



3RD ANNUAL

Canadian Alternate Level of Care Conference

January 28th-29th, 2016 • Hyatt Regency Toronto, ON • www.Alternatelevelofcare.ca

Canada's only national conference examining ALC patient care to help reduce readmission rates, improve patient flow & resource allocation

Featured Speakers Include:



Candace Chartier,
RN, CHE, MBA
Chief Executive
Officer at **Ontario
Long Term Care
Association**



Agnita Pal
Manager, Clinical
Administrative
Database Operations,
Canadian Institute for
Health Information
(CIHI)



Glenn Kissmann,
RD, MHS
EXTRA Fellow,
Director, Information
Management,
Interior Health



Kerry Kuluski, MSW, PhD
Assistant Professor,
Institute of Health Policy,
Management and
Evaluation, University
of Toronto, Scientist,
Lunenfeld-Tanenbaum
Research Institute,
Sinai Health System



Pamela Jarrett,
MD, FRCPC, FACP
Geriatrician, Horizon
Health Network New
Brunswick. Medical
Officer for Home
Care, Department of
Health, Province of New
Brunswick

Top benefits of attending:

- ✓ Uncover insights from healthcare leaders about best practices in patient management and flow
- ✓ Participate in discussions on how to leverage community support resources to maximize the clinical throughput and better care setting for patients
- ✓ Hear evidence based case studies on how to effectively deliver safe, quality care to ALC patients

Who will you meet?

- Hospital Leadership COO, CNO, CMO, CFO, CIO
- Transfer Centre Leaders
- Bed Management Leaders
- Hospital Operations Directors
- Transport Directors and Staff
- Lean Managers & Quality Improvement Directors
- Emergency Department Leaders
- Rehabilitation Specialists: Occupational, Physiotherapy
- Social Workers
- Care Coordinators & Case Managers
- Nurse educators, unit managers, team leaders

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WELCOME LETTER



1st hand experience & tested solutions to address: Patient Flow, Wait Times, Hospital Readmissions, Access to Care, eHealth, Capacity planning, health outcomes, allied workforce expansion, Caregivers Support & Much more.

On behalf of the Global Healthcare Professional Network, it is my pleasure to welcome you all to the Canadian Alternate Level of Care Conference, Canada's only national conference examining ALC patient care to help reduce wait times, improve patient flow and allocation of resources to address the needs of the community.

This year's action oriented two day conference is all about identifying and exploring tools aimed at improving patient flow and access to care across all silos of the healthcare system in an effort to promote the delivery of the appropriate level of care in the proper setting. The conference format will include case based presentations, panel discussions, and networking sessions to facilitate sharing of best practices to improve the continuum of care across for all patients.

Our attending delegates include key stakeholders within the Canadian healthcare system including executive c-suite leadership, acute & community care directors, nursing case managers & educators, professional associations, policy makers, research organizations and health information professionals from across the nation.

We hope you will join us in sharing your expertise and collaborating with leaders of the healthcare community on shared priorities to improve the delivery of the appropriate level of care in the proper setting to all patients.

Looking forward to meeting you all!

Warm Regards,

Janique Corripio, MSc

General Manager, Program Research Division-Global Healthcare
GHP Network

“Staff was welcoming, agenda was informative, excellent opportunities for networking, and engaging with individuals”

- Past ALC Delegate

“Very good selection of quality presenters from all aspects of care”

- Past ALC Delegate

“The variety of presenters and focused attention on ALC was A+!”

- Past ALC Delegate

SPONSORSHIP LETTER

The Canadian Alternate Level of Care Conference is a unique opportunity for healthcare professionals to discover the latest ALC patient care developments and participate in ALC educational sessions to address current ALC patient care issues and concerns across Canada. The leading healthcare information-technology suppliers will be showcasing their latest innovations to help reduce readmission rates, improve patient flow & resource allocation. Major sponsoring and exhibiting solution providers will focus on: Health Informatics & End User Data Analytics, Patient Flow Technology, eHealth/Telehealth, Patient Handling, and Woundcare. This national networking event includes delegate representation from all key ALC stakeholders, including acute & post acute senior C-suite hospital & LHIN executives, community care health centers & long term care facilitators, as well as senior patient care nursing & ministries of health leaders.

We look forward to welcoming all of our partners, sponsors, and exhibitors to what will be a groundbreaking and one of a kind event.

To Learn more about sponsorship and exhibition opportunities please contact **Chris Ritchie at 212-885-2799 or via email at chris.ritchie@ghpnetwork.com**

DAY ONE

Thursday, January 28th, 2016



To receive program updates or to register please visit www.Alternatelevelofcare.ca

8:30 Registration & Networking Breakfast

9:00 Welcome from GHP Network:

9:05 Opening remarks from chair

Glenn Kissmann, RD, MHS, EXTRA Fellow, Director, Information Management, **Interior Health**

9:10 Keynote opening address

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

9:50 Achieving Pan-Canadian Consistency in ALC Data Available in CIHI's Discharge Abstract Database

Learning Objectives:

- Describe Alternate Level of Care (ALC) data available in CIHI's Discharge Abstract Database
- Highlight the importance of having comparable ALC data and challenges associated with standardizing ALC designation practices across Canada
- Describe the collaborative process used to achieve consensus on definitions and guidelines to support ALC designation by clinicians
- Describe the new acute inpatient care definition and guidelines to support ALC designation
- Discuss implementation progress and future work on strengthening ALC data

Agnita Pal, Manager, Clinical Administrative Database Operations, **Canadian Institute for Health Information (CIHI)**

Glenn Kissmann, RD, MHS, EXTRA Fellow, Director, Information Management, **Interior Health**

10:30 Networking Break-Tea & Refreshments

11:00 The development of an Acute Care ALC Avoidance Framework & Self-Assessment Tool for TC-LHIN hospitals

Learning Objectives:

- Exploration of how an Acute Care ALC Avoidance Framework and Self-Assessment Tool developed by TC-CCAC in collaboration with healthcare leaders from Toronto's 7 Acute Care Hospitals is supporting TC-LHIN hospitals to reduce ALC numbers.
- Understand how Toronto East General Hospital (TEGH) has used the Principles & Strategies within the Framework to guide the organization in limiting the generation of ALC clients, and decrease ALC numbers.

Sandra Dickau RN, MN, Director Complex Continuing Care, In-Patient Rehabilitation, Family & Community Medicine, ALC QIP Lead, **Toronto East General Hospital**

Elaine Burr, RN, BScN, MHA, Client Services Manager, **Toronto Central Community Care Access Centre**

11:40 Responsive Behaviours and the barriers they place on an ALC patients' transition throughout the continuum of care

Learning Objectives:

- An overview of the responsive behaviours of ALC patients in acute care; the patient, family, and staff experience
- Identification of the current processes and programs in place to address responsive behaviors including the availability of behavioural assessments and management plans, as well as the implications for transitioning patients to long-term care facilities
- Analysis of the current gaps in services and how this impacts patient lengths of stay and patient flow throughout the continuum of care
- Enhanced coordination of a responsive behaviours program to increase efficiency in transitioning ALC patients from acute care

Shannon Knelsen, Alternate Level of Care (ALC) Patient Flow Specialist, **University Health Network – Toronto Western Hospital**

12:20 Networking Lunch

1:20 Making Wise Choices: A Pre-operative quality Improvement journey for patients undergoing surgery

Learning Objectives:

- Identify current state metrics for the Preoperative Assessment Clinic (PAC).
- Identify best-practice recommendations from current perioperative literature and major practice guidelines such as Choosing Wisely.

- To develop and implement a patient- and family-centered experience in PAC with a reduction of unnecessary visits/investigations that ultimately results in shorter PAC appointments and minimize costs.

Valeria Thompson, RN, BA, MBA, Clinical Team Leader, **North York General Hospital**

Paulina Ferreira, RN, BN, MSN, Clinical Nurse Educator, **North York General Hospital**

Linda Jussau, RN, BScN, MBA, Program Director, Surgery, **North York General Hospital**

Aaron Mocon HBSc MD FRCPC, **North York General Hospital***

2:00 Early Supported Discharge (ESD) ~ Accelerating the transition from hospital to home

Learning Objectives:

- Describe the benefits and evidence supporting ESD
- Provide an overview of current ESD programs
- Share resources for implementation of ESD programs, including the common core elements, evaluation indicators and a sample business case

Co-Chairs for the **Ontario Stroke Network's Provincial Integrated Working Group on ESD**

Donna Cheung, Rehab and Community Re-engagement Coordinator, **South East Toronto Stroke Network**

Esmé French, Regional Stroke Rehabilitation Specialist, **Northwestern Ontario Regional Stroke Network**

2:40 Networking Break-Tea & Refreshments

3:10 Leading Change for ALC Patients in a Centre of Excellence for Rural Health and Education (Winchester District Memorial Hospital)

Learning Objectives:

- Discuss the process and techniques used at Winchester District Memorial Hospital (WDMH) to maintain near zero ALC patient days.
- Highlight the features required of a rural, acute care facility and surrounding community in large scale change management initiatives.

Lynn Hall, BSN, MSN, Senior Vice President of Clinical Services and Chief Nursing Executive/Professional Practice Leader, **Winchester District Memorial Hospital**

Naomi Thick, BSN, MSN, Clinical Manager of Inpatient Services, **Winchester District Memorial Hospital**

3:50 How Community Rapid Response Teams and Pull Initiatives are Impacting Patient Flow

Learning Objectives:

- Identify standards of practice and policy requirements as they relate to implementation of the CRRTs, and address these in consultation with the key stakeholders.
- Develop an education plan for clinicians that will be involved in the CRRT initiative.
- Develop a change management plan to ensure the successful implementation of the CRRTs.
- Contribute to data collection and information to inform the evaluation of the CRRT.
- Create a pull system in LTC and the Community to facilitate the appropriate flow of clients in a timely manner.

Alice Kennedy, BN, RN, MBA, FCCHL, FCHSRF, Vice President, **Eastern Health**

4:30 Closing Remarks from program chair:

Glenn Kissmann, RD, MHS, EXTRA Fellow, Director, Information Management, **Interior Health**

4:45 Networking Reception & Cocktail Hour

**Honorable mention for contributions towards this presentation*

DAY TWO

Friday, January 29th, 2016



To receive program updates or to register please visit www.Alternatelevelofcare.ca

8:30 Networking Breakfast

9:00 Opening remarks from chair

Glenn Kissmann, RD, MHS, EXTRA Fellow, Director, Information Management, **Interior Health**

9:10 Reducing Alternate Level of Care at the Centre for Addiction and Mental Health: Using Innovation and Collaboration to Transition Complex Clients to Supportive Housing

Learning Objectives:

- Describe the experience of ALC in a tertiary mental health facility.
- Explore an innovative model to support complex clients in the community, in settings that build on their strengths and address their needs.
- Recognize that ALC represents a system problem that requires system solutions, including supportive housing and collaboration between hospital and community providers.
- Discuss the successes, challenges and opportunities for growth that have emerged from a new model that relies on collaboration and system level intervention.

Melonie Hopkins, MA, MSW, RSW, Project Manager, ALC High Support Initiative, **Centre for Addiction and Mental Health**

Wendy MacLellan, MSW, RSW, MHSc, CHE, Manager, Patient Flow and Navigation, **Centre for Addiction and Mental Health**

Leslie McDonald, Executive Director, **Habitat Services**

Noel Simpson, Executive Director, **Regeneration Community Services**

9:50 "When A System Comes Together"- System Approach to Transition and Flow in Toronto Central LHIN

Learning Objectives:

- To discuss the challenges and opportunities from a system perspective
- To provide examples of innovative initiatives in TC LHIN that support transition and flow through collaboration and integration across providers and sectors
- To explore ways to leverage home and community care and primary care in implementing ALC Avoidance Strategies
- To highlight caregiver and patient experience across the continuum of care

Malcolm Moffat, M.H.Sc., CHE, Executive Vice President, Programs, **Sunnybrook Health Sciences Centre**

Vania Sakelarar, BSc, MBA, CHE, Senior Director, Health System Integration, Design and Development, **Toronto Central Local Health Integration Network (LHIN)**

Maggie Bruneau, RN, BScN, MHSChA, CHE, VP Partnerships CNE, **Providence Healthcare, Toronto**

10:30 Networking Break-Tea & Refreshments

11:00 Clinical Predictors of Long-Stay ALC Status in In-Patient Mental Health and Post-Acute Care Settings

Learning Objectives:

- Demonstrate methods of studying patient flow using several standardized health information systems
- Identify baseline clinical characteristics associated with Long-stay ALC status in two distinct patient populations
- Explore solutions to reduce the likelihood of delayed discharge and improve patient flow

Jerrica Little BA (Hons), MSc, PhD Candidate, **School of Public Health and Health Systems at the University of Waterloo**

Luke Turcotte, MSc, PhD Candidate, **School of Public Health and Health Systems at the University of Waterloo**

11:40 What can we learn from a better understanding of our ALC patients in hospital?

Learning Objectives:

- To discuss the characteristics of ALC patients prior to admission to hospital
- To review how dementia and other chronic diseases are related to being an ALC patient.
- To explore the journey of the patient while in hospital.

Pamela Jarrett, MD, FRCPC, FACP Geriatrician, **Horizon Health Network** New Brunswick. Medical Officer for Home Care, **Department of Health, Province of New Brunswick**

12:20 Networking Lunch

1:20 "Stuck in the Middle"- Experiences and Needs of Alternate Level of Care Patients and their Family Caregivers

Learning Objectives:

- To share the experiences of ALC patients and their caregivers as they wait for long-term care from the hospital
- To share areas of unmet need and perceived risk factors for ALC from the perspectives of ALC patients and family caregivers
- To explore ways in which capacity can be built in community to minimize ALC risk

Kerry Kuluski, MSW, PhD, Assistant Professor, Institute of Health Policy, Management and Evaluation, **University of Toronto**, Scientist, **Lunenfeld-Tanenbaum Research Institute, Sinai Health System**

2:00 Long Term Care Plus - LTC+ = Innovative Change

Learning Objectives:

- Expanding on our Expert Panel Report "Why Not Now" and what position LTC can play in an ever changing health care sector-what research has predicted for 2025
- Opportunities that LTC+ could lead and be a solution for decreasing hospitalizations and health care costs
- Difficult decisions that would have to happen in order for LTC+ to work

Candace Chartier, RN, CHE, MBA, Chief Executive Officer at **Ontario Long Term Care Association**

2:40 Networking Break-Tea & Refreshments

3:10 Patient Transition and Flow Strategies To Improve ALC - The Journey Continues in Erie St. Clair LHIN

Learning Objectives:

- Describe trends and projections for ALC rates in ESC LHIN
- Discuss strategies and initiatives focused on improvements to patient flow
- Describe strategies to enable increased access to rehabilitative care to reduce ALC designations

Laurie Zimmer, BSN, MSN,ED/ALC Manager, **Erie St. Clair Local Health Integration Network**

Helen Johnson, BSc(PT), MSc, ESC Rehabilitation Lead, **Chatham-Kent Health Alliance**

3:50 Integrated Access – Covenant Health's Journey Towards Patient Centered System Transformation

Learning Objectives:

- Share Covenant Health's strategy to design and implement high performing systems of care and service delivery based on integration, innovation, and evidence of patient access and flow principles (supports Accreditation Canada standards)
- Demonstrate the value of multi-sector health partnerships to link systems and provide seamless care
- Share best practice and key performance improvement on coordinated hospital discharge practices linked with key community services to provide seamless care (Path to Home Project and Transitions in Care Project)
- Discuss the early identification of complex patients at risk for readmission to promote patient centric, targeted discharge planning with intentional connections to community supports including primary care physicians/ medical monitoring post discharge
- Share operational re-design (business model) which supports the clinical integration and collaborative practice agenda

Lisa S. Jensen RD, MBA, Prosci, Corporate Director, Integrated Access and Executive Lead, COV Path to Home, **Covenant Health, Alberta**

4:30 Closing Remarks from program chair:

Glenn Kissmann, RD, MHS, EXTRA Fellow, Director, Information Management, **Interior Health**

REGISTRATION DETAILS



4 EASY WAYS TO REGISTER:

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