



10th Annual Stroke Symposium

Getting the Message: *Improving Communication in Stroke Care*

Friday January 27, 2012

Hyatt Regency Toronto

370 King Street, Toronto, ON

 Register now at: [www.torontorehab.com/
events/strokesymposium/registration](http://www.torontorehab.com/events/strokesymposium/registration)

Partner:



Effective communication is an integral part of exceptional stroke care. It is vital that we examine our communication patterns with our day-to-day interactions with persons with stroke and their caregivers, with the public at large, within our teams, and across transition points of care, with our students and in our dissemination of research. This very

special event will include a plenary session, a panel discussion, poster and rapid podium presentations, concurrent workshops and exhibits.

Event highlights will include:

- ◆ Emergency physician and award-winner medical journalist, Dr. Brian Goldman who will discuss how to communicate when communication is difficult
- ◆ Workshops that will explore ways to improve the care clinicians provide to stroke patients through more effective communication
- ◆ Posters and presentations revealing the latest research and practical applications in communication in stroke care *and much more!*

This is a must-attend event for health care professionals of all types working with stroke patients in acute care, rehabilitation and community settings. *Don't miss out — register today!*

Program Agenda

7:30 – 8:30 a.m. Registration and Continental Breakfast

8:30 – 8:45 a.m. Welcoming Remarks

8:45 – 10:00 a.m. Can We Talk? A Media Doctor's Take on Communicating with Stroke Patients

Brian Goldman, MD
Staff Emergency Physician, Mount Sinai Hospital, Host, **White Coat, Black Art** on CBC Radio One

Good communication is at the heart of every good relationship between health care providers, patients and their families. Patients with stroke are no exception. Despite this, many health professionals say they lack skill at communicating with patients. As house doctor at CBC Radio One and host of *White Coat, Black Art*,

Brian has made a career of communicating effectively with the public about the behaviour of health professionals and how the health care system works. Using clips from his award winning radio series *White Coat, Black Art*, Brian will share lessons learned and his tips for improving communication with stroke rehab patients and their families.

10:00 – 10:30 a.m. Nutrition Break and Poster and Exhibit Viewing

10:30 – 11:30 a.m. →Workshops – Session 1 (4 concurrent workshops)
These concurrent workshops will be repeated at 1:40 p.m. until 2:40 p.m.

→Workshop 1: Five Essential Strategies in Motivating Patients to Change

Marilyn Herie, PhD, RSW
Director, TEACH Project, Advanced Practice Clinician, Concurrent Disorders, Centre for Addiction and Mental Health; Adjunct Professor, Factor-Inwentash Faculty of Social Work, University of Toronto

Fatim Ajwani, BSc, RD
Registered Dietitian, Cardiac and Neuro Rehab Programs, ARAMARK at Toronto Rehabilitation Institute, University Health Network

How can we enhance peoples' motivation for change? Motivational Interviewing is an evidence-based approach across a range of health behaviours and conditions. In this dynamic and thought-provoking session, Dr. Herie will share her "Top 5" motivational strategies with an emphasis on practical tips and tools. The presentation will conclude with a case study specific to a stroke patient.

→Workshop 2: How to Expand Your Listening Capabilities and Become a More Effective Communicator

Paul Byrne
Senior Partner and Trainer, Mackay Byrne Group

Listening is a learned skill that typically has been ignored as such; consequently, it is our worst communication skill. Learn to take in greater amounts of information, hear what is not being said, and build relationships in this powerful session. A substantial body of research supports the view that communication is an essential clinical skill and that the patient-health professional interview is one of the most powerful tools available to health care professionals.

→Workshop 3: Translation Please! Applying Current Concepts in Knowledge Translation to Accelerate Research Findings into Clinical Practice

Lou Biasin, BScPT
Physiotherapist, Neuro Rehab Program Stroke Service, Balance, Mobility & Falls Clinic, Toronto Rehabilitation Institute, University Health

Network; Lecturer, Department of Physical Therapy, University of Toronto

Liz Inness, BScPT, MSc
Leader, Balance, Mobility & Falls Clinic, Toronto Rehabilitation Institute, University Health Network; Lecturer, Department of Physical Therapy, University of Toronto; PhD candidate, Graduate Department of Rehabilitation Sciences, University of Toronto

Nancy Salbach, PhD, PT
Assistant Professor, Department of Physical Therapy and Associate Member, Graduate Department of Rehabilitation Science, University of Toronto; Adjunct Scientist, Toronto Rehabilitation Institute, University Health Network & St. John's Rehab Hospital

This workshop will review current knowledge translation concepts, frameworks and strategies that can facilitate the uptake of research into clinical practice in stroke management. Participants will learn how these concepts have been applied in the development of the Toronto Rehab Balance, Mobility & Falls Clinic. This is a novel model of care that integrates researchers and clinicians on the Stroke Rehab service as a patient care team, to facilitate meaningful knowledge exchange and accelerate research into practice. Participants will have the opportunity to discuss strategies that promote evidence-informed practice that may be applicable to multiple settings.

→Workshop 4: Teaching and Mentoring Students for Effective Communication in Stroke Care

Donna Barker, BSc(OT), MSc, OT Reg(Ont)
Fieldwork Coordinator, Lecturer, Department of Occupational Science and Occupational Therapy, Faculty of Medicine, University of Toronto

Laurie Bernick, RN(EC), MScN GNC(C)
Nurse Practitioner, Trillium Health Centre

Lynn Ellwood, BSc(CD), MHSc, SLP(C)
Senior Lecturer, Coordinator of Clinical Education, University of Toronto, Faculty of

Medicine, Department of Speech-Language Pathology

Brenda Mori, BScPT, MSc
Director of Clinical Education & Community Affairs, Department of Physical Therapy, Faculty of Medicine, University of Toronto; Associate Director, Education Scholars Program, Centre for Faculty Development, Faculty of Medicine at St. Michael's Hospital

Rachel Stack, BSc, MCISc(OT)
Fieldwork Coordinator and Lecturer, Faculty of Medicine, Department of Occupational Science and Occupational Therapy, University of Toronto,

This interactive session will review stages of student skill development and how preceptors and other team members can promote and enhance students' acquisition of effective communication skills in stroke care, including interdisciplinary communication. Specific techniques and tools to teach and practice both general communication skills and communication specific to clients who have experienced a stroke will be discussed. The use of modeling, reflection, and feedback in the teaching and learning process will be addressed.

11:30 – 11:40 a.m. Transition Time

11:40 a.m. – 12:40 p.m. Panel Discussion
The Importance of Communication in Stroke Care across the Continuum: Learning from Negative and Positive Communication Experiences

Moderator:
Joanna Mackie
Consultant, The Potential Group

Panel Members:
Donna Brown (Person living with stroke)
Phil Brown (Caregiver)

Howard Shaughnessy (Person living with stroke)

Allison Forshaw (Person living with stroke)

Through this panel discussion, we will achieve the following objectives:

◆ Better understand what current communication practices and systems work best for people living with stroke and their caregivers

◆ Explore the desired future for communication practices and systems and the impact they would have on people living with stroke and their caregivers

◆ Learn "better practices" from the stories and conversations and explore where hints of this ideal are already happening

◆ To build pride, momentum and a sense of engagement to take communication practices and systems to the next level in stroke care

12:40 – 1:40 p.m. Networking Lunch and Poster and Exhibit Viewing

1:40– 2:40 p.m. →Workshops – Session 2 (4 concurrent workshops)
See description for the concurrent workshops at 10:30 a.m.

2:40 – 3:00 p.m. Nutrition Break and Exhibit Viewing

3:00 – 4:15 p.m. Rapid Podium Presentations

Five 12 minute presentations on current research that have relevance to the overall theme of this conference will be presented. These presentations were chosen from the call for abstracts.

Participatory Action Research: Enhancing Communication with Stroke Survivors

Lynn Curley, Registered Recreational Therapist (RITRO), Community Stroke Rehabilitation Team, Grey Bruce Health Services

Creating Systems Change in Stroke Rehabilitation: A Framework for Combining Best Practices, Performance Measures and Implementation Tools to Maximize Quality

continued over

Patrice Lindsay, RN, PhD. Director of Performance and Standards, Canadian Stroke Network

Communication Access: Research-Based Guidelines for Presenting Accessible Information to Adults Living with Aphasia and Related Communication Disabilities

Helen Livshits, MHSc

Speech-Language Pathology, Reg. CASLPO

Ruth Patterson, MSc

Speech-Language Pathology, Reg. CASLPO

The Successful Implementation of a Rehabilitation Notebook for Stroke Patients and Their Families at a Large Inpatient Acute Rehabilitation Hospital

Stephen Van Lew, MS, OTR/L

Director of Occupational Therapy, NYU Medical Centre

Rachel Feld-Glazman, MS, OTR/L

Neuro-Rehabilitation Clinical Specialist, Occupational Therapy Department, NYU Medical Center.

Family Informal Stroke Caregiver Self Management (FICSS) Program Preliminary Qualitative Findings

Gail Mores, Director of National and

Provincial Programs, March of Dimes Canada, B.Sc. Recreation, Diploma Education, Certificate Human Resources

4:15 – 4:25 p.m. Closing Remarks

Registration Information

 Register now at: www.torontorehab.com/events/strokesymposium/registration

Register by Friday December 16, 2011 to take advantage of our Early Bird special.

You can also receive a discount on registration if three or more people from the same organisation register.

Registration includes a continental breakfast, refreshment breaks, lunch and a certificate of attendance.

Conference Rates

\$245 Early Bird Rate before December 16, 2011

\$275 Individual Rate

\$255 Group Rate* (cost is per person)

\$165 Student Rate**

*Groups of three or more from the same organisation

**Students must present a photocopy of a valid student ID

Registration closes at 5 p.m. on Tuesday January 24, 2012.

Payment by VISA or MasterCard must accompany the completed online registration form. **Payment must be received on or before Friday, January 6, 2012.**

Registration deadlines and fees are subject to change.

Cancellation Policy

A full refund, minus a \$75 administration fee, will be issued for cancellations received via facsimile or e-mail on or **before Friday, January 6, 2012**. No refunds will be issued after this date. Refunds will not be granted to registrants who do not attend the conference.

If you would like more information about registration guidelines and prices, please contact Toronto Rehab's Conference Services at 416-597-3422, ext. 3693.

Conference Venue

Hyatt Regency Toronto
370 King Street
Toronto, ON M5V 1J9

Hotel Reservations

Please call direct to the hotel at 1-416-343-1234 and ask for the Reservations Department. You can also call the Toll Free number at 1-888-421-1442. Please mention the "Toronto Rehabilitation Institute" in order to receive our special hotel rate of **\$169.00/night** plus taxes. Please ensure that you book on or by **January 5, 2012** as the rates are subject to availability if reservations are made after this date.

About Us

One of North America's leading academic rehabilitation sciences centres, Toronto Rehab is revolutionizing rehabilitation by bringing together innovative patient care, groundbreaking research and interprofessional education to build healthier communities and advance the role of rehabilitation within an integrated health system. Toronto Rehab, along with Toronto Western, Toronto General and Princess Margaret Hospitals, is a member

of the University Health Network and affiliated with the University of Toronto.

If you would like to support Toronto Rehab's work, please contact the Toronto Rehab Foundation at 416-597-3040 or foundation@torontorehab.on.ca.

About our Partner



The Toronto West Stroke Network is one of 11 regional networks supporting the Ontario Stroke System. The goal of the provincial system is to promote equitable access to best practice stroke care to prevent stroke and improve outcomes for persons and families experiencing stroke. The Network enables collaboration amongst health care providers and organizations representing the care and recovery continuum to promote re-organization of stroke care, public awareness, and professional development and knowledge translation in order to achieve systems change.

For more information about this conference
or other Toronto Rehab events, please contact Conference Services at:
Phone: 416-597-3422, ext. 3693 E-mail: conferences@torontorehab.on.ca
Web: www.torontorehab.com/events



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Toronto Rehab is a teaching and research hospital
fully affiliated with the University of Toronto.