

Meeting of the Minds 2010
Rethinking Health Services with Patients Top of Mind

Old Mill and Spa • 21 Old Mill Road • Toronto, Ontario
Tuesday June 22nd and Wednesday June 23rd 2010

A G E N D A

Tuesday, June 22 2010
The Humber Room

5:00 to 6:00 pm	NETWORKING RECEPTION	
6:00 to 6:10 pm	WELCOME	Lillian Bayne Moderator Scott Dudgeon Chair, The Change Foundation
6:10 to 7:00 pm	DINNER	
7:00 to 7:10 pm	A Patient-Centred System: Framing the Picture	Cathy Fooks President and CEO, The Change Foundation
7:10 to 8:00 pm	The Patient and Caregiver Experience: What's Wrong with This Picture... and How to Put it Right?	Kevin Leonard founding director, Patient Destiny, and Associate Professor, Health Policy, Management and Evaluation (HPME), U of T Patrick Conlon journalist and author (<i>The Essential Hospital Handbook—How to Be an Effective Partner in a Loved One's Care</i>)
	Engagement of audience	All participants
8:00 to 8:20 pm	Patients are a Virtue: <i>A humorous take on the patient experience</i>	Comedy by The Corner Office
8:20 to 8:30 pm	Closing Remarks	Scott Dudgeon Chair, The Change Foundation

Wednesday June 23rd 2010
Guildhall A&B

7:30 to 8:00 am	BREAKFAST	
8:00 to 8:10 am	Welcome and Introductions	Lillian Bayne Moderator
8:10 to 9:00 am	Experience Design—A Framework for Care	Art Frohwerk Clearpath USA
	Engagement of Audience	All participants

9:00 to 10:00 am	<p>Industry/Sector Panel: What Can We Learn from other Industries and Sectors?</p> <ul style="list-style-type: none"> • <i>What do customers/students want— and how do you know?</i> • <i>How to measure and respond to customer/student needs?</i> • <i>How do retail industry/college sector experiences relate to health care?</i> • <i>Lessons to share</i> <p>Engagement of Audience</p>	<p>Craig Hutchison Loblaw Companies, Sr. VP, Marketing</p> <p>Barbara Herringer Camosun College, (BC), Dean, School of Health & Human Services</p> <p>All participants</p>
10:00 to 10:15 am	BREAK	
10:15 to 11:00 am	<p>Patient and Family Engagement in Health Care: an example</p> <ul style="list-style-type: none"> • <i>What can we learn from patients, family members about what should be improved?</i> • <i>What is the role and potential of a patient or family-centred advisory council?</i> <p>Engagement of Audience</p>	<p>Barbara Muskat and Kariym Joachim Co-chairs, Sick Kids' Family-Centred Care Advisory Council</p> <p>All participants</p>
11:00 to 12:30 pm	<p>Health Panel: Why and How We're Changing the Picture</p> <ul style="list-style-type: none"> • <i>What is the rationale for, and experiences with, improving "patient-centredness" from outside Canada?</i> • <i>Can we abstract lessons for Canada?</i> 	<p>Laura Bunt Policy Advisor, Public and Social Innovation National Endowment for Science Technology and the Arts, UK</p> <p>Susan Frampton President, Planetree, US</p>
12:30 to 1:30 pm	NETWORKING LUNCH	
1:30 to 2:30 pm	<p>Re-Drawing the Picture: What Will it Take? Improving "patient-centredness" from different domains:</p> <ul style="list-style-type: none"> • <i>policy-making/system stewardship</i> • <i>service, program planning/administration/management</i> • <i>clinical/direct service</i> <p>Engagement of Audience</p>	<p>Dan Florizone Deputy Minister of Health, Saskatchewan</p> <p>Mary Jo Haddad President and CEO, Sick Kids Hospital</p> <p>Nick Kates Director of Improvement, Hamilton Family Health Team and Ontario Lead, Quality Improvement and Innovation Partnership (QIIP)</p> <p>All participants</p>
2:30 to 2:45 pm	BREAK	
2:45 to 3:15 pm	<p>Redrawing the Picture: What Will it Take?</p> <ul style="list-style-type: none"> • <i>What are the experiences of participants, representing different perspectives from different levels in the system?</i> 	All participants
3:15 to 3:30 pm	<p>Playback: video clips of top-of-mind thinking on patient-centred systems</p>	Participants and people on the street
3:30 to 3:45 pm	<p>Top Ten Lessons: Take-Aways from Today</p>	<p>Steven Lewis Research Advisor, The Change Foundation</p>
3:45 to 3:55 pm	CLOSING REMARKS	<p>Cathy Fooks President and CEO, The Change Foundation</p>