



20th Annual Ottawa Hospital Patient Safety Conference!

Cultivating a Culture of Safety.



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Welcome to the 20th Annual Ottawa Patient Safety Conference!

Welcome to the 20th Annual Ottawa Patient Safety Conference! We are delighted to have you join us for this year's conference focused on "Cultivating a Culture of Safety." This year's event promises to be a gathering of some of the brightest minds in healthcare, coming together to explore cutting-edge strategies and technologies to ensure patient safety remains at the forefront of healthcare delivery.

Key topics for the day will include:

AI in Healthcare:

Distinguished keynote speakers will explore the role of artificial intelligence, its ethical implications in healthcare and its potential to support patient safety.

Quality Improvement:

Leaders in quality improvement will share their successful physician-led project work and explore potential infrastructure and support mechanisms that may be applicable to their own settings

Psychological Safety:

An esteemed speaker will delve into the human side of patient safety, and will examine how measuring psychological safety, cognitive diversity and motivation can reveal hidden risks and opportunities within teams.

System Transformation:

Experts will examine how cultivating a proactive, co-designed culture of safety is essential for operationalizing new workflows using digital enablers and delivering truly patient-centered care.

Conference Takeaways

By attending this conference, you can expect to gain valuable insights into the latest innovations and best practices in patient safety.

- Learn how artificial intelligence (AI) and digital transformation are reshaping the landscape of healthcare.
- Network with industry experts and peers, fostering collaboration and partnerships.
- Acquire practical tools and strategies to enhance patient safety in your own practice or institution.
- Be inspired to pioneer the future of healthcare with a renewed focus on patient safety and quality care.

Accreditation Details

- This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada and approved by the University of Ottawa's Office of Continuing Professional Development. You may claim a maximum of 5.5 hours (credits are automatically calculated).
- This one-credit-per-hour Group Learning program meets the certification criteria of the College of Family Physicians of Canada and has been certified by the University of Ottawa's Office of Continuing Professional Development for up to 5.5 Mainpro+ credits.

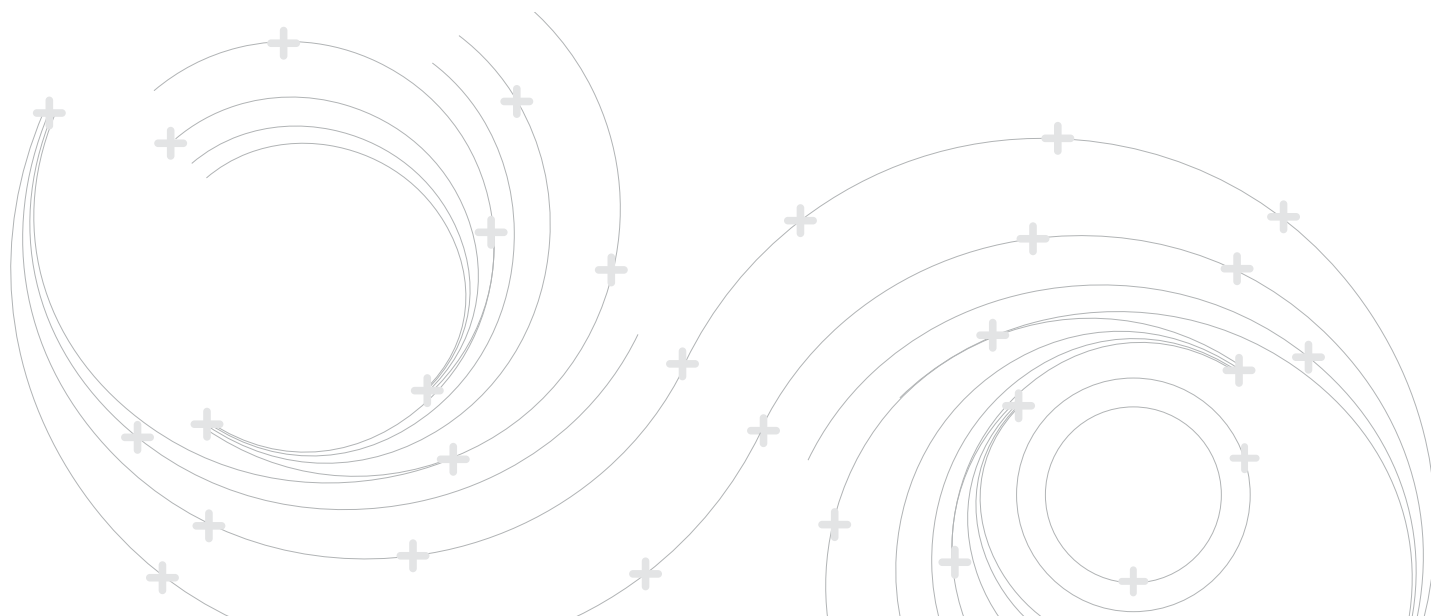
We look forward to a day full of engaging discussions, insightful presentations, and networking opportunities that will undoubtedly leave you inspired and equipped to drive positive change in patient safety within your own healthcare setting.

Thank you for your participation, and we wish you a rewarding and enriching experience at the 20th Annual Ottawa Hospital Patient Safety Conference!

Agenda

7:30 AM	Registration
8:15 AM	Welcome Remarks Cameron Love, President and CEO, The Ottawa Hospital
8:30 AM	Patient Story Megan Graham
8:45 AM	Opening Keynote Richard Booth
9:30 AM	Poster Sessions Exhibitor Booths Refreshments
10:15 AM	Oral Abstract Presentations • Performance of the adapted Modified Early Obstetrics Warning System (MEOWS) at a single centre: a quality improvement study, presented by Dr. Megan Gomes • Environmental Stewardship: Reducing Pharmaceutical Waste from Medication Returns to Pharmacy at The Ottawa Hospital, presented by Randilynne Urslak • Standardization and IMProvement of Postpartum pain control and patient Experience (SIMPLE), presented by Charles Mann • Illuminating True Surgical Demand through Wait List Data Quality at TOH: A Systems Approach, presented by Erik Mitchell
11:00 AM	TOHAMO Presentation Dr. Edmund Kwok and Connie Colasante
11:45 AM	Networking Lunch Break

12:45 PM	Afternoon Breakout Sessions	Meeting of the Minds: QPS Leads Assemble! Dr. Edmund Kwok Connie Colasante Upstairs Meeting Room 1
	From Vision to Reality: Cultivating Culture Through Transformation Mathieu LeBreton Émilie Valiquette Ballroom The Three Invisible Forces: A human-centered approach to safer teams and safer care Alexandre Messenger Salon C	
1:45 PM	Poster Sessions Exhibitor Booths Refreshments	
2:30 PM	Closing Keynote Tracie Risling	
3:15 PM	Closing Remarks Dr. Virginia Roth, Chief of Staff, The Ottawa Hospital	



Keynote Speakers

Richard Booth



Richard Booth is a Professor and Research Chair in Digitally-Enabled Healthcare at the Arthur Labatt Family School of Nursing at Western University and an Adjunct Scientist with the Primary Care & Health Systems Research group at ICES. A clinician researcher with an active program exploring psychiatric-mental health nursing and health informatics, he is interested in the convergence of data, technology, and people in relation to nursing practice and education.

He has a particular interest in the use of emergent technologies in healthcare and their intended and unintended consequences on both practice and society. To date, he has led numerous data-focused projects, including evaluations of digital health innovations for teaching and learning, studies on human-technology interaction, and the use of data for population health surveillance.

Richard's presentation "**Algorithms with opinions: When AI stops being silent**" will explore the rise of artificial intelligence (AI) in society and healthcare, examining its rapid evolution from silent infrastructure to an assertive actor that talks back, shapes decisions, and disrupts traditional notions of authority and accountability.

With implications for safety, quality, and healthcare leadership, this presentation will also consider how AI's growing presence is reshaping aspects of healthcare practice as well as broader societal trends.

Tracie Risling



Tracie Risling is the Associate Dean Innovation and Research in the Faculty of Nursing at the University of Calgary and the President-Elect of the Canadian Nurses Association.

A registered nurse with a practice background in pediatric and public health nursing, Tracie leads a patient-oriented program of health and nursing informatics research including study on artificial intelligence, misinformation, social media, public health and the use of texting for workforce wellness support.

Following Tracie's presentation "Culture Shift: How AI will Shape the Future of Patient Safety" attendees will be able to:

- Identify the types of AI and its current state of integration into healthcare.
- Discuss the ethical implications of AI in healthcare with a focus on patient safety.
- Compare emerging AI tools and resources to support patient safety to select those best aligned with their practice.

The Ottawa Hospital Academic Medical Organization (TOHAMO)

The Ottawa Hospital Academic Medical Organization, is a governance body representing academic physicians at The Ottawa Hospital and the University of Ottawa. It serves as a key organization for clinical services, medical education, health research, and the allocation of innovation funds within the Academic Health Science Centre of Ontario.

Dr. Edmund Kwok



Dr. Edmund Kwok is the Medical Director of Quality & Patient Safety at the Ottawa Hospital, Deputy Head for Quality/ Safety of the Department of Emergency Medicine, and Associate Professor at the University of Ottawa Faculty of Medicine. His special interests and research focus include quality improvement and patient safety, and has successfully led large healthcare change projects such as the implementation of structured hospital-wide M&M review.

Connie Colasante



Connie Colasante is the Executive Director, The Ottawa Hospital Academic Medical Organization (TOHAMO). She has an Honours BSc in Biochemistry and a Masters in Health Administration from the University of Ottawa. A seasoned healthcare administrator with extensive experience in hospital operations, change management, academic physician practice models and fiscal management of healthcare resources. With over 30 years of experience at The Ottawa Hospital and TOHAMO, Connie has focused on advancing organizational performance and fostering a culture of continuous improvement. She has led multi-disciplinary teams in the implementation of corporate initiatives aimed at enhancing care delivery, streamlining processes, and demonstrating value for healthcare funding.

Their morning plenary session **"Engaging Physicians in Leading Quality and Safety: the TOHAMO Experience"** will enable attendees to:

- Understand the academic funding framework to support physicians
- Learn from successful physician-led QPS projects at The Ottawa Hospital
- Explore potential infrastructure and support mechanisms that may be applicable to their own settings

Their afternoon workshop **"Meeting of the Minds: QPS Leads Assemble!"** will enable participants to:

- Network with likeminded quality improvement and patient safety leads
- Discuss global Quality & Patient Safety vision and goals for the next few years
- Share best practices on ways to structure Quality & Patient Safety activities in clinical groups

Plenary Speakers: Afternoon Breakout Sessions

Émilie Valiquette



Émilie Valiquette is leader in digital health transformation, specializing in project strategy, quality improvement, and change management. As the Digital Experience Project Manager at The Ottawa Hospital, she leads high-impact initiatives integrating Artificial Intelligence, remote patient monitoring, and digital communications to enhance patient care and optimize clinician workflows.

Émilie holds a certification from the Quality Improvement and Patient Safety Leadership Program (QIPS) at the Telfer School of Management and is currently pursuing a Master's in Health Administration at ÉNAP. She is committed to leveraging technology through codesign to improve healthcare processes and enhance the patient and staff experience.

Mathieu LeBreton



Mathieu LeBreton is currently the Digital Experience Lead for The Ottawa Hospital, including their New Campus Development. He leads the integrated equipment and digital experience planning, alongside his team. He also sits with TOH's Digital Solution's leadership team to ensure strategic alignment between the project planning activities and current strategic priorities. Prior to this, he held regional and leadership positions in clinical operations for trauma and critical care. He also had the privilege to serve our Inuit population as a flight nurse in the Canadian Arctic.

He is a critical care nurse with a master's in healthcare quality from Queen's University. He also earned a certificate on Artificial Intelligence in Healthcare from TH Chan School of Public Health at Harvard University.

He prioritizes patient & staff experience as primary drivers to his work, committed to ensuring a clinical lens is prioritized early in the planning processes. He joined the TOH's new campus planning team in January 2022. Shortly after, he joined the Canadian Standards Association to draft national standards for digital infrastructure and digital health technologies in healthcare facilities.

Émilie & Mathieu's presentation "**From Vision to Reality: Cultivating Culture Through Transformation**" will explore the foundational question: What is the culture we need to build to achieve an intuitive digital experience for patients and staff?

Anchored in the strategic imperatives of the New Campus vision, they will examine how cultivating a proactive, co-designed culture of safety is essential for operationalizing new workflows using digital enablers and delivering truly patient-centered care.

Alexandre Messenger



Alexandre Messenger is a recognized expert in leadership development, psychological safety, and cognitive diversity within healthcare teams. As the founder and consultant at Human Leadership Humain, he works mostly with healthcare organizations to foster inclusive, high-performing teams that improve patient care and reduce burnout. With over 12 years of experience at the Faculty of Medicine of the University of Ottawa, Alexandre has dedicated his career to creating work environments where every team member feels safe, valued, and motivated. His approach integrates cutting-edge research with practical strategies, empowering healthcare professionals to navigate complex team dynamics and lead with confidence. He is the author of *ABC of Medical Leadership: Leading with Humanity* and has been featured in *Forbes* for his work on psychological safety in healthcare. His insights have been sought after by institutions and conferences worldwide.

Alexandre's presentation "**The Three Invisible Forces: A human-centered approach to safer teams and safer care**" is designed for healthcare professionals, educators, and leaders who want to go beyond technical solutions and tackle the human side of patient safety by building teams where people feel heard, valued, and motivated to do their best work.

- Describe the Three Invisible Forces and their impact on team performance and patient safety.
- Understand how measuring psychological safety, cognitive diversity and motivation can reveal hidden risks and opportunities within teams.
- Apply the framework to support safer communication, better collaboration, and a stronger culture of safety in clinical settings.

Organizing Committee

Dr. Virginia Roth | The Ottawa Hospital

Jennifer Ellis | The Ottawa Hospital

Tori Coates | The Ottawa Hospital

Serena Clarke | The Ottawa Hospital

Heather Huggins | The Ottawa Hospital

Grace Germano | The Ottawa Hospital

Deanna Rothwell | The Ottawa Hospital

Dr. Edmund Kwok | The Ottawa Hospital

Connie Colasante | TOHAMO

Megan Graham | Patient Partner

Dr. Laura Anne Cummings | The Ottawa Hospital

Emily Stairs | The Royal Ottawa Mental Health Centre

Marybeth Colton | CHEO

Alana Waumsley | Queensway Carleton Hospital

Christopher Sorfleet | Bruyère

Lindsay O'Keefe | Kemptville District Hospital

Alexandre Blanchard | The Ottawa Hospital

Victoria Pizzamiglio | The Ottawa Hospital

Sandra Dupuis | The Ottawa Hospital

Jasmin Heywood | The Ottawa Hospital

Catherine Foglietta | The Ottawa Hospital

Erin Hartley | The Ottawa Hospital

Quality and Patient Safety Team

Michael Kekewich, Executive Director, Quality and Ethics

Jennifer Ellis, Director, Quality and Patient Safety

Dr. Edmund Kwok, Medical Director, Quality and Patient Safety

Tori Coates, Manager, Quality Systems Applications

Michael Godbout, Manager, Patient Safety and Clinical Quality

Michelle Joseph, Project Lead, Quality Planning and Education

Sandra Dupuis, Lead, Accreditation

Serena Clarke, Coordinator, Policy and Procedure Management

Alexandre Blanchard, Process Engineer, Patient Safety and Clinical Quality

Inas Morsy, Process Engineer, Patient Safety and Clinical Quality

Jasmin Heywood, Specialist, Quality Improvement

Heather Huggins, Specialist, Quality Improvement

Stephanie Wood, Specialist, Quality Improvement

Victoria Pizzamiglio, Specialist, Quality Improvement

Maja Bugarski, Specialist, Quality Improvement

Ilze Berzina, Specialist, Quality Improvement

Erin Hartley, Specialist, Quality Improvement

Naghmeh Mojaverian, Specialist, Quality Clinical Surgery

Diane Smallman, Specialist, Quality Clinical Surgery

Mitra Keshvaridoost, Post-Discharge Call Program

Aster Gessesew, Post-Discharge Call Program

Bev Panasky, Data Analyst, Quality

Catherine Foglietta, Administrative Assistant, Quality and Patient Safety

Melissa Jones, Specialist, Quality Improvement

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