



# 11.25

MOC SECTION 1  
MAINPRO+

## WESTERN EMERGENCY DEPARTMENT OPERATIONS CONFERENCE 2018: *Surfing the Waves of the ED*

APR 19 - 20, 2018 (THU-FRI)  
PRECONFERENCE APR 18 (WED)

FAIRMONT EMPRESS HOTEL  
VICTORIA, BC

Situated on the majestic seashore of beautiful Victoria BC, this year's conference was inspired by surfing imagery. The surfer represents our emergency teams walking fearlessly into the wild ocean of the ED, into overwhelming waves of patients with uncertainty and danger lurking just beneath the surface. Bringing together everyone who is involved in emergency operations from across Western Canada, we will share stories, successes, and challenges commonly faced in our EDs.

### FEATURES

- Cross-provincial speaker panels, invited speakers, and innovative abstracts
- Learning buffets are back! An opportunity for intimate small table discussions
- Awards for the BEST PERFORMING EDs!
- Social time to meet and mingle with other teams across Western Canada

### OBJECTIVES

- Discuss the fundamental issues at the system level to improve Emergency Department clinical workflow
- Identify the successes and lessons learned by people working to improve emergency care
- A conference based on concepts we CAN control!

### WHO SHOULD ATTEND

Administrators, Decision-Makers, and ED Clinicians including Allied Health Providers, Nurses, and Physicians



# PRECONFERENCE OPTIONS (WED)

**5.0**  
MAINPRO+  
**5.0**  
MOC  
SECTION 1

**OPTIMIZING  
COMMUNICATION FOR  
EXCELLENCE**  
APR 18, 2018 (Wed)  
*Approx. 9:00 AM- 3:30 PM*

**Location:** The Fairmont Empress Hotel

**Cost:** \$199 (limited to 36)

**Target audience:** Anyone wanting to improve their communication skills

**Program Overview:** Within the complex and rapidly changing healthcare environment, effective communication is becoming difficult to achieve. Changing demographics, diverse cultures, different languages, more engaged and informed patients, scarce resources, increased team-based care and other factors have combined to create some challenging communication issues.

## Course Benefits:

- Interactivity! Our small-group learning session is highly engaging and provides opportunities to interact with your facilitators and peers.
- Tool belt! Learn how to implement a simple four-stage communication framework that is useful in difficult clinical situations including patient, peer and administration encounters.
- Practice! Enhance your skills and gain confidence in using them through personal case study practice with peers.
- Support! Share your insights, successes and challenges with peers and facilitators.

**30.0**  
MAINPRO+  
**15.0**  
MOC  
SECTION 3

**SEMP: SIMULATION  
ASSISTED EMERGENCY  
PROCEDURES**  
APR 18, 2018 (Wed)  
*Approx. 8:00 AM- 4:30 PM*

**Location:** The Centre for Interprofessional Clinical Simulation Learning (CICSL), Royal Jubilee Hospital

**Cost:** \$950 (limited to 24)

**Target audience:** Physicians practicing emergency care; also open to interprofessional teams of physicians, nurses, paramedics, and respiratory therapists

**Course Format:** Hands-on simulation course using highly-realistic task-trainers and human patient simulators combined with pre-course online modules. 24 participants maximum.

The SEMP course allows physicians providing emergency care to acquire, review and practice their skill in essential life-saving emergency procedures including:

- Needle cricothyrotomy and transtracheal jet ventilation
- Open cricothyrotomy
- Needle thoracostomy
- Guide-wire chest tube placement
- Intraosseous vascular access in adults
- Intraosseous vascular access in children
- Pericardiocentesis
- Central line vascular access, landmark technique
- Ultrasound-guided central line vascular access
- Crisis resource management and strategies to reduce cognitive errors.

## WEDOC VENUE & HOTEL BOOKINGS

The Fairmont Empress

721 Government St

Victoria British Columbia V8W 1W5

Discounted group rates start at **\$199 per night** + tax for a standard Fairmont room. Reservations must be made by March 19, 2018 to qualify for this rate (based on availability). Be sure to book your room as soon as possible, as our rooms will fill up quickly!

## BOOK YOUR RESERVATION NOW!

W: <http://bit.ly/wedoc2018fairmont>

E: [theempres@fairmont.com](mailto:theempres@fairmont.com)

T: 1-866-540-4429



The Fairmont Empress

# THU APR 19

0715	Registration & Continental Breakfast	
	<b>SURVEYING THE WAVES: <i>Getting a view of where we are at and what's happening?</i></b>	
0750	Opening Remarks	Co-Chairs: Mr. Jon Schmid & Dr. Jason Wale
0815	Sharing Current BC Health Strategy	TBC
0845	Cross Provincial Panel— <i>What are each province's biggest issues/priorities this year and how are they responding to it?</i> <i>British Columbia:</i> Ms. Michelle de Moor & Dr. Neil Barclay <i>Alberta:</i> Dr. Brian Holroyd & Dr. Warren Ma <i>Saskatchewan:</i> Dr. James Stempien & Mr. Graham Fast <i>Manitoba:</i> Dr. Alecs Chochinov & Ms. Wendy Ducharme	Facilitated by Dr. Bruce Campana
0945	The Rising Seniors Tide: <i>Frail Elderly in the ER</i>	Ms. Isobel Mackenzie <i>Seniors' Advocate</i>
1045	Coffee Break & Poster Viewing	
1100	<b>15-min SHORT SNAPPERS: <i>Data-Backed Innovations in Practice: Making Flotsam from Jetsam</i></b>	
	ED 2 Home	Ms. Laura Cross, Ms. Sheila Appleton, & Dr. Theresa Van der Goes
	Addressing the Provincial ED Youth Mental Health Crisis With the HEARTSMAP	Dr. Quynh Doan
	Preventing ER Visits with Home Health Monitoring	Dr. Nick Rainier-Pope, Ms. Lisa Saffarek, & Dr. Jason Wale
	Question Panel	
1200	Comparing the Effects of Throughput and Output Factors on ED Crowding	Dr. Malcolm Doupe
1230	Lunch (provided) & Poster Viewing	
	<b>WIPEOUT! <i>Dealing with Unexpected Demands</i></b>	
1330	Managing a Natural Disaster & Evacuation in the ER — <i>the Fort McMurray Experience</i>	Dr. David Matear
1415	Our Opioid Crisis— <i>the responses to it and what works?</i>	Dr. Andrew Kestler & Dr. Jason Wale
1445	Coffee Break/Poster Viewing	
1515	Operational Impacts of EHR's on Patient Flow: <i>The <u>Top Ten</u> Things to Make them Work for You!</i>	Dr. Drew Digney
1545	<b>Learning Buffets</b> A chance to interact with our presenters from today in small groups. <i>Choose 4 (15 min each rotation)</i>	Facilitated Session
1645	Report back, feedback, closing comments	
1700	Conference Day Ends & Evaluation	
1715	Wine & Cheese Reception with Abstract Posters	

# FRI APR 20

0800	Continental Breakfast & Exhibits	
	<b>SURFING TOGETHER</b>	
0820	Opening Remarks	
0830	First Nations Health Authority Update	Dr. Shannon McDonald <i>Deputy Chief Medical Officer, First Nations Health Authority</i>
0915	ER Networking: <i>Can Harnessing a Provincial of Community ER Physicians Through Online Inter-Engagement Improve Care, Resiliency &amp; Research?</i>	Dr. Julian Marsden
0945	The Patients Perspective	TBC
1015	Coffee Break & Poster Viewing	
	<b>HIGH TIDE!</b>	
1045	Surfing into the Wind: Strategies to Improve Flow under Challenging Conditions	Ms. Samantha Mitchell & Dr. John Sokal
1115	<b>15-min SHORT SNAPPERS: <i>Best Flow - Faster Flow</i></b>	
	<i>Saskatchewan: Accountable Care Units - Improving Patient Care &amp; Flow</i>	Mr. Graham Fast
	TBC	TBC
	<i>BC: Compassionate Care of Mental Health</i>	Ms. Carrie Boland & Dr. Kevin McMeel
	Question Panel	
1215	Lunch (provided) & Poster viewing	
1315	ER Lunacy- An Approach to Admissions <i>Looking at metrics for ER bed admission safety and mortality effects</i>	Dr. Neil Barclay, Dr. Drew Digney, & Mr. Jon Schmid
1345	Quick Break	
1400	<b>Top 5 Best Abstracts - Oral Presentations (in no particular order):</b> <ul style="list-style-type: none"><li>• Making Emergency Room Crash Carts Useful</li><li>• A pilot program of physician at triage conducted at a tertiary care hospital improved measures of emergency department throughput and provides a potential solution for emergency department overcrowding</li><li>• Improving emergency department clinical workflow by engaging occupational therapy services</li><li>• Replacing the Clinical Institute Withdrawal Assessment - Alcohol Revised Scale with a Modified Version of the Richmond Agitation-Sedation Scale-Alcohol Withdrawal in an Alcohol Withdrawal Protocol: Evaluation of Impact on Patient Outcomes</li><li>• Implementation of an ECG Chest Pain Protocol to Reduce Door to ECG times</li></ul>	Mr. Carl Malishewski Dr. James D. Powell  Ms. Caryn MacKay Ms. Jane de Lemos  Eric Worrall, RN & Craig Senay, RCT
1430	WEDOC Awards for Best Performing EDs (NACRS data)	Announced by: Dr. Eric Grafstein
1500	Prizes, Feedback, Final words	
1515	Conference Day Ends	

## CONFERENCE CO-CHAIRS

**Jonathan Schmid RN, BScN, MSChQ (Healthcare Quality).**

Director, Patient Flow & Care Transitions

**Jason Wade, CCFP(EM), FCFP.** Emergency Physician, RJH and VGH; Medical Director, Emergency Programs for Island Health; Clinical Assistant Professor, UBC Medical School

## CROSS PROVINCE PLANNING COMMITTEE

**Mark Blandford,** Director, Clinical Operations Victoria General Hospital Island Health, Victoria, British Columbia, Canada

**Alecs Chochinov, MD FRCPC.** Head, Department of Emergency Medicine, University of Manitoba Regional Medical Director, Emergency Program, Winnipeg RHA

**Bruce Cloud PhD, MD, FRCP.** Acting Chief, Department of Emergency Medicine, Saskatoon Health Region; Assistant Professor, Department of Emergency Medicine, University of Saskatchewan; Assistant Chief, Emergency Medicine, Saskatoon Health Region; Trauma Team Leader and Critical Care Physician, Saskatoon Health Region

**Drew Digney, MD,** Executive Medical Director at Island Health , Vancouver Island Health Authority

**Michelle de Moor,** Operations Director, Vancouver Acute Critical Care, Emergency, Trauma Access Services, Patient Flow and Access; Regional Operations Director Emergency Program, Vancouver Coastal Health

**Adrienne Danyliw RD MSc.** Emergency Department Wait Times & Patient Flow Initiative, Project & Policy Consultant

**Wendy Ducharme, RN, BN, MN.** Regional Program Director, Emergency Program, Winnipeg Regional Health Authority, Winnipeg MB

**Graham Fast,** Lead, Emergency Department Waits and Patient Flow Initiative Health Quality Council Saskatchewan

**Janet Ferguson, MD, FRCPC.** Emergency Physician, Saskatoon Health Region

**Eric Grafstein, MD, FRCPC.** Regional Head of Emergency Medicine, Co-Chair Regional Emergency Services Program, Vancouver Coastal Health-Providence Health Care, Vancouver BC

**Christine Hall, MD, FRCPC.** Clinical Assistant Professor, Department of Emergency Medicine, Faculty of Medicine, UBC

**Grant Innes, MD, FRCPC.** Professor and Health Services Researcher University of Calgary

**Damian Lange,** Director, Clinical Operations, Nanaimo Regional General Hospital

**Warren Ma, MD, MBA, FRCPC.** Deputy Zone Clinical Department Head, Emergency Medicine, Edmonton Zone, Alberta Health Services

**Terry Ross, MD, CCFP(EM), FCFP.** Department Head of Emergency Medicine, Regina Qu'Appelle Health Region; Medical Director, STARS - Regina Base

**James Stempien MD, CCFP EM, FCFP, CCPE.** Associate Clinical Professor, University of Saskatchewan; Head, Emergency Medicine, Saskatoon Health Region, Saskatoon SK

## FOR MORE INFORMATION VISIT

[www.ubccpd.ca](http://www.ubccpd.ca)

- Accreditation Statement
- Refunds & Cancellations

Apr 19-20, 2018 The Fairmont Empress Hotel, Victoria BC

## CONTACT DETAILS

Dr.
  Mr.
  Ms.
  Urban
  Rural

Last Name  Given Name(s)

Address

City  Prov./State  Postal Code

Telephone  Fax

Email (required)

## CONFERENCE FEES

Includes course materials, breakfasts, a reception, refreshments, and lunch.

<i>These are <b>online rates only</b>—faxed, called and mailed registrations—add \$10 to all fees.</i>	<b>EARLY BIRD</b> By Mar 19	After Mar 19 & On-site
Physicians	\$475 online	\$525 online
Hospital Administrators/Allied Health/ Government	\$375 online	\$399 online
Residents/Students/Patient Reps	\$100 online	\$150 online

Residents must provide proof of resident status.

## PRE-CONFERENCE ADD ON COURSES APR 18 (Wed)

Includes course materials, breakfasts, and refreshments

<b>Optimizing Communications for Excellence</b> 5.0 MAINPRO+ /5.0 MOC SECTION 1 Location: The Fairmont Empress Hotel Cancellation by Mar 19—\$25 fee, no refunds after Mar 19	\$199
<b>SEMP: Simulation Assisted Emergency Procedures</b> 30.0 MAINPRO+ / 15.0 MOC SECTION 3 Location: The Centre for Interprofessional Clinical Simulation Learning (CICSL) @ Royal Jubilee Hospital Cancellation by Mar 19—\$50 fee, no refunds after Mar 19	\$950

## DIETARY REQUIREMENTS / ALLERGIES:

Severity:  HIGH or  LOW, foods can be in the same room, but well labeled

## PAYMENT

\$  VISA  MC

TOTAL AMOUNT ENCLOSED

Credit Card Number  Expiry Date

Name of Cardholder  Signature

No transfers. No refunds unless you cancel by Mar 19, 2018. Cancellation fee is \$100

(NOTE: fee is only \$25 for resident, students and patient reps).



Easy ways to  
**Register**



ubccpd.ca



604.875.5101



604.875.5078



cpd.info@ubc.ca



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 VGH JPPN 3300  
 910 W 10<sup>th</sup> Ave  
 Vancouver BC V5Z 1M9

Personal Information is collected on this registration form pursuant to section 26 of the Freedom of Information and Protection of Privacy Act, RSBC 1996 c. 165. Information is used for the purposes of facilitating the conference and collecting aggregate statistics.

All participants registered for UBC CPD courses are included on the contact list for future programs. If you DO NOT wish to have UBC CPD contact you, please indicate below.

UBC CPD publishes a participant list for the course that includes the participant's name and city. Please check the box below if you DO NOT wish to have your information included on the participant list:

- I DO NOT wish to be on the UBC CPD contact list
- I DO NOT CONSENT to being on the participant list



**WESTERN EMERGENCY DEPARTMENT OPERATIONS CONFERENCE IS BROUGHT TO YOU BY:**

