



*Rehabilitation saves life.*



**2011 Complex Continuing Care Conference**

***Clinical Scholarship: Promoting  
Evidence-Informed Interprofessional  
Practice in Complex Continuing Care***

**Friday, April 8, 2011**

**Sutton Place Hotel, 955 Bay Street, Toronto**

**Register online at:**

**[www.torontorehab.com/Events/  
CCC/Registration](http://www.torontorehab.com/Events/CCC/Registration)**

**Complex continuing care is a specialized program of care providing programs for patients with medically complex (multiple) and continuing (chronic) care needs and whose condition requires a hospital stay, regular onsite interprofessional care and assessment, and active care management by specialized staff.**

Join us on April 8, 2011 to participate in this one-day conference which will bring together clinicians, physicians, managers and administrators to acknowledge and promote interprofessional clinical scholarship, disseminate innovations in practice and improvements in patient outcomes and discuss the challenges and future directions of Complex Continuing Care (CCC) in Ontario.



This forum will be a first ever opportunity for individuals working in Complex Continuing Care to formally collaborate with one another as well as with our partners in acute care.

This is a **must-attend event** for all occupational therapists, physiotherapists, nurses, speech language pathologists, social workers, dietitians, pharmacists, therapeutic recreationists, students as well as other clinicians and administrators who practice in a complex care environment. **Don't miss out!**

## Program Agenda

**07:30 – 08:30 a.m. Registration and Continental Breakfast**

**08:30 – 08:45 a.m. Welcoming Remarks**

**Susan M. Jewell, RN, BA, MHSc**  
Vice President, Patient Care and Chief Nurse Executive, Toronto Rehabilitation Institute

**08:45 – 09:15 a.m. Post Acute and the Role of Complex Continuing Care**

**Mark Rochon**  
President and Chief Executive Officer, Toronto Rehabilitation Institute

This presentation will focus on how complex continuing care fits into the health care continuum and the unique issues it faces.

**09:15 – 10:15 a.m. Quality Care: What Matters Most — A Patient's Perspective**

**Wayson Choy, CM, DLitt, BA**  
Professor emeritus, Humber College; Faculty, Humber School for Writers; Companion, Frontier College; Award-winning, best-selling author of two novels ("The Jade Peony" and "All That Matters") and two memoirs ("Paper Shadows" and "Not Yet")

Wayson Choy's talk will focus on his 2009 book *Not Yet: A Memoir of Living and Almost Dying*. This talk is an intimate look at how he survived not one, but two brushes with death in 2001 and 2004. At the public launch of *Not Yet*, he thanked the crowd of friends, including the nurses, doctors and volunteers, at St. Michael's Hospital

and at Bridgepoint Rehabilitation Centre for their care and support. He called it "a glimpse of heaven" to see those familiar faces surrounding him.

Of his keynote address, Wayson Choy says, "I want to speak bluntly of 'the invisible qualities' that connect the caregiver to the patient and to reveal how the power of things unseen contributed so profoundly to my recovery. I am not religious, but moved by some profound and essential mysteries that became part of my recovery. I have a patient's experience of what the caregiver's goodwill and good sense can mean when one feels at the very end of things."

**10:15 – 10:45 a.m. Nutrition Break, Exhibit and Poster Viewing**

**10:45 – 11:30 a.m. Workshops – All four workshops were chosen from the call for abstracts and will run concurrently.**

➤ **Workshop 1 – Peer Support Program for a Complex Continuing Care Population**

**Jo-Anne Howe, BSc PT, Dip P&OT**  
Clinical Educator Physiotherapy, Toronto Rehabilitation Institute

**Mandy McGlynn, BA, BScPT, MSc**  
Advanced Practice Leader, Toronto Rehabilitation Institute

Self-management and health promotion are increasingly recognized as important tools for improving outcomes in patients with chronic conditions. Most of these programs have been developed for people living

in the community, but very few have been implemented for patients in institutional settings. These preliminary results indicate that patients living in an institutional setting can benefit from facilitated peer support sessions and informs the need for more self-management opportunities in complex patient populations.

➤ **Workshop 2 – Interprofessional Education and Quality Improvement: Synergy in Complex Continuing Care**

**Mandy Lowe, MSc, BSc(OT)**  
Acting Director of Education, Toronto Rehabilitation Institute

**Julia Kim, MN, RN(EC)**  
Nurse Practitioner, Etobicoke Medical Centre Family Health Team

Complex continuing care by its very nature is complex, affording many rich interprofessional learning opportunities that build on the natural synergies between team members addressing shared quality improvement aims. However, few initiatives have described the specific approaches that enable both interprofessional learning and quality improvement. A new, free toolkit based on the work of this project will also be shared in this presentation. This will be of interest to anyone hoping to build interprofessional collaboration through quality improvement in complex continuing care.

➤ **Workshop 3 – Launch of the iPobs: Interprofessional Orientation Buddies**

**Stephen Hall, MSc, BScPT, BSc**  
Allied Health Education Specialist, Bridgepoint Health

**Wendy Cameron, MSW, RSW**  
Professional Practice Leader Social Work and Discharge Planning, Bridgepoint Health

The results of the iPob pilot program suggest that interprofessional orientation strengthens attitudes in interprofessional education (IPE) and assists in team building. It is expected that this project will improve the patient experience through the integration of new team members into unit culture to enable them to practice high quality patient care.

➤ **Workshop 4 – The "My Goal" Program: An Interprofessional Project to Provide Meaningful Goals for Clients in the Complex Continuing Care Program**

**Stephanie Willison, MSW, RSW**  
Social Worker, Holland Bloorview Kids Rehabilitation Hospital

**Sean Peacocke, SLP(C), MSc, CASLPO**  
Speech Language Pathologist, Holland Bloorview Kids Rehabilitation Hospital; University of Toronto

The "My Goal" program continues to have strong support on the Complex Continuing Care unit. The interprofessional team continues to meet regularly and the "My Goal" have now been incorporated into other venues of communication such as Family Team meetings. As a result of this program, the importance of celebrating small successes has become part of the culture in complex continuing care.

**11:30 – 11:35 p.m. Return to the main room**

**11:35 – 12:15 p.m. Demystifying the Conundrum of Clinical Complexity**

**Ken Uffen, MD, CCFP, FCFP**  
Medical Director of the Complex Continuing Care Program and Attending Physician, Toronto Rehabilitation Institute; Assistant Professor, Department of Family Medicine, University of Toronto

The hallmark of complex continuing care in the last decade has been the increase in complexity and acuity. This does not have to be frightening. Learn how listening to patients' own stories, interprofessional team building and patient centered goal setting can, sometimes, simplify clinical decision making.

**12:15 – 01:15 p.m. Networking Lunch and Exhibit & Poster Viewing**

**01:15 – 02:15 p.m. How to Make the Whole More than the Sum of the Parts: Working in Interprofessional Teams**

**Gail Donner, RN PhD**  
Partner, Connerwheeler; Professor and Dean Emerita

**Lawrence S. Bloomberg, Faculty of Nursing, University of Toronto**

This presentation and discussion will focus on strategies for making the interprofessional team work to enhance each member's performance and satisfaction to better meet patient and family needs.

**2:15 – 2:30 p.m. Nutrition Break and Exhibit Viewing**

**2:30 – 3:15 p.m. Workshops – All four workshops were chosen from the call for abstracts and will run concurrently.**

➤ **Workshop 1 – Getting Back to Basics in Restorative Care: Implementing Pain Management Best Practices Using a Quality Improvement Framework**

**Allison D'Hondt, RN, BScN, MSc**  
Clinical Nurse Specialist, Hamilton Health Sciences (St. Peter's)

**Joanna Peschke, RPN, BA**  
Registered Nurse, Hamilton Health Sciences (St. Peter's)

This project contributes to scholarship in complex continuing care by supporting staff to apply best practices related to pain management. It engages point of care staff in the quality improvement project which facilitates sustainability of the results.

➤ **Workshop 2 – Medication Safety Vests: An Innovative Strategy to Reduce Medication Errors**

**Karimah Alidina, RN, BScN, MScN**  
Professional Practice Educator, Joseph Brant Memorial Hospital

**Julie Dawson, RN, HPNC**  
Manager (Rehab and CCC), Joseph Brant Memorial Hospital

Study results infer that an innovative strategy such as introducing medication safety vests can significantly reduce nurse distraction during medication preparation and administration, ultimately reducing medication errors.

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Nurses' satisfaction and morale may improve as a result of increased efficiency of medication delivery and fewer errors. Complex continuing care can utilize the findings of this research to prevent distractions and improve patient safety by decreasing medication errors.

» **Workshop 3 – Interprofessional Walk-Around (Bedside Rounds in Low Tolerance Long Duration Rehab (LTLTD): Putting the Patient at the Centre of the Team**

**Mandy McGlynn, BA, BScPT, MSc**  
Advanced Practice Leader, Toronto Rehabilitation Institute

**Jean Liu, MScPT, BHSc**  
Physiotherapist, Toronto Rehabilitation Institute

By evaluating the impact walk-around rounds have on patient care and their satisfaction, insight is gained regarding the best ways to collaborate to better deliver patient-centered care.

» **Workshop 4 – There Is No Place Like Home: Activation Care for the Elderly (ACE) — An Interprofessional Quest Partnering with Patients to Avoid Institutionalization in Complex Continuing Care**

**Denise Dobman, RN, BScN, MScN, GNC(C)**  
Professional Practice-Nursing, Rehabilitation Complex Continuing Care and Chronic Disease Management, Chatham-Kent Health Alliance

**Mary Charron, RPN**  
Complex Continuing Care Nurse, Chatham-Kent Health Alliance

The ACE team trial challenged beliefs of what is possible by incorporating a relationship-based care model, rehabilitation principles and by engaging the patient to navigate the journey.

**3:15– 3:20 p.m. Return to the main room**

**3:20 – 4:15 p.m. Popularizing Research and Care in Complex Chronic Disease: Leadership on the Global Healthcare Tsunami that Has Reached Our Shores**

**Renee F. Lyons, PhD**  
Bridgepoint Chair in Complex Chronic Disease Research, TD Financial Group; Scientific Director, Bridgepoint Collaboratory for Research and Innovation; Professor (status), Dalla Lana School of Public Health, University of Toronto  
*Bridgepoint Health*

Complex care and complex chronic disease's time has come. How are we going to effectively prevent and manage complexity in chronic disease? How can we share learning and develop clinical and outcome research that fits patients' needs? This talk will introduce the research and teams that the Bridgepoint Collaboratory for Research and Innovation is developing in complex chronic disease. It will present the Bridgepoint Study and other initiatives that are being mounted to understand complex chronic disease, elaborate a model of care, and address care needs and dilemmas. *Let's put CCC and CCD on the map.*

**4:15 – 4:30 Closing Remarks and Poster and Podium Awards Presentation**



**Register now at:**  
**[www.torontorehab.com/Events/CCC/Registration](http://www.torontorehab.com/Events/CCC/Registration)**

Register by February 28, 2011 to take advantage of our Early Bird Special.

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

**Conference Rates**

**\$275 Individual Rate**

**\$245 Early Bird Rate**  
*before February 28, 2011*

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

**\$165 Student Rate\*\***

*\*Groups of three or more from the same organization*

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

**Registration closes at 5 p.m. on April 5, 2011.**

Payment by VISA, MasterCard or cheque must accompany the completed online registration form. All cheques must be made payable to the order of Toronto Rehabilitation Institute. Cheque payment must be received on or before March 18, 2011.

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 e-mail on or before March 18, 2011. 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.

**About Us**

As a leading rehabilitation sciences centre, Toronto Rehab is revolutionizing rehabilitation to help people overcome the challenges of disabling injury, illness or age-related health conditions so they can live active, healthy, more independent lives. Fully affiliated with the University of Toronto as a teaching and research hospital, Toronto Rehab integrates innovative patient care, groundbreaking research and diverse education to build healthier communities. Find out how at [www.torontorehab.com](http://www.torontorehab.com).

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](mailto:foundation@torontorehab.on.ca).

For more information about the  
2011 Complex Continuing Care Conference  
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Phone: [416-597-3422](tel:416-597-3422), ext. 3693

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