

4TH ANNUAL PARTNERS IN PAEDIATRIC
PATIENT SAFETY SYMPOSIUM:
COMMUNICATION IS KEY!

Wednesday, June 11, 2008
SickKids – Main Auditorium

REGISTRATION DEADLINE: MAY 16, 2008

Name: _____
Title/position: _____
Organization: _____
Address: _____
City / P.Code: _____ / _____
Phone / Fax: _____ / _____
E-mail: _____

REGISTRATION FEE:

\$150 Regular \$0 SickKids Trainee
(must pre-register)

Bursaries available for SickKids *Professional Services* staff.

Registration includes lunch and breaks. Payment is due upon registration and is non-refundable.

METHOD OF PAYMENT

Cheque VISA MASTERCARD

Name: _____
Card No.: _____
Expiry: Month _____ Year _____
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*Complete form and fax / mail to address below with payment. Please make cheque payable to **The Hospital for Sick Children.***

Patient Safety Symposium c/o QRM
The Hospital for Sick Children
555 University Ave, Toronto, M5G 1X8

Tel: 416.813.7358
Fax: 416.813.6190
E-mail: patient.safety@sickkids.ca
www: sickkids.ca/pipsymposium2008

4TH ANNUAL PARTNERS IN PAEDIATRIC
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Faculty:

Robert Buckman, MB, PhD, FRCPC
Professor, Department of Medicine, University of Toronto
Oncologist, Princess Margaret Hospital, Toronto
Book author, "How to Break Bad News"

Lorelei Lingard, PhD
Associate Professor & Scientist, University of Toronto
SickKids Learning Institute, The Hospital for Sick Children,
Toronto

Gord Martineau
Anchor, "CityNews at Six", CityTV
2007 Gemini Award, Best News Anchor; 2007 Radio and
Television News Directors' Lifetime Achievement Award

Anne Matlow, MD, FRCPC
Director, Infection Prevention and Control
Medical Director, Patient Safety
The Hospital for Sick Children, Toronto

Katarina Stanisic, RN, BN
Patient Safety Officer
Toronto Rehabilitation Institute, Toronto
World Health Organization, World Alliance for Patient Safety,
Patient Safety Champion

Elaine Tal-EI, MA
Chief Executive, Auditory-Verbal Israel, Jerusalem, Israel
Parent

Karima Velji, RN, PhD
Vice President, Patient Care and Chief Nursing Executive
Toronto Rehabilitation Institute, Toronto

Acknowledgements



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Communication is Key!

"Achieving a culture of patient safety requires open, honest and effective communication between healthcare providers and their patients."
Canadian Disclosure Guidelines, 2008

"The single biggest problem in communication is the illusion that it has taken place."
George Bernard Shaw

No-one in health care can deny that **Communication is Key** to safe health care. But we all know that communication is not as good as it should be, whether it is between health care provider and health care provider, or health care provider and patient and/or family. **How can we communicate better?**

The objective of this program is to enhance understanding of the challenges of health care communication, and to share what good communication is all about from professionals in the field. Best practices in health care communication will also be presented as well as communication from the perspective of patients and families.



Partners in Patient
Safety

Communication is Key!

7:15 am	Registration & Breakfast
8:00 am	WELCOME Mary Jo Haddad, CEO The Hospital for Sick Children
8:05 am	HEALTHIER CHILDREN. A BETTER WORLD: USING COMMUNICATIONS TO IMPROVE THE HEALTH OF CHILDREN IN THE THIRD WORLD Gord Martineau CityTV, Toronto
9:00 am	COMMUNICATION FOR INFECTION CONTROL: THE WORDS WE USE Anne Matlow, MD SickKids
9:45 am	Break

COMMUNICATING BETTER WITH OTHER PROVIDERS

10:15 am	THE IMPACT ON TEAMWORK Lorelei Lingard, PhD SickKids Learning Institute
11:15 am	THE IMPACT OF USING STANDARDIZED COMMUNICATION TOOLS (SBAR) FOR PATIENT SAFETY Karima Velji, RN, PhD Toronto Rehabilitation Institute
12:00 pm	Lunch

COMMUNICATING BETTER WITH PATIENTS AND FAMILIES

1:00 pm	WE NEED TO TALK: SAFETY AND COMMUNICATION Robert Buckman, MB, PhD Princess Margaret Hospital, Toronto
2:00 pm	I AM THE VOICE OF MY CHILD Elaine Tal-El, MA A.V. Israel
2:30 pm	“WHO” ARE WE? LEARNING FROM THE LIVED EXPERIENCE Katarina Stanisic, RN, BN Toronto Rehabilitation Institute WHO, World Alliance for Patient Safety
3:00pm	QUALITY / PATIENT SAFETY ACHIEVEMENT AWARD AND PRESENTATION
3:15 pm	FAMILIES AS PARTNERS IN PATIENT SAFETY AWARD AND PRESENTATION
3:30 pm	WRAP-UP AND CONCLUDING REMARKS

All sessions will include specific objectives and will be followed by a discussion period with questions from the audience

Thank You to Our Sponsors



Quality and Patient Safety Showcase

We invite you to submit abstracts for poster presentations on quality improvement and patient safety initiatives in the following areas:

- Communication
- Patient & Family Centeredness
- Process Improvement
- Innovation and Spread
- Utilization & Optimizing Resources

Abstract format:

- Abstracts must be in English and not exceed 350 words.
- Abstract submissions should include the following information, which is based on the Model for Improvement. (see www.ihl.org)
 - **AIM** – The objective of the improvement initiative; what the team was hoping to achieve and target population.
 - **MEASURES** – Quantitative and qualitative indicators measured.
 - **CHANGES** – The specific changes implemented to achieve the aim.
 - **RESULTS** – The most important results from the project, using charts and graphs if possible.
 - **LESSONS LEARNED** – Top lessons learned (successes and challenges).

Submit abstracts to: patient.safety@sickkids.ca
Submission deadline: May 9, 2008

Awards: New this year! Two awards, one in each category below:

1. Quality / Patient Safety Achievement
2. Families as Partners in Patient Safety

The winners will be invited to share their work with attendees through an oral presentation