Coastal Health Authority, as the Manager of the Downtown Community Health Centre, a primary care clinic in Vancouver's Downtown Eastside. Prior to 2005, she was the Executive Director of SRS Vocational Services in Surrey for 13 years.

Debra earned a Master's Degree in Business Administration from Simon Fraser University in 2002. She has served as a Director on the Central Surrey Business Improvement Association and the Surrey Board of Trade. She is currently a representative on the Seniors Advisory Committee of the Township of Langley and a Director on the Board of the BC Care Providers Association.

### Concurrent 5B: How connecting patients and their care teams can transform the way healthcare is delivered

#### Abstract:

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 that 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.

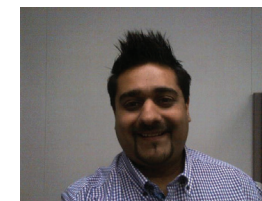


#### Susan May, Manager, Home Health & VCM, GE Healthcare

Susan May is the National Manager of Home Health Solutions for GE Healthcare. In her position, she leads the Canadian Business and Market Development activity for the JV business, Care Innovations. Care Innovations is a joint venture between GE Healthcare and Intel. Together they are creating technology-based solutions that give people confidence to live independently, wherever they are.

A 16 year veteran of GE Healthcare, May has held a variety of business leadership positions within the organization, and throughout her career, she has been focussed on how healthcare technology and solutions can improve the way we deliver care and outcomes to our patients and clients.

The transition of care to the community and home is not without its challenges, but it will provide the biggest rewards for our health system, and more importantly, our patients and their families.



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

Aleem Rajani works for Alberta Health Services as a Primary Care Manager in the Edmonton Zone. As a Primary Care Manager, Aleem sits on the board and governance committees of Edmonton Zone Primary Care Networks, working with physicians to advance primary health care. He also supports primary care clinics with quality improvement facilitation as they participate in the Alberta AIM program to improve access, efficiency and clinical outcomes. Aleem is co-chair of the Health Working group for Age Friendly Edmonton and a member of the

Steering Committee. He graduated from the University of Alberta with a Masters in Occupational Therapy and has both experience as a frontline clinician and managing multidisciplinary teams. Aleem has been involved with the MyHomeHealth pilot project supporting primary care network and physician engagement and working closely with the project team to integrate and leverage virtual monitoring technology as a delivery system in the model of care for chronic disease patients within primary care networks in Alberta.



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## Concurrent 5C: Clearer thinking after CLeAR: How a provincial initiative reduced use of antipsychotics in residential care facilities

### Abstract:

Established in 2013, the Call for Less Antipsychotics in Residential Care (CLeAR) initiative, facilitated by the BC Patient Safety & Quality Council, 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 and worked collaboratively with partners to deliver individualized assessment and evidence-based care, leading to a reduction in the inappropriate use of antipsychotic medications.

The CLeAR initiative came to a close at the end of December 2014 and results from the initiative indicate a reduction in antipsychotic use and improved capability amongst participating facilities. Bincy George, the Director of Care at Windermere Care Centre where antipsychotic use was reduced by almost 50%, will share her site's experience and discuss key success factors for her team. One such factor was the establishment of an innovative medication review process, as well as implementing an inter-professional team approach with all departments involved, including non-clinical staff from maintenance and housekeeping.

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.



### Ben Ridout, Quality Leader, Clinical Improvement. BC Patient Safety & Quality Council

Ben has been a member of the BC Patient Safety & Quality Council since April 2014. As a Quality Leader in Clinical Improvement, he supports a variety of initiatives including Clinical Care Management and CLeAR (Call for Less Antipsychotics in Residential Care).

Through his previous roles at Island Health, Ben was involved in numerous improvement initiatives and developed an enthusiasm for quality improvement. He has always been passionate about numbers and has a specific interest in helping turn data into knowledge to support quality improvement.

Ben holds a Master of Health Administration from Dalhousie University and a Bachelor of Business Administration, with a joint major in Business and Geography, from Simon Fraser University.



### Bincy George, Director of Care, Windermere Care Centre

Bincy has been working at Windermere Care Centre since 2000 in various capacities that have helped her understand the dynamics and operations of such a diverse and efficient organization. She took over the overall resident care portfolio, assuming the role of Director of Care in 2013.

Bincy has a passion for resident care and is a strong advocate for those unable to do so for themselves in their twilight years. Graduating from UBC in 2007, with a Master's of Science in Nursing, has enabled Bincy to focus on evidenced based practice. Bincy has also been working with Langara College of Nursing since 2009 as an educator.

This experience has geared her towards implementing best practice guidelines at the organization. Bincy believes that Windermere Care Centre has a great team and is proud of the high standards it strives for in order to be a leader in long term care.

## Concurrent 5D: Reawakening the Connection: A Presentation on technology and person-centered care

### Abstract:

Fraserview Care Lodge, the first complex care facility built in Richmond over 40 years ago 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. By putting effective tools in more hands and in more places there will be an increase in activation, engagement and a possible reduction in challenging behaviours brought on by isolation. Qualitative and Quantitative methods were used to test the psycho-social effectiveness and the overall increase in activation. Using the various forms of technology, our digitally created content and journey cards provided person-centred care and increased the quality and the quantity of interactions with our seniors.

Technology is principle to increasing the availability of person-centred programing in long-term care. It provides effective and easy to use tools which can directly impact the duration of challenging behaviours due to isolation and lack of engagement. Technology and approximate tools (content) can be used to improve the connection between Caregivers and residents.



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

Coreena Robertson is the Communications and Recreation Director at Fraserview Care Lodge in Richmond BC. She has spent 25+ years working with seniors in long-term care. Developing over 60+ programs including adapted and specialized programs for those with severe dementia, she is passionate about creating change that will result in an increase in positive resident interactions. To improve the quality and reach of intellectual programming for those with memory challenges, she has created Boomerang LIFE – which uses both technology and effective tools to engage residents.

In February 2014, Coreena co-presented with keynote and national bureau speaker John Dehart on seniors and technology.

## Concurrent 6A: Embedding Technology Innovation in Long Term Care

### Abstract:

Retirement Concepts is the largest private provider of longer term care in BC. As an industry leader they are looking to technology advances and innovative processes to personalize and improve care in a cost effective manner. As part of the Retirement Concepts Innovation Centre (RCIC) partnership, local companies, researchers, not for profits, residents, families and community members are being brought together to direct technology development towards seniors needs. There are three key objectives of this initiative 1) maximizing innovations in client care, 2) embedding research in the care environment and 3) getting products and services to market.

Although only a year old, RCIC has multiple projects underway including the testing and development of a wheelchair airbag in partnership with MobiSafe Systems Inc, the development and implementation of a brain vital sign system for dementia care, and the integration of video surveillance in the analysis and care provider training of falls and aggression in long term care. As part of this Innovation Centre initiative, Retirement Concepts has developed an Invitation to Participate program that allows all residents, families, care providers, staff and community members to opt into a range of research studies and product development activities from focus groups to product testing. Changing the model of health technology research and development by embedding it with end users will expedite the generation of targeted solutions and move those solutions to market more efficiently.



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

Dr. Sparrey is an Assistant Professor of Mechatronic Systems Engineering at Simon Fraser University and is a member of the Retirement Concepts Innovation Centre (RCIC) Steering Committee. She heads up Surrey's Innovation Boulevard MedTech committee and is actively engaging with companies across Canada to move research beyond university walls. In partnership with Retirement Concepts Innovation Centre, Dr. Sparrey applies mechanical engineering theories to study human injury and develop innovation injury models and health technology solutions. Dr. Sparrey leads multiple health technology projects embedded in RCIC and has focused on case study analysis to better understand falls and aggression in long term care. She has a Ph.D. in Mechanical Engineering from Berkeley and was a

Canadian Institutes of Health Research postdoctoral fellow in Neurosurgery at the University of California San Francisco. Before joining SFU, Dr. Sparrey worked as an accident reconstruction specialist with Applied Biomechanics in California.

## Concurrent 6B: Virtual Care – a New Paradigm for Home Care

### Abstract:

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.

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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

This presentation will be of particular interest to Health Authorities, Government planners, Program Managers, Policy Analysts and anyone interested in the future of Home and Community Care.



#### **Elissa Gamble, Western Canada Regional Director, Bayshore HealthCare**

Elissa Gamble is an innovative leader with over 25 years' experience in health care. A visionary who demonstrates successful outcomes and drives stakeholder returns, Elissa draws on her extensive experience in community sector complimented by broader healthcare industry experience. Elissa has been with Bayshore for 15 years and currently serves as Director of Regional Development for Bayshore HealthCare, Home Health Division. As a member of the Senior Management team she oversees branch and clinic operations across Western Canada to ensure branch offices are meeting or exceeding goals through innovative strategic business and people leadership. In this role she provides leadership and support to over 20 branch offices employing close to 3000 staff. Prior to this role, Elissa has held

positions with a number of organizations in the acute, long term and tertiary care sectors. Elissa holds a Master's degree in Health Administration from the University of British Columbia.



#### **Leigh Popov, National Director of Information Systems, Bayshore HealthCare**

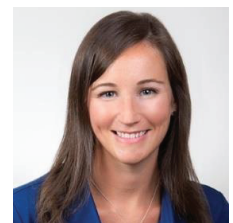
Leigh Popov is a career technology professional with over 20 years progressive experience in information and technology management. With a diverse background in public and private sectors Leigh brings a customer-centric, value-based approach to business and systems design. In his current role as Chief Information Officer at Bayshore HealthCare, Leigh is responsible for delivering vision and thought leadership in design, development, integration and support of all eHealth, mobility, administrative and other business communication and information systems for one of Canada's largest home & community care, and specialty pharmaceutical service providers. Leigh holds a Master's degree in Business Administration from Queen's University in Kingston (Ontario).

## **Concurrent 6C: Linking Person-Centred Care to Staff Safety: Training through a Dementia Lens**

### **Abstract:**

In British Columbia, long term care workers have one of the highest injury rates of any industry, at 9.2 per 100 person-years. Acts of responsive behaviour or violence are the second-leading cause of injuries among long term care workers. Consequently, health and safety initiatives within long term care organizations often have a violence prevention focus.

At the other end of the spectrum, there is a growing emphasis within the long term care sector to de-institutionalize care and shift to person-centred care models. 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.



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

Jennifer Stewart is Manager of Advocacy & Education at the Alzheimer Society of B.C. Throughout her eight years with the Society, Jennifer has been involved in the development of a variety of programs. Jennifer's current focus includes new initiatives to build Dementia-Friendly Communities throughout B.C., and to promote person-centred approaches to care. Jennifer is committed to ensuring individuals and families have the best life possible as they navigate the dementia journey. Jennifer holds a BA in Psychology from UBC and a MA in Gerontology from SFU.

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#### **Jennifer Lyle, MHA - Executive Director, SafeCare BC**

Jennifer Lyle is the Executive Director of the provincial long term care health and safety association, SafeCare BC. SafeCare BC's mandate is to reduce workplace injuries in long term care through the provision of education, tools, and resources. Jennifer holds a BSc. in Kinesiology from Simon Fraser University, and a Master of Health Administration from the University of British Columbia. She is an advocate of a holistic approach to healthcare and believes that creating positive, healthy environments for providers and clients is key to quality care.

## **Concurrent 6D: Commitment to Quality: the accreditation journey Commission on Accreditation of Rehabilitation Facilities**

### **Abstract:**

While many organizations in British Columbia (BC) are required to become accredited by their funding body, some organizations pursue accreditation voluntarily so that they may demonstrate their commitment to quality, risk reduction, and to achieve the best outcomes possible for their clients.

For one organization in the lower mainland of British Columbia, their voluntary choice to seek accreditation signaled their commitment to providing high quality services. Progressive Intercultural Community Services (PICS), a multi-site organization that provides programs and services to assist new immigrants, seniors, farm workers, women and youth, began their accreditation journey in 2012.

Notably, PICS became the first Canadian organization to achieve CARF accreditation for its Independent Senior Living program, and is the only CARF-accredited Adult Day Service in BC.

PICS interviewed several accrediting bodies and chose the Commission on Accreditation of Rehabilitation Facilities (CARF) as it's accrediting body for a number of reasons including: person-centred focus, standards that are non-prescriptive and community-based, support during the process from CARF staff, outcomes focused.

CARF is an internationally-recognized, independent, non-profit accreditation body specializing in health and human services. For nearly a half century, CARF has worked to promote quality, value, and optimum outcomes of services. Since the first CARF survey in Canada in 1969, many Canadian service providers have selected CARF as their accreditor of choice.

This interactive presentation will explore CARF's consultative accreditation process, and provide the perspectives of an accredited organization on the benefits of and learnings from CARF's peer survey process.



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

Rajeev Mohindru, (MSW, BSW, RSW, B.Com, B.Tec, DMS) is the Director of Care at Progressive Intercultural Community Services (PICS) Assisted Living in Surrey, British Columbia. Rajeev has more than 22 years' experience in the field of human services, health care, social work and education. Rajeev has worked for non-profit organizations as well as for the government social services departments, both in Canada and the United Kingdom. His areas of work include ageing services, mental health, geriatric care, physical and developmental disabilities. He has worked in community social work, hospital social work, crisis intervention, day programs including with mental health, dementia

and ethnic services, residential and nursing care, assisted living. His management role for the past fifteen years include daily operations, recruitment, training, conducting performance appraisals, mentoring, evaluating & reviewing programs and services, crisis intervention & management & intake work dealing with emergency situations, conflict resolution etc.. Rajeev is also a certified mentor for social work students and a guest lecturer at the University of the Fraser Valley.



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

Daniel Stavert, (M.S.W., R.S.W.), operates out of the Edmonton, Alberta Office and is the Chief Advisor, Accreditation Standards. He has more than 25 years of management experience in human services, including the areas of aging services, child welfare, foster care, adoption, community services to person with developmental disabilities, public guardianship, correctional services, legislation, protocol and policy-making, and accreditation standards.

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## CARE TO CHAT

### Panel Discussion with CEOs of the Health Authorities

#### Abstract:

Care to Chat is a special speakers series featuring some of Canada's opinion leaders and experts on thought-provoking issues of interest to care providers, business leaders and key decision makers in the continuing care sector, as well as other professionals, seniors and their families.

This Care to Chat panel discussion, moderated by Daniel Fontaine, CEO of the BCCPA, 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.



#### Moderator: Daniel Fontaine, CEO, BC Care Providers Association

Daniel Fontaine works as the Chief Executive Officer for the BC Care Providers Association. Over the course of his career he has worked in the private and not-for-profit sectors as well as government.

After obtaining a Bachelor of Arts degree in political science from the University of Manitoba, Fontaine went on to complete the Media Writing and Public Relations certificate from Langara College. He was appointed to the Board of Directors for Douglas College and served on the BC College of Psychologists from 2004-2010.

Fontaine is the former weekly civic affairs columnist for 24 Hours Newspaper and political commentator on Global TV & Global BC1 news channel. He actively participated in the weekly civic affairs panel for the top-rated Bill Good Show on CKNW radio. He also served as back-up host for the Simi Sara Show. In 2008 he co-founded CityCaucus.com, one of Canada's most popular civic affairs blogs.

From 2005 to 2008, Fontaine also served as the Chief of Staff in the Office of the Mayor of Vancouver. He was appointed to the Board of Directors for SafeCare BC in 2015 with a mandate to reduce workplace injuries in the long-term care sector. Fontaine was awarded the Queen's Diamond Jubilee Medal for public service. He was born in St. Boniface, Manitoba and moved to British Columbia in 1989. In 2014 he was appointed as a member of the Executive for the New Westminster Minor Hockey Association.

Fontaine is married with one son and has resided in the historic Queen's Park neighbourhood of New Westminster since 2001.



#### Michael Marchbank, CEO Fraser Health Authority

Michael Marchbank joined Fraser Health as President and CEO on January 2, 2015. Prior to that Michael was the President and CEO of Health Employers Association of BC starting in July 2011. He has an extensive breadth of knowledge and experience gained through increasingly senior positions in health care.

Michael has held the position of Chief Operating Officer for

the Provincial Health Services Authority which he assumed after serving as the Executive Vice-President of Provincial Health Services Authority. Prior to the consolidation and establishment of the six provincial health authorities, Michael held the position of Chief Human Resources Officer, and subsequently served as President & CEO of the Fraser Valley Health Region. From 1992 to 1997, Michael was Vice-President, Corporate Services for Royal Inland Hospital in Kamloops.

Michael has held a number of appointments in a wide range of health-related institutes, commissions and advisory committees including the BC Forensic Commission, the Child and Family Research Institute, the Women's Health Research Institute and the Physician Strategic Services Advisory Committee. He has co-chaired, with the Assistant Deputy Minister of Health, the provincial Clinical Care Management Committee, a major standardized care initiative in BC. In 2001/2002, Michael was appointed by the Ministry of Health to the Canadian Nurse Advisory Committee to review nursing issues in Canada.



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We are pleased to have successfully launched the *The Insider*. This member-exclusive page on our websites keeps you up-to-date on different developments and policy issues relating to the continuing care sector.



#### Dianne Doyle, Providence Health Care, CEO

Dianne has held the role of President and CEO of Providence Health Care since 2006. Dianne began her career as a staff nurse and in her multiple clinical and administrative roles she has always maintained her focus on patient-centered care, quality and safety. With over 25 years of senior executive experience in health care, Dianne is respected for her commitment to creating a values-driven organizational culture that is people-focused and fosters excellence in care, research and teaching. Dianne is inspired by how the Mission, Vision and Values are lived at all levels at Providence, and how this has resulted in innovative approaches to improve patient and resident outcomes. Under her leadership, Providence has been recognized with numerous provincial and national awards, including "Canada's 10 Most Admired Corporate Cultures".

Dianne is recognized as a champion of faith-based health care, providing leadership on multiple boards including the Catholic Health Alliance of Canada. She is a fellow of the Canadian College of Health Leaders; a sought-after mentor, and a frequent presenter at quality and leadership forums. In 2007 and 2008, the Women's Executive Network named Dianne as one of Canada's Top 100 Most Powerful Women in the Public Sector.

**About:** Care to Chat is a special speakers series of breakfast and lunch sessions featuring some of Canada's opinion leaders and experts on thought-provoking issues of interest to care providers, business leaders and key decision makers in the continuing care sector, as well as other professionals, seniors and their families.

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## PLENARY B

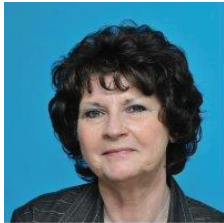
### Revisiting End-of-Life in Canada

#### Abstract:

By 2026, with the aging population, the number of Canadians dying each year will increase by 40 percent to 330,000 people. Each of these deaths will affect the well-being of an average of five other people, including families and loved ones, or in excess of 1.6 million.

With the increasing importance palliative and end-of-life care including the recent Supreme Court of Canada decision on this issue, this plenary moderated by Elaine Price, BCCPA Board Vice President, will address these critical issues facing Canadians.

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.

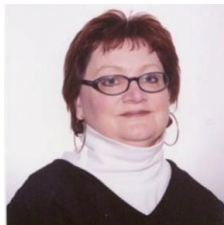


#### Moderator: Elaine Price, BCCPA Board Vice-President

Elaine Price, is an established Health Care Leader with 26 years senior leadership experience with demonstrated success in developing programs and implementing organizational and operational changes in complex multidisciplinary health care settings.

Elaine's 8 years direct care nursing experience included Labour & Delivery, Emergency, and Intensive Care before transitioning to 9 years of supervisory roles in community care and inpatient clinical care – acute care, psychiatry and extended care. Elaine spent 15 years with Vancouver Coastal Health at UBC Hospital participating in care delivery and program development for Alzheimer's, family practice, palliative care, and multiple sclerosis, during which time she co-authored with nursing colleagues from across the country "The Canadian Clinic Care Plan", evidence-based practice guidelines for care of people with Multiple Sclerosis. The Canadian plan was the template used by the International Organization of MS Nurses to establish standards throughout Europe and the United States.

Since 2003 Elaine has been the Administrator/Director of Operations for Eden Care Centre and other complex care, assisted and independent living facilities sites owned by First Canadian Management Corporation. Elaine participates extensively in Fraser Health Authority committees including: Indicators Steering Committee, Special Care Unit Design, Respite Redesign, and InterRAI Steering Committee. Elaine served on the Board of Directors of BC Cares from 2010 - 2013, as Vice-President of the inaugural SafeCare BC Board of Directors from 2012-2014, and is currently the Vice President of the Board of Directors of BC Care Providers Association.



#### Sharon Baxter, Executive Director for the Canadian Hospice Palliative Care Association

Sharon Baxter has been the Executive Director of the Canadian Hospice Palliative Care Association (CHPCA) for fourteen years. Baxter holds a Masters of Social Work degree in Public Policy and Administration and has worked on national health policy for twenty two years. She often speaks at conferences around national health policy, Advance Care Planning and hospice palliative and end-of-life issues.

CHPCA is the national association representing hospice palliative care in Canada. CHPCA carries out work in advocacy, policy development, knowledge translation in research, professional education, training, awareness and communications including social media.

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**Patricia Porterfield, Adjunct Professor, UBC School of Nursing and former Regional Leader for Palliative Care (VCH)**

Pat Porterfield, RN, M.S.N., Clinical Nurse Specialist in Palliative Care, has been involved with palliative care practice, education and research throughout her career. Although retired, she remains active as a researcher, through her participation in the Initiative for a Palliative Approach in Nursing: Evidence and Leadership ([www.iPANEL.ca](http://www.iPANEL.ca)). In her previous role as Regional Leader Palliative Care for Vancouver Coastal Health, she was involved in a number of initiatives including the development of advance care planning and end-of-life care education for primary care and residential care providers. She has served on the boards of BC Hospice Palliative Care Association (BCHPCA) and Canadian Hospice Palliative Care Association (CHPCA), and participated in the development of the national palliative care standards. She was recognized for her work by receiving the 2012 BCHPCA Award of Excellence, the 2012 CHPCA Award of Excellence, and a College of Registered Nurses of BC Award of Distinction in 2013.



**Dr. Romyne Gallagher, Physician Program Director of Providence Health Care Palliative Care**

A family physician with extensive experience in palliative care, Dr. Gallagher is currently the Head of Palliative Care Division of the Department of Community and Family Medicine at Providence Health Care. She works clinically as physician in the Palliative Care Program at Providence Health Care. Providence Health Care's Palliative Care Program serves two acute care hospitals, five residential care facilities and one hospice.

Dr. Gallagher was the founding director of the Division of Palliative Care at the University of British Columbia from 1997 to 2003. While there, she helped establish undergraduate, post-graduate and inter-professional teaching in palliative care. She is a clinical professor in the Division of Palliative Care at UBC.

Dr. Gallagher has published multiple research and academic articles as well as authored chapters in palliative care and pain management publications. She was co-chair of the Public Information and Awareness Working Group of the National Strategy on Palliative and End-of-Life Care that ended in 2007. Dr. Gallagher has worked as a consultant for Pallium, a federally funded initiative to improve palliative care education. Dr. Gallagher helped establish the BC Palliative Care Benefits Program, which funds medications and supplies for those wishing to be at home at the end of their lives.



**Lorraine Gerard, Executive Director, BC Hospice Palliative Care Association**

Lorraine Gerard has been the Executive Director of BC Hospice Palliative Care Association (BCHPCA) since November 2012. She has spent more than 30 years in leadership positions in the private, public and the voluntary sectors. Prior to BCHPCA, Lorraine was the Executive Director of the BC Branch of The Kidney Foundation of Canada and before that, she was the Executive Director for three linked organizations: the Association of Neighbourhood Houses of Greater Vancouver, the Alexandra Housing Society and the Alexandra Foundation. For many years, Lorraine was a sessional instructor at two of the Lower Mainland's Community Colleges and she continues to serve as a knowledge philanthropist through Vantage Point, providing instruction to new Boards of Directors and mentorship support to new, young Executive Directors. Lorraine received the Queen Elizabeth II Diamond Jubilee Medal in 2012.



**Dr. Pippa Hawley, Head-Division of Palliative Care, UBC, and Team Leader- Pain & Symptom Management/Palliative Care, BC Cancer Agency**

Dr. Hawley completed her Internal Medicine training in New Zealand in 1986 after finishing medical school and an internship in England. She moved to Vancouver to do HIV research and then completed her Canadian Internal Medicine certification in Vancouver, including a 2-year self-directed Palliative Medicine fellowship. In 1997, she set up the Pain and Symptom Management/Palliative Care Program for the BC Cancer Agency and remains its medical leader.

Dr. Hawley has research interests in many areas of supportive and palliative care, including the assessment and management of opioid-induced constipation, management of severe cancer pain, methadone for analgesia, management of radiation-induced mucositis, and the integration of palliative care into oncology.

Dr. Hawley is Head of the UBC Division of Palliative Care and the Royal College representative to the Conjoint Advisory Committee on Palliative Care.

## British Columbians Say They Want More Seniors Services

**In March 2015 we commissioned a public opinions poll surveying 800 British Columbians for their perspective on seniors care in the Province. Along with a number of interesting results, the poll indicated that British Columbians want more focus on long-term care.**



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## TOP 8 MYTHS and MISCONCEPTIONS REGARDING BC'S CONTINUING CARE SECTOR

- Myth:** Wait times for residential care in BC have increased or are increasing.  
**Reality:** Although **48%** of British Columbians identified that wait times to get access to publicly funded long term residential care services has increased, the median wait time for a senior to access residential care has decreased over the past decade from 1 year in 2001 to currently about 45 days.
- Myth:** Seniors are more likely to be abused in residential care facilities or while receiving care at home.  
**Reality:** Although public perception leans towards increased rates of senior abuse, including almost **40%** who believe the number of incidents of financial or physical abuse against seniors has increased over last decade, currently, there is no statistically quantifiable data that can prove this. Care providers, however, do record, investigate and track all incidents of abuse that are reported in their facilities.
- Myth:** Similar to a hospital setting, most of the food at residential care homes is cooked offsite and brought into care homes each day.  
**Reality:** Although **54%** of British Columbians believe food is cooked offsite, the majority of BCCPA members have conveyed that they cook food onsite in a kitchen for their residents.
- Myth:** There are not enough regulations and government agencies overseeing the continuing care sector.  
**Reality:** Although, **69%** of British Columbians agreed that there are not enough regulations, in reality, there are over 100 regulations (including sub-regulations) overseeing residential care facilities in British Columbia. Various regulations included: licensing, facility requirements, staffing, operations and record keeping. BCCPA's Seniors Care for a Change (2014) highlights, for example, some excessive regulations that, rather than doing their intended job of protecting clients, are instead interfering with care providers' ability to provide high quality person-centred care.
- Myth:** The aging population is to blame for uncontrollable healthcare costs.  
**Reality:** Although **85%** of British Columbians believe aging is to blame for rising health costs, multiple studies suggest that the impact from aging is modest in comparison to that of other cost drivers, such as inflation and technological innovation. In particular, various studies suggest that growth in healthcare costs due to population aging will be about 1% per year between 2010 and 2036. Studies of clinical data also show that although health care costs are highest when seniors are in the 60-80 year range following that the use of such clinical interventions drops and so do the corresponding costs.
- Myth:** The average length of stay for seniors in residential care is getting longer as the population ages.  
**Reality:** Although **87%** of British Columbians believe the length of stay is getting longer for seniors in care homes, studies suggest that the average length is actually getting shorter. It can be 18 months or less in some care homes. This compares to an average year length of stay of over 4 years in the 1990s.
- Myth:** Regardless of one's assets, all seniors should remain eligible for publicly subsidized care services.  
**Reality:** Although **61%** of British Columbians disagreed that individuals with net assets over \$1 million should remain eligible to receive access to publically subsidized homecare and long-term care residential care services, in most Canadian jurisdictions, including BC, assets are not used to calculate resident contribution rates for care and housing.
- Myth:** Residential care homes are allocated significant funding by health authorities to provide nutritious meals for seniors on a daily basis.  
**Reality:** Although British Columbians believe care homes are allocated **\$69** on average to provide meals to residents on a daily basis, the amount allocated by the health authorities for providing meals to residents on a daily basis is about \$6 to \$7.



## Did you also know that ...

**91%** of British Columbians support the development of a national dementia strategy, which would outline investments in long-term care, including the prevention and early treatment of dementia.

**82%** of British Columbians believe that residents in private long-term residential care homes typically receive different and/or enhanced care.

**71%** of British Columbians believe that they will not have a choice as to which publicly funded care home they want to live in when such care is required.



**62%** of British Columbians believe that the health care system focuses too much on acute care and not on providing ongoing care needs, such as long term care or caring for the chronically ill elderly.

**78%** of British Columbians believe that, assuming the medical condition of the senior is the same, that the total number of funded direct care hours per senior should be the same regardless of which region or care home they live in.

**68%** of British Columbians believe that the government does not provide adequate funding for residential care.

**54%** of British Columbians worry about having enough money to cover future care costs including long-term care.

**84%** of British Columbians believe that as seniors enter residential care facilities with increased acuity or medical complexity, government funding should increase to meet these care needs.



NOTE: The results included from this poll are based on an online study conducted by Insights West from March 25 to March 29, 2015, among a representative sample of 814 British Columbian adults. The data has been statistically weighted according to Canadian census figures for British Columbia for age, gender and region. Results have a margin of error of ±3.5 percentage points, 19 times out of 20.



### A F.L.U.E. Worth Catching

For the second year in a row the Friends Lather Upon Entry (F.L.U.E) campaign has been a huge success. The campaign was endorsed by BC's Provincial Health Officer and hundreds of care providers posted their complimentary F.L.U.E. stickers at entry ways.



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### Seniors Care for a Change Report

Last July we released a report examining red-tape within BC's seniors care sector. The report highlighted overlapping jurisdictions, rigid nutritional regulations, and excessive paperwork BC's care homes face on a daily basis. That report has since sparked a conversation to develop the BC Continuing Care Collaborative.



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