Monday (October 28)

**LEADERSHIP:** Harsh truth and hope; don’t back down from the challenges
Moderators: Kaaren Neufeld (English) Luc Therrien (French)
12h00 – 12h05 Opening Remarks
• Hugh MacLeod, CEO, Canadian Patient Safety Institute
12h05 – 12h15 Patients for Patient Safety Canada Video
12h15 – 13h15 Leading Change to Improve Safety:
Harsh truth and hope; don’t back down from the challenges
Rob Devitt, President & CEO, Toronto East General Hospital
Regis Blais, Professeur titulaire, Département d’administration de la santé, Université de Montréal
Lori Mitchell, PhD Researcher, Winnipeg Regional Authority Home Care Program
13h15 – 13h30 ASK.LISTEN.TALK – Video Competition
13h30 – 14h30 Turning Eastern Health Around Meant First Turning It Upside Down
Vicki Kaminski, President & CEO, Eastern Health
14h30 – 15h00 ASK.LISTEN.TALK – Video Competition
15h00 – 15h35 Being a Change Agent: Leading by Example
Rob Devitt, President & CEO, Toronto East General Hospital
15h35 – 16h00 How to Keep People Happy and Hopeful
Isabel Henderson, Vice President, Alberta Health Services, Glenrose Rehabilitation Hospital
16h00 – 16h30 ASK.LISTEN.TALK – Video Competition
16h30 – 17h00 Leadership and Patient Safety (FRENCH)
• Dr. Hartry Stern, currently Executive Director, Joseph General Hospital, Professor - Department of Surgery, McGill University. Dr. Stern is the incoming Executive Director/CEO of CMPA

Tuesday (October 29)

**PARTNERSHIP:** Don’t let good ideas sit on the shelf
Moderators: Kaaren Neufeld (English) Luc Therrien (French)  
12h00 – 12h10 Patients for Patient Safety Canada Video
12h10 – 12h55 Safety at Home – a Pan Canadian Home Care Safety Study: Come and Join the Dynamic Conversation of Making the Recommendations Come Alive
• Regis Blais, Professeur titulaire, Département d’administration de la santé, Université de Montréal
• Lori Mitchell, PhD Researcher, Winnipeg Regional Authority Home Care Program
12h55 – 13h00 ASK.LISTEN.TALK – Video Competition
13h00 – 13h15 CIHI National Indicators Project: Report from the Pilot Sites
• Tracy Johnson, Managing Health System Analysis and Emerging Issues, CIHI
13h15 – 13h20 ASK.LISTEN.TALK – Video Competition
13h20 – 13h40 Surgical Safety Initiative
• Dr. Bryan Tighe, Surgeon Champion, National Surgical Quality Improvement Program (NSQIP), Penticon, Interior Health
13h40 – 13h45 ASK.LISTEN.TALK – Video Competition
13h45 – 14h30 The perfect storm: Alberta Health Quality Council, Patient Voice and Alberta Health Services
• Deb Prowse, President, Prowse Consulting
• Willow Brocke Patient Engagement Director, Patient Experience, Quality and Health Care Improvement, Alberta Health Services
14h30 – 14h35 ASK.LISTEN.TALK – Video Competition
14h35 – 14h50 Digital Health and Partnerships: Better Together
• Shelagh Maloney, Vice President, Communications, Canada Health Infoway
• Fraser Ratcliff, Group Program Director, Consumer Health and Innovation, Canada Health Infoway
14h50 – 15h00 ASK.LISTEN.TALK – Video Competition
15h00 – 16h00 Safety at Home – a Pan Canadian Home Care Safety Study (FRENCH)
• Regis Blais, Professeur titulaire, Département d’administration de la santé, Université de Montréal
• Daniel Chartand, Vice-Chairman, Department of Anesthesia, McGill University
Partners for Life (FRENCH)
16h00 – 17h00 ASK.LISTEN.TALK – Video Competition

Wednesday (October 30)

**MEDICATION SAFETY:** Across the Continuum
Moderators: Kaaren Neufeld (English) Luc Therrien (French)
12h00 – 12h10 Patients for Patient Safety Canada Video
12h10 – 12h15 Spotlight on Medication Safety Initiatives for Canadian Patient Safety Week
• Cecilia Bloom, Director of Communications, Canadian Patient Safety Institute
12h15 – 12h55 MedRec Champions
• Michelle Towell-Repsch, Clinical Improvement Facilitator, Sunshine Health Region
• A Doctor’s Perspective on MedRec
12h55 – 13:00 ASK.LISTEN.TALK – Video Competition
13:00 – 13:15 CIHI National Indicators Project: Report from the Pilot Sites
• Tracy Johnson, Managing Health System Analysis and Emerging Issues, CIHI
13:15 – 13:20 ASK.LISTEN.TALK – Video Competition
• Dr. Bryan Tighe, Surgeon Champion, National Surgical Quality Improvement Program (NSQIP), Penticon, Interior Health
13:40 – 13:45 ASK.LISTEN.TALK – Video Competition
13:45 – 14:30 The perfect storm: Alberta Health Quality Council, Patient Voice and Alberta Health Services
• Deb Prowse, President, Prowse Consulting
• Willow Brocke Patient Engagement Director, Patient Experience, Quality and Health Care Improvement, Alberta Health Services
14:30 – 14:35 ASK.LISTEN.TALK – Video Competition
14:35 – 14:50 Digital Health and Partnerships: Better Together
• Shelagh Maloney, Vice President, Communications, Canada Health Infoway
• Fraser Ratcliff, Group Program Director, Consumer Health and Innovation, Canada Health Infoway
14:50 – 15:00 ASK.LISTEN.TALK – Video Competition
15:00 – 16:00 Safety at Home – a Pan Canadian Home Care Safety Study (FRENCH)
• Regis Blais, Professeur titulaire, Département d’administration de la santé, Université de Montréal
Partners for Life (FRENCH)
• Daniel Chartand, Vice-Chairman, Department of Anesthesia, McGill University
16h00 – 17h00 ASK.LISTEN.TALK – Video Competition
16h00 – 17h00 Overview of Medication Safety Initiatives (FRENCH)
• Lynn Riley, Spécialiste en utilisation sécuritaire des médicaments et éducatrice, Institute for Safe Medication Practices Canada (ISMP Canada)

Thursday (October 31)

**HEROES ON THE FRONT LINE**
Moderators: Kaaren Neufeld (English) Luc Therrien (French)
12h00 – 12h10 Patients for Patient Safety Canada Video
12h10 – 12h15 Opening My Heart - My Journey From Nurse to Patient and Back Again
• Tilda Skolik, Staff Nurse, Medical-Surgical Intensive Care Unit, Toronto General Hospital
12h15 – 12h50 ASK.LISTEN.TALK – Video Competition
12h50 – 14:00 Peer Pressure: Changing the Culture
• Miriam Hurtig, RN, Emergency Department, North Delta
• Dr. Trina Montemurro, Anesthesiologist, Providence Health Care
Stop Infections Now Collaborative Team Rapid Fire
• Donnaf Barkowski, Clinical Nurse Educator, Alberta Health Services Panel
14h25 – 14:30 ASK.LISTEN.TALK – Video Competition
14h30 – 14h55 What Happens When Harm Takes Place? Experience from the Frontline
• Dona Davis, Co-Chair, Patients for Patient Safety Canada
14h55 – 15h10 Second Victim of Harm
• Nadine Glenn, Project Manager, Canadian Patient Safety Institute
Preparing Staff for Disclosure and the Journey that Follows
• Amy Nakajima, Part-time Lecturer, University of Ottawa Department of Obstetrics and Gynecology, The Ottawa Hospital
15h10 – 15h30 ASK.LISTEN.TALK – Video Competition
15h30 – 16h00 Resilience Engineering in Relation to Patient Safety (FRENCH)
• Dr. Karen Harrington, Intensivist and Researcher at Sainte-Justine Research Centre, Mother and Child, University Hospital Centre, University of Montreal

Friday (November 1)

**POWER TO THE PATIENT**
Moderators: Kaaren Neufeld (English) Luc Therrien (French)
12h00 – 12h10 Patients for Patient Safety Canada Video
12h10 – 12h50 Cancer Doesn’t Dance Like This
• Daniel Stoff, Actor, Comedian, Patient
12h50 – 14:00 ASK.LISTEN.TALK – Video Competition
14:00 – 14:50 The Patient Experience as a Catalyst for Change
• Margaret Murphy, External Lead Advisor, WHO, Patients for Patients Safety Program
14:50 – 15:50 The Patient Experience as a Catalyst for Change
15:00 – 15:50 Patient as a Partner (FRENCH)
• André Neron, Directeur-Associé du Bureau Facultaire de l’expertise Patient Partenaire et Président du Comité de Patients Experts de l’École de Médecine de l’Université de Montréal.
15:50 – 16:00 Closing Remarks
• Hugh MacLeod, Canadian Patient Safety Institute