

ADVANCE PROGRAM AND REGISTRATION

MAY 21-23

2009



Strengthening the Bond
Culture, Collaboration and Change

THE FAIRMONT BANFF SPRINGS HOTEL / BANFF / ALBERTA





Strengthening the Bond Culture, Collaboration and Change

Advance Program

Conference Hosts

alberta college of
pharmacists



Alberta's pharmacists, physicians and registered nurses will host the 2009 conference *Strengthening the Bond: Culture, Collaboration, and Change*.

Building on the success of the 2007 joint conference, *Strengthening the Bond* will highlight how to overcome the barriers to understanding each other and working together, and how to improve inter-professional relationships as a means of promoting better patient care.

This conference will stretch modes of thinking, stimulate awareness, and provide a call to action so that health professionals will be better equipped and motivated to provide collaborative care.

For More Information

BUKSA Conference Management
and Program Development
Suite 307, 10328 – 81 Avenue NW
Edmonton, AB T6E 1X2
Tel: (780) 436-0983 x226
Fax: (780) 437-5984
E-mail: strength@buksa.com
www.buksa.com/strength

Conference Objectives

At the end of this conference participants will be better equipped to work collaboratively and improve patient care. Specifically, they will be able to:

- Articulate how to create an optimal culture to enhance collaboration and change
- Identify opportunities to change culture to improve patient safety
- Describe the progress and issues regarding inter-professional health care collaboration in Canada
- Use the knowledge of generational differences to implement new and innovative ways to affect the culture of the workplace and improve collaboration
- Identify the principles of effective collaborative decision making and apply them in their individual work situation
- Recognize the importance of understanding the issues/challenges new team members face and incorporate that understanding into practical ideas to smooth the transition
- Influence the successful implementation of change by applying knowledge of how culture affects change
- Outline practical ideas to improve collaboration and how to apply the ideas in their own organization
- Create an optimal work environment in their own areas of practice using the experiences from established inter-professional teams and other industries

Who Will Attend

Invitations have been sent to more than 4000 pharmacists, 7500 physicians and 30000 registered nurses and other health care leaders in Alberta.

- Physicians
- Registered nurses
- Pharmacists
- Other health practitioners
- Health care leaders
- Pharmacy owners
- Association executives
- Academics
- Government
- Students

Program Accreditation

The program for *Strengthening the Bond: Culture, Collaboration and Change* has been submitted to a number of professional agencies for accreditation. For details, check www.buksa.com/strength

Steering Committee

- Greg Eberhart
Registrar
Alberta College of Pharmacists
- William Hnydyk
Assistant Executive Director
Alberta Medical Association
- Keith Stewart
Chief Executive Officer
Alberta Pharmacists' Association
- Mary-Anne Robinson
Executive Director
College & Association of Registered Nurses of Alberta
- Trevor Theman
Registrar
College of Physicians & Surgeons of Alberta

Program at a Glance

Thursday, May 21, 2009

- 6:30 pm Registration
- 7:30 pm Opening Remarks and Keynote Presentation
- 8:45 pm Reception

Friday, May 22, 2009

- 7:00 am Registration
- 8:00 am Plenary Session
- 10:00 am Break
- 10:30 am Plenary Session
- 12:30 pm Box Lunch and Free Time
- 5:30 pm Dinner
- 6:30 pm Surprise Speaker
- 7:00 pm Plenary Session

Saturday, May 23, 2009

- 8:00 am Registration
- 8:30 am Plenary Session
- 10:30 am Break
- 11:00 am Plenary Session
- 12:00 noon Lunch and Poster Viewing
- 1:30 pm Plenary Session
- 3:00 pm Keynote Presentation



Strengthening the Bond
Culture, Collaboration and Change

Advance Program

Day One – Thursday, May 21, 2009

6:30 – 8:00 pm Registration

7:30 – 8:45 pm **Opening Remarks and Keynote**

Building the optimal culture for success

Don Bell, Founder and Former Executive Vice-President, WestJet

In this captivating presentation, Mr. Bell tells audiences how a simple formula, coupled with some down to earth common sense principles, was the key to WestJet's unparalleled corporate culture and customer experience. His compelling messages about people and creating an optimal environment will provoke, enlighten, and offer great take-away value for any individual or organization.

8:45 – 10:00 pm Reception

Day Two – Friday, May 22, 2009

7:00 am – 12:30 pm Registration

8:00 – 9:00 am **How culture affects safety: A patient's story**

Philip Hébert, Associate Professor of Family Medicine, Sunnybrook Health Sciences Centre; Faculty of Nursing, University of Toronto

Dr. Hébert will focus on what is at the heart of our practices – the patient. He will discuss the culture of two different organizations, how the different cultures can affect safety and, from his personal experience, how culture can contribute to unintentional negative patient outcomes, or conversely contribute to positive patient outcomes.

Can the media improve patient care?

André Picard, Public Health Reporter, Globe and Mail

Mr. Picard will provide a response to Dr. Hébert's presentation, and discuss the media's role and responsibility in reporting on how care is delivered and, when there is a breakdown in care, the difference between reporting 'blame' vs focusing on accountability. The question is: Should newspapers focus on telling the story in a way that helps sell newspapers, or tell the story in a way that will help improve care? Is it possible to do both?

This program is subject to change. Visit the conference website for updates at www.buksa.com/strength

9:00 – 10:00 am

National perspectives on inter-professional collaboration

Dr. Joshua Tepper, Assistant Deputy Minister, Health Human Resources Strategy Division, Ontario Ministry of Health and Long-Term Care

Dr. David Hill, Executive Director, Canadian Council for Accreditation of Pharmacy Programs
Registered Nurse: To be confirmed

Our panel members will discuss Canada-wide information on advances and issues in inter-professional collaboration. What are the regulatory bodies and the governing bodies saying about this important issue?

10:00 – 10:30 am

Break

10:30 – 11:30 am

You, me and them. Dealing with generational differences in the workplace.

Dr. Linda Duxbury, Professor, Eric Sprott School of Business, Carleton University

The workplace of today is not the same as the workplace of even one generation before – let alone three. Despite this, members of four generations are being asked to understand each other's positions at least sufficiently enough to work together productively and harmoniously. Now more than ever, we need to understand how to deal with generational differences in the workplace: veterans, boomers, Gen-Xers and nexus, all working together, though not necessarily in accord. Dr. Duxbury will describe why the different generations think and feel the way they do and will offer ideas on recruiting, retaining and motivating the different age cohorts.

11:30 am – 12:30 pm

Improving collaborative decision making

Dr. Pat Croskerry, Professor, Emergency Medicine, Dalhousie University

How do we improve the quality of our decisions? Dr. Croskerry, who has done extensive research on this topic, will present the universal concepts of decision making and discuss what helps and what gets in the way of effective decision making, particularly in a collaborative clinical context.

12:30 – 5:30 pm

Box Lunch

Free time

5:30 – 6:30 pm

Dinner

6:30 – 7:00 pm

Surprise Speaker

Day Two – Friday, May 22, 2009 continued

7:00 – 8:30 pm

Why do they act like that? Understanding new team members and what we can do to smooth their transition.

Moderator: André Picard, Public Health Reporter, Globe and Mail

Dr. Judy Boychuk Duchscher, Faculty of Nursing, Saskatchewan Institute of Applied Science and Technology

Dr. Nadine Caron, Assistant Professor of Surgery, Northern Medical Team; School of Nursing, University of Northern British Columbia

Nandini Desai, Pharmacist and Certified Diabetes Educator, Grey Nuns Community Hospital

Angela Craig, Registered Nurse, Emergency Department, Cold Lake Healthcare Centre

This session will provide a unique view into the world of the 'new' team member, outlining their experiences of confusion, disconnection, disorientation and loss, and what the rest of the team could do to smooth their transition. The concept of Transition Shock will be presented, also the steps that can be taken by the team to assist new team members through the 'transition stages.'

Day Three – Saturday, May 23, 2009

8:00 am – 4:00 pm

Registration

8:30 – 9:30 am

Using our knowledge of culture to successfully implement change

Dr. Jack Silversin, President, Amicus Inc.

Are you ready and willing to change, but your colleagues aren't? Or perhaps you are happy with things 'just the way they are,' and others are telling you that change must happen? Our speaker will identify the factors and dynamics of culture that either enhance the implementation of change or stop it dead in its tracks.

9:30 – 10:30 am

Interdisciplinary collaborative practice: The challenges of working together effectively

Dr. Allan Bailey, Physician Leader, WestView Primary Care Network

Pam Fald, Nurse Practitioner, Clinical Leader, CA Program, WestView Primary Care Network

Loraine Daniels, Program Operational Leader, CA Program, WestView Primary Care Network

Tara Grimstead, Pharmacy Lead, WestView Primary Care Network

When inter-professional collaboration is effective, communication among team members is efficient, decision making is shared, the role of each health care provider is understood and respected, and the patient and family are included in the care process. Such collaboration results in safer, more comprehensive patient care. But how does this happen? Do different professions form a team and 'poof' – magically work together perfectly? In this session, the WestView Primary Care Network team will discuss the barriers and challenges they encountered as they worked to develop effective methods of inter-professional collaboration and describe how they overcame the challenges.

10:30 – 11:00 am

Break

11:00 am – 12:00 noon

Working together – Practical applications

Oral Presentations from Call for Abstracts

12:00 noon – 1:30 pm

Lunch and Poster Viewing

1:30 – 2:30 pm

Come fly with me – How the aviation industry became a highly reliable industry and how health care can learn from what really happened during the three-decade transformation

Suzanne Gordon, Journalist and Author, Visiting Professor, University of Maryland School of Nursing

Suzanne Gordon is a journalist and author who writes about political culture and health care. For the past 20 years, she has been observing caregivers in hospitals and health care institutions across the US and writing about care giving and about health care reform issues. Her insightful comments will help delegates see areas where they can work to improve collaborative patient care.

2:30 – 3:00 pm

Our commitment to improve collaboration

Rick Siemens, President, Alberta College of Pharmacists

Noel Grisdale, President, Alberta Medical Association

Margaret Hadley, President, College & Association of Registered Nurses of Alberta

John Pasternak, President, College of Physicians & Surgeons of Alberta

Matt Tachuk, President, Alberta Pharmacists' Association

What are the top five actions that Alberta's physician, nurse and pharmacist professional organizations will take to improve collaboration? Representatives from each organizations will outline what they will change in order to strengthen the bond between professions in order to enhance collaboration.

3:00 – 4:00 pm

Closing Keynote:

The maps are out of date by years: Leadership in new time

Sister Elizabeth Davis, Board Chair, Canadian Health Services Research Foundation

Sister Elizabeth will describe the difference between a traditional culture and a progressive culture and how each individual, using the 'power of one,' can make a significant difference.

Additional Events

Thursday, May 21, 2009

2:30 – 4:30 pm

Annual General Meetings

College & Association of Registered Nurses of Alberta

Pre-registration is not required. Members should arrive prior to 2:30 p.m. to obtain a voting card. Additional information is available through the College & Association of Registered Nurses of Alberta.

Alberta College of Pharmacists

Pre-registration is not required. Members should arrive prior to 2:30 p.m. to obtain a voting card. Additional information is available through the Alberta College of Pharmacists.

Saturday, May 23, 2009

4:30 to 6:30 pm

APEX Awards

Jointly sponsored by ACP and RxA, the APEX Awards mark the achievements of colleagues, friends, and supporters who have demonstrated leadership and excellence within the profession and the community at large.

We invite all of our colleagues from other health professions to join us in this celebration. Drinks, hors d'oeuvres, excitement and a profusion of professional pride will be offered at no cost, but pre-registration is required (indicate your intention to attend by checking the box on the conference registration form).

Sponsors *As of September 25, 2008

Gold Sponsor



Silver Sponsor



Bronze Sponsor





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Registration

How to Register

You can register in one of three ways:



ONLINE:

www.buksa.com/strength



FAX:

(780) 437-5984



MAIL:

Tri-profession Conference Secretariat
BUKSA Conference Management
and Program Development
Suite 307, 10328-81 Avenue NW
Edmonton, Alberta T6E 1X2

Registration Fees

	Early-bird Registration (On or Before April 21, 2009)	Full Registration (After April 21, 2009)
Member Registration	\$ 495.00	\$ 625.00
Non-member Registration	\$ 625.00	\$ 650.00
Student Registration*	\$ 250.00	\$ 325.00
One Day Only Registration (Friday)		\$ 400.00
One Day Only Registration (Saturday)		\$ 250.00
APEX Awards**		

*To receive the student rate, proof of full-time enrolment must be provided. A valid student card or a copy of current course schedule will be accepted. This can be attached to the registration form or faxed to (780) 437-5984. Include your area of study on the registration form.

** Tickets are complimentary, but pre-registration is required. Indicate your intention to attend by checking the box on the conference registration form.

Event Tickets

Conference registration includes the Opening Reception, breakfast, lunch and dinner on Friday, and breakfast and lunch on Saturday. One day registration fees include Friday's breakfast, lunch and dinner, or Saturday's breakfast and lunch. Tickets for guests may be purchased separately on the registration form.

Opening Reception	\$ 30.00	Friday Dinner	\$ 75.00
Friday Breakfast	\$ 25.00	Saturday Breakfast	\$ 25.00
Friday Lunch	\$ 35.00	Saturday Lunch	\$ 35.00

Registration Policies

- Registration fees must be paid in full before you can be admitted to the conference. If there is an outstanding balance on your account when you arrive at the conference, you will be asked for a credit card or cheque to settle your account.
- All registration fees are subject to 5% GST and are listed in Canadian Dollars (CAD).
- Invoices must be paid within 30 days of the date issued. After this period, invoices become "past due."
- Advance registrations will be accepted until **May 18, 2009**. After May 18, 2009, registrations will only be accepted on site.
- Notice of cancellation must be made in writing to the Conference Secretariat at strength@buksa.com. A \$100 (\$105.00 incl. 5% GST) cancellation fee will apply for conference registrations cancelled until April 30, 2009. After this date, no refunds will be issued. No refunds will be issued for meal tickets.
- Substitutions may be made until May 15, 2009 by writing to the Conference Secretariat at strength@buksa.com or on site.
- Credit card payment must be made by VISA or MasterCard. Your statement will read "Buksa Assoc. (780) 436-0983 Edm."
- Cheques must be made payable to "BUKSA Associates Inc." In the event of an NSF (non-sufficient funds) cheque, the individual or organization will be charged a \$20 (\$21 incl. 5% GST) service fee.
- A confirmation notice detailing your registration and an invoice or receipt will be sent to you within 10 working days of the conference secretariat receiving your completed registration form.

Accommodation

Accommodation Policies

1. A room block and special rates have been secured at **Fairmont Banff Springs, The Rimrock Resort Hotel, Charlton Cedar Court, Inns of Banff, and Rundlestone Lodge** for conference delegates. All guest room reservations at these hotels must be made through the Conference Secretariat.
2. Guest room reservations are made on a first-come, first-served basis, subject to availability.
3. Reservations must be received by **April 21, 2009** and are based on availability. After this time, reservations will be subject to general availability at the prevailing corporate rate.
4. Reservations must be guaranteed with a major credit card. VISA, MasterCard or American Express will be accepted for this purpose.
5. Reservations may be cancelled up to May 11, 2009 at the Rimrock Resort. Reservations at The Fairmont Banff Springs, Inns of Banff, and Rundlestone Lodge may be cancelled up to 72 hours in advance of check in. Reservations at the Charlton Cedar Court may be cancelled up to five days in advance. There will be no penalty if cancellation is made within these time frames.
6. Conference rates are offered three days before and three days after the meeting dates of May 21, 2009 to May 24, 2009, subject to availability.
7. Overnight self parking is subject to a daily charge of \$10 and valet is \$18 per vehicle at the Rimrock. Overnight self-parking at the Fairmont is \$12 and valet is \$18 per vehicle. There is no charge for overnight self parking at the Inns of Banff and Rundlestone Lodge. At the Charlton Cedar Court, the daily parking fee is included in the hotel group service charge. This is an additional 5% service charge that includes valet parking, baggage handling and the service charge.
8. All room rates are subject to a 2% Tourism Improvement Fee, a 4% provincial tourism levy and the 5% Goods and Services Tax (GST). A service charge of \$8.00 per day, per adult at the Rimrock and \$10 per day, per adult at the Fairmont Banff Springs has been included in room rates.
9. Triple and quadruple accommodation is available at an additional cost.
10. Check-in and check-out times vary between hotels. You may check in earlier depending on occupancy levels and availability of "ready" rooms.

A limited number of rooms are available at the Rundlestone Lodge, Inns of Banff, and Charlton Cedar Court. If we are unable to accommodate your preference due to sold out conditions at any of these hotels, a reservation will be made for you at the Fairmont Banff Springs or Rimrock Resort Hotel. Please ensure you review your confirmation letter carefully to verify your guest room reservation details.

Accommodation Rates*	Single	Double	Add person**	Check in	Check out
Fairmont Banff Springs	\$ 289.00	\$ 299.00	\$25.00	4PM	12 PM
Rimrock Resort Hotel	\$ 257.00	\$ 265.00	\$33.00	4PM	12PM
Charlton Cedar Court				4PM	11AM
Deluxe Guest Room		\$ 131.00	\$25.00		
Inns of Banff		\$ 140.00	\$20.00	4PM	11AM
Rundlestone Lodge		\$ 133.00	\$15.00	4PM	11AM

* Rates are quoted per night and do not include applicable taxes

** All hotels allow a maximum of four (4) adults per guest room. Children under the age of 18 years, sharing a room with their parent/guardian(s) stay at no charge.



A. PERSONAL INFORMATION

Title: Dr. Mrs. Mr. Miss Ms. Other: _____

First Name: _____

Last Name: _____

Position: _____

Organization: _____

Address: _____

City: _____

Province: _____ Postal Code: _____

Phone: _____ Fax: _____

Email: _____

Please let us know if you have any dietary restrictions or special requests, e.g., vegetarian, food allergies, wheelchair access, etc.:

B. REGISTRATION FEES

	Early Bird Registration On or before April 21, 2009	Full Registration After April 21, 2009
Member Registration	\$ 495.00 <input type="checkbox"/>	\$ 625.00 <input type="checkbox"/>
Non-member Registration	\$ 625.00 <input type="checkbox"/>	\$ 650.00 <input type="checkbox"/>
Student Registration*	\$ 200.00 <input type="checkbox"/>	\$ 325.00 <input type="checkbox"/>
One Day Only Registration (Friday)		\$ 400.00 <input type="checkbox"/>
One Day Only Registration (Saturday)		\$ 250.00 <input type="checkbox"/>
APEX Awards – No charge. Advance tickets required. Qty:		<input type="checkbox"/>

* To receive the student rate, proof of full-time enrolment must be provided. A valid student card or a copy of current course schedule will be accepted. Please attached to this registration form or faxed to (780) 437-5984.

Area of study: _____

C. EVENT TICKETS

Tickets to the events listed below are included in your registration. One day registrations only include events for the day. Additional/guest tickets can be purchased below:

Opening Reception	Qty	x \$ 30.00 =	\$
Friday Breakfast	Qty	x \$ 25.00 =	\$
Friday Lunch	Qty	x \$ 35.00 =	\$
Friday Dinner	Qty	x \$ 75.00 =	\$
Saturday Breakfast	Qty	x \$ 25.00 =	\$
Saturday Lunch	Qty	x \$ 35.00 =	\$

Event Tickets (C) Total \$

Registration Fee (B) Total \$

SUBTOTAL: \$

GST (5%) – GST # 830591525RT0001* \$

TOTAL \$

* If your organization is GST exempt, please attach a GST exemption letter to this form or fax a copy to (780) 437-5984.

D. DELEGATE LIST

A list of delegates to the conference will be made available to all registrants. The list will include name, position, organization, and city. Do you consent to having your name on the list? If you do not answer, your name will not appear on the list.

Yes No

E. PAYMENT

- Please invoice me at the address on the left.
 Cheque or money order enclosed (payable to BUKSA Associates Inc.)
 Credit Card:

VISA MasterCard

Card Number: _____

Expiry Date (mm/yy): _____

Cardholder's Name: _____

Signature: _____

By signing, I authorize this payment on my credit card. Note: If you pay by credit card, your statement will read "Buksa Assoc. (780) 436-0983 Edm"

F. ACCOMMODATION

- No accommodation required
 Accommodation required, preference indicated below

Check In Date: _____

Check Out Date: _____

Please let us know you require any special accommodation arrangements: _____

Room Type**	Single	Double
The Fairmont Banff Springs	\$ 289.00 <input type="checkbox"/>	\$ 299.00 <input type="checkbox"/>
Rimrock Resort Hotel	\$ 257.00 <input type="checkbox"/>	\$ 265.00 <input type="checkbox"/>
Charlton Cedar Court – Deluxe Guest Room		\$ 131.00 <input type="checkbox"/>
Inns of Banff		\$ 140.00 <input type="checkbox"/>
Rundlestone Lodge		\$ 133.00 <input type="checkbox"/>

** Room rates include applicable daily resort fee. Rates do not include applicable taxes. If requested room type is not available, the next available room type and applicable rate will be assigned. See conference accommodation policies for full details and additional room guest fees.

- Smoking One bed Two beds Non-smoking
 Total number of guests in room: _____

All rooms must be guaranteed with a major credit card

- Please guarantee my room with the credit card above. (section E)
 Please guarantee my room with the credit card below.

VISA MasterCard AMEX

Card Number: _____

Expiry Date (mm/yy): _____

Cardholder's Name: _____

Signature: _____

By signing, I authorize this use of my credit card to reserve a room at my chosen hotel.



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