



# Knowledge and Inspiration 2010

## Les connaissances et l'inspiration

Conference/conférence June 13, 14, 15, juin 2010 | Westin Harbour Castle Hotel Toronto Ontario Canada



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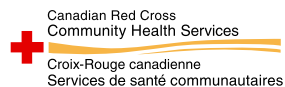
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## KEYNOTE SPEAKERS

### Jeremy Gutsche

Trendhunters.com  
Monday, June 14, 2010  
9:00 – 10:00 a.m.

### The Honourable Deb Matthews

Minister of Health & Long-Term Care  
**Lee Smart**  
Second City Communications  
Monday, June 14, 2010  
Awards Banquet, Master of Ceremonies  
7:00 - 9:00 p.m.

### Stuart Knight

Art of Powerful Conversation  
Tuesday, June 15, 2010  
8:45 - 9:45 a.m.





## Jeremy Gutsche

Jeremy Gutsche is an innovation expert, author of [www.exploitingchaos.com](http://www.exploitingchaos.com), **Exploiting Chaos** (#1 Most Popular at CEO Read), host of [www.trendhunter.com/tv](http://www.trendhunter.com/tv), one of North America's most requested keynote speakers [www.thelavinagency.com/newsletter-canadian-August-2008.html](http://www.thelavinagency.com/newsletter-canadian-August-2008.html), and the founder of [TrendHunter.com](http://TrendHunter.com), the world's largest network for trend spotting and innovation.

He has written several thousand articles and overseen the publication of 60,000+ trends for an audience of 10,000,000 monthly views. Routinely sourced by the media, Jeremy's broad appeal ranges from the **Economist** and the **Financial Times** to **FOX News** and **Entertainment Tonight**. He has been described as "a new breed of trend spotter" by **The Guardian**, "an eagle eye" by **Global TV**, an "Oracle" by the **Globe and Mail** and "on the forefront of cool" by **MTV**.



## Lee Smart Second City Communications

An alumnus of the Second City, Lee has written and performed in a number of award-nominated and winning original revues. As part of Second City, he received a **Canadian Comedy Award** and has also been nominated for a **Gemini Award for Best Comedy Writing** for television. Lee is also the creator, writer, producer and host of the critically praised Comedy Network and Space science fiction comedy series – **The 5th Quadrant**.

Other television writing credits include, **Sonic Temple** (CTV, variety), **Supertown Challenge** (Comedy Network, game show) and **The Red Green Show** (CBC, comedy). For the stage, Lee has co-written the sci-fi hit **Overlords!** and the Lord of the Rings satire **Rings!** Most recently, he played the part of Cole Powers in the Rumoli Bros. smash hit comedy **An Inconvenient Musical**. He has been featured in many TV and film roles as well as many TV and radio commercials.



## Stuart Knight

Stuart Knight is a speaker, actor, entertainer, producer and writer. After graduating from the School of Business and Economics at Wilfrid Laurier University, he started the company **Stuart Knight Productions**. His first offering to the world was the motivational extravaganza **A Whole New Perspective**, which he wrote and starred in. His follow-up show entitled **I DECIDE**, has played to sold out crowds across North America, sharing his positive message with all age groups and ethnicities.

He has toured Canada three times in his national **Discover What's Inside You Tour**. His life-changing presentation called **The Art of Powerful Conversation** gives people the tools to have conversations they never imagined they could have. He is currently starring in his shows **SHIFT** and **I DECIDE**. "Stuart Knight is a talented and driven person who literally grabs you by the chin and turns your head toward something excitingly new!" - Jennifer Bill Senior Editor, 24 Hours Magazine.

## OACCAC Knowledge and Inspiration Conference 2010

### Preliminary Conference Schedule at a Glance

(Note that times and dates for events listed are subject to change)

	Sunday, June 13	Monday, June 14	Tuesday, June 15
Registration	1:00 pm - 7:00 pm	7:30 am - 7:00 pm	7:30 am - 12:00 pm
Information Booth	4:00 pm - 6:00 pm	7:30 am - 8:30 am 12:30 pm - 2:00 pm	7:30 am - 8:30 am 12:45 pm - 2:00 pm
Annual General Meeting	2:00 pm - 4:00 pm		
NEW Opening Reception	7:00 pm - 9:00 pm		
Breakfast		7:30 am - 8:30 am	7:30 am - 8:30 am
Exhibit / Tradeshow Hours	CLOSED	10:00 am - 4:00 pm	8:00 am - 2:00 pm PRIZES
Poster Display Hours	CLOSED	10:00 am - 4:00 pm	8:00 am - 2:00 pm
Plenary		8:30 am - 9:00 am	8:30 am - 8:45 am
Morning Keynote Presentation		9:00 am - 10:00 am <b>Jeremy Gutsche</b>	8:45 am - 9:45 am <b>Stuart Knight</b>
Exhibit Hall Break & Networking		10:00 am - 11:00 am	9:45 am - 10:30 am
Concurrent Sessions		11:00 am - 12:30 pm	10:30 am - 11:30 am 11:45 am - 12:45 pm
Exhibit Hall LUNCH		12:30 pm - 2:00 pm PRIZES	12:45 pm - 2:00 pm
Concurrent Sessions		2:00 pm - 3:00 pm 3:45 pm - 5:00 pm	
Closing Keynote Presentation			1:30 pm - 2:00 pm <b>Margaret Mottershead, CEO, OACCAC</b>
Exhibit Hall Break & Networking		3:00 pm - 3:45 pm PRIZES	
Award Nominee Reception		5:30 pm - 6:30 pm	
Delegate Reception		6:30 pm - 7:00 pm	
Award Ceremony and Dinner		7:00 pm - 9:00 pm	
Award Ceremony		<b>The Honourable Deb Matthews, Minister of Health &amp; Long-Term Care Lee Smart, Second City Communications</b>	
Closing Remarks			2:00 pm - 2:15 pm

\* Breakfast and Lunch are provided on Monday, June 14 and Tuesday, June 15

### Client Services – CS

- Central CCACs: 15 Minutes of Fame: Sharing Client Services Successes
- Case Management for the 21st Century: Matching Models to Client Needs
- Supporting Client Choices & the Challenges of Substitute Decision Making
- An Integrated Inter-Professional Services Model to Achieve Best System Outcomes for Wound Management
- North East CCACs: 15 Minutes of Fame: Sharing Client Services Successes
- Innovations in CCAC Wound Care Practices
- Inspiring Partnerships Providing Transitional Care
- South CCACs: 15 Minutes of Fame: Sharing Client Services Successes
- Uniting CCAC and Providers Towards Excellence of Infusion Care
- Utilization of Data to Enhance & Improve CCAC Practices & Client Outcomes
- Chronic Disease Prevention and Management: The Importance of Integrated Service Delivery Models
- Innovative Models of Care - Successes
- House Calls: Interdisciplinary Mobile Team Serving Frail Seniors
- Integrating Business Process Management and CHRIS Implementation: Client Centered Transformation
- Successful Models of Care Outside Ontario
- Enhancing Community-Based Rehabilitation Services for Stroke Survivors at Home and in Long Term Care
- Achieving Independence: Client Stories & CCAC Program Successes
- Health Care Connect: An Innovative Response to the Challenge of Unattached Patients

### Corporate Services/Technology – Corp/Tech

- Harnessing the Power of Information for Integrated Client Care
- Healthcare Anywhere: Using Unified Communications to Enhance Communities of Practice
- eHealth Ontario's ONE Mail Solution Enables Alzheimer Society Electronic Referrals
- Implementing Electronic Clinical Management Systems: Creating the Foundation for Integrated Client Care
- Right Systems Make Right Connections
- Management in Coding and a CCAC's Journey to Reliable Diagnostic Data Quality
- HNHB LHIN: Integrated Decision Support Strategy and Integrated Data Warehouse
- Update on eHealth Ontario's Strategy

### Governance, Strategic Planning, Leadership – GSPL

- Generative Governance Advancing Innovation in Stakeholder and Community Engagement
- Toolbox for Fresh Conversations: Agenda Ideas to Transform Your Meetings and Your Thinking
- Medical Malpractice: What it Means for CCACs and Their Employees
- The Art of Collaboration and Integration: LHINs and CCACs Working Together

### Human Resources & Organizational Development - HR&OD

- Work-Life Balance
- A Model for CCAC Leadership: Leading in Action
- Contingency Planning in Action: Managing a Labour Disruption While Maintaining Service
- Maximizing Staff Utilization & Monitoring Caseload: A Provider-Contractor Collaborative
- Moving Your Organization from Entitlement to Accountability
- Organizational Development is Everybody's Business: Building Capacity Within Central CCAC
- Connecting You with Care: Healthy Conversations

### Performance Management & Accountability – PM&A

- Strategies for Sustainability in Home Care: Using Data to Support Management and Front-Line Staff
- Tapping into the Voice of the Client to Drive Quality Improvement
- Collaborating for Safety
- Fresh Ideas for Optimizing CCAC Sector Vendor Relationships
- Leveraging the QI Tool Kit for Results
- The Future of Home Care: Integrated Client Care Project

### Research – RE

- RUG-III and the RAI Contact Assessment: Using Assessment Data to Enhance System Management and Integration
- Partnering for Change in School Health: Research Partnerships Lead to Blueprint for System Changes
- The Impact of Aging: Implications for Caregivers and Community Services
- ALC: Predictors and Transitions: Predicting Risk of Hospitalization and Outcomes of Transitioning Home
- Inspiring Evidence-Based Promotion of Aging at Home: Advancing Excellence in Home and Community Care



### Important Information

This ebrochure is interactive and provides a first and second choice options for the concurrent sessions.

I will attend this session ☐ Second choice ☐

## Client Services



June 14, 2010

### Central CCACs: 15 Minutes of Fame: Sharing Client Services Successes MA 01

11:00 – 12:30 pm I will attend this session ☐ Second choice ☐

**Representatives from:** Mississauga Halton CCAC, Central CCAC, Central East CCAC, Central West CCAC, Toronto Central CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** This session will showcase every CCAC's formidable achievements in case/care management over the past year. This session will focus on those CCACs in the CENTRAL part of the province (as noted above). Best practice case/care management experiences from across the province will be shared.

June 14, 2010

### Case Management for the 21st Century: Matching Models to Client Needs MA 02

11:00 – 12:30 pm I will attend this session ☐ Second choice ☐

**Presenter:** Carol McWilliam, Professor, The University of Western Ontario, Shannon Berg, Acting Executive Director, Home and Community Care, Vancouver Coastal Health, Dipti Purbhoo, Director of Client Services - Community Programs, Toronto Central CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** This presentation will explore application of a population-based approach to case management models as well as shifting case management models to achieve: 1) relational case management 2) a population-based approach to bring value to clients/caregivers 3) a seamless client experience across sectors.

June 14, 2010

### Supporting Client Choices & The Challenges of Substitute Decision Making MA 08

11:00 – 12:30 pm I will attend this session ☐ Second choice ☐

**Presenter:** Cindy Clarke, Lawyer, Borden Ladner Gervais LLP, Jane Meadus, Advocacy Centre for the Elderly, Kimberley Ibarra, Program Evaluation Specialist, Toronto Central CCAC, Dipti Purbhoo, Director of Client Services - Community Programs, Frank Wagner, Ethicist, Toronto Central CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** This session will cover: Substitute decision-making (SDM), the legal requirements of a SDM and how to resolve practical problems that arise when seeking consent from a SDM; ethical challenges in care management when clients choose to live at risk in the community; Advocacy Centre for the Elderly; tools and information to effectively resolve issues regarding SDMs; policy development to support both client choices and staff providing care; how to resolve issues arising in the placement process.

June 14, 2010

### An Integrated Inter-Professional Service Model to Achieve Best System Outcomes for Wound Management MA 10

11:00 – 12:30 pm ☐ I will attend this session ☐ Second choice

**Presenter:** R Gary Sibbald, MD, Director of Medical Education and Wound Healing Clinic, Women's College Hospital at University of Toronto, Kevin Y. Woo, RN MSc PhD(C) GNC(C), Women's College Hospital

**Audience:** CCAC Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers

**Description:** An integrated interprofessional service model has been demonstrated to deliver evidence informed care and optimize system performance despite ever increasing financial constraints. This presentation will describe the elements that are required to establish assessment teams to organize and monitor care of 111 home care clients with chronic wounds.

June 14, 2010

### North East CCACs: 15 Minutes of Fame: Sharing Client Services Successes MP 01

2:00 - 3:00 pm ☐ I will attend this session ☐ Second choice

**Representatives from:** North West CCAC, North East CCAC, North Simcoe Muskoka CCAC, Champlain CCAC, South East CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** This session will showcase every CCAC's formidable achievements in case/care management over the past year. This session will focus on those CCACs in the North and East parts of the province (as noted above). Best practice case/care management experiences from across the province will be shared.

June 14, 2010

### Innovations in CCAC Wound Care Practices MP 02

2:00 - 3:00 pm ☐ I will attend this session ☐ Second choice

**Presenter:** Connie Harris, RN, ET, IIWCC, MSc CarePartners, Andrew Ward, Senior Manager Client Services, Erie St. Clair CCAC, Lynda Debuck RegN, DPHN, BScN, ET and presently Clinical Manager of Family Medicine/CCC Co-ordinator Wound and Skin

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers

**Description:** This session will address as follows: an integrated wound care framework that is evidence-based, providing consistent and sustainable best-practice wound care across primary, hospital, community and long term care settings; Models of care that strengthen capacity in home and community care to produce/sustain high quality outcomes through positive engagement with care partners.

June 14, 2010

### Inspiring Partnerships Providing Transitional Care MP 08

2:00 – 3:00 pm ☐ I will attend this session ☐ Second choice

**Presenter:** Sherry Fletcher, Manager Client Services, South West CCAC, Kelly Verhoeve, Vicky Coward, Tanya Bowman, Tillsonburg Transition Care Team

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** Learn how an interagency team came together to assist with flow of clients out of hospital to appropriate community placement services and supports. Quality practices and innovations that provide clients with the right care in the right place at the right time will be discussed.

June 14, 2010

### South CCACs: 15 Minutes of Fame: Sharing Client Services Successes MP 11

3:45 - 5:00 pm ☐ I will attend this session ☐ Second choice

**Representatives from:** Erie St. Clair CCAC, South West CCAC, Waterloo Wellington CCAC, Hamilton Niagara Haldimand Brant CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** This session will showcase every CCAC's formidable achievements in case/care management over the past year. This session will focus on those CCACs in the southern part of the province (as noted above). Best practice case/care management experiences from across the province will be shared.

June 14, 2010

### Uniting CCAC and Providers Towards Excellence of Infusion Care

MP 12

3:45 – 5:00 pm I will attend this session ☐ Second choice ☐

**Presenter:** Daphne Broadhurst, Infusion Clinical Specialist, Desjardins Pharmacy, Clare McCabe, Manager, Client Services, Champlain CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers

**Description:** A collaborative model among CCAC, nursing providers and pharmacy/medical suppliers that promotes excellence in infusion care therapy will be presented.

June 14, 2010

### Utilization of Data to Enhance & Improve CCAC Practices & Client Outcomes

MP 18

3:45 – 5:00 pm I will attend this session ☐ Second choice ☐

**Presenter:** Helene Lacroix, Director Program Advancement, Vicki Lejambe, Advanced Practice Consultant, Palliative and Oncology Care, Laura Jakob, Research Associate, Saint Elizabeth Health Care

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** This session will address HOBIC - a MOHLTC initiative to measure nursing sensitive outcomes. One homecare organization will share its implementation strategies including knowledge transfer and use of measurement. Implementation strategies to measure nursing sensitive outcomes, including knowledge transfer and use of measurement.

June 14, 2010

### Chronic Disease Prevention and Management: The Importance of Integrated Service Delivery Models

MP 20

3:45 – 5:00 pm I will attend this session ☐ Second choice ☐

**Presenter:** Barbara Ruttan, Senior Vice President, Rehabilitation, Rheta Fanizza, Senior Vice-President, Saint Elizabeth Health Care, Peter Illich, Vice President, Marketing, Community Rehab

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** Examination of how integrated service delivery models can be used to effectively provide exercise and other programs that are directed at helping manage the impact of chronic disease, improve client independence and reduce further deterioration in functional abilities of clients at home.

June 15, 2010

### Innovative Models of Care - Successes

TA 01

10:30 - 11:30 am I will attend this session ☐ Second choice ☐

**Presenter:** Alison Kilbourn, Senior Coordinator, Balance of Care, Circle of Care, Patricia Wendy, Program Coordinator, Family Caregiver Connections, Circle of Care/ Baycrest, Natalie Zabolotsky, Education and Outreach Specialist, Family Caregiver Connections, Circle of Care / Baycrest, Mary Burello, Senior Manager, Client Services - Community, Central CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** This session will address: Central CCAC Balance of Care Pilot Project; Family Caregiver Connections is a unique collaboration serving families caring for seniors and seniors caring for family members with a developmental or mental health disability.

June 15, 2010

### House Calls: Interdisciplinary Mobile Team Serving Frail Seniors

TA 02

10:30 – 11:30 am ☐ I will attend this session ☐ Second choice

**Presenter:** Jacqueline Selymes, House Calls Program Manager, Dr. Mark Nowaczynski, Clinical Director, Senior People's Resources in North Toronto (SPRINT), Deborah Simon, Chief Nursing Officer & Vice President, Client Services, VHA Home Health Care

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** An interdisciplinary physician-led team providing community support services and primary care in the home. Overview of a care model that delivers primary care in the home to frail seniors and reduces ER visits/hospital admission.

June 15, 2010

### Integrating Business Process Management and CHRIS Implementation: Client Centered Transformation

TA 09

10:30 – 11:30 am ☐ I will attend this session ☐ Second choice

**Presenter:** Karina Santiago, Manager, Quality and Risk Management, Pat Sjostrom, Manager, Client Services, Mississauga Halton CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** Utilization of business process management has supported the implementation of CHRIS in Mississauga Halton Community CCAC and promoted effectiveness, engagement, harmonization and innovation.

June 15, 2010

### Successful Models of Care Outside Ontario

TP 01

11:45 – 12:45 pm ☐ I will attend this session ☐ Second choice

**Presenter:** Robert Ciuffreda, Senior Manager, Marketing, KPMG, Stephen Hogg, Senior Manager, Healthcare & Public Sector, Joseph Bornstein, PhD, Associate Partner, KPMG Canada National Health Lead, Advisory Services, France Laframboise, Mediated Technologies, Dr. Jean Mireault, Mediated Technologies

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** Session will address as follows: An overview of Saskatchewan's landmark study on the patient experience and how residents feel about health care delivery with options for improvement; Presentation of Magic Chronique, a system built to serve the clinician and the manager to support proactive and integrated care for the chronically ill in the community.

June 15, 2010

### Enhancing Community-Based Rehabilitation Services for Stroke Survivors at Home and in Long Term Care

TP 02

11:45 – 12:45 pm ☐ I will attend this session ☐ Second choice

**Presenter:** Kim Fletcher, LCC, Manager, South East CCAC, Nancy Jones, SEO, Regional Integrated Stroke Strategy, Kingston General Hospital

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** The Enhanced Therapy Project is a LHIN funded initiative that supports stroke clients to receive timely and enhanced intensity of community based rehab in accordance with best practice guidelines. This session will identify key strategies utilized to assist service providers, Case Managers, LTCH staff and hospital partners in the implementation of a new model of service delivery.

June 15, 2010

### Achieving Independence: Client Stories & CCAC Program Successes

TP 03

11:45 – 12:45 pm ☐ I will attend this session ☐ Second choice

**Presenter:** Dana Khan, Manager of Client Services, Waterloo Wellington CCAC, Isabelle G. Meunier, OT Reg. (Ont.), Case Manager, Champlain CCAC

**Audience:** CCAC Board and Staff

**Description:** Assisted Living supports seniors to age in place - preventing premature admission to LTC Homes. This presentation will provide an overview of IALP in Waterloo Wellington. Learn about how a young adult with a disability achieved his goal of independent living by encouraging collaboration with different community partners.

June 15, 2010

### Health Care Connect: An Innovative Response to the Challenge of Unattached Patients

TP 10

11:45 – 12:45 pm ☐ I will attend this session ☐ Second choice

**Presenter:** Tyler Chalk, Ministry of Health and Long-Term Care, Joanne Greco, Director, Client Services, Toronto Central CCAC

**Description:** An overview of Health Care Connect, Ontario's innovative program to refer unattached patients to a family physician or nurse practitioner in their community. This presentation will provide an overview of the program, highlight results to date, and touch on key lessons learned.



### Important Information

This ebrochure is interactive and provides a first and second choice options for the concurrent sessions.

I will attend this session ☐    Second choice ☐

## Corporate Services/ Technology



June 14, 2010

### Harnessing the Power of Information for Integrated Client Care

MA 03

11:00 - 12:30 pm    I will attend this session ☐    Second choice ☐

**Presenter:** Colin Zvaniga, Chief Information Officer, Ontario Association of Community Care Access Centres, Paul Cooper, Director & GM Public Business Group, DELL

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** Presenters will discuss how OACCAC's CHRIS (Client Health Related Information System) harnesses the power of information for integrated client care. Delegates will get a better understanding of the CHRIS initiative and its contribution to care providers, social workers and clients across Ontario's healthcare system. The path to personalized care as the future of the integrated healthcare system will be discussed.

June 14, 2010

### Healthcare Anywhere: Using Unified Communications to Enhance Communities of Practice Leveraging the VoIP Investment

MA 09

11:00 - 12:30 pm    I will attend this session ☐    Second choice ☐

**Presenter:** Judy Giacchetti, Account Manager, Allstream, Denis Govedas, Unified Communications Specialist, Allstream

**Audience:** CCAC Board and Staff, Health Care Partners, Community Healthcare Providers

**Description:** CCACs have invested in VoIP technology. More can be done to leverage these tools to assist the CCACs in meeting the needs of clients, staff and operational efficiency. The art of the possible; receive an overview of a solution that bridges barriers of time and geography and maximizes the effectiveness and value of healthcare delivery resources. In these challenging fiscal times, CCACs must leverage their technology to deliver maximum value to their clients and boards. This session will highlight creative solutions that align with eHealth initiatives. Review ways to use technology tools to enable the collaboration of key specialists in real time.

June 14, 2010

### eHealth Ontario's ONE Mail Solution Enables Alzheimer Society Electronic Referrals MP 03

2:00 – 3:00 pm ☐ I will attend this session ☐ Second choice

**Presenter:** Bob Betts, Client Program Manager, eHealth Ontario, Mary Eisner, Director of Programs, Alzheimer Society of Hamilton and Halton, Alzheimer Society of Brant, Alzheimer Society of Haldimand-Norfolk

**Audience:** CCAC Board and Staff, Health Care Partners, Community Healthcare Providers

**Description:** Learn how eHealth Ontario's ONE Mail solution enables the use of electronic referrals by the Alzheimer Society of Ontario. Referrals are an important and daily function of health care providers in Ontario. Efficient referrals resulting in timely care for patients are equated with the effectiveness of the overall provincial health care system. Electronic referrals are making headway and are showing impressive results for the delivery of client-centred home and community care and are contributing to the safeguarding personal health information and integration of the health care system.

June 14, 2010

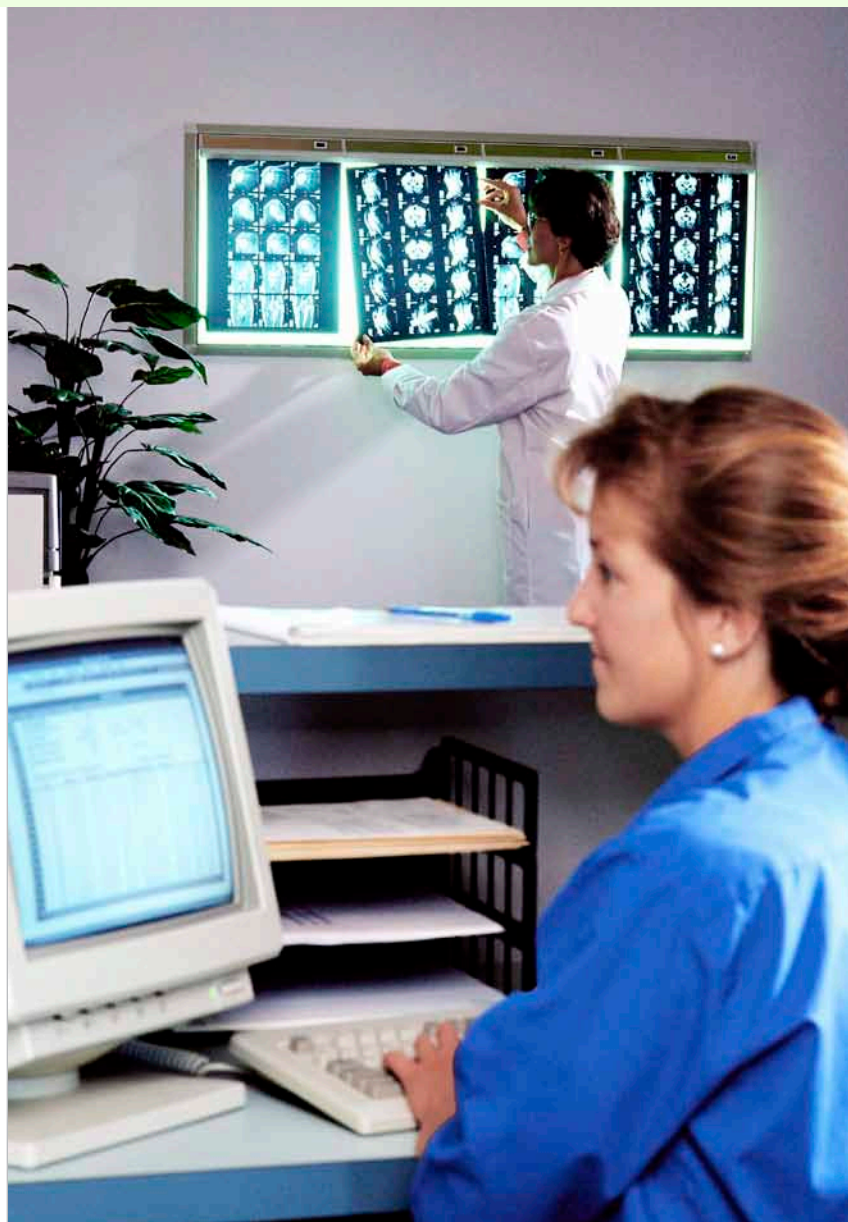
### Implementing Electronic Clinical Management Systems: Creating the Foundation for Integrated Client Care MP 09

2:00 - 3:00 pm ☐ I will attend this session ☐ Second choice

**Presenter:** Barry Billings, President, MedShare Inc., Leigh Popov, Director of Information Systems, Bayshore Home Health, Holly Quinn, Chief Nursing Officer, Bayshore Home Health

**Audience:** CCAC Board and Staff, Health Care Partners, Community Healthcare Providers

**Description:** This presentation will demonstrate the results of implementation of electronic documentation by visiting and shift nursing teams in the North Simcoe Muskoka CCAC and demonstrate evidence for greater best practice adherence. Examples of using data and evidence to create efficiencies that will enhance organizational performance will be shared.



**June 14, 2010**

### Right Systems Make Right Connections MP 13

**3:45 - 5:00 pm** ☐ I will attend this session ☐ Second choice

**Presenter:** Fancois Couillard, Chief Operating Officer, VON, Carol Sinclair, National Director, Organization, VON, Giovanni Vaturi, Partner, Global Business Services - Health, IBM Canada

**Audience:** CCAC Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers

**Description:** VON a national community health care organization entered into a partnership with IBM to bring together technological expertise and experience to build bridges between systems and people. A functional model of integrated partnership with enhanced services across the continuum of care will be discussed.

**June 15, 2010**

### Management in Coding and a CCAC's Journey to Reliable Diagnostic Data Quality TA 03

**10:30 - 11:30 am** ☐ I will attend this session ☐ Second choice

**Presenter:** Jennifer Gaskell, Manager, Quality Initiatives, Erin Kelleher, Health Records Specialist, Hamilton Niagara Haldimand Brant CCAC, Isabel Pereira, Supervisor, Deborah Gollob, Health Record Technician, Kristina Aszody, Health Record Technician, Central CCAC

**Audience:** CCAC Board and Staff

**Description:** Delegates will learn how a diagnostic coding strategy was developed within Hamilton Niagara Haldimand Brant CCAC to ensure all diagnostic coding is current and up-to-date. Central CCAC will outline their process of providing quality diagnostic and procedural data, to meet reporting requirements, make informed business decisions and improve client care.

**June 15, 2010**

### HNHB LHIN - Integrated Decision Support Strategy and Integrated Data Warehouse TA 08

**10:30 - 11:30 am** ☐ I will attend this session ☐ Second choice

**Presenter:** Wendy Gerrie, Director Decision Support Services, Hamilton Health Sciences, Farid Kassam, Project Manager, Hamilton Niagara Haldimand Brant LHIN IDS, Andrew Szasz, Director, IT, Jane Blums, Director, Decision Support, Hamilton Niagara Haldimand Brant CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Researchers, Policy Makers

**Description:** The presentation will describe the Hamilton Niagara Haldimand Brant (HNHB) partnership of the Local Health Integrated Network (LHIN), all ten LHIN hospital corporations and the HNHB CCAC that has resulted in the development, implementation and use (reports generated) of a LHIN wide Integrated Data Warehouse and Business Intelligence Solution. This session will demonstrate how the HNHB LHIN IDS has brought together all HNHB LHIN hospitals, the CCAC and the LHIN to share data, information and reports that provide improved understanding of system flow for patients/clients and enables targeted approaches to and outcome measures of system improvements.

**June 15, 2010**

### Update on eHealth Ontario's Strategy TP 08

**11:45 - 12:45 pm** ☐ I will attend this session ☐ Second choice

**Presenter:** Greg A. Reed, Chief Executive Officer, eHealth Ontario

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** Attendees will learn about the progress made by eHealth Ontario in advancing its clinical priorities and the challenges it faces to move its agenda forward. eHealth Ontario has important initiatives underway affecting the community care sector.

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I will attend this session ☐ Second choice ☐

# Governance, Strategic Planning and Leadership

June 14, 2010

## Generative Governance: Advancing Innovation in Stakeholder and Community Engagement MP 04

2:00 – 3:00 pm I will attend this session ☐ Second choice ☐

**Presenter:** Bill Bake, Vice Chair Erie St. Clair CCAC & Chair Governance Committee, Elaine Todres, CEO, Todres Leadership Council, Caen Suni, Director of Communications, Tricia Khan, Sr. Director, Strategic Planning & Integration, Privacy Officer, Erie St. Clair CCAC

**Audience:** CCAC Board and Staff

**Description:** Learn how Board vision provided the catalyst for authentic engagement in building consensus, opening collaboration opportunities and invigorating Board involvement in strategic initiatives.

June 14, 2010

## Toolbox for Fresh Conversations: Agenda Ideas to Transform Your Meetings and Your Thinking MP 14

3:45 - 5:00 pm I will attend this session ☐ Second choice ☐

**Presenter:** Lyn McDonell, President, The Accountability Group, Inc.

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Community Healthcare Providers

**Description:** Learn how to re-organize the board's agenda, engage the full board, galvanize discussion and explore issues to enable better strategy, client focus and decision-making.

June 15, 2010

## Medical Malpractice: What It Means for CCACs and Their Employees TA 04

10:30 - 11:30 am I will attend this session ☐ Second choice ☐

**Panel:** Cathy Hecimovich, Chief Executive Officer, Central West CCAC, Cindy Clarke, Lawyer, Borden Ladner Gervais LLP

**Audience:** CCAC Board and Staff

**Description:** Come hear from experienced malpractice lawyer, Cindy Clarke, and seasoned expert, Cathy Hecimovich, CEO Central West CCAC, regarding the defence of malpractice suits brought against CCACs.

June 15, 2010

## The Art of Collaboration and Integration: LHINs and CCACs Working Together TP 04

11:45 - 12:45 pm I will attend this session ☐ Second choice ☐

**Panel:** Cathy Szabo, CEO, Central CCAC, Bernie Blais, CEO, North Simcoe Muskoka LHIN, Bill Innes, CEO, North Simcoe Muskoka CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Community Healthcare Providers, Policy Makers

**Description:** Proven processes and mechanisms for fostering strong relationships and collaborations towards enabling true system integration will be discussed in this informative session.



### Important Information

This ebrochure is interactive and provides a first and second choice options for the concurrent sessions.

[I will attend this session](#) ☐
[Second choice](#) ☐

# Human Resources & Organizational Development



**June 14, 2010**

**Work-Life Balance** MA 05

**11:00 – 12:30 pm**
[I will attend this session](#) ☐
[Second choice](#) ☐

**Presenters:** Dr. Linda Duxbury

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Healthcare Partners, Community Healthcare Providers

**Description:** Dr. Linda Duxbury, Canada's most accomplished researcher, writer and speaker on work-life balance, has influenced policy and attitudes to help create supportive work environments in both the private and public sectors. A professor at the Sprott School of Business at Carleton University, Dr. Duxbury co-wrote numerous comprehensive national studies on work-life balance and their effect on business bottom-line. Always an enlightening and popular speaker, Dr. Duxbury's ideas and research are highly valued by major corporations and government agencies.

**June 14, 2010**

**A Model for CCAC Leadership: Leading in Action** MP 05

**2:00 – 3:00 pm**
[I will attend this session](#) ☐
[Second choice](#) ☐

**Presenters:** Patrice Connolly, Vice President, Human Resources/Organizational Development and Communications, Champlain CCAC

**Audience:** CCAC Board and Staff

**Description:** A CCAC Leadership Model comprised of a competencies framework for leading in teams, organization and system, supported by a theoretical and experiential leadership development program will be presented. Participants in this session will learn how a health care organization builds leadership capacity through a Leadership Development Program.

June 14, 2010

### Contingency Planning in Action: Managing a Labour Disruption While Maintaining Service MP 10

2:00 - 3:00 pm ☐ I will attend this session ☐ Second choice

**Presenters:** Maxine Jackman, Deputy GM/Senior Director, Community Health Services, Sandra Fougere, Manager, Labour Relations, The Canadian Red Cross, Linda Stark, Director, Contracts and Procurement, Toronto Central CCAC

**Audience:** CCAC Board and Staff

**Description:** An in-depth look at how The Canadian Red Cross managed to provide service to CCAC clients during a provincial labour disruption involving Community Support Workers. This session will highlight the collaborative approach that was taken to address a challenging labour disruption which took place from March 24, 2009 to April 27, 2009.

June 14, 2010

### Maximizing Staff Utilization & Monitoring Caseload: A Provider-Contractor Collaborative MP 15

3:45 - 5:00 pm ☐ I will attend this session ☐ Second choice

**Presenters:** Estrella Mercurio, Care and Service Manager, Cheryl Reid-Haughian, Director, Professional Practice, ParaMed Home Health Care, Cecile Raymond, Client Services Manager, Toronto Central CCAC

**Audience:** CCAC Board and Staff

**Description:** Maximizing health human resources while exceeding quality care and service delivery standards are fundamental today. This presentation demonstrates one approach to achieving those goals.

June 14, 2010

### Moving Your Organization from Entitlement to Accountability

MP 19

3:45 - 5:00 pm ☐ I will attend this session ☐ Second choice

**Presenters:** Richlyn Lorimer, Human Resources Manager, Cheryl Watterson, Organizational Development Manager, Mary Cliff, Training and OD Specialist, Central West CCAC

**Audience:** CCAC Board and Staff

**Description:** The Central West CCAC journey to break away from the past and impart a clearly articulated vision that will maximize employee contributions

in coordinating excellent client services. This presentation will encompass the following areas: attendance management, performance management, accountability framework, employee survey, recognition program.

June 15, 2010

### Organizational Development is Everybody's Business: Building Capacity within Central CCAC TA 05

10:30 - 11:30 am ☐ I will attend this session ☐ Second choice

**Presenters:** Jennifer Wright, RAI Coordinator, Lorelei Parrenas, Orientation Coordinator, Sandie McCombDurant, Organizational Development Specialist, Central CCAC

**Audience:** CCAC Board and Staff

**Description:** This presentation will demonstrate the value of an OD approach to capacity building in all assignments, from training to large scale change interventions and will highlight the role of an organizational development approach in fostering the knowledge management processes and practices that support Central CCAC's growth.

June 15, 2010

### Connecting You With Care: Healthy Conversations TP 05

11:45 - 12:45 pm ☐ I will attend this session ☐ Second choice

**Presenters:** Wanda Genereux, Manager, Organizational Development, Lianne Kay, Specialist, Learning and Organizational Development, Champlain CCAC

**Audience:** CCAC Board and Staff

**Description:** Champlain CCAC will share their journey of developing an approach to building and sustaining a healthy work environment through a culture of healthy conversations. The learning approach, design, results and supporting materials of a project designed to build and sustain internal capacity related to healthy conversations will be presented.

### Important Information

This ebrochure is interactive and provides a first and second choice options for the concurrent sessions.

I will attend this session ☐    Second choice ☐

# Performance Management & Accountability

June 14, 2010

### Strategies for Sustainability in Home Care: Using Data to Support Management and Front-Line Staff

MA 06

11:00 – 12:30 pm    I will attend this session ☐    Second choice ☐

**Presenters:** Perry Doody, Senior Director, Technology, Intelligence and Evaluation, Central CCAC, Diane Mulcaster, Senior Manager Client Services, Erie St. Clair CCAC, Anne Wojtak, Senior Director of Performance Management & Accountability, Toronto Central CCAC, Neal Gilmore, Consultant, nd Insight Corporation

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** Delegates will learn from a panel representing four CCACs about opportunities, issues and strategies in using data to optimize CCAC performance at the client and organizational levels, in the context of sustainability. Evidence-based analysis to support decision-making and implement practical approaches to realize more effective, efficient and affordable outcomes will be presented.

June 14, 2010

### Tapping into the Voice of the Client to Drive Quality Improvement

MP 06

2:00 – 3:00 pm    I will attend this session ☐    Second choice ☐

**Presenters:** Anne Wojtak, Senior Director of Performance Management & Accountability, Toronto Central CCAC, Jennifer Binkley, Manager, Quality & Risk, South East CCAC, Arvind Sharma, Director, Quality & Risk, Central West CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** Three CCACs will tell the story of how they challenged each other to learn from client experience evaluation and plan an improvement to improve quality and client satisfaction. Presentation will include the learning from CCEE survey results, rationale for a target of improvement, description of the improvement plan, involvement of staff in the experience and their plans to evaluate the effectiveness of their strategy.

June 14, 2010

### Collaborating for Safety

MP 16

3:45 - 5:00 pm    I will attend this session ☐    Second choice ☐

**Presenters:** Dorothea Bailey-Leung, Service Quality Specialist, Toronto Central CCAC, Kristen Caballero, Quality Assurance Health Services Manager, Calea Ltd., Heike Ben Sofia, Manager, Service Provider Monitoring, Jennifer Gaskell, Manager, Quality Initiatives, HNHB CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** By sharing benefits, challenges, and lessons learned, the Toronto Central CCAC will provide valuable insight on how organizations in a managed competition environment can work together to improve Client and Staff Safety. This presentation will provide Quality and Risk Managers and Directors with strategies on how to build a collaborative safety program in the community sector.

June 15, 2010

### Fresh Ideas for Optimizing CCAC Sector Vendor Relationships

TA 06

10:30 - 11:30 am ☐ I will attend this session ☐ Second choice

**Presenters:** Perry Doody, Senior Director, Technology, Intelligence and Evaluation, Central CCAC, Lasse Silegren, Senior Vice President, President and General Manager, Momentum Advanced Solutions, Ian Gilbert, Associate VP, Supply Chain, Marks Work Wearhouse

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** This presentation will explore best practices in supply chain management of one of Canada's leading clothing retailers and applying it to the CCAC experience. Insight to managing supplier/provider relationships to reach strategic goals, and lessons learned around collaboration, performance management, incentives and feedback to create competitive advantages will be discussed.

June 15, 2010

### Leveraging the QI Tool Kit for Results

TP 06

11:45 - 12:45 pm ☐ I will attend this session ☐ Second choice

**Presenters:** Lorri Eckler, Privacy Officer, Louise Andrews, Supervisor, Perry Sankarsingh, Improvement Advisor, Central CCAC, Trina Noonan, Improvement Specialist, North Simcoe Muskoka CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** This presentation will provide an overview of various quality improvement methodologies and tools used to achieve desired outcomes such as improving a manual process resulting in the re-direction of dollars and staff time to benefit clients. How to effectively match quality improvement methods/tools to obtain desired outcomes featuring applied examples will be discussed.

June 15, 2010

### The Future of Home Care: Integrated Client Care Project

TP 09

11:45 - 12:45 pm ☐ I will attend this session ☐ Second choice

**Presenters:** Mary Kardos Burton, Project Manager, Integrated Client Care Project, OACCAC, Debra Bell, Manager, Long-Term Care and Community Care, Health Program Policy and Standards Branch, Ministry of Health and Long-Term Care, Rosemary Hannam, Manager, Research and Operations, Collaborative for Health Sector Strategy

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** Delegates will hear about an exciting initiative that is testing a care delivery model to improve client and health-system value through a focus on rewarding outcomes and innovations. This session will demonstrate how services can be organized around clinical conditions to promote-coordinated, specialized care delivered in a client-centered, seamless fashion.





### Important Information

This ebrochure is interactive and provides a first and second choice options for the concurrent sessions.

I will attend this session ☐ Second choice ☐

## Research



June 14, 2010

### RUG-III and the RAI Contact Assessment: Using Assessment Data to Enhance System Management and Integration MA 07

11:00 – 12:30 pm I will attend this session ☐ Second choice ☐

**Presenters:** Jeff Poss, Assistant Research Professor, University of Waterloo

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** This session will highlight CAN-STRIVE, a major research project that is using Ontario home case assessment data to verify the RUG-III case mix system, and the RAI Contact Assessment. This session will demonstrate how the RUG-III/HC case mix system can support evidence-based practice. It will also inform participants about the RAI Contact Assessment and how the Contact Assessment enhances resource utilization and system integration.

June 14, 2010

### Partnering for Change in School Health: Research Partnerships Lead to Blueprint for System Changes MP 07

2:00 – 3:00 pm I will attend this session ☐ Second choice ☐

**Presenters:** Cheryl Missiuna, Director, CanChild, McMaster University, Cathy Hecimovich, Chief Executive Officer, Central West CCAC, Nancy Pollock, Associate Clinical Professor, McMaster University

**Audience:** CCAC Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** A research partnership involving CanChild researchers, CCACs, service providers, school boards, families and others, investigated an innovative model to improve service delivery for children with Developmental Coordination Disorder. Participants will learn about the results of this highly successful participatory action research study that engaged CCACs, policy makers and other stakeholders to address school health wait lists for occupational therapy.

June 14, 2010

### The Impact of Aging: Implications for Caregivers and Community Services MP 17

3:45 – 5:00 pm I will attend this session ☐ Second choice ☐

**Presenters:** David Harvey, Chief, Member Services Officer, Alzheimer Society of Ontario, Trevor Frise Smith, PhD Associate Professor of Sociology, Nipissing University, Fellow of interRai

**Audience:** CCAC Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** David Harvey will discuss, "Rising Tide", an Alzheimer Society of Canada report on the impact of dementia over the next generation. Trevor Smith will discuss research using data from the interRAI Palliative Care Tool and the RAI-HC to inform strategies to mitigate the impact of dementia in human and economic terms and provide evidence to inform best practices aimed at reducing caregiver burden.

June 15, 2010

### ALC: Predictors and Transitions: Predicting Risk of Hospitalization and Outcomes of Transitioning Home TA 07

10:30 – 11:30 am I will attend this session ☐ Second choice ☐

**Presenters:** Jeff Poss, Assistant Research Professor, University of Waterloo

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** Research findings using RAI-HC data to predict hospitalization in elderly home care clients and examine outcomes trends in ALC patients who transition home will be presented. Delegates will gain an understanding of how the RAI-HC can be used to predict and reduce the risk of hospitalization and improve outcomes for patients who transition home.

June 15, 2010

### Inspiring Evidence-Based Promotion of Aging at Home: Advancing Excellence in Home and Community Care TP 07

11:45 – 12:45 pm I will attend this session ☐ Second choice ☐

**Presenters:** Carol McWilliam, Professor, The University of Western Ontario, Sandra Coleman, Chief Executive Officer, South West CCAC, Kimberly Peterson, Vice President, Client Services, Champlain CCAC

**Audience:** CCAC Board and Staff, LHIN Board and Staff, Health Care Partners, Researchers, Community Healthcare Providers, Policy Makers

**Description:** This interactive session will address opportunities and challenges arising from testing and applying evidence-based strategies for aging at home. Presenters will share research evidence and facilitate discussion amongst delegates in relation to the CCAC priorities of aging at home and service modalities that improve client outcomes and produce efficiencies.



### Important Information - Check this page to confirm your selections

In order to accommodate seating, delegates are required to confirm their preferred sessions here, based on full conference or daily conference options; this is to guarantee your seat in that session. The selections will be the sessions that you are assigned upon confirmation and which you will be admitted to on site with your name badge. Session availability is based on a first come, first served. Changes are permitted based on availability, instructions will be in your confirmation email.

#### Monday, June 14: 11:00 am - 12:30 pm

#### Monday, June 14: 2:00 pm - 3:00 pm

#### Monday, June 14: 3:45 pm - 5:00 pm

Stream	Title	1st	2nd	Stream	Title	1st	2nd	Stream	Title	1st	2nd
CS	Central CCACs: 15 Minutes of Fame: Sharing Client Services Successes	<input type="checkbox"/>	<input type="checkbox"/>	CS	North East CCACs: 15 Minutes of Fame: Sharing Client Services Successes	<input type="checkbox"/>	<input type="checkbox"/>	CS	South CCACs: 15 Minutes of Fame: Sharing Client Services Successes	<input type="checkbox"/>	<input type="checkbox"/>
CS	Case Management for the 21st Century: Matching Models to Client Needs	<input type="checkbox"/>	<input type="checkbox"/>	CS	Innovations in CCAC Wound Care Practices	<input type="checkbox"/>	<input type="checkbox"/>	CS	Uniting CCAC and Providers Towards Excellence of Infusion Care	<input type="checkbox"/>	<input type="checkbox"/>
CS	Supporting Client Choices & The Challenges of Substitute Decision Making	<input type="checkbox"/>	<input type="checkbox"/>	CS	Inspiring Partnerships Providing Transitional Care	<input type="checkbox"/>	<input type="checkbox"/>	CS	Utilization of Data to Enhance & Improve CCAC Practices & Client Outcomes	<input type="checkbox"/>	<input type="checkbox"/>
CS	An Integrated Inter-Professional Services Module to Achieve Best System Outcomes for Wound Management	<input type="checkbox"/>	<input type="checkbox"/>	Corp/Tech	eHealth Ontario's ONE Mail Solution Enables Alzheimer Society Electronic Referrals	<input type="checkbox"/>	<input type="checkbox"/>	CS	Chronic Disease Prevention and Management: The Importance of Integrated Service Delivery Models	<input type="checkbox"/>	<input type="checkbox"/>
Corp/Tech	Harnessing the Power of Information for Integrated Client Care	<input type="checkbox"/>	<input type="checkbox"/>	Corp/Tech	Implementing Electronic Clinical Management Systems: Creating the Foundation for Integrated Client Care	<input type="checkbox"/>	<input type="checkbox"/>	Corp/Tech	Right Systems Make Right Connections	<input type="checkbox"/>	<input type="checkbox"/>
Corp/Tech	Healthcare Anywhere: Using Unified Communications to Enhance Communities of Practice	<input type="checkbox"/>	<input type="checkbox"/>	GSPL	Generative Governance Advancing Innovation in Stakeholder and Community Engagement	<input type="checkbox"/>	<input type="checkbox"/>	GSPL	Toolbox for Fresh Conversations: Agenda Ideas to Transform Your Meetings and Your Thinking	<input type="checkbox"/>	<input type="checkbox"/>
HR&OD	Work-Life Balance	<input type="checkbox"/>	<input type="checkbox"/>	HR&OD	A Model for CCAC Leadership: Leading in Action	<input type="checkbox"/>	<input type="checkbox"/>	HR&OD	Maximizing Staff Utilization & Monitoring Caseload: A Provider-Contractor Collaborative	<input type="checkbox"/>	<input type="checkbox"/>
PM&A	Strategies for Sustainability in Home Care: Using Data to Support Management and Front-line Staff	<input type="checkbox"/>	<input type="checkbox"/>	HR&OD	Contingency Planning in Action: Managing a Labour Disruption While Maintaining Service	<input type="checkbox"/>	<input type="checkbox"/>	HR&OD	Moving Your Organization from Entitlement to Accountability	<input type="checkbox"/>	<input type="checkbox"/>
RE	RG-III and the RAI Contact Assessment: Using Assessment Data to Enhance System Management and Integration	<input type="checkbox"/>	<input type="checkbox"/>	PM&A	Tapping into the Voice of the Client to Drive Quality Improvement	<input type="checkbox"/>	<input type="checkbox"/>	PM&A	Collaborating for Safety	<input type="checkbox"/>	<input type="checkbox"/>
				RE	Partnering for Change in School Health: Research Partnerships Lead to Blueprint for System Changes	<input type="checkbox"/>	<input type="checkbox"/>	RE	The Impact of Aging: Implications for Caregivers and Community Services	<input type="checkbox"/>	<input type="checkbox"/>

### Important Information - Check this page to confirm your selections

In order to accommodate seating, delegates are required to confirm their preferred sessions here, based on full conference or daily conference options; this is to guarantee your seat in that session. The selections will be the sessions that you are assigned upon confirmation and which you will be admitted to on site with your name badge. Session availability is based on a first come, first served. Changes are permitted based on availability, instructions will be in your confirmation email.

#### Tuesday, June 15: 10:30 am - 11:30 am

#### Tuesday, June 15: 11:45 am - 12:45 pm

Stream	Title	1st	2nd	Stream	Title	1st	2nd
CS	Innovative Models of Care - Successes	<input type="checkbox"/>	<input type="checkbox"/>	CS	Successful Models of Care Outside Ontario	<input type="checkbox"/>	<input type="checkbox"/>
CS	House Calls: Interdisciplinary Mobile Team Serving Frail Seniors	<input type="checkbox"/>	<input type="checkbox"/>	CS	Enhancing Community-Based Rehabilitation Services for Stroke Survivors at Home and in Long Term Care	<input type="checkbox"/>	<input type="checkbox"/>
CS	Integrating Business Process Management and CHRIS Implementation: Client Centred Transformation	<input type="checkbox"/>	<input type="checkbox"/>	CS	Achieving Independence: Client Stories & CCAC Program Successes	<input type="checkbox"/>	<input type="checkbox"/>
Corp/Tech	Management in Coding and a CCAC's Journey to Reliable Diagnostic Data Quality	<input type="checkbox"/>	<input type="checkbox"/>	CS	Health Care Connect: An Innovative Response to the Challenge of Unattached Patients	<input type="checkbox"/>	<input type="checkbox"/>
Corp/Tech	HNHB LHIN: Integrated Decision Support Strategy and Integrated Data Warehouse	<input type="checkbox"/>	<input type="checkbox"/>	Corp/Tech	Update on eHealth Ontario's Strategy	<input type="checkbox"/>	<input type="checkbox"/>
GSPL	Medical Malpractice: What it Means for CCACs and Their Employees	<input type="checkbox"/>	<input type="checkbox"/>	GSPL	The Art of Collaboration and Integration: LHINs and CCACs Working Together	<input type="checkbox"/>	<input type="checkbox"/>
HR&OD	Organizational Development is Everybody's Business: Building Capacity Within Central CCAC	<input type="checkbox"/>	<input type="checkbox"/>	HR&OD	Connecting You with Care: Healthy Conversations	<input type="checkbox"/>	<input type="checkbox"/>
PM&A	Fresh Ideas for Optimizing CCAC Sector Vendor Relationships	<input type="checkbox"/>	<input type="checkbox"/>	PM&A	Leveraging the QI Tool Kit for Results	<input type="checkbox"/>	<input type="checkbox"/>
RE	Predictors and Transitions: Predicting Risk of Hospitalization and Outcomes of Transitioning Home	<input type="checkbox"/>	<input type="checkbox"/>	PM&A	The Future of Home Care: Integrated Client Care Project	<input type="checkbox"/>	<input type="checkbox"/>
				RE	Inspiring Evidence-based Promotion of Aging at Home: Advancing Excellence in Home and Community Care	<input type="checkbox"/>	<input type="checkbox"/>



## Delegates have the option to attend:

### Full Conference

OACCAC Annual General Meeting and Welcome Reception on Sunday, June 13, Concurrent Sessions and Exhibits on Monday, June 14 and Tuesday June 15, 2010

or **Daily Conference** either: Monday June 14, 2010  
or Tuesday June 15, 2010

## Conference Registration Includes:

Annual General Meeting and Welcome Reception  
2 days of educational sessions  
Keynote Presentations  
Admittance to trade show and Exhibit Area  
Poster Display  
2 Breakfast & 2 Lunch  
Note: Awards Banquet ticket available at additional cost

## Daily Registration Includes:

Educational sessions on selected day  
Daily Keynote Presentation  
Daily Admittance to Trade show and Exhibit Area  
Poster Display  
Breakfast & Lunch on selected day  
Note: Awards Banquet ticket available at additional cost

\*Indicates required fields

Delegate Information			Concurrent Session Selections	
*First Name			*I will be attending: Full Conference	
*Last Name			Daily - Monday Only      Daily - Tuesday Only	
*Organization CCAC			You have selected the following sessions:	
Other Organization			<b>Monday, June 14:</b> 11:00 am - 12:30 pm	
*Title / Position Within CCAC			First choice	
Other			Second Choice	
*Address			<b>Monday, June 14:</b> 2:00 pm - 3:00 pm	
*City			First choice	
*Province			Second Choice	
*Postal Code			<b>Monday, June 14:</b> 3:45 pm - 5:00 pm	
*Phone Number			First choice	
Fax			Second Choice	
*Email Address			<b>Tuesday, June 15:</b> 10:30 am - 11:30 am	
*Are you attending the conference for the first time? Yes No			First choice	
*Are you attending the AGM on Sunday 2:00 - 4:00 pm? Yes No			Second Choice	
*Are you attending the Welcoming Reception on Sunday 7:00 - 9:00 pm in Toulas Restaurant, Westin Harbour Castle Hotel? Yes No			<b>Tuesday, June 15:</b> 11:45 am - 12:45 pm	
			First choice	
			Second Choice	

## Conference Fees

	Full Conference Fee	Daily Registration Fee
<b>Member</b> (OACCAC / CCAC Board and Staff)	\$595.00	\$315.00
<b>Non-Member</b>	\$645.00	\$340.00
<b>Exhibitor / Sponsor</b>	\$495.00	\$285.00
<b>Workshop Presenter</b>	\$495.00	\$285.00

\*\* GST applicable to all amounts

Please select your category:

## Refund Policy

Cancellation up to and including April 30, 2010: 90% Refund

Cancellation from May 1, 2010 to May 21, 2010: 50% Refund

Cancellation May 22, 2010 or after: No Refund

Cancellations must be received in writing by email to Antian Professional Services and confirmation of receipt must be sent.

Registrations are transferable.

\*I have read refund policy and agree to the terms.

## Award Banquet Tickets

Each award banquet ticket is \$80 (space is limited):

I will attend Awards Banquet

I will not attend Awards Banquet

## General Information

Please help us to identify our catering needs by indicating if you will attend:

Monday Breakfast Yes No

Monday Lunch Yes No

Tuesday Breakfast Yes No

Tuesday Lunch Yes No

Please indicate any dietary, special accommodation needs or add comments:

## Participant List:

\*Please indicate permission to include your name, organization and email on the conference participant list that will be given to 2010 Conference delegates, Sponsors and Exhibitors.

Yes, please include me on the participant list

No, please do not include me on the participant list

## Total Payment due:

(Includes 5% GST)

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Save a copy of this form for your records before making your payment.

Select one of the following options:

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(You will be invoiced by email and can pay by cheque or credit card.  
If you have problems submitting online please submit by email below.)

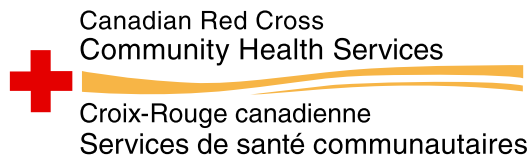
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#### Print this form (pages 21 & 22) and Fax

FAX the form pages to **Manon Laporte** at **613-233-5995**. Your information will not be confirmed until it is submitted to the conference secretariat, Antian Professional Services; at that time you will receive a confirmation of receipt and invoice by email.

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 Ontario Community Support Association  
 Ontario Hospital Association  
 Ontario Medical Supply  
 Ontario Retirement Communities Association  
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# *Knowledge and Inspiration 2010*

## *Les connaissances et l'inspiration*

### **Contact Us Today**

#### **Exhibition and Advertising Inquiries**

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