



Meeting of the Minds 2011 **How Can We ACE the Patient Experience?**

Old Mill Inn and Spa • 21 Old Mill Road • Toronto, Ontario
Tuesday June 21st 2011

A G E N D A

Tuesday, June 21 2011
Guildhall A&B

8:00 to 8:30 am	BREAKFAST	
8:30 to 8:40 pm	Welcome and Introductions	Lillian Bayne Moderator
8:40 to 9:00 am	A new kind of P3: Patient-centred care, Patient engagement, and Patient Experience. How do they relate?	Cathy Fooks President and CEO, The Change Foundation
9:00 to 9:05 am	Word on the street & the health-care beat Montage of video clips: how to improve patient experience?	Ontario patients, providers, decision makers
9:05 to 9:35 am	Getting in Gear: What drives exceptional patient and family experience?	Barbara Balik, US Senior Faculty, Institute for Healthcare Improvement CEO, Common Fire Healthcare Consulting
	Q&A Facilitated Discussion	All participants
9:35 to 11:00 am	Engaging Patients in Designing Care: Canadian Experience—System and Organizational Perspectives	Kelly McQuillen, BC Director of Patients as Partners, Primary Health Care Branch, BC Ministry of Health Your Voice Counts: Training Patients to be Effective in Designing the System
		Lea Bryden, NS VP, Citizen Engagement & Accountability Capital Health Halifax
		Michael Sherar, ON President & CEO, Cancer Care Ontario
	Q&A Facilitated Discussion	All participants
	<ul style="list-style-type: none">• What resonates with you from what you have heard?• Can the same successes be achieved in your context/setting? Why? Why not?	

<i>11:00 to 11:20 am</i>	NETWORKING BREAK	
<i>11:20 to 12:15 pm</i>	Engaging Patients in Designing Care: International Experience	Lynne Maher UK Director for Innovation and Design NHS Institute for Innovation and Improvement
	Q&A Facilitated Discussion	2nd panelist TBC
	Keypad Voting & Table discussion	All participants
<i>12:15 to 1:00 pm</i>	NETWORKING LUNCH	
<i>1:00 to 2:15 pm</i>	Patient/Caregiver Panel: What factors make the difference—big and little—between good and bad experiences?	Colin Lay Patient/caregiver (and health policy professional)
	Q&A Facilitated Discussion	Others TBC
<i>2:15 to 2:35 pm</i>	NETWORKING BREAK	
<i>2:30 to 3:45 pm</i>	How Social Media is Changing Everything and What does it—and could it?—mean for health care?	Dr. Michael Evans Director, Health Design Lab Staff Physician, St. Michael's Hospital Associate Professor, Family Medicine & Public Health, University of Toronto
	Q&A Facilitated Discussion	Neil Seeman, The Innovation Cell & Susan Pigott VP, Communications and Community Engagement, Centre for Addiction and Mental Health
	What we are learning in Ontario? Highlights of learnings from The Change Foundation/Innova- tion Cell project with field partners CAMH and Providence Health Care—an experiment in the putative intersection of social media and health- care quality improvement.	
	Facilitated Discussion and Keypad Voting	All participants
	Short wrap up: Where is the most promise and where to start?	Neil Seeman, The Innovation Cell
<i>3:45 to 3:50 pm</i>	Top Ten Lessons: Take-Aways from Today	TBD
<i>3:50 to 4:00 pm</i>	Closing Remarks and announcement of community coalition co/redesign investment	Cathy Fooks