<table>
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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>7:30 – 8:30</td>
<td>Registration &amp; Continental Breakfast</td>
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<tr>
<td>8:30 – 8:40</td>
<td>Opening Remarks&lt;br&gt;&lt;i&gt;Malcolm Moffat, MHSc CHE&lt;/i&gt;&lt;br&gt;Chair, GTA Rehab Network Best Practices Day Planning Task Group&lt;br&gt;Executive Vice President, Sunnybrook Health Sciences Centre</td>
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<td>8:40 – 9:45</td>
<td>Opening Keynote Address&lt;br&gt;&lt;i&gt;Data, Skills &amp; Leadership: Building a Quality agenda for health in Ontario&lt;/i&gt;&lt;br&gt;Dr. Joshua Tepper, eMBA, MPH, CFPC, MD, BA&lt;br&gt;Family Physician, President and Chief Executive Officer of Health Quality Ontario (HQO)</td>
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<td>9:45 – 10:15</td>
<td>Morning Break, Poster Viewing &amp; Exhibit Viewing</td>
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<td>10:15 – 11:30</td>
<td>Concurrent Workshops</td>
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<tr>
<td>Workshop A</td>
<td>From Ideas to Action: Identifying Change Ideas for Quality Improvement</td>
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<tr>
<td>Workshop B</td>
<td>From Hospital to Home… and Back Again? Stories from the Bridge to Home Team on Improving Discharges for Complex Patients</td>
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**Workshop A**
**From Ideas to Action: Identifying Change Ideas for Quality Improvement**

Every organization has capacity for improvement, but sometimes it can be a challenge to know just what changes will actually lead to improvement. This practical session will provide attendees with tools to help identify and organize change ideas to accomplish quality improvement in their organization or health system.

**Presenter:**
- Jim Handyside, Consultant in healthcare safety and quality improvement; Principle of Improvision Healthcare Inc.

**Workshop B**
**From Hospital to Home… and Back Again? Stories from the Bridge to Home Team on Improving Discharges for Complex Patients**

Patients with complex chronic conditions can experience significant health changes during a hospital stay and typically have higher than average needs following discharge. Upon returning to the community, these patients are at high risk of hospital re-admission and ER visits, many of which could be avoided in the presence of integrated transition care that follows the patient post-discharge.

The Bridge to Home (B2H) program is a 1-year demonstration project, jointly funded by the MOHLTC and the OMA. It is comprised of a comprehensive interprofessional team designed to “bridge” the transition between the hospital setting and the patient’s home/community. The primary objectives are to support and sustain the direction of the hospital discharge plan and to connect and collaborate with community partners to address the changing needs of patients and families post-discharge.

Members of the B2H Team will highlight themes through actual case-based examples that identify key risks and opportunities at discharge. Workshop participants will engage with the panel and with each other in directed activities in order to: (1) deepen their understanding of the small- and large-scale challenges that arise in transitions of care, and (2) explore how the findings of the project might apply in their own practices.
Workshop C

Supporting Transitions and Reintegration through Telehealth

In this workshop, there will be 3 presentations from different organizations who will share their experiences and learnings from using Telehealth.

1. How Telehealth is changing the way Health Care is delivered: One Organization's Experience!

   The goal of this presentation is to share how William Osler Health System and the Ontario Telemedicine Network (OTN) collaborated to successfully implement an innovative model of virtual care to support patients living with chronic conditions. Telehomecare brings health care services into the home for patients with CHF and COPD with easy to use equipment. Telehomecare Nurses monitor each patient's health status remotely; provide telephone support for medication management, self-management strategies for their disease, education and health coaching. Together, the goal is to inspire individuals to manage their own health at home. The patient's primary care provider is kept informed through calls and reports.

   This presentation will focus on the strategies required to implement this pilot program, including the integration of Telehomecare referral into standard care processes through the implementation of order sets, clinician engagement, and linkages with the CCAC, the Central West LHIN and Health Links. Outcome data measured by ER visits and readmission before, during and after Telehomecare will be discussed.

   The objectives of this presentation:
   1. To explore the critical success factors in implementing a Telehomecare program
   2. To identify organizational enablers/ challenges in adoption of the program
   3. Lessons learned and next steps
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<th><strong>Friday, May 1, 2015</strong></th>
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<tr>
<td><strong>Presenters:</strong></td>
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<tr>
<td>• Jane DeLacy, RN, MHSc; Executive Director, Clinical Programs, William Osler Health System</td>
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<tr>
<td>• Mary Brougham, RN, MHS; Corporate Interim Director, Cardiovascular, Renal &amp; Chronic Disease; William Osler Health System</td>
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<td>• Charmaine Burke; Engagement &amp; Implementation Lead, Telehomecare; William Osler Health System</td>
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2. **Telehealth Assessment and Follow-Up in Respiratory Rehabilitation**

There is increasing interest in the implementation of telehealth technologies to improve issues of access and capacity by overcoming geographic and healthcare resource barriers. For those referred to pulmonary rehabilitation this includes assessment and follow-up of those enrolled as well as providing part of the rehabilitation program on-line in real time. For ventilator assisted individuals technology is now used for ongoing clinical monitoring, enabling ventilator users and their families to be followed by a healthcare team while remaining in the community.

**Presenter:**

• Jacinthe Dubois-Webster, BSc. OT, OT Reg. (Ont.); West Park Healthcare Centre

3. **Tele-home exercise coaching for frail seniors following illness and/or falls: An assess and restore proof of concept initiative**

Interprofessional assessment and restoration of functional mobility in geriatric day hospitals and community health centres is a common feature of the transition to optimal wellness following illness and/or falls for frail seniors. For frail seniors challenged by complex and chronic health conditions these restorative services require subtle design and ongoing calibration that are difficult to achieve in settings for healthier seniors. And, for housebound seniors with restorative potential, functional disabilities can prevent access to specialized restorative services. In order to assist housebound seniors in this dilemma and to facilitate continuing restoration of frail seniors discharged from specialized programs, a tele-home exercise coaching service was developed. This proof of concept project was funded by the Toronto Central LHIN's 2012/13 Assess & Restore initiative, the Regional Geriatric Program of Toronto’s Specialized Geriatric Services at Sunnybrook Health Sciences Centre, the Anne Johnston Health Station, and the Ontario Telemedicine Network.

**Topics covered in this workshop include:**

1. The seated exercise development process
2. Video demonstration of the exercise process
3. Technical and socio-technical issues in the delivery of telehome exercise coaching
4. The clinical issues and successful outcomes identified in a small group of frail seniors
5. Discussion of next steps, scalability and a pilot study

**Presenters:**

• David Ryan, Ph.D. Director of Education, RGP Toronto
• Daryl Mahabir, Physiotherapy Assistant, W.P. Scott Geriatric Day Hospital, Sunnybrook Health Sciences Centre
• Rosamund Levy, Implementation Lead - Telehomecare, Ontario Telemedicine Network

**Additional Authors:**

• Brenda McNeill, BSc, MA, MBA Executive Director, Anne Johnston Health Station
• Betty Matheson, MScN, Patient Care & Specialized Geriatric Services Manager, Sunnybrook Health Sciences Centre
• Fareeha Khizar, Project Manager, Ontario Telemedicine Network

<p>| 11:30 – 12:30 | Lunch / Poster and Exhibit Viewing |</p>
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<td>12:30 – 1:30</td>
<td><strong>The Consumer Perspective</strong>&lt;br&gt;&lt;i&gt;Rehabilitative care: Listening to the voice of the patient from bedside to boardroom&lt;/i&gt;&lt;br&gt;Josephine McMurray, PhD, MBA, MRT&lt;br&gt;Assistant Professor in the School of Business &amp; Economics at Wilfred Laurier University, Business Technology Management &amp; Health Studies Programs&lt;br&gt;At their heart, health systems are human systems, with each encounter connecting a giver of care, and a receiver of care. Increasingly we seek to understand this encounter from the patient's perspective. The value of taking a patient-centred approach is evident from improved outcomes, greater efficiency as a result of informed and engaged clients, and greater satisfaction with the care received. But how do we know if our organization is providing care that is meaningful to our clients? We will explore the value of measuring patient experience versus patient satisfaction, and the results of a comprehensive review that identified measures of patient experience in the rehabilitative care sector. Collecting patient experience data outside of hospital settings is challenging but of growing interest to system stakeholders - we'll look at an innovative technology that has the potential to disrupt this field. Finally, engaging your entire organization, from bedside to boardroom, in a discussion about the importance of listening to the patient voice, is critical to the success of an integrated rehabilitative care system.</td>
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<td>1:30 – 2:45</td>
<td><strong>Rapid Podium Presentations</strong></td>
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<td>2:45 – 3:00</td>
<td><strong>Afternoon Break &amp; Poster Viewing (Last chance to vote for People’s Choice Award) &amp; Exhibit Viewing</strong></td>
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<td>3:00 – 4:00</td>
<td><strong>Closing Keynote Address</strong>&lt;br&gt;&lt;i&gt;Rethink health care by thinking like a startup: Using creativity and managing uncertainty to design the next generation of health services&lt;/i&gt;&lt;br&gt;Dr. Onil Bhattacharyya, MD, PhD&lt;br&gt;Frigon-Blau Chair in Family Medicine Research at Women's College Hospital and Associate Professor at the Institute of Health Policy, Management and Evaluation at the University of Toronto&lt;br&gt;How can health services be reconfigured so that they can promote health, support people's aspirations and be financially sustainable? These solutions are not likely to come from incremental improvements in quality of care. Manufacturing methods have been successfully applied to health services to reduce practice variation and improve outcomes where best practices exist. However, other methods may be needed when best practices and even appropriate outcomes are unclear, like care of people with complex physical, mental and social needs. Tech companies have become adept at designing simple seamless interfaces for complex tools. Health care is complex on the front and back end, and could adapt approaches from startups to redefine problems, improve the user experience, and reduce cost. This presentation will explore the potential of design thinking and the Lean Startup method, and ways for individuals and teams to move past obvious solutions to possible breakthroughs for health services.</td>
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<td>4:00 – 4:20</td>
<td><strong>Closing Remarks and Award Presentation</strong></td>
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Conference Features:
- Keynote Speakers
- Workshops
- Rapid Podium Presentations
- Poster Displays
- Opportunities to network/collaborate with colleagues

Target Audience:
The conference is designed for clinicians, researchers, administrators, policy & management professionals and students.

Conference Location:
Best Practices Day 2015 will be held at the Allstream Center (Exhibition Place), Toronto, Ontario. The Allstream Centre is located at 100 Princes’ Boulevard, Tor, ON, M6K 3C3. For a map and directions to the venue, see:

Hotel Location:
Hilton Garden Inn Toronto Downtown Hotel
92 Peter Street, Tor, Canada M5V 2G5
Tel: +1-416-593-9200 // Fax: +1-416-593-9202

Hotel Reservations:
A block of rooms has been reserved for April 30, 2015 - May 1, 2015. In order to make your reservation, please call direct to the hotel in-house reservation desk at (416) 593-9200. Please mention the “GTA REHAB NETWORK CONFERENCE” in order to receive your special hotel rate of $185.00 CAD /night plus taxes (single or double occupancy) plus HST (13%) and DMP (3%).
To make your reservation online go to:

The special room rate will be available until April 9th or until the group block is sold-out, whichever comes first.

Registration:
To register for the conference, you must complete the online registration form at https://ers.snapuptickets.com/UHN/GTA2015/.
On-line registration will close on April 24, 2015 at 5:00 p.m.

Please note that registrations are not confirmed until payment is received.
Registration includes continental breakfast and refreshment breaks, lunch, materials and a certificate of attendance. All fees quoted in Canadian dollars.

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<tr>
<td>Early bird registration (single)</td>
<td>$245</td>
<td>Registration received on or before April 1, 2015</td>
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<tr>
<td>Regular registration</td>
<td>$285</td>
<td>Registration received after April 1, 2015</td>
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<tr>
<td>Group registration</td>
<td>$235</td>
<td>Three (3) or more registrations received at the same time on or before April 1, 2015. They do not need to be from the same organization.</td>
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<tr>
<td>Student registration</td>
<td>$90</td>
<td>Student registration for those enrolled in a full-time program. Post-doctoral fellows may also use this category. Valid student identification is required to be presented at the registration desk or a scanned copy of your ID to be sent to <a href="mailto:conferences@uhn.ca">conferences@uhn.ca</a> at the time of registration</td>
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Cancellation Policy:
A full refund, minus a $75.00 administration fee, will be issued for cancellations received via facsimile at 416-597-6202 or e-mail conferences@uhn.ca on or before April 3, 2015. No refunds will be issued after this date. Refunds will not be granted to attendees who do not attend the conference.

For Questions on Registration/Further Information:
Please contact UHN Education’s Conference Services by email (conferences@uhn.ca) or by calling 416-597-3422 ext. 3448.