Networking Breakfast, Registration Open, and time to explore the Hands-On Exhibit Showcase

0815
Welcome and Overview

0830
What is Currently Happening in BC?
What is the current reality for Health Care Professionals in BC? Dr. Kendall Ho

0845
Electronic Health Records and Clinical Decision Support
The New World Order in the Age of Information
Chair: Dr. Darryl Samoil
MD, CCFP, Executive Medical Director-informatics, FHA

Overview: Delivering quality healthcare services in a complex system requires accurate and timely information that is accessible and pertinent. Advances in algorithms for searching as well as connectedness in social media have increased the volume of information that is available to everyone at all levels of the healthcare system. How this information can be sorted and used effectively remains a challenge - with quality of care outcomes balanced on the success or failure of the tools we create to manage clinical information. How can health professionals learn about the amazing potential of these knowledge systems to improve and change the way patients and providers interact with the healthcare system? How can health professionals contribute their first-hand knowledge to the creation of these tools? This session describes the milieu of our current healthcare system and introduces the concept and potential of clinical decision support in a connected health care world.

Learning Objectives:
• To appreciate the changes that are happening around us with regard to information and technology in healthcare and how these changes may impact the system
• To explore the concept of clinical decision support and how it is created as well as the potential it holds for creating a better health care system for everyone
• To learn how to contribute your first-hand knowledge and clinical acumen to building clinical information systems that can deliver high quality outcomes for patients, clients and residents in an increasingly integrated healthcare system

The Development of a Standardized Software Platform to Support Provincial Population-Based Cancer Outcomes Units for Multiple Tumour Sites: OaSIS - Outcomes and Surveillance Integration System
Dr. Jonn Wu
Dr. Wu joined the Department of Radiation Oncology at the Vancouver Cancer Centre in 1999. His research interests include population based outcomes research, eHealth initiatives, as well as developing novel computerized radiotherapy planning and delivery systems. He is the current Provincial H&N Tumour Group Chair and Chief Medical Information Officer for the BC Cancer Agency.

OaSIS is an integration system that imports data from existing warehouses as well as newly collected data, related to patient characteristics, disease factors, treatment details and survivorship, from the point of diagnosis onwards. Through existing and novel data-mining techniques, OaSIS will support unique population based research activities, and facilitate initiatives to improve patient outcomes, decision support in achieving operational efficiencies and an environment that supports knowledge generation.

Engaging the Health Care Team with Electronic Shared Care Plans and Dashboards
Bill Clifford
Chief Medical Information Officer at Northern Health Authority

Panel discussion with the audience: Clinical Decision Support, Order set care plans: opportunities, challenges and way forward
Providers are faced with an overwhelming amount of information and need to decide what is critical and what is redundant. Patients will need to interact with these systems to achieve their health care goals. This session will open up the dialogue to our audience. Issues to be explored will include but are not limited to:
• Who decides what information is relevant at any instant in a journey towards health?
• How can front line knowledge be used to provide measurable outcomes that are relevant in healthcare?
• How will our system need to change to become more integrated and effective?

1000
Break to visit the Hands-On Exhibit Showcase
Supporting the Rise of the e-Patient in B.C

Chair: Dr. Kendall Ho
MD, FRCP, Director, eHealth Strategy Office; Professor

Overview: With the rapid development of the Internet, social media and apps linked to mobile devices and smart phones, patients and the general public have not only ubiquitous access to high quality health information but also ways to quantify their own physiologic data. Witness individuals monitoring their own heart rate or blood pressure responses to medications, or following their own caloric intake and degree of exercise for weight management. With increasing sophistication of portable technologies such as diagnostic ECGs, ultrasounds, or portable brain scans, individuals will need different kinds of guidance from their trusted health professionals, in addition to seeking support from their peers or other sources. How can health professionals be the best advocates for their patients and support them in this new e-patient age? How can health professionals learn about these technologies also through partnership with their patients? This session explores the rise of the e-patients, and the roles of health professionals as our patients’ partners in wellness.

Overall learning Objectives:
• To appreciate the spectrum of ways patients and the general public are using virtual approaches to prevent and manage diseases and attain wellness
• To discuss opportunities and challenges for health professionals to participate virtually with our patients in health pursuits
• To explore and take home tangible tactics and approaches health professionals can optimally support our patients and the public in their virtual health journeys

From patient centred care to active patient involvement in shared care: the shifting e-landscape
Dr. Kendall Ho
MD, FRCP, Director, eHealth Strategy Office; Professor

Social media, mobile computing, and connectivity have dramatically shifted the way we communicate with each other. Patients and the general public are taking full advantage of these technologies in their daily lives, including the pursuit of health. Increasing number of health professionals are also joining the movement forward. This presentation explores some of the examples of patient-health professional use in technologies, what opportunities and challenges are there, and what considerations health professionals should be mindful of in supporting these virtual partnership with patients to support them for attainment of optimal wellness.

Connecting the Dots on the Map with Telehealth. A New Model of Care for Remote First Nations Communities
Dr. John Pawlovich
MD, Primary Care Physician, Carrier Sekani Family Services & Northern Health & Clinical Associate Professor, Dept. of Family Practice, UBC

Providing healthcare to remote First Nations communities that are separated by long distances is a historical challenge for healthcare providers. Access to regular and reliable healthcare is something this population has done without more often than not. A new model of multi-disciplinary healthcare has been developed that incorporates face to face visits in complement with virtual visits. You might be interested to hear our story. I will be joined by members in Takla to present our exciting journey to date.

It’s Your Career - But It’s My Life: Why Your Patients Are Taking The Lead in Social Media
Carolyn Thomas

Known as a heart attack survivor-turned-heart health evangelist, she’s a 2008 graduate of the annual WomenHeart Science & Leadership Symposium for Women With Heart Disease at Mayo Clinic in Rochester, Minnesota - the first Canadian ever invited to attend this prestigious training. Since returning from Mayo, she’s spoken to thousands of women (and a few men!) about women’s heart disease - presentations described as “part cardiology bootcamp - and part stand-up comedy!” In 2012, she was awarded an ePatient Scholarship to attend Stanford University’s Medicine X conference on the intersection of health and technology, a decision based on her history of patient engagement, community outreach, and health advocacy. Carolyn’s award-winning blog, HEART SISTERS - www.myheartsisters.org - has attracted over one million visitors from 190 countries.

Digital health studies tell us that 80% of patients use the internet to “prepare for or recover from” medical appointments. So if you’re not proactively helping to guide your patients towards good quality online resources and social media tools, the Jenny McCarthys of the world will do it for you.

Panel discussion with the audience: Engaging patients virtually - opportunities, challenges and way forward

Patients navigating the virtual world for information, knowledge, and health strategies are filled with great examples and difficulties. How can health professionals participate to support them? This session will open up the dialogue to our audience. Issues to be explore will include but not limited to:
• Privacy and confidentiality in communication between physicians and patients on line
• Knowledge management and exchange between health professionals and patients
• Co-creation of useful e-tools and approaches: roles of health professionals and patients
• Supporting the range of patients on line: from the highly experienced to the technophobes
Clinical Leadership – Interprofessional Collaboration enabled by eHealth  
Chair: Ms. Maureen Charlebois  
Chief Nursing Executive and Group Director, Clinical Adoption, Canada Health Infoway

Overview: In pursuing excellence in patient centred care, health professionals from different disciplines constantly work together towards patients optimal outcome. How can information and communication technologies such as electronic health records, mobile phones and tablets help facilitate, support, and animate the best approaches for health professionals to collaborate? This session will explore some exemplars in B.C. and in Canada: what aspects of interprofessional care they address particularly well, how they do it, and how can we learn from them and integrate these best cases into our everyday practice in our own communities in B.C.?

Learning Objectives:
- To highlight local, provincial and national eHealth clinical engagement strategies that support interprofessional synergy in clinical care
- To explore how these examples can best apply in communities where you practice
- To work together to influence positive policy and practice changes in B.C. and Canada to support interprofessional, patient centered care through technology.

Improving practice, Improving Care – A National Clinical Engagement Strategy
Ms. Maureen Charlebois  
Chief Nursing Executive and Group Director, Clinical Adoption, Canada Health Infoway

Infoway’s Clinical Engagement Strategy brings together clinicians in leadership, practice and education across Canada to advance clinical adoption and the benefits realized in using technology in clinical practice. This presentation will discuss the criticality of engaging clinicians at all levels and the leadership required to lead a new way of preparing professionals for practice in a digital age.

How Langley Practices ‘Together in Health’ Today and In Our Connected Future
Dr. Leo K.H. Wong  
MD, Chair, Langley Division of Family Practice, Clinical Assistant Professor, Department of Family Medicine, University of British Columbia.

Interprofessional patient centered care is widely seen as an important part of a sustainable and high quality health care system. This presentation will highlight a number of different clinic-level efforts to put this into practice in Langley. As well as, discuss as a community how they are working towards a Langley-wide solution and the technological advances to overcome barriers.

Interprofessional Electronic Documentation
Ms. Kristie McDonald  
Clinical Informatics Specialist, Graduate Nursing/Informatics student, Victoria British Columbia.

This presentation will discuss challenges and successes related to the journey towards a truly integrated electronic health record. Identifying the common patient information shared among and between all disciplines will illuminate design needs for both documentation (input) and decision support (output). Gaps in current knowledge and necessary future work will also be explored.

BC PharmaNet – 1988 to 2014 and beyond; dreams to expectations and opportunities
Dr. Bob Nakagawa  
B.Sc.(Pharm.), RPEBC, ACPR, FCSHP, R.Ph. Registrar – College of Pharmacists of BC.

This presentation will outline the history, legislative foundation, utilization and interprofessional collaborative opportunities facilitated by the provincial PharmaNet system.

Break to Explore the Hands-On Exhibit Showcase
Education & Clinical Practice: The Role a Technology Interface Plays

For your continuing education and for students and employees

Chair: Mr. Bill Dow

Dean, School of Health Sciences at British Columbia Institute of Technology, Burnaby

Overview: For this session we will conduct brief presentations, followed by an open forum discussion panel, the panelist include: Bill Dow, Glynda Doyle, Noreen Frisch, and Dr. Steve Wong. We realize that at the end of the day education goes through one’s career on a steady basis and as there is a linkage between academic, clinical practice, and how technology interplays with this important area. For example, when you need the information ‘in the moment’ this is how access to technology can help. The primary focus of this panel discussion and presentations is the important reminder that health education is delivered within a partnership of academia and clinical practice. Achieving effective learning outcomes within such complex relationships is challenging. Challenging due to many factors including elements such as: difficulties aligning academic and clinical competencies, stressed clinical environments, increasing complexity of care, difficulties connecting instructional staff to practice change and evolving student expectations of learning and education delivery. As much as these elements represent challenges they highlight the need to consider new models of education delivery and learning within health education. Opportunities exist to utilize technology to enhance the education and clinical interface and when done well will result improve the quality of education and provide a safer environment for students and the patients/clients they participate with. Additionally, our teachers seek a connection to current practices and we need to explore systems whereby this is possible real time across the province for all health education programming. Through the presentations we will identify work that has underway to capture system, student and teacher opportunities and experiences.

What we are asking the audience is: What is the good stuff that you are doing? What are your experiences with education and technology? Do people see an opportunity for us to enhance the quality of education? What might that look like? What do people see as the limitations and solutions?

Learning Objectives:

- Identify key projects in Health Education design and delivery in BC?
- Identify opportunities to transform education delivery in BC.
- Challenges & Controversies – where can we do better and what will it take?

Education and Clinical Practice – the role a technology interface plays

Noreen Frisch
PhD, RN, FAAN, Professor and Director, School of Nursing, University of Victoria, School of Nursing

There are many challenges in organizing and delivering professional development and educational opportunities for health professionals in BC. These professionals are geographically-dispersed, spanning our urban and rural/remote communities. In addition, health professionals work rotating shifts and often unpredictable hours. BC experience with development of a virtual professional network making full use of Web 2.0 and social media technologies provides an example of technological solutions to such challenges. Now in operation over 4 years, InspireNet (BC’s Health Services Research Network) has had goals to develop capacity, interest and use of health services research. Its methods have been to support use of virtual tools giving professionals asynchronous access to education, readings, support networks, discussion groups and lecture series on topics members identify as important. Secondly, InspireNet has provided a venue for researchers and practitioners to meet and network with each other, supporting knowledge exchange. Based on a model of distributed leadership and grounded in social learning theory, the network operates through a ‘virtual office’ and makes use of volunteer leaders of electronic communities of practice (eCoPs). These eCoPs are supported by a small staff in an e-facilitation role. Each eCoP has access to password-protected discussion forum, wikis, and blogs, and its members have the ability to schedule synchronous WebEx presentations on topics of interest. The panel discussion will focus on the development and growth of this network, its use of e-tools, and the types of supports that are necessary to engage professionals with this new way of learning.

Learning Objectives:

- Understand the use of a Web 2.0 interactive website to support professional learning and knowledge exchange
- Describe how eCoPs can be used to bring people together who share interests and who want to make a difference through their work
- Articulate the role of e-facilitation in supporting the success of virtual learning environments

Education and Clinical Practice – the role a technology interface plays

Glynda Doyle, RN, MSN

Glynda teaches at BCIT and completed her MSN at UBC in 2011 where she first discovered her interest in health information technology. Glynda is particularly interested in the role of mobile technologies and their impact on nursing student’s clinical judgment and decision making. She is passionate about integrating Health Information Technologies and the Science of Informatics into nursing education to help improve patient safety and quality of care. Glynda completed her BSN in South Africa and she has many years of national and international experience in Critical Care Units in the UK and the US. She has been teaching at BCIT in the Bachelor of Science Nursing program since 2005. Glynda is currently involved in several research projects within BCIT and in collaboration with other Canadian Nursing Programs studying the impact of mobile devices laden with clinical resources, social networks, and e-portfolios on nursing students and their education.

In this last decade there has been a significant shift in health education with the integration and advancement of information technologies that are revolutionizing the delivery, design and evaluation of education in the health sciences. The incorporation of mobile computing devices has become a growing trend in healthcare. Mobile devices have significant potential to support students’ decision making and patient care planning as they can quickly bring relevant and evidence-based resources to the point of care. This presentation describes how mobile devices and the concept of mobile teaching and learning is being integrated into the BSN and post-RN Specialty Nursing Programs (CIU, Emergency, perinatal, etc) at the British Columbia Institute of Technology (BCIT). The integration of the use of mobile devices proved somewhat challenging for faculty at the outset, but at the end of 3 years, we have approximately 75% of the faculty using mobile devices for teaching, policies in place for mobile device and social media use, and approximately 85% of students using devices to access information resources in the classroom and clinical settings. I will present our experience with mobile teaching and learning at BCIT and share some of our challenges and successes. The presentation will include background, results of surveys and focus groups and will also describe current and potential research studies across programs at BCIT and in collaboration with other post-secondary schools.

Learning Objectives:

- Discuss successes and challenges of BCIT’s School of Health Sciences experience with mobile teaching and learning.
- Identify opportunities for collaboration on sharing of information through mobile devices, e.g. policies and procedures.
- Explore future areas of research to provide evidence of the impact of technologies on teaching and learning in healthcare.
- Imagine the future and anticipate the potential challenges and opportunities of technologies in education and healthcare.

Wrap Up & Where are We Going Now?

Time for Evaluations and Conference ends