



Strategy Institute presents the...

5th Annual National Forum on

PATIENT EXPERIENCE

HEAR EXCLUSIVE
NHS "FIVE YEAR"
England PX Plan

Tuesday September 26th & Wednesday September 27th, 2017 | Holiday Inn Toronto Airport

Improve Outcomes, Quality of Care, and Transform your Patient Experience!

Meet + Network + Learn From



Nancy Naylor,
*Associate Deputy Minister,
Delivery and Implementation,
Ontario Ministry
of Health and Long
Term Care*



Neil Churchill,
*Director for Patient Experience,
NHS England*



Sholom Glouberman,
*Philosopher in Residence,
Baycrest Centre for
Geriatric Care,
Founder,
Patients Canada*



Andreas Laupacis,
*Executive Director of
the Li Ka Shing
Knowledge Institute,
St. Michael's Hospital*



Patricia Sullivan-Taylor,
*Executive Lead, Policy and
Partner Engagement,
Health Standards
Organization and
Accreditation Canada*



Durhane Wong-Rieger,
*President,
Canadian Organization
for Rare Disorders*

Transform your PX by:

- Sustaining a patient-and family-centred culture
- Applying feedback to improve outcomes
- Establishing equal partnerships with patients and families
- Providing adequate support to caregivers
- Quality care outside of the institution
- Impacting physician and staff engagement

Workshops:

- A** *Changing the Conversation to Put Patients at the Centre of your Care*
- B** *Employ Better Data Collection to Improve your Clinical Outcomes*

Partners:



Longwoods.com



www.PatientExperienceSummit.com



Welcome to Canada's first and longest-running conference on patient experience.

This is the only event dedicated to patients and professionals from across the country in coming together to address important issues in patient- and family-centred care.

In the wake of the **Patients First Act** and medical-assistance in dying (**MAID**), funding cutbacks across the board, and **new Accreditation standards**, it is now more important than ever for you to put your patients at the centre of your care.

Discover where PFCC is heading on a national level, and what your organization needs to do to improve. Tackle challenges surrounding patient diversity, unnecessary care, and the sustainability of patient experience programs. Move beyond simple consultation and develop true partnership with patients and their families.

We look forward to you joining us for two days of learning, inspiration, and relationship-building.

Your Patient Experience Forum Team
Strategy Institute

New This Year!

Interactive Format...

- 6 breakout sessions over the course of 2 days
- 14 opportunities for interactive brainstorming and discussion

Groundbreaking Content...

- Gain insight directly from the Ministry on the Patients First Act
- Lessons learned from NHS England: "The Five-year Plan"
- A patient panel sharing their perspectives with healthcare organizations
- More patients and caregivers speaking than ever before
- Health Standards Organization and Accreditation Canada: Gain insights on new standards and innovations

Event In Numbers

30+
Speakers



10+

Hours of
Networking and
Discussion

12+

Patient
Partner and
Caregiver
Speakers

5

Case Studies

6

Breakout
Sessions



2

In-depth
Pre-Conference
Workshops

Acquire Critical Insight from 30+ Healthcare Leaders:



Register online at www.PatientExperienceSummit.com

Acquire 10 Key Solutions to Maximize your Patient-centred Care:

1. **ROI in PX:** Demonstrate the value of PFCC to leadership and staff
2. **MAID Legislation:** Effectively communicate and maintain trust
3. **Patient Engagement:** Establish and maintain impactful partnerships
4. **Sustainability:** Strive for continuous improvement and innovation
5. **Measurement:** Tools and tactics to benchmark your performance and improve
6. **Interprofessional Collaboration:** Ensure continuity of care
7. **Patients First Act:** Gain insight directly from the Ontario Ministry of Health and Long-term care
8. **Home and Community Care:** Engage with hard-to-reach patients
9. **Senior Care:** Decrease complications and increase satisfaction
10. **Staff Experience:** Ingrain PFCC through staff engagement and education

Start the Conversation Before the Summit!



Follow and tweet @PatientXForum for exclusive updates and offers. Connect with leaders passionate about PFCC using #PXForum2017.



Join the NEW LinkedIn Group: **Patient Experience Forum** and chat with speakers + attendees before the summit starts.

Past Attendees Include:

Sunnybrook Hospital • Alberta Health Services • Central West CCAC • Champions for Community Mental Wellness • Sick Kids Hospital • Ministry of Health and Long-Term Care • Ontario Shores for Mental Health • Baycrest Hospital • Cancer Care Ontario • South East LHIN • Family Caregivers Voice • Guelph General Hospital • Care Partners • Horizon Health Network • Holland Bloorview Kids Rehabilitation Hospital • London Health • Mount Sinai Hospital • Cambridge Memorial Hospital • Campbellford Memorial Hospital • Kingston General Hospital • Peterborough Regional Health Centre • North East CCAC • St. Erie LHIN

Register Today!

Lead the way to true PFCC in your organization.

Register now for Canada's intimate and innovative National Forum on Patient Experience.



1-866-298-9343 x 200



registrations@strategyinstitute.com



www.PatientExperienceSummit.com



Summit Advisory Board

The National Forum on Patient Experience strives to deliver content most relevant to the needs of patients and professionals today. Guided by an Advisory Board of PFCC experts, and following extensive consultation with industry leaders and stakeholders, we ensure the patient-centred philosophy is embedded at every level of the event.

Advisory Board Members:



Mario Di Carlo, *Patient Advisor*,



Crystal Chin, *Patient Advisor*,
Patients Canada



Anne Campbell, *VP Partnerships & Patient Experience*,
Huron Perth Healthcare Alliance



Nancy Lefebvre, *SVP Chief Clinical Executive*,
Saint Elizabeth Healthcare



Barb MacLean, *Executive Director*,
Family Caregivers of British Columbia

Special thank you to *the following organizations for providing consultation on the program:*

McGill University Health Centre • Magenta Health • Patients Canada • Runnymede Healthcare Centre • Holland Bloorview Kids Rehabilitation Centre • Family Caregivers Voice • University Health Network • Patient Partners in Arthritis • Institute for Patient and Family-Centred Care • Tabor Village • Huron Perth Healthcare Alliance • Saint Elizabeth Healthcare • Family Caregivers British Columbia • Patients for Patient Safety Canada, Canadian Patient Safety Institute • Providence Health Care • Montreal Children's Hospital • Ontario Shores Centre for Mental Health Sciences

Register today by calling **1 866 298 9343 x 200**



Pre-Conference Master Class Workshops!

Workshop A - 9:00 AM to 12:00 PM

Changing the Conversation to Put Patients at the Centre of your Care

Healthcare providers sometimes struggle to grasp what is important to their patients. Master a new philosophy and framework to incorporate patient experience into what you do. In this interactive session, gain insights to:

1. Change your approach to delivering care
2. Identify your client's priorities
3. Apply the framework to your care delivery
4. Work within a limited timeframe

Approach communication differently to discover what your patients truly want and need.



Joy Klopp,
Director, Contracts, Quality and Risk, and Privacy Officer,
Visiting Homemakers Association



Anne Wojtak,
Chief Performance Officer,
Toronto Central Community Care Access Centre

Workshop B - 1:00 PM to 4:00 PM

Employ Better Data Collection to Improve your Clinical Outcomes

The volume and diversity of patient experience data can be overwhelming. Put your data into action to determine your patients' needs. In this interactive session, gain knowledge to:

1. Identify which information is essential to collect
2. Discover the measurement tools that best serve your organization and patient population
3. Develop reliable systems for collection
4. Track improvement

Sharpen your data collection skills to reduce your quality improvement lag.



DAY ONE

Tuesday
September 26th, 2017

7:30 AM Registration and Breakfast

8:15 AM Opening Comments from the Chair



Keith Taylor, *Patient Advisor,*
Thunder Bay Regional Health Sciences Centre

8:30 AM Keynote Address: Accountability in Healthcare

Embrace Responsibility to Drive Change in Patient-centred Care

Canada falls behind other countries when it comes to improving patient experience. Build a foundation in your organization to truly empower your patients. Gather ideas to:

- Benchmark our system internationally
- Tailor your services to meet patient needs
- Move towards better health equity

Create a culture of accountability to drive improvements in Canadian healthcare.



Dr. Louis Hugo Francescutti, MD, PhD, MPH, FRCPC, FACPM,
CCFP, FACP (Hon), ICD-D, Physician and Storyteller

9:15 AM Case Study: Health Standards Organization and Accreditation Canada

Employ People Powered Health to Improve your Quality of Care

Accreditation Canada has evaluated over 7,000 healthcare sites and services across the country. Exceed accreditation standards by putting patients at the forefront of your care. Come prepared to:

- Review HSO and Accreditation Canada's new strategies
- Implement best practices to enhance person-centred programs
- Ensure ongoing quality and safety in your organization

Use accreditation as a chance to embed patient-centred care into everything you do.



Patricia Sullivan-Taylor, Executive Lead,
Policy and Partner Engagement,
Health Standards Organization and Accreditation Canada

10:00 AM Industry Expert: EHRs

Implementing EHRs to Improve your Patient Safety and Quality of Care

About 30% of medical errors could have been prevented if health records were more accessible. Embrace EHRs to reduce your preventable incidents and medication errors. Gain insights to:

- Identify and correct errors on medical charts
- Provide the most updated information to doctors
- Give patients a better understanding of their medical issues

Make safety the priority of your organization by embracing EHRs.

10:30 AM Morning Networking Break

Connect with conference speakers and fellow attendees. Secure important new contacts and talk about crucial developments in your field.

Use Storytelling to Bridge the Gap Between Healthcare Policy and Practice

Policy makers and managers can often be removed from the realities of our healthcare system. Realize the value of patient stories to improve your quality of care. Gain insights to:

- View patient stories as a resource
- Use patient experiences as an opportunity for improvement
- Integrate storytelling and evidence

Use patient stories to point you in new directions for evidence and to solve problems..



Andreas Laupacis, MD, MSc, BA, Executive Director of the Li Ka Shing Knowledge Institute, St. Michael's Hospital

CHOOSE YOUR TRACK

Delegates will have the option to choose between two tracks. Source specialized information most pertinent to your priorities and interests. Interact with fellow peers, exchange ideas, and take away solutions to your biggest concerns.

GETTING STARTED

11:30 AM

Establishing meaningful engagement projects takes strategic planning. Develop standards to form and maintain impactful patient engagement programs. Communicate with your peers on:

- System transformation
- Executive and staff buy-in
- Engagement frameworks
- Patient recruitment
- Patient support and training

Create your own engagement program to initiate real progress in patient-centred care.



Karima Velji, Vice President of Clinical Services, Ontario Shores Centre for Mental Health



Durhane Wong-Rieger, President, Canadian Organization for Rare Disorders

TAKING THE NEXT STEP

11:30 AM

Many organizations have engagement programs, but more must be done to sustain and improve them. Connect with other providers to truly empower patients. Trade ideas on:

- Continuous improvement
- Preventing tokenism
- Accountability
- Fostering innovation
- Sustainability
- Consistent engagement

Transform the way care is delivered to grow and sustain your patient experience.



Sholom Glouberman, Philosopher in Residence, Baycrest Centre for Geriatric Care



Anne Campbell, Vice President of Partnerships and Patient Experience, Huron Perth Healthcare Alliance

12:45 PM NETWORKING LUNCH

Join the conference speakers and your peers for a relaxing luncheon.



“This has been an excellent function. It is always useful to take off the localized “blindness” and find new perspectives and also find that we are not alone in our issues and challenges.”

- Thomas Vida, **Windsor Regional Hospital**

Register today by calling **1 866 298 9343 x 200**

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STAFF AND PHYSICIAN ENGAGEMENT

A focused look at how to improve patient experience through staff and physician engagement

1:45 PM

Transforming a heavily-organized healthcare system is difficult. Brainstorm with your peers to increase staff and physician engagement in patient experience. Share thoughts on:

- Employee screening
- Performance management
- Organizational communication
- Physician buy-in
- Patient-provider relationships
- Nurse training

Get everyone in your organization on board and committed to a culture of PPC.



Raj Sewda, Vice President, Patient Care, Chief Nursing Executive & Chief Privacy Officer,
Runnymede Healthcare Centre



Mario Di Carlo, Patient Advisor

Kiki Ferrari, Interim Executive Vice President; Clinical Services,
William Osler Health System

CAREGIVER SUPPORT

A focused look at how to improve patient experience through caregiver support

1:45 PM

Family and friend caregivers represent almost 80% of healthcare providers in Canada. Support caregivers to improve patient quality of care at home and reduce re-admissions. Come together for solutions on:

- Philosophy of care
- Community support
- Caregiver needs
- Quality care at home
- Respite care

Provide caregivers with the tools and resources to improve your quality and clinical outcomes.



Stacey Ryan, Client Voice Liaison,
Visiting Homemakers Association



Jodeme Goldhar, Executive Lead, Strategy and Innovation,
The Change Foundation

2:45 PM AFTERNOON BREAK

Network with conference speakers and fellow attendees.

PLENARY SESSIONS CONTINUE

3:15 PM Case Study: Medical Assistance in Dying

Facilitate Communication to Protect the Rights of your Patients and Doctors

Miscommunication is the leading cause of malpractice lawsuits. Gain perspective on new MAID legislation to safeguard the interests of your patients and doctors. Secure insights to:

- Develop patient-centred communication strategies
- Know where you stand on participation and compliance
- Maintain patient-provider trust

Take a patient-centred approach to MAID to ensure everyone's rights are respected.



Sally Bean, Ethicist and Policy Advisory,
Sunnybrook Health Sciences Centre

3:45 PM World Café: Interactive Peer-to-peer Discussion

Connect with your Peers to Identify Solutions to Cultivate Meaningful Engagement

Tap into the knowledge of fellow speakers and attendees to tackle challenges facing your organization. Engage in discussion on what you can do to improve patient experience. Collaborate to:

- Identify cost-effective solutions
- Cultivate a patient-prioritized environment
- Implement change from the top-down and bottom-up

Take away experienced perspectives to bring change to your healthcare organization.

Register online at www.PatientExperienceSummit.com

4:15 PM **Case Study: Choosing Wisely Canada**

Reduce Unnecessary Care to Improve Clinical Quality and Avoid Harm

Up to 30% of medical care Canadians receive is unnecessary. Engage clinicians and patients in conversations about unnecessary procedures to ensure your patients receive quality care. Build a roadmap to:

- Promote the concept that “more is not always better”
- Encourage patients to ask questions about their care
- Implement opportunities to detect unnecessary tests, treatments, and procedures

Consider opportunities to avoid unnecessary care, reduce harm, and improve quality!



Karen Born, Knowledge Lead Transition,
Choosing Wisely Canada

4:45 PM **Stop-start-continue**



Take this opportunity to reflect on what your organization can do to improve patient engagement. What will it start doing? What will it stop? And what can it continue to ensure the best possible care for your patients?

5:00 PM **Health and Wellness Social**



Enjoy a variety of relaxing and healthful activities alongside your partners in patient-centred care. Visit our different stations and recharge your batteries. Meet new people, reflect on the day, and unwind!



DAY TWO

Wednesday
September 27th, 2017

7:45 AM **Registration and Breakfast**

8:15 AM **Opening Comments from the Chair**



Keith Taylor, Patient Advisor,
Thunder Bay Regional Health Sciences Centre

8:30 AM **Keynote Address: Humanizing Healthcare**

Transform Healthcare to Drive Improvements in your Patient-centred Care

It can be difficult for practitioners and patients to understand each other's perspectives. Draw on real-life experiences to grow and sustain your patient-centred care. Identify opportunities for:

- Improving PX through the “small moments”
- Closing gaps in the healthcare process
- Building trust between patients and physicians

Truly connect with your patients to advance your organization's patient experience.



Judith John, Patient Advocate, former Vice President of
Communications and Public Affairs,
Hospital for Sick Children

9:15 AM **Industry Expert: Wait-times**

Provide your Patients with the Tools to Manage Wait-times to Reduce ER Visits

The greatest complaint among Canadian patients is not receiving timely access to care. Empower your patients by providing them with the tools to manage their wait-times. Source solutions to:

- Give your patients options
 - Help patients plan their day around doctor's appointments
 - Allow patients to choose a male or female doctor
- Use technology to help patients manage wait-times and decrease ER visits.*

9:30 AM **Morning Address: NHS England**

Gain Insight from the NHS Five-year Plan to Successfully Implement your PX

The NHS Five-year Plan is now half way through: progress has been made but challenges and pressures lie ahead. Learn from others' experiences to incorporate patient experience into what you do. Map out a plan to:

- Reduce inequalities in care experiences
- Find sustainable co-production methodologies
- Give patients a greater voice in quality

Transform your implementation strategy to ensure your patient experience is successful.



Neil Churchill, Director for Patient Experience,
NHS England

10:15 AM **Morning Networking Break**

Interact with conference speakers and fellow attendees

Join the conversation at LinkedIn: **Patient Experience Forum**

CHOOSE YOUR TRACK

Delegates will have the option to choose between two tracks. Source specialized information most pertinent to your priorities and interests. Interact with fellow peers, exchange ideas, and take away solutions to your biggest concerns.

INSTITUTIONAL CARE

10:45 AM

Growing demands on hospital care make it difficult to advance patient experience. Brainstorm solutions with your peers to improve outcomes. Take back strategies on:

- Emergency room management
- Intake and outtake orientations
- Discharges
- Incident management
- Inter-departmental communication

Create a plan to drive improvements in institutional care.



Laura Williams, Director of Client and Integrated Care,
University Health Networks

HOME AND COMMUNITY CARE

10:45 AM

The demand for home and community care is expected to grow as the population ages. Collaborate with fellow attendees so your organization can prepare for the future. Create an action plan for:

- Tight budgets
- Home support services
- Community resources
- Transitions from hospital to home care

Map out your plan to anticipate the needs of the future.



Nancy Lefebvre, SVP Chief Clinical Executive,
Saint Elizabeth Healthcare



Candace Chartier, CEO,
Ontario Long Term Care Association

12:00 PM NETWORKING LUNCH

Join the conference speakers and your peers for a relaxing luncheon.

PLENARY SESSIONS CONTINUE

1:00 PM Case Study: Patients First Act

Identify What New Legislation can do to Support your Patient Experience Strategy

Ontario passed Bill 41 in December 2016, but legislation takes time to create change. Determine where policy is headed to create and sustain your patient experience. Gain practical insights to:

- Enhance a sense of accountability
- Create healthcare plans with patients and families
- Increase focus on cultural sensitivity

Align yourselves with policy to ensure patients are at the centre of your healthcare plan.



Nancy Naylor,
Associate Deputy Minister, Policy and Transformation,
Ontario Ministry of Health and Long Term Care

1:30 PM Case Study: Providence Healthcare

Tools for Measuring and Improving Care for Senior Patients

It is challenging to collect data from all segments of your patient population. Compile and analyze feedback from the underrepresented to ensure every patient voice is heard. Gather fresh ideas to:

- Master the basics of gap analysis
- Choose the best measurement tools for seniors
- Value family feedback

Use patients' perceptions of their care to make targeted quality improvements.

Lena Cuthbertson, Provincial Director of Patient-Centred Performance Measurement and Improvement,
Providence Health Care

2:00 PM AFTERNOON BREAK

Get together with speakers and fellow delegates to network and discuss the morning's sessions.

2:30 PM Industry Expert: Accessibility

Increase Accessibility to Services and Information to Empower your Patients

One in five Canadians report waiting over seven days to see a doctor. Reduce patient wait-times and increase accessibility to health services and information. Gain insights to:

- Fast-track your patient's access to test results
- Inform your patients on their health information
- Prepare your patients for their doctor's appointments

Give your patients direct access to their health information to improve accessibility.

3:00 PM Case Study: Holland Bloorview

Identify and Develop Communication Strategies to Empower Patients from Every Background

Patients from different backgrounds feel unable to connect with providers, while doctors worry about offending those same patients. Break down your cultural barriers so all parties can communicate openly. Gain practical insights to:

- Go "off-script" with your patients
- Tune into your patient's narratives
- Enrich patient-doctor relationships

Transform your interactions to communicate with a diverse patient and community.



Dr. Mohammad Zubairi,

MD, MEd, FRCPC, Developmental Paediatrician,

Holland Bloorview Kids Rehabilitation Hospital,
University of Toronto

3:30 PM Panel: Patients Speak Out!

Engage with Patients to Drive Meaningful Change in your Organization

Patient partners weigh-in on what they liked and disliked about care they have received. Learn from their real-life experiences to improve your own PFCC programs. Get inspired to:

- Manage patient incidents better
- Partner with your patients successfully
- Apply feedback to achieve better outcomes

Listen to what patients are saying to take action in your healthcare organization!



Cathy Bachner, Patient Partner,
Huron Perth Healthcare Alliance



Daniel Stolfi, Executive Producer/Actor/Writer of "Cancer Can't Dance Like This" and You & Me Entertainment



Crystal Chin, Patient Partner,
Patients Canada

4:15 PM CONFERENCE ADJOURNS

Your Conference Venue!

Explore your benefits and book your overnight stay today!



The Holiday Inn® Toronto International Airport (YYZ) welcomes you to our airport hotel conveniently located minutes from Toronto's Pearson International Airport. Easy access to Highways 401, 427 and

407 will put guests just minutes away from Toronto attractions. Nearby attractions like the Woodbine Entertainment Centre and Canada's Wonderland offer family fun. Spend a day at Canada's most famous racetrack or enjoy an afternoon of shopping at Sherway Gardens.

Benefits of staying at the hotel include...

Networking: Maximize your relationship building by staying at the same hotel as the conference! Special onsite social activities will be arranged. Don't miss out.

Dining Experience: Our Toronto, Ontario, hotel's Bistro YYZ has an extensive collection of wines, and micro brews for your enjoyment. This is the ideal place to relax with friends or meet clients while you sample our trendy libations.

Accommodations: The quality and quiet comfort of our newly renovated guest rooms offer you an oasis of pampering at our airport hotel in Toronto. Relax in a room with heated bathroom floors, pillow top mattresses with hypo-allergenic duvets, free Wi-Fi Internet access, and a 27-inch flat screen TV with enhanced cable.



Save travel time and money. Take advantage of our conference rate of **\$135.00/night**, plus taxes.

Mention **"5th Annual National Forum on Patient Experience by Strategy Institute"** when you make your reservation by August 28th, 2017.

Call 1-416-674-4343.

Location: Holiday Inn Toronto Airport, 970 Dixon Road, Rexdale, Toronto, Ontario, M9W 1J9

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Register today by calling **1 866 298 9343 x 200**



YOUR FACULTY OF TOP CLASS PX SPEAKERS INCLUDES...



Nancy Naylor,
*Associate Deputy Minister, Delivery
and Implementation,*
Ontario Ministry of Health and Long Term Care



Sholom Glouberman,
*Philosopher in Residence at Baycrest Centre for
Geriatric Care,*
Founder of Patients Canada



Patricia Sullivan-Taylor,
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Cathy Bachner,
Patient Partner,
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Anne Campbell,
*Vice President of Partnerships and
Patient Experience,*
Huron Perth Healthcare Alliance



Judith John,
Patient Advisor,
Patients Canada



Dr. Mohammad Zubairi, MD, MEd, FRCPC,
Developmental Paediatrician,
**Holland Bloorview Kids Rehabilitation
Hospital, University of Toronto**



Dr. Louis Hugo Francescutti, MD, PhD, MPH,
FRCPC, FACPM, CCFP, FACP (Hon), ICD-D,
Physician and Storyteller



Daniel Stolfi,
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Saint Elizabeth Healthcare



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Vice President of Clinical Services,
Ontario Shores Centre for Mental Health



Joy Klopp,
*Director, Contracts,
General Counsel and Privacy Officer,*
VHA Home Healthcare



Laura Williams,
Director of Patient Engagement,
University Health Network



Candace Chartier,
CEO,
Ontario Long Term Care Association



Jodeme Goldhar,
Executive Lead, Strategy and Innovation,
The Change Foundation



Mario Di Carlo,
Patient Advisor

Register online at **www.PatientExperienceSummit.com**

Connect with World Leading Healthcare Practitioners

Find answers to your biggest challenges!

Who you will meet...

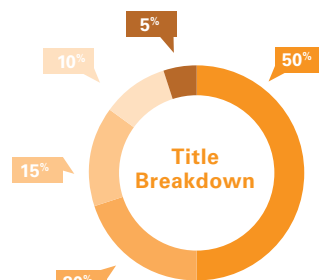
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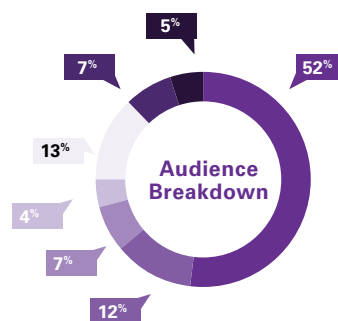
Strategy Institute events empower you to develop your business, build your brand, and showcase your thought leadership. Now going into its 5th year, the National Forum on Patient Experience is the place to be for decision-makers in PFCC.

1. Unique opportunities for quality face-to-face networking interaction
2. Exclusive case studies and insights from industry leaders
3. Industry-vetted, highly requested speakers
4. History of distinguished delegates
5. Insight into challenges of your target market

*Limited exhibit space and sponsorship packages are available.



- 50% VPs, Directors Patient Care, Experience, Quality
- 20% Chief Operating Officers
- 15% Chief Nursing Officers
- 10% CEOs, Presidents, Chief of Staff
- 5% Other Senior Management Titles



- 52% Hospitals
- 12% Regional Health Authorities
- 7% Research Institute/Association
- 4% Treatment Facilities
- 13% Service Providers
- 7% Government
- 5% Clinic/Family/Mental Health



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LEARN MORE ABOUT AVAILABLE SPONSORSHIP OPPORTUNITIES!



Contact **Adrian Considine** at 1-866-298-9343 ext. 230 or email adrian@strategyinstitute.com

Register today by calling **1 866 298 9343 x 200**



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PATIENT EXPERIENCE

12+

PATIENT AND
CAREGIVER
VOICES!

Tuesday

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Wednesday

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**Acquire Critical
Insights from:**



ATTENTION MAILROOM: If undeliverable to addressee, please forward to:
CEO | COO | CNO | CMO | VP/ Director/Manager/Head: Patient Experience, Patient and Family Centred
Care, Quality, Patient Safety, Inter-professional/Collaborative Practice, Performance and Transformation.

4 EASY WAYS TO REGISTER

Tel: 1-866-298-9343 ext. 200
Email: registrations@strategyinstitute.com
Web: www.PatientExperienceSummit.com
Mail: Strategy Institute, 401 Richmond St, West Suite 401 Toronto, Ontario M5V 3A8

	Healthcare Providers & Government	Vendors, Suppliers & Consultants	SAVE \$200 Register by July 21st
Conference only	\$1,195	\$1,795	
Conference + 1 Workshop	\$1,590	\$2,190	SAVE \$100 Register by August 18th
Conference + 2 Workshops	\$1,785	\$2,385	
Workshops Only	\$495 - EACH		CONFERENCE CODE: 117016
GROUP BOOKINGS: RECEIVE 25% DISCOUNT. REGISTER FOUR DELEGATES AND EACH PERSON WILL RECEIVE A 25% DISCOUNT			

Registration fee: Subject to 13% HST. The Regular investment includes luncheon, refreshments, networking breaks, continental breakfast, and original course materials. Payment is required in advance and can be made by company cheque, VISA, MasterCard, or American Express. Please make cheques payable to Strategy Institute Inc.

Early Bird special: Expires on July 21st & August 18th, 2017. Cannot be used with group discount.

Group Discount: A Group Discount is offered for this conference (not in combination with any other offer). To be eligible for the Group Discount, delegates MUST register at the same time. The total discount per delegate (including applicable group discounts, etc.) MUST not exceed 25% of the regular conference costs.

Cancellations: Must be received in writing by September 12, 2017. You will be eligible for a prompt refund less a \$495.00 administrative fee. If you register for the program and do not attend, you are liable for the full registration fee unless you cancel according to the terms stated above. If you are unable to attend, delegate substitution is permitted up to, and including, the day of the conference.

Admission Policy: Strategy Institute reserves the right to restrict entry to the conference to any individual. Any such person requested to leave the conference site shall do so immediately upon request, whether previously issued a badge permitting entry. There is no refund payable with respect to anyone refused entry. Any information obtained at the conference cannot be relied upon for any particular set of circumstances, cannot be taken as professional advice or opinion. Attendees must consult with the appropriate professional before acting in response to information obtained at the conference.

Evening Social Activities: Please drink responsibly. Strategy Institute shall not be liable for any consequential damages and/or personal injuries caused by excessive or irresponsible alcohol consumption.

Register online at www.patientexperiencesummit.com