Health Care Trends and Transformation

What Catholic health care organizations must do in an era of constant change

April 30 - May 2, 2010
Delta Chelsea Hotel – Toronto, ON

www.chac.ca
Greetings from the CHAC Chair

It is my great pleasure to welcome all those attending and presenting at the Catholic Health Alliance of Canada’s 2010 Conference. I am confident you will find the subject matter intriguing and challenging, the discourse diverse and lively, and the outcomes both transformative and empowering on a personal and professional level.

We have set a bold agenda of information sharing, debate and discussion on the subject of Trends and Transformation: What Catholic Health Care Organizations Must do in an Era of Constant Change. I know that together we have the future of Catholic health care at heart. May our deliberations provide us energy and direction for the challenges ahead.

Mike Shea
Chair, Catholic Health Alliance of Canada

Conference Theme

Health Care Trends and Transformation

What Catholic health care organizations must do in an era of constant change
Delegates Information

Registration Desk
Churchill Court - Delta Chelsea Hotel
Friday, April 30: 08:00 – 16:30
Saturday, May 1: 08:00 – 16:00
Sunday, May 2: 08:00 – 12:00

Where do I go?
All events will be held at the Delta Chelsea Hotel - meeting room level. Please refer to the detailed program and the large Schedule of Events Chart displayed near the registration desk.

Opening Reception
This reception will take place on Friday, April 30 from 20:30 to 21:30 in the Churchill Court. Use this opportunity to meet with the CHAC Governing Council Member and other delegates.

Annual Banquet – May 1
Banquet tickets are distributed when you register. If you do not have the correct number of tickets, please inform staff at the registration desk. Please ensure you bring your tickets with you to the banquet. Do not forget to reserve your table in advance.

CHAC Performance Citation Award
Presentation of the Award will be held during the banquet; here you will learn the identity of the 2010 recipient of the Performance Citation Award, the highest distinction in Catholic health care in Canada.

Previous Recipients: A list of previous recipients can be seen on the CHAC website at: www.chac.ca/conference/citation/past-recipient_e.php

Delegates Badge
Delegates Badge sponsored by: Catholic Health International

Sunday Eucharist
Sunday Eucharist will be celebrated at 10:00 a.m. at St. Michael’s Cathedral, corner of Bond and Shuter Streets, Toronto, a 10 minute walk from the Delta Chelsea Hotel. A map showing directions to the Cathedral from the Delta Chelsea Hotel and an information sheet about the history of the cathedral is in your delegate bag. Refreshments will be available at the hotel following the Eucharist.

Interpretation
For those delegates who are more comfortable in French, simultaneous interpretation will be available for sessions in the Churchill Ballroom. Headsets are available at the registration desk.

Care for the Environment
CHAC is working to make the annual conference environmentally friendly by decreasing the amount of print material and reusing some conference supplies. This year, we are happy to introduce a recycled delegate bag.

Delegate bag sponsored by the Sisters of Charity of Ottawa, ON

Bookstore
“Novalis” our bookstore, is located at the Churchill Court. The bookstore will offer publications and books on topics such as ethics, spirituality, mission of health care, leadership, death and dying, and pastoral care.

The bookstore and displays are open on:
Saturday, May 1: 08:00 - 16:00
Sunday, May 2: 08:00 - 13:00

Copies of some CHAC publications are available at the bookstore. Large orders can be purchased on-line at: www.chac.ca/resources/index_e.php
19:00 - 19:30
Opening Ceremonies – Churchill Ballroom

19:30 - 20:30
Keynote Presentation – Churchill Ballroom

Myles Sheehan, SJ, MD
Specialist in Internal Medicine and Geriatrics.
Currently, Provincial of the New England Province of Jesuits.

Recovering our Traditions: End of Life Care from a Catholic Perspective

What does it mean to die well in the 21st century and how does our Roman Catholic tradition influence our perspective and choices on issues related to medical care, the use of life-sustaining technology, and a “happy death”? Fr. Myles Sheehan, a physician specializing in Internal Medicine and Geriatrics, and Provincial of the New England Province of Jesuits, will discuss some of the essential questions in end-of-life care and Catholic tradition. Emphasized will be a need to balance what is common, expected, and usual outcomes with the pernicious influence caused by over attention to unusual cases and undue attention to dilemmas.

20:30 - 21:30
Opening Reception – Churchill Court

Dr. John Scott is Associate Professor, Division of Palliative Medicine, University of Ottawa and Consultant in Palliative Care at the Ottawa Hospital.

Euthanasia & Lamentation: How Should Catholic Health Care Face this Cultural Challenge?

How can we respond to our patients’ lament ‘Help me to die’? What does research tell us about the reasons a patient would ask for euthanasia? What are the social, economic and clinical factors that are pushing this cultural shift in attitudes? How are facilities in jurisdictions that allow euthanasia and assisted suicide (Netherlands, Switzerland, etc.) dealing with this challenge? How can we provide optimal pain control and appropriate withdrawal of treatments in ways that are not confused with euthanasia? Should we develop policies on palliative sedation? Is there research evidence to demonstrate models of care that enhance dignity and meaning while diminishing depression and perceived sense of burden?
**Catholic Health Alliance of Canada**

**Saturday, May 1, 2010**

**08:00 - 09:00**  
**Continental Breakfast** – Churchill Ballroom  
*Sponsored by:*  
*Filles de la Sagesse du Canada, Ottawa, ON*

**08:00 - 16:00**  
**Registration** – Churchill Court  
*Sponsored by:*  
*Sisters of Saint Martha, Antigonish, NS*

**08:00 - 16:00**  
**Bookstore** – Churchill Court

**09:00 - 09:15**  
**Prayer & Information** – Churchill Ballroom

**09:15 - 10:30**  
**Keynote Presentation** – Churchill Ballroom  
*Sponsored by:*  
*Sisters of Charity of Ottawa*

**Mr. Jim Carroll**  
Leading futurists, trends and innovation expert.

**Leading the Future: Leadership in an Era of Innovation and Change**

Carroll has studied the key strategies and leadership ideas that have permitted some organizations to achieve breakthrough innovations and compelling levels of creativity. He is recognized for presentations that involve his signature humour, high-level energy, deep insight and challenging observations, which are based on extensive research and customization.

**10:30 - 11:00**  
**Refreshment Break** – Churchill Court  
*Sponsored By: Foyer Notre-Dame-de-Lourdes Inc., Bathurst, NB*

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**11:00 - 12:00**  
**Workshops – Block A**

**1. Ensuring Catholic Identity amidst a Changing Landscape**  
Churchill Ballroom  
*Sponsored by:*  
*St. Joseph’s Health Care Society, London, ON*

**Mr. Thomas Salley, Director, Mission Services, Providence Health Care, Vancouver**

**Dr. Anita Ho, Director, Ethics Services, Providence Health Care, Vancouver**

Organizational integrity requires leaders and staff who are capable of making intentional and thoughtful use of core values as they struggle to ensure the ethical well being of their organization in everyday practices and relationships. The presenters will showcase how Providence Health Care is building the capacity of culturally diverse leaders and staff to creatively partner in living out their mission in a complex changing environment. This session will engage the participants with an interactive presentation consisting of case studies, structured experience and discussion.

**2. Befriending Death**  
Seymour Room  
*Sponsored by: St. Martha’s Regional Hospital, Antigonish, NS*

**Michelle O’Rourke, R.N.**  
Chatham Kent Health Alliance  
Lay Ecclesial Ministry Specialist Diocese of London

Believing that spiritual wholeness plays a part of health, wellness and holistic care, this workshop will explore the importance of helping those with whom
we journey address their fears and beliefs and find answers to some of their spiritual questions, especially as they face aging and/or death. In order to do that, self-care and self-awareness for the caregiver is crucial. We can do much to engage one another in discussing the topic of death more comfortably by becoming comfortable with it ourselves.

3. **Mission Discernment**  
   **Wren Room**

   **Sponsored by:**  
   St. Paul’s Hospital, Saskatoon, SK

   Mr. Gordon Self, Vice President, Mission, Ethics and Spirituality, Covenant Health

   In the very busy and demanding world of health care leadership, in an environment characterized by constant change, competing priorities and limited resources, leaders often have to make very difficult choices. Even a seemingly mundane decision will be fraught with complexity and uncertainty testing the moral fabric of the leader, and by extension, the reputation of the organization. If leaders can be supported with making carefully discerned choices in the face of competing options, we prevent or lessen the likelihood that fundamental moral values of leaders will be compromised. In this way, the use of mission discernment serves as a preventative ethics strategy and transformative learning opportunity.

4. **Violence Prevention in Residential Care**  
   **Carlyle Room**

   **Sponsored by:**  
   Diocese of Victoria, BC & St. Clare’s Advisory Council, St. John’s, NL

   Tara McDonnell, Coordinator, Violence Prevention Program, Providence Health Care, Vancouver

   Aggression in residential care has been the focus of much research but within the body of this research relatively few studies examine escalating conflicts between resident’s family members and facility staff with the objective of using a research methodology to develop appropriate interventions with measurable results. The facilitators will describe a research project which is currently underway in residential care facilities at Providence Health Care, Vancouver.

5. **Fast Tracking in the Emergency Department**  
   **Stevenson Room**

   **Sponsored by:**  
   Catholic Health Association of British Columbia & Mount St. Mary Hospital, Victoria, BC

   Mary Dimeo, R.N. (EC), MN, Adult Nurse Practitioner, St. Michael’s Hospital Emergency Department, Toronto

   Mary will outline the reasons for establishing the Fast Track program, the political perspective of maintaining it, and the data collected on certain outcome measurements, i.e. volume, patient satisfaction, time to being seen, and length of stay in the Emergency Department.

12:00 - 13:30  
**Buffet Lunch** – Churchill Court

**Sponsored by:**  
Sisters of Providence of St. Vincent de Paul, Kingston, ON
7. Catholic Leadership Development
Wren Room
Sponsored by: Sisters of Providence of St. Vincent de Paul, Kingston, ON
Vince Herner, Director of Spiritual Care, Misericordia Health Centre / CHAM
Mr. Marc Beaudry, retired Director of Mission, Catholic Health Corporation of Manitoba

This poster session is intended to increase your familiarity with the new CHAC publication “Forming Health Care Leaders – a Guide” and to share ideas about how to use it. The aim of the Guide is to identify and explain the essential elements for forming health care service by those who serve at all levels, primarily but not exclusively leaders, in the Catholic tradition.

6. Physician Assisted Suicide and Euthanasia Law
Churchill Ballroom
Sponsored by: Catholic Health Ministry of Saskatchewan
Tracey Bailey, Executive Director, Health Law Institute, Law Centre, University of Alberta, Edmonton

The topic of euthanasia and physician assisted suicide has been raised to the national consciousness once again. Given the ethics, mission and values of Catholic health care organizations, it is essential that such organizations give prompt thought to what pro-active steps can be taken to address this issue, not only in policy and procedure, but in education and advocacy, whether by individuals at the practice level or at the leadership/governance level? What can Catholic health care organizations do to appropriately educate on the true state of the current law, while promoting the values of the organization and advocating for a compassionate health care system which protects potentially vulnerable patients?

8. Mission Legacy as a Catalyst for Change: The Provincial Health Contact Centre
Stevenson Room
Sponsored by: Sisters of Charity of the Immaculate Conception
Mr. Paul Nyhof, Chief Contact Centre Officer, Provincial Health Contact Centre, Misericordia Health Centre, Winnipeg

An overview of the CHAM Leadership Ministry Orientation will be presented at this session. The purpose is to allow other Catholic organizations to view the program content with the possibility of making the Leadership Ministry Orientation program available to other regions or provinces in Canada. The CHAM Leadership Ministry Orientation was developed by representatives of the three owners of Catholic Health and Social Care in Manitoba, under the sponsorship of the Catholic Health Association of Manitoba. The Orientation provides managers and trustees with an understanding of Catholic health and social care and the culture associated with Catholic organizations.
The Provincial Health Contact Centre operated by Misericordia Health Centre, was borne out of the challenges faced as the then hospital changed from an acute care hospital to its current form of health centre. The culture of innovation achieved has its genesis in, and is inspired by the mission of the Misericordia Sisters and their rich legacy. This presentation will explore the links to the mission experience and how strategies that align to this vision have been enabled.

9. Bringing the Ministry of Catholic Healthcare into our Parishes
Carlyle Room

Sponsored by: Pembroke Regional Hospital & Sisters of Saint Ann, Victoria, BC

Sandra Kary, Executive Director, Catholic Health Association of Saskatchewan
Bob Williston, Mission Educator, Catholic Health Association of Saskatchewan

In recent history, our Catholic facilities across Canada – both acute and long-term care, have brought expression to the healing ministry of Christ by delivering professional health care services. However, an emerging group of lay-ministers and volunteers are rising up to bring a new expression to the healing ministry of Christ within the Church and its community. These groups are establishing Ministry of Care programs that bring the presence of Christ to the elderly, ill and homebound. Bridging these two worlds is the Parish Nurse.

10. SJHC International Outreach Program
Seymour Room

The St. Joseph’s Health System International Outreach Program (IOP) was founded in 1986 as a continuation of the healing ministry of the Sisters of St. Joseph of Hamilton and has grown significantly since that date. The program goals are to provide long term sustainable assistance to teaching hospitals in developing countries. SJHS (Hamilton) will give a first-hand account of the situation in Haiti, a country in which the IOP has been working for the last 20 years.

14:30 - 15:00
Refreshment Break – Churchill Court

Sponsored by:
St. Joseph’s Hospital of Estevan, SK

15:00 - 16:00
Keynote Presentation – Churchill Ballroom

Sponsored By:
Sisters of Providence of Western Canada

Dianne Doyle, President & CEO
Providence Health Care, Vancouver

Tom Maddix, VP Mission, Ethics & Spirituality
Providence Health Care, Vancouver

Sustaining Corporate and Mission Integrity within an Integrated Health Authority Structure

This presentation will focus on the challenges faced by the President and CEO and the Vice President of Mission of Providence Health Care, Vancouver as the provincial government mandates integration of administrative and support functions between Providence Health Care and the Health Authorities.
The presentation will focus on the 4R approach to strategic positioning: Role ~ Renewal ~ Relationship ~ Resource.

16:00 - 17:30
Free Time

17:30 - 18:30
Banquet Reception – Cash Bar
Churchill Court

18:30 - 21:00
Banquet, Performance Citation Award and Entertainment
Churchill Ballroom

Sunday, May 2, 2010

07:30 - 08:30
Continental Breakfast – Churchill Court
Sponsored by: Soeurs de la Providence,
Province Émilie-Gamelin, Montreal, QC

08:30 - 09:15
Dr. Nuala Kenny
Churchill Ballroom

10:00 - 11:30
Celebration of the Eucharist
St. Michael’s Cathedral,
corner of Bond and Shuter Streets, Toronto
(416) 364-0234

11:15 - 11:45
Refreshment Break – Churchill Court

Performance Citation Award sponsored by:
Catholic Health Corporation of Manitoba & Catholic Health Association of Manitoba

11:45 - 12:30
Keynote Presentation
Churchill Ballroom

Sister Carol Keehan, President & Chief Executive Officer, Catholic Health Association of the United States

Working Collectively to Influence Change

“As a ministry, we have the opportunity to collectively influence change that will strengthen the health of our organizations, our communities, our nation.” These words of Sister Carol Keehan, DC, express well the goals that mark her leadership as the President and CEO of the Catholic Health Association of the United States. In her presentation Sister Carol will illustrate how a shared vision motivates the people of Catholic health care in such areas as advocacy, ethics, and efforts to foster strong mission identity.”

12:30 - 14:00
Lunch – Churchill Ballroom

Closing Ceremonies
Launch of the 2011 Conference

Banquet sponsored by:
Covenant Health, Alberta

Performance Citation Award sponsored by:
Catholic Health Corporation of Manitoba & Catholic Health Association of Manitoba

Entertainment sponsored by:
Sisters of Mercy, St. John’s, NL

Sponsored by:
St. Michael’s Hospital, Toronto, ON