



ANNUAL CONFERENCE FOR HEALTH CARE LEADERS AND ADMINISTRATORS

New This Year:
Pre Conference
Workshops

Mary Wheeler
RN, MEd, PCC
“Discovery Path”

Richard Booth
RN, MScN, PhD
“Social Media”



Our host hotel
is the beautiful

WESTIN PRINCE HOTEL

900 York Mills Road
Toronto, Ontario

March 26 - 28, 2014

Featuring these outstanding
Keynote Speakers

Greta Cummings
RN PhD FCAHS

Dr. Cummings' work has been recognized nationally and internationally through several prestigious research awards, including the CNA Order of Merit for Research (2010), and the CASN Award for Research Excellence (2008) and in September 2011 was inducted as a Fellow into the Canadian Academy of Health Sciences.



Leslee J. Thompson
RN MBA CHE

Leslee is President and CEO of Kingston General Hospital and Professor (Adjunct) in the Faculty of Health Sciences at Queen's University. Starting out as a critical care nurse, Leslee's passion for improving patient care has fueled a career of almost 30 year that spans from the bed side to the board rooms of top tier public and private sector organizations.



Pre Conferences Workshops

Full Day Workshop

Discovery Path ©

retreat ... relax ... reflect ... renew ... re-enter

Do you need to step away from your day to day world in order to make important career and life decisions? Discovery Path provides you with a personal and career development opportunity to leave the business of ordinary life behind and re-evaluate your life, prioritize your options, and then act on your plan.



Mary Wheeler
RN, Med, PCC

The program is designed to ensure that every participant has the opportunity to speak and to be heard, consists of two parts:

Part One: The Workshop

A variety of interactive, experiential and participative approaches as you embark on each of the three workshop components:

- Self-Discovery -- Where have I been? Where am I now?
- Vision Crafting -- Where would I like to go? What self-limiting beliefs or roadblocks have the potential to inhibit my journey?
- Grounding the Vision -- How will I get there?

Part Two: Follow-up Tele-conference

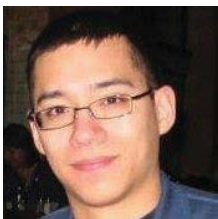
The program provides a 2 hour follow-up teleconference at 2 months for those participants who could benefit from support and feedback as they re-enter their day to day world and begin to implement their career plan.

Your guide for Discovery Path is Mary M. Wheeler, RN, MEd, PCC with over 25 years of expertise in career, organization and human resource development and who has published extensively in the area of career development, coaching and mentoring.

www.donnerwheeler.com

Afternoon Workshop

Social Media



Richard Booth
RN, MScN, PhD

Over the last five years, social media within healthcare has transformed from a playful novelty, into a viable tool used for communication, health promotion, and advocacy. Regardless, as a collective, the nursing profession has been slow to adopt and effectively use social communication tools within practice. Until recently, fear and uncertainty related to the use of social media within healthcare has been a significant barrier influencing the wider adoption of this communication modality.

As part of this preconference event, the role, value, and challenges related to social media use within healthcare will be explored. A range of topics will be discussed, including exploring the current and future states of social technology in health(care), the development of policy to guide and maximize its functionality, and considerations related to maintaining an online presence in 2014 and beyond. Along with the purported benefits of social media, a number challenges and considerations will also be outlined, including privacy implications, and the increased blurring of personal and professional life online.

8:00 – 8:45	Networking Breakfast
8:45 – 9:00	Welcome – Kate Zimmerman, Conference Chair and Ken Allan, President Greetings - Minister of Health and Long Term Care (Invited)
9:00 – 10:00	Opening Keynote – Greta Cummings, RN, PhD, FCAHS



10:00 – 10:30	Refreshment Break
---------------	-------------------

CONCURRENT SESSION A

10:30 – 11:15 **A1 Patient Care Redesign: An Evidence Based Approach to Creating Healthy Work Environments and Improving Patient Experiences and Outcomes**
Tiziana Rivera, RN, BScN, MScN, GNC(C), Chief Practice Officer, Mackenzie Health, Richmond Hill, **Jo-anne Marr, RN, BScN, MScN, MBA, CHE**, VP & COO, Mackenzie Health, Richmond Hill, **Meredith Whitehead, RN, BScN, MScN, ENC(C)**, Senior Project Manager, Professional Practice, Mackenzie Health, Richmond Hill, **Claire Mallette, RN, PhD**, Dean, School of Nursing, York University, Toronto

This presentation describes the study results from a new Patient Care Redesign model which was developed and guided by Registered Nurses' Association of Ontario, Healthy Work Environment's best practice guidelines, LEAN methodology, and the literature with respect to the impact of nursing staff mix models and best practices in implementing quality patient and family centered care and patient experience.

A2 The Daily Continuous Improvement Program: Building Problem Solving Capacity in Nurse Leaders
Nadia Neumeyer, RN, BN, MHSc Student, Clinical Manager, **Kate Langrish, RN, BNSc, MN**, Senior Clinical Manager, **Alexandra Schelck, RN, BScN, MN, MHSc**, Clinical Manager, The Hospital for Sick Children, Toronto

DCIP is a multifaceted program that builds capacity in front-line nurses to lead improvement strategies. The presentation focuses on the authors' experiences in implementing this initiative on a medical in-patient unit. DCIP engages teams in structured performance measurement and has led to improvements in staff engagement and the patient experience.

A3 The Use of Text-Messaging in Health Promotion Interventions: A Literature Review
Barbara Chyzy, RN, BN, MN, PhD Student, University of Toronto, Toronto

The use of text messaging via mobile phones is a popular and common mode of communication for the general public yet its use in health promotion interventions is only beginning to be explored. This presentation will discuss the uses of this convenient and cost-effective technology in relation to nursing practice.

A4 Building Public Health Nursing Leadership Capacity using a Core Process Redesign Approach
Ken Allan, RN, BNSc, MPH, CCHN(C), Director of Health Protection & Chief Nursing Officer, **Jamie DiCasmirro, RN, BScN, MScN**, Professional Practice Lead, **Amy Gosselin, RN, BScN, HBK**, Public Health Nurse, Thunder Bay District Health Unit, Thunder Bay

A Core Process Redesign approach was applied at a public health unit to engage the senior management team in the discussion of optimizing a professional practice opportunity. This approach was an effective method to analyze and communicate the benefit of the nursing practice lead position at this organization.

A6 The Intergrated Comprehensive Care Project - A Bundled Approach
Donna Johnson, RN, BScN, Manager, Integrated Comprehensive Care Project, St. Joseph's Healthcare, Hamilton

Individuals with complex and chronic health conditions often face multiple challenges and gaps in their care. The Integrated Comprehensive Care project integrates case management across hospital and community care services to support patient-focused care providing seamless transitions, reduced length of stay in hospital, reduction in readmissions and improved patient experience.

11:15 – 11:30 Refreshment Break

CONCURRENT SESSION B

11:30 – 12:15 **B1 The Mediating Role of Social Identification: Considering the Impact of Preceptor Authentic Leadership and New Graduate Nurse Work Engagement**

Lisa Giallonardo, RN, BScN, MScN, PhD (Student), Doctoral Student, **Carol Wong, RN, PhD**, Assistant Professor, Western University, London

The purpose of this study was to explore the relationship between preceptor authentic leadership and new graduate nurse social identification and work engagement. Results indicate social identification partially mediated the relationship between preceptor authentic leadership and new nurse work engagement. These findings highlight the importance of preceptor authentic leadership.

B2 Enhancing the Patient Experience through Standardized Nurse-to-Nurse Intershift Bedside Transfer of Accountability

Terri Irwin, RN, BScN, MN, Professional Practice Leader, Nursing, **Cecilia Santiago, RN, BScN, MN**, Clinical Nurse Specialist, **Lianne Jeffs, RN, BScN, MSc, PhD**, St. Michael's Hospital Volunteer Association Chair in Nursing Research, **Heather Campbell, RN, BN, MS**, Director of Nursing Practice and Education, **Ella Ferris, RN, MBA**, Executive Vice President, Programs, Chief Nursing Executive and Chief Health Disciplines Executive, St. Michael's Hospital, Toronto

This presentation will describe the process of implementing and sustaining a standardized process for nurse-to-nurse intershift bedside Transfer of Accountability (ToA). Qualitative research results and video testimonials will demonstrate the value that patients and families place on this important care process in promoting their safety and engagement in their care.

B3 Validating the Patient Voice through the Triangulation of Data

Marley Budreau, HBA, MA, Patient Experience Advisor, **Maria Shier, RN, BScN, MN**, Director, Patient Experience, **Christine Wildman, BST**, Peer Support Specialist, Ontario Shores Centre for Mental Health Sciences, Whitby

A mental health centre sought to improve patient experience in an environment where the patient voice has been discounted and seldom used to inform Quality Improvement (QI) initiatives. A process was initiated to triangulate data and employ Experience Based Design to add validity to patient feedback and inform QI initiatives.

B4 Embracing Change: Integrating Patient and Family-Centered Care in the Perioperative Setting

Stephanie Fleming, RN, BScN, CPN(C), Clinical Nurse Educator, Perioperative Services, **Bonnie Knox, RN, BScN**, Clinical Nurse Educator, Perioperative Services, **Amanda Cepler**, Patient & Family Advisor, **Richard Bowry, MD, BS, FRCA, FRCPC**, Chief of Anesthesia, North York General Hospital, Toronto

Use of rapid process improvement cycles (PDSA) and a collaborative interprofessional action group comprising of a patient advisor to change a perioperative setting culture from provider-centered care to Patient and Family-Centered Care.

B5 Dialogue with Dianne Martin

Dianne Martin, RPN, RN, BScN, MA, Executive Director, Registered Practical Nurses Association of Ontario, Mississauga

B6 Listening, Learning and Sharing: Using the Power of Patients' Stories and Reflective Practice to Transform Hospital Culture

Dawn Sidenberg, BScN, Director, Patient and Family Centred Care, Humber River Hospital, Toronto, **Mary Lynne MacMaster, RN, BA, MHSc**, Director Patient Experience and Quality, North York General Hospital, Toronto, **Lorrie Hamilton, RN, BScN, MHSc**, Bioethicist, Corporate Lead for Ethics, Research and Patient Experience, Toronto East General Hospital, Toronto

Listening actively to patient and family stories combined with reflective practice is a way for point-of-care nurses to appreciate and reflect on the patient's experience. Storytelling through journaling increases awareness of personal biases, reinforces empathic competencies and changes elements of practice.

12:15 – 13:30

Lunch (Provided)



13:30-14:15

C1 Interprofessional Healthcare: Optimizing Patient Outcomes

Althea Stewart-Pyne, RN, BScN, MHA, Program Manager, Healthy Work Environment, International Affairs, Registered Nurses' Association of Ontario, Toronto, **Rani Hajela Srivastava, RN, MScN, PhD**, Chief of Nursing & Professional Practice, Centre for Addiction and Mental Health, Toronto, **Monique Lloyd, RN, PhD**, Associate Director of Guideline Development, Research and Evaluation, Toronto, **Stewart Kennedy, MD, CCFP, MHA**, Thunder Bay, **Irmajean Bajnok, RN, MScN, PhD**, Director International Affairs and Best Practice Guidelines Programs, Co-Director Nursing Best Practice Research Centre, Registered Nurses' Association of Ontario, Toronto

As patient complexity increases and healthcare delivery resources become more constrained, developing interprofessional healthcare team models is becoming increasingly important. Through a systematic review of the evidence on healthcare teams, a panel of experts examined attributes of interprofessional collaboration that result in effective care delivery and quality outcomes for the purpose of creating an evidence-based practice guideline.

C2 Healthcare Leaders' Initial Responses to the Introduction of Patient-based Funding and Orthopaedic Quality Based Procedures (QBP) Into Ontario Hospitals

Pamela Baxter, RN, BA, BScN, MSc, PhD, Associate Professor, McMaster University, School of Nursing, Hamilton, **Laura Cleghorn, MA**, Research Coordinator, McMaster University, Hamilton, **Kim Alvarado, RN, PhD**, Director of Surgical Oncology, Orthopedics & Critical Care at Juravinski Hospital, Hamilton Health Sciences, Hamilton, **Greta Cummings, RN, PhD, FCAHS**, Professor, University of Alberta, Edmonton, **Colleen McKey, RN, PhD**, Associate Professor and Director, Leadership and Management Program Faculty of Health Sciences, Master University, Hamilton, **Deborah Kennedy, PT, MSc**, Manager of Rehabilitation and Program Development, The Holland Centre, Toronto

This qualitative exploratory descriptive study sought to understand healthcare leaders' experiences of implementing orthopaedic QBPs into their organizations. Qualitative content analysis was conducted on focus group data and three major themes were identified; 1) response to change, 2) leading the change, and 3) managing the change.

C3 Coaching for Active Healthcare

Maya Nikoloski, RN, BScN, MN, Nurse Educator, Bridgepoint Active Healthcare, Toronto, **Mary McAllister, RN(EC), PhD, NNP(BC)**, Associate Chief, The Hospital for Sick Children, Toronto, **Michelle Nelson, PhD**, Research Scientist, Bridgepoint Active Healthcare, Toronto, **Mary Wheeler, RN, MEd, PCC**, Partner, donnerwheeler, Brampton, **Zahir Hirji, RN, MHSc**, Advanced Practice Nurse, Bridgepoint Active Healthcare, Toronto

Health coaching is emerging as an innovative approach to working with clients living with chronic illness. During this presentation, the authors will describe a pilot coaching project implemented with patients hospitalized in an in-patient rehabilitation setting. Implementation strategies, tools and evaluation findings will be shared.

C4 Palliative and End of Life Care: Improving a Process of Excellence in LTC

Ainsley Gillespie, RN, MScN, Manager Nursing Practice, **Barbara Surge, RN**, Director of Care, Region of Durham, Lakeview Manor, Beaverton

This presentation will describe a comprehensive palliative end of life program for LTC including tools and strategies that have successfully translated into improved resident/family care and outcomes. Proactive preparation for end of life care using standardized performance based end of life determination and collaborative planning has resulted in improved interdisciplinary health team communication and practice.

C5 The Journey through Cancer Care – A Clinical Educator's View from the Other Side of the Stretcher

Heather Ead, RN, BScN, MHS, Clinical Educator, Trillium Health Partners, Toronto

The following presentation provides insights of a clinical educator that were gained during her own travels as a patient with breast cancer. In keeping with 'nursing humour', heartwarming examples are provided of lessons learned. The presentation will encourage the audience to contemplate how they can make some adjustments within their own role to ensure their 'lens' has a clear view of the patient's and families' perspective. Such efforts will support us to lead practices that are truly patient centered.

**"How To"
Session**

C6 Building Nurse Leadership Capacity While Implementing Patient and Family Centred Care (PFCC)

Cathie Badeau, RN, BScN, CNCC, MHSc, CHE, Program Director, Maternal Newborn, Child & Teen, Genetics, **Mary Lynne MacMaster, RN, BAS, MHSc**, Director Patient Experience and Quality, North York General Hospital, Toronto

Recently we undertook the development and implementation of four Patient and Family Centred Care (PFCC) projects. PFCC means, we partner with our patients and families; working WITH them instead of doing things TO or FOR them. Specific change models, project management processes and leadership development tools were utilized to guide and mentor 'Project Leads.'

14:15 – 14:30 Refreshment Break

CONCURRENT SESSION D

14:30 – 15:15 D1 Professional Comportment: Nurse, Patients and Family Survey
Rhonda Crocker Ellacott, RN, HBSn, MA(CNS), EdD, Executive Vice President, Patient Services and Chief Nursing Executive, Thunder Bay Regional Health Sciences Centre, Thunder Bay, **Pat Sevean, RN, EdD**, Nurse Educator, Lakehead University, Thunder Bay, **Sally Dampier, RN, DNP**, Nurse Educator, Confederation College, Thunder Bay, **Leslie Sutherland, RN, Med**, Nurse Educator, Confederation College, Thunder Bay, **Jan Seeley, RN, DNP**, Nurse Educator, Confederation College, Thunder Bay

The aim of the study was to survey nurses, patients and families regarding their perceptions of nursing attire, identification and professional image. Fifty three percent of the patients/family advisory team members reported the nurses did not look professional in comparison to 95% of the nurses who indicated they did.

D2 Seamlessly Caring for Our Patients: How Integrated Care Collaboratives Enhance The Patient Experience
Larissa Clemente, RN, MN, CCN(C), Patient Navigator/Clinical Nurse Specialist, **Ashleigh Clarke, RN, BScN, MN, CON(C)**, Patient Navigator/Clinical Nurse Specialist, **Doreen Saint, RN, BScN, MN**, Patient Navigator/Clinical Nurse Specialist, North York General, North York

Integrated Care Collaboratives (ICC) emerged as a new model of care in Ontario, specifically for Breast Cancer and hip and knee care. ICCs improve care with Patient Navigators - dedicated resources guiding patients through the care continuum. Navigators help eliminate gaps in the system, improving patient satisfaction.

D3 Partnering with Patients and Families on Interprofessional Hospital Unit Action Councils
Dianne Gaffney, BAsc, MSc, RD, Corporate Lead Professional Practice, **Donnalene Tuer-Hodes, RN, MScN, APD**, Stratford General Hospital, Stratford

This presentation will share the results of a study that was conducted in an alliance of community hospitals, the purpose of which was to determine the impact on quality of care achieved through patient and family membership on interdisciplinary Unit Action Councils.

D4 Understanding the Relationship Between Therapeutic Self-Care Ability and Occurrence of Adverse Events for Home Care Clients
Winnie Sun, RN, MN, PhD Candidate, **Diane Doran, RN, PhD**, Professor, **Walter Wodchis, PhD**, Professor, **Elizabeth Peter, PhD**, Professor, University of Toronto, Toronto

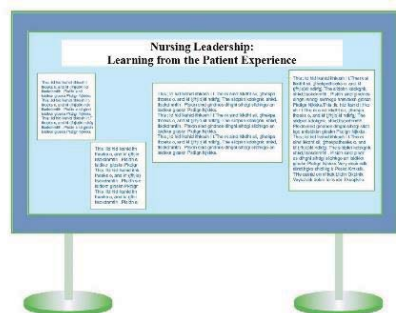
This research is a retrospective cohort study with the purpose of testing the hypotheses about the causal relationship between therapeutic self-care ability, and the frequency and types of adverse events experienced by home care clients using secondary data sources housed at the Institute of Clinical and Evaluative Sciences in Ontario.

D5 How to write an Abstract for Submission
Sue Munro, Vice President, First Stage Enterprises, Toronto

Have you thought about submitting an abstract for a conference, were not sure how to proceed, and did not go ahead? Or, you've had a great research concept or institutional project, submitted an abstract, and were not accepted? If you are a first time writer, where do you begin? If you have been rejected, how can you improve your odds of having your next abstract selected? This session is a great opportunity to pick up on the "Do's" and Don'ts" of a successful abstract submission.

"How To" Session

15:15 – 16:45 Poster Reception



Poster Knowledge Network Exchange.

This dedicated session for poster viewing provides an excellent opportunity to learn about innovations, latest research and new initiatives in nursing leadership. The informal structure also provides another great opportunity to get to know colleagues and organizations.

Refreshments and snacks will be available.

The Poster Session is always a favourite highlight of the Annual NLN.ON Conference.

1. **Emotional Intelligence and the Socialization of New Graduate Nurses during a Preceptorship Program**
Michelle Lalonde, RN, BScN, MN, PhD, Linda McGillis Hall, RN, PhD, Diane Doran, RN, PhD, Stéphane Côté
School of Nursing, University of Ottawa, Ottawa
2. **Daily Performance Improvement Huddles**
Catharene Smith, RN, Susan Lauton, RN
Queensway Carleton Hospital, Ottawa
3. **Building a Vibrant Workforce by Capitalizing on the Strength of Internationally Educated Nurses and English as a Second Language Nurses**
Ruth Lee, RN, BScN, MScN, PhD, Andrea Baunmann, RN, PhD, Jennifer Blythe, PhD, Daniela Beckford, RN, Kirsten Krull, RN, BAAN, MHSc, CHE, Andy Le
Hamilton Health Science, Hamilton
4. **Setting the Clock to Walk**
Sara Leblond, RN, MScN, IIWCC, APN, Caroline Borris, OT reg. (Ont)
Hopital Montfort, Ottawa
5. **Specialized Program for Young Adults With Type 1 Diabetes**
Leah Drazek, RN, BScN, MN, CDE, Cheryl Harris-Taylor, BSW, MSW, RSW, Ana Cavacas, BSc (Hon), MSW, RSW, Carolyn Christo, RD, CDE
Women's College Hospital, Toronto
6. **Introducing an Electronic Healthcare Record in Homecare: Challenges and Strategies for Success**
Kaitlyn Vingoe, RN, BScN, MN, Loren Morrone, BHSc, MHI canddate, Susan Watson, Reg.N, CVAA(C), NCA
VHA Home HealthCare
7. **Multi-component Bereavement Program in the MSICU: Results of a Pilot, Observational Study**
Cecilia Santiago, RN, MN, CNCC(C), Christine Lee, MSW, RSW, Maria Teresa Diston, RN, BScN, CNCC(C), Rose Piacentino, BSW, RSW, Jamie Villeneuve, BA, MTS, Orla Smith, RN, MN, PhD Candidate
St. Michael's Hospital, Toronto
8. **The Journey to Better Stroke Care**
Sandra Ramdeyall, RN, BScN, Teresa Carley, PT, BPhysio, Lisa Chin-Curtis, OT, MScOT, Elizabeth Villar-Guerrero, RN, BScN, MScN/Ed
North York General Hospital, Toronto
9. **Innovative Changes Creates Leaders in Ambulance Offload Times**
Adam Vinet, RN, BScN, Lisa Beck, RN, BScN, MSN
Thunder Bay Regional Health Sciences Centre, Thunder Bay
10. **Exploring the Productive Tensions in "Partners in Care": Opportunities for True Engagement and Collaboration**
Paula Rowland, PhD
University Health Network, Toronto
11. **Outcome-Based Wound Care: Shaping the Healthcare System**
Glenda Owens, RN, BCom, BScN, MScN, Glenda Owens, RN, MScN, Penny Sands, Brenda Toonders, Tammy Hehn, Mike Kerby, Anne Desjardins, Donna Derouchie
Champlain Community Care Access Centre, Ottawa
12. **When Patients are at the Table, the Conversation Changes: Leadership Strategies and Lessons Learned for Building True Partnerships**
Kate Zimmerman, RN, BScN
North York General Hospital, Toronto
13. **Supporting Better Care and Improved Quality of Life for Patients and Families through Innovative, Specialized Nursing Services**
Heidi Kinnon, BA, BScN
Central Community Care Access Centre, Richmond Hill
14. **Renal Patient Website - Sharing the Lived Experience**
Sandra Bartlett, RN, BEd(C), Susan Scott, MSW, RSW, Don Bester, Joanne Clark
London Health Sciences, London
15. **Implementing Transfer of Accountability at the Bedside (TOAB) in General Internal Medicine (GIM)**
Melissa Guiyab, RN, BScN, MN, ENC(C), Carol Banez, RN, BScN, MN, April Mick, RN, BScN, CMSN(C), Grace Ojo, RN, BScN, CMSN(C), Janet Pilgrim, RN, GNC(C), Marta Tamburri, RN, BScN, MN(C), CCN(C), Adassa Wilson, RN, BScN, MA, GNC(C)
Toronto Western Hospital, Toronto
16. **Breaking New Ground in Ontario: Providing Therapeutic Email Communication for Clients/Families**
Christine Zurawski, BScN, Lisa DeJong, Lorra Eacott, Dian Stringer, Cyndi Rowntree, Glenn Robitaille, Sue Plue, Karl Duell
Waypoint Centre for Mental Health Care, Penetanguishene
17. **Long Term Mechanical Ventilation: Transitioning Patients from a Critical Care Unit to an Enhanced Care Unit to Improve Patient Flow**
Tina Chopra, RN, BScN, Darlene Baldaro, BSc, RRT, Danielle Ferreira, RN, BScN, BHSc
North York General Hospital, Toronto
18. **Improving Transparency and The Patient Experience through Quality Boards**
Leslie Gillies, RN, MScN, Sandra Lloyd, Clare O'Connor
Hamilton Health Science, Hamilton
19. **Learning from the Patient Experience through Weekly Interview Rounds**
Kathy Sabo, RN, MHA, Kaitlin Pattrick, MBA, PMP
University Health Network, Toronto
20. **HIP Innovation: Introducing a High Impact Policy Alert**
Pam Hubley, RN, MSc, Jennifer Pepper, BScPT, MHSc, Susan Stinson-Lypka, RN, MN, Kimberly Colapinto, RC(EC), CETN(C), Shannon Gainey, RN
The Hospital for Sick Children, Toronto
21. **Identifying Readiness for Discharge: The Patients' Perspective**
Mary Glavassevich, RN, BA, MN, Rosemary Irish, RN, BScN, CON(C)
Sunnybrook Health Sciences Centre, Toronto
22. **Supporting Nursing Staff with a Career Portfolio**
Rachel Craig, RN, MN, CCN(C), Cecilia Santiago, RN, MN, CNCC(C), Katrina Lehrner-Bennett, RN, MN, Karen Wannamaker, RN, BSc, CNCC(C), Orla Smith, RN, CNCC(C), PhD (Candidate)
St. Michael's Hospital, Toronto
23. **Collaborative Leadership on the Journey across the Patient Continuum**
Trish Maxwell, MBA, CHE, BSc
Saint Elizabeth Health Care, Markham
24. **Implementing Transfer of Accountability at the Bedside (TOAB) in General Internal Medicine (GIM)**
Janet Pilgrim, RN, GNC(C), Carol Banez, RN, BScN, MN, Melissa Guiyab, RN, BScN, MN, ENC(C), April Mick, RN, BScN, CMSN(C), Grace Ojo, RN, BScN, CMSN(C), Marta Tamburri, RN, BScN, MN(C), CCN(C), Adassa Wilson, RN, BScN, MA, GNC(C)
Toronto Western Hospital, Toronto
25. **Improving Perioperative Services using Family Engagement and an Innovative Survey Approach**
Susan Stinson-Lypka, RN, MN, Michael Hartman, MBB, MBA, P.Eng, Alex Mosoiu
The Hospital for Sick Children, Toronto

7:45 - 8:45 Breakfast & NLN.ON Annual General Meeting

8:50 – 9:00 Greetings – Debra Bournes, RN, PhD, Provincial Chief Nursing Office, Province of Ontario

9:00 – 10:15 Opening Keynote – Leslee Thompson, RN, MBA, CHE



10:15 – 10:30 Refreshment Break

CONCURRENT SESSION E

10:30 – 11:15 E1 Integration Across the Continuum
Penny Sands, RN, Senior Director Care Coordination, Champlain Community Care Access Centre, Ottawa

Learn how two patient centered organizations worked together to ensure safe transitions from hospital to home through the development of an integrated, collaborative Community Discharge Team.

E2 Nurse-Family Collaboration in the Care of Acutely Admitted Older Adults in Ontario
Jeffrey Butler, BA, MA, PhD, Postdoctoral Fellow, York University, Toronto, **Mary Fox, RN, BScN, MSc, PhD**, Associate Professor, York University, Toronto, **Malini Persaud, BScN, MN, PhD**, Assistant Professor, York University, Toronto, **Deborah Tregunno, BSc, MHSA, PhD**, Associate Professor, Queens University, Kingston

This study examines nurse-family member collaboration in the care of acutely admitted older Ontarians. The findings have implications for collaborative practice, nurse working conditions and policy at the hospital and provincial level.

E3 Nursing Leadership: Shaping the Healthcare System through Use of EHRs
Peggy White, RN, BA, MN, Lead, **Maureen Charlebois, CHE, MHSc, BScN, RN**, Health Outcomes for Better Information and Care, Toronto

This presentation will provide an overview of the progress on electronic health records implementations and examine the benefits realized through the use of technology in clinical practice. This session will allow for discussion regarding the opportunities and challenges that leaders face with the introduction of EHRs in their organization.

E4 Interprofessional Energy, Patients' Voices and Knowledge Use: Shaping Point of Care Innovation in an Intensive Mental Health Environment

Sandra Li-James, RN, BScN, MEd, Manager, Professional Nursing Practice, Toronto Western Hospital, Toronto, **Aideen Carroll, BScN, BScpsy, MAPsy, CPMHN(C)**, Advance Practice Nurse Educator, University Health Network, Toronto, **Carolyn Chalmers, MCISc**, Health Professions, Project Manager, University Health Network, Toronto, **Miranda Hadzic, RN, MN(c)**, Clinical Educator, Toronto General Hospital, Toronto, **Dmytro Kabarov, MSW, RSW**, Social Work, Toronto General Hospital, Toronto, **Patti McGillicuddy, MSW, RW**, Director, Professional Practice, University Health Network, Toronto, **Debbie Rolfe, MHSc, MSW, RSW**, Interprofessional Care and Education Leader, **Lucy Song, RRT, MHSc**, Toronto General Hospital, Toronto

Integrating patients' voices in the design of an integrated Interprofessional care plan puts patients in the center of our care as valued member of the team. The implementation of the knowledge use model with point of care interprofessional team members within a psychiatric setting is an important features of this innovative work.

E5 Courageous Conversations: A Collaborative Approach to Fostering a Healthy Work Environment

Charissa Cordon, RN, BSc, BScN, MN, CON(C), Innovation Project Manager, **Carolyn Plummer, RN, MHSc**, Senior Manager, Innovation for Collaborative Academic Practice, **Kathryn Nichol, RN, PhD**, Director of Nursing, New Knowledge and Innovation Collaborative Academic Practice, University Health Network, Toronto

This is an innovative, multi-faceted, inter-professional program designed to address workplace conflict by supporting nurses, health professions staff, and leaders, to collaboratively lead for improved work environments. Now in its fourth year, the program has been implemented in various organizations and healthcare sectors, reaching a total of 900 participants.

"How To"
Session

11:15 – 11:30 Refreshment Break

CONCURRENT SESSION F

11:30 – 12:15 **F1 Medicine Redesign: Blending Theory and Method for Ground Breaking Results**
Theresa Morris, RN BScN, Director of Medicine, Windsor Regional Hospital, Windsor

Nursing staff from medicine and emergency departments worked 12 weeks and applied methodologies to redesign the entire medicine program – from the ground up. Scope included phases of the patient journey: pre-admission, admission, care and treatment, and discharge. Staff focused on model of care, patient care processes, and patient flow.

F2 Telemedicine IMPACT Plus – RNs Leading the Way
Claudia Wong, RN, BScN, MPP (candidate), Policy Consultant, **Julia Salzmann, BHS(Hons), MPP (Candidate)**,
Agnes Oriade, RN, BScN, University Health Network, Toronto

The Telemedicine IMPACT Plus (TIP) Program will utilize the expertise of registered nurses to guide complex chronic patients and their primary care physicians using videoconferencing technology to consult interprofessional care teams. The RN role will be essential in steering this new initiative.

F3 A Canadian Model of Innovation in Nursing Work: Better Work – Better Care
Nancy Purdy, RN, PhD, Associate Professor, Daphne Cockwell School of Nursing, Ryerson University, Toronto,
Patrick Neumann, LEL, Eur. Erg., PhD, Department of Mechanical and Industrial Engineering, Ryerson University, Toronto

The objective of the presentation is to share a preliminary model for innovation in nursing work. We will introduce a holistic multidisciplinary approach for improving nursing work environments and quality of care, and engage the audience in validating and shaping this new model for innovation in Canadian healthcare systems.

F4 Connecting the DOTS to Improve the Patient Experience
Elizabeth Kingcott, RN, BScN, Clinical Educator, Medicine and Surgery, **Christa Saunders, RN**, St. Mary's General Hospital, Kitchener

"Connect the DOTS" describes four key themes that every patient needs to learn and underscores a refreshed philosophy for nursing practice in patient education. This session will explore the triumphs and challenges faced by a community acute care hospital as it strives to improve patient learning experiences prior to discharge.

12:15 – 13:45 Awards Luncheon

13:45 – 14:45 Closing Keynote – To Be Confirmed

NLN.ON PLANNING COMMITTEE

CONFERENCE CHAIR:

Kate Zimmerman, RN, BScN
North York General Hospital

Janet Anderson, RN, BScN, MEd
College of Nurses of Ontario

Pam Baxter, RN, PhD
McMaster University

Jill Cousins, RN, MScN
Chatham Kent Health Alliance

Marielle Heuvelmans, RN, HBSn
Hawkesbury & District General Hospital

Sherri Huckstep, RN, BScN, MPA
VON Canada

Elizabeth Nemeth, RN, BScN, MN
Healthtech Inc.

Sara Lankshear, RN, PhD
Niagara Health System

Peggy White, RN, BA, MN
Institute for Clinical Evaluative Sciences

CONFERENCE PLANNERS:

Sue Munro, RN, MHSc, CHE
First Stage Enterprises

Doug Rosser,
First Stage Enterprises





NURSING LEADERSHIP
NETWORK OF ONTARIO

NLN.ON



Hotel Accommodations

For our 2014 Conference, NLN.ON will be again at the outstanding

Westin Prince Hotel **900 York Mills Rd., Toronto**

Easy to reach from the 401 and the Don Valley Parkway, the Westin Prince is set in a beautiful parkland environment. Outstanding bedrooms and excellent dining facilities will combine to make this an event to remember! Plan to stay at the hotel and increase your conference experience. Share with a friend and reduce the costs.

Please call the hotel and make your reservations directly at:
416-444-2511
and indicate you will be at the NLN.ON Conference

Special NLN.ON Conference Rate
Single or Double \$165.00
(Until February 25th, 2014)

An Member Interest group of



Vision

Inspiring, supporting and advocating today for nursing leadership tomorrow.

Mission

NLN.ON is an interest group of RNAO that inspires, promotes, and influences nursing leaders and nursing leadership through innovation, integration and collaboration.

Register on our website.
It's easy and convenient!

www.nln.on.ca

For Additional Information
NLN.ON 2014

c/o First Stage Enterprises
1 Concorde Gate, Suite 109
Toronto, ON M3C 3N6

Tel: 416-426-7229

Fax: 416-426-7280

Toll free: 1-866-433-9695

Email: reg@nln.on.ca



NURSING LEADERSHIP:

Learning from the Patient Experience

MARCH 26 – 28, 2014 ANNUAL CONFERENCE FOR HEALTH CARE LEADERS AND ADMINISTRATORS

Registration & Conference Fees or Register online! www.nln.on.ca

Name _____

E-mail _____

Title/Position _____

Organization _____

Work Address _____

City: _____ Province: _____

Postal Code: _____ Country: _____

Work # () _____

Fax # () _____

Preferred Mailing Work Home

Address Home Address _____

City _____ Province _____

Postal Code _____ Country _____

Home # () _____

NLN.ON Member? Yes No RNAO Member? Yes No
Member # _____

Do you have any Special needs (Dietary / Other)? _____

FORUM FEES - Mar 27th & 28th

	COST	+	HST	=	TOTAL
<input type="checkbox"/> NLN.ON/RNAO MEMBER	\$505.00	+	\$65.65	=	\$570.65
<input type="checkbox"/> RNAO/NON-NLN MEMBER	\$590.00	+	76.70	=	\$666.70
<input type="checkbox"/> NON-RNAO MEMBER	\$625.00	+	\$81.25	=	\$706.25
<input type="checkbox"/> FULL-TIME STUDENT	\$215.00	+	\$27.95	=	\$242.95

Pre Conference Workshops - Mar 26th

<input type="checkbox"/> Discovery Path Workshop (Full Day)	\$100.00	+	\$13.00	=	\$113.00
<input type="checkbox"/> Social Media Workshop (Afternoon)	\$50.00	+	\$6.50	=	\$56.50

TOTAL VALUE

Are you a 1st Time Attendee?

Are you a "New" Leader?

Delegate registration lists (business information only) will be shared at the conference to encourage post-forum networking unless you specifically indicate otherwise.

No, I do not give permission to list my name in the program book

PAYMENT

Payment may be made by personal or institutional cheque or money order. Make payable to: **NLN.ON** or use your credit card.

Mastercard Visa American Express

Name on Card _____

Account _____

Expiry _____ Signature _____

CANCELLATION POLICY

A refund will be issued if requested, in writing, on or before March 7, 2014.
No refunds will be given after March 7, 2014.

FOR INQUIRIES: NLN.ON

c/o First Stage Enterprises – Event Planners
1 Concorde Gate, Suite 109, Box 26
Toronto, ON, M3C 3N6
416-426-7229
Toll free: 1-866-433-9695
Fax: 416-426-7280
Reg1@firststageinc.com