



Meeting of the Minds 2011 How Can We ACE the Patient Experience?

Old Mill Inn and Spa • 21 Old Mill Road • Toronto, Ontario
Tuesday June 21st 2011

A G E N D A

Tuesday, June 21 2011
Guildhall A&B

8:00 to 8:30 am	BREAKFAST	
8:30 to 8:40 pm	Welcome and Introductions	Lillian Bayne Moderator
8:40 to 8:50 am	A new kind of P3: Patient-centred care, Patient engagement, and Patient Experience. How do they relate?	Cathy Fooks President and CEO, The Change Foundation
8:50 to 8:55 am	Word on the street & the health-care beat Montage of video clips: how to improve patient experience?	Ontario patients, providers, decision makers
8:55 to 9:40 am	Getting in Gear: What drives exceptional patient and family experience?	Barbara Balik, US Senior Faculty, Institute for Healthcare Improvement CEO, Common Fire Healthcare Consulting
	Q&A	All participants
9:40 to 10:35 am	Engaging Patients in Designing Care: Canadian Experience—System and Organizational Perspectives	Kelly McQuillen, BC Director of Patients as Partners, Primary Health Care Branch, BC Ministry of Health Lea Bryden, NS VP, Citizen Engagement & Accountability Capital Health Halifax Michael Sherar, ON President & CEO, Cancer Care Ontario
	Q&A, Facilitated Discussion	All participants
10:35 to 10:55 am	NETWORKING BREAK	

10:55 to 12:00 pm	Engaging Patients in Designing Care: International Experience	Ross Baker, ON Prof., Health Policy, Management & Evaluation, University of Toronto
	Emerging Evidence	
	NHS's Experience	Lynne Maher, UK Director for Innovation and Design NHS Institute for Innovation and Improvement
	Q&A, Facilitated Discussion	All participants
12:00 to 1:00 pm	NETWORKING LUNCH	Balmoral Room/Courtyard Patio
1:00 to 1:45 pm	Patient/Caregiver Panel: What factors make the difference—big and little—between good and bad experiences?	John Dennis, Sudbury Retired Engineer, Businessman and Cancer Patient Madeleine Dennis, Sudbury Retired Nurse, Wife, Mother and Caregiver Colin Lay, Ottawa Patient/caregiver (and health policy professional)
	Q&A, Facilitated Discussion	All participants
1:45 to 2:15 pm	Sharing Experiences: What are we Doing...and How are we doing?	Examples from the floor. All participants
	Q&A, Facilitated Discussion	All participants
2:15 to 2:35 pm	NETWORKING BREAK	
2:35 to 3:45 pm	Collaboratories, Curators, and Courage: Adventures in redesigning the patient experience A walk through key themes in Health 2.0, includ- ing why stories trump data, why individuals trump organizations, and why our definition of interdis- ciplinary is lacking.	Dr. Michael Evans Director, Health Design Lab Staff Physician, St. Michael's Hospital Associate Professor, Family Medicine & Public Health, University of Toronto
	Q&A	All participants
	What we are learning in Ontario? Highlights from The Change Foundation/Innovation Cell project with field partners CAMH and Providence Health Care—an experiment in the putative intersection of social media and health-care quality improvement.	Neil Seeman CEO, The Innovation Cell, & Susan Pigott VP, Communications and Community Engagement, Centre for Addiction and Mental Health
	Q&A, Facilitated Discussion	All participants
	Short wrap up: Where is the most promise and where to start?	Neil Seeman CEO, The Innovation Cell
3:45 to 3:50 pm	Take-Aways from Today	Neil Stuart Board member, The Change Foundation
3:50 to 4:00 pm	Closing Remarks and announcement of community coalition co/redesign investment	Cathy Fooks