



UBC CENTRE FOR
HEALTH SERVICES AND
POLICY RESEARCH

Value in Canadian Healthcare

Evolution or Revolution?

March 7-8 | Pinnacle Hotel Harbourfront

CHSPR 2019
HEALTH POLICY CONFERENCE

Welcome

The UBC Centre for Health Services and Policy Research offers you a warm welcome to Vancouver and our 31st Annual Health Policy Conference.

The theme of this year's conference is *value in healthcare*. This theme is timely, as it guides investments and decision-making for delivery systems and providers around the globe. Similarly, the theme renews discussion regarding how patients and their caregivers value their health and health services.

We are fortunate to have an outstanding line-up of national and international speakers whose daily work is in analyzing and evaluating value in health systems. Speakers at this conference will share the latest policies, tools and instruments used in jurisdictions in Canada and abroad to improve value in their health systems. The policy innovations discussed will facilitate conversations on how British Columbia and other jurisdictions in Canada can adapt and utilize the policies and practices that distinguish successful delivery systems.

We are delighted to have a remarkable mix of conference attendees, including patients and community members, policy-makers, front-line staff and clinicians, academics, patients, students and trainees. Thank you for taking the time to be here and for doing all that you can to help stimulate thinking about improving the value of healthcare in Canada.

We hope you will find the next one and a half days informative and thought provoking, and that you take home important ideas that last past the end of the conference.

Sincerely,

A handwritten signature in blue ink, appearing to read "J. Sutherland".

Jason M. Sutherland
Conference Chair
Professor, Centre for Health Services and Policy Research

Schedule

Day 1: Thursday, March 7

8:00 am	Registration and breakfast	
9:00 am	Welcome remarks	
	Jason Sutherland, UBC Centre for Health Services and Policy Research	
	Peter Berman, UBC School of Population and Public Health	
	Michael Law, UBC Centre for Health Services and Policy Research	
9:20 am	Opening keynote What is value in healthcare?	
	Chair	Jason Sutherland, UBC Centre for Health Services and Policy Research
	Speaker	Ellen Nolte, London School of Hygiene and Tropical Medicine
	Audience Q&A	
10:15 am	Refreshment break	
10:45 am	Panel I A system perspective on achieving higher value	
	Chair	John Sproule, Institute of Health Economics
	Speaker	Mary Ackenhusen, Vancouver Coastal Health Authority
	Speaker	Paul Woods, London Health Sciences Centre, Ontario
	Discussants	John Sproule, Institute of Health Economics Jennifer Zelmer, Canadian Foundation for Healthcare Improvement
	Audience Q&A	
12:00 pm	Lunch	
1:00 pm	Panel II Modernizing for improving value – Measuring health, cost and value	
	Chair	Sabrina Wong, UBC Centre for Health Services and Policy Research
	Speaker	Ted Ganiats, University of California San Diego
	Speaker	Patrick Power, PowerHealth Solutions
	Speaker	Fred Horne, Horne and Associates
	Discussants	Sabrina Wong, UBC Centre for Health Services and Policy Research Stephen Pinney, St. Mary's Medical Center
	Audience Q&A	
2:25 pm	Keynote Comparative policy analyses for improving value – A view from the United States	
	Chair	Lori Last, Michael Smith Foundation for Health Research
	Speaker	David Radley, Commonwealth Fund
	Audience Q&A	
3:10 pm	Refreshment break	
3:30 pm	Parallel session I Focus on primary care: Innovations in care delivery	
	Chair	Charlyn Black, UBC Centre for Health Services and Policy Research
	Speaker	Kristen Brown, Mercy Health Physician Partners
	Speaker	Ruth Lavergne, Simon Fraser University
	Speaker	Kamila Premji, Western University
	Speaker	Dan Niven, University of Calgary
	Audience Q&A	

Share your thoughts using **#CHSPR2019**

Schedule

3:30 pm	Parallel session II Technology and emerging opportunities to improve value		<i>Salon F</i>
	Chair	Kim McGrail, UBC Centre for Health Services and Policy Research	
	Speaker	Kerry Kuluski, University of Toronto	
	Speaker	Jennifer Zelmer, Canadian Foundation for Healthcare Improvement	
	Speaker	Chad Leaver, Canada Health Infoway	
	Speaker	Michael Humer, Kelowna General Hospital	
	Audience Q&A		
4:45 pm	Summarizing day one: Reflections on value in healthcare		
	Chair	Jason Sutherland, UBC Centre for Health Services and Policy Research	
	Discussants	Ruth Lavergne, Simon Fraser University Kerry Kuluski, University of Toronto	
5:00 pm	Poster session and reception		

Day 2: Friday, March 8

8:00 am	Breakfast		
9:00 am	Welcome remarks		
	Anne Martin-Matthews, University of BC		
9:05 am	Panel III Reforming the delivery system with integrated models of care		
	Chair	Morris Barer, UBC Centre for Health Services and Policy Research	
	Speaker	Walter Wodchis, University of Toronto	
	Speaker	Alexandra Clyde, Medtronic Inc.	
	Speaker	Jeroen Struijs, National Institute of Public Health and Environment, the Netherlands	
	Discussants	Trafford Crump, University of Calgary Morris Barer, UBC Centre for Health Services and Policy Research	
	Audience Q&A		
10:30 am	Refreshment break		
11:00 am	Panel IV Moving the agenda of reducing low-value care forward		
	Chair	Michael Law, UBC Centre for Health Services and Policy Research	
	Speaker	Fiona Clement, University of Calgary	
	Speaker	Noah Ivers, University of Toronto and Women's College Hospital	
	Discussants	Michael Law, UBC Centre for Health Services and Policy Research Paul Woods, London Health Sciences Centre, Ontario	
	Audience Q&A		
12:00 pm	Closing keynote		
	Chair	Jason Sutherland, UBC Centre for Health Services and Policy Research	
	Speaker	P-G Forest, University of Calgary	
	Audience Q&A		
12:45 pm	Closing remarks		
	Michael Law, UBC Centre for Health Services and Policy Research		
1:00 pm	Post-conference workshop Effective participation in new models of care		
	<i>Lunch included for pre-registered workshop participants only</i>		

Speakers



Mary Ackenhusen

Mary Ackenhusen, President and CEO of Vancouver Coastal Health, leads the largest academic and tertiary health authority in BC, serving a population of 1 million with a budget of \$3.4 billion. As a member of the

Vancouver Coastal Health senior executive team since 2007, Mary has distinguished her collaborative leadership style by fostering a patient-centred approach to care, innovation and the redesign of services to enhance quality and efficiency. Mary's passion is to transform the current public healthcare system to ensure its future financial sustainability in the face of growing demand and finite government funding. An engineer by training, Mary intends to do this by supporting staff, physicians and partners in the introduction of new service models that will provide better care, at lower cost, while also exploring the use of technology, analytics and electronic health records to improve productivity.



Fiona Clement

Fiona Clement is an Associate Professor and the Director of the Health Technology Assessment Unit within the O'Brien Institute of Public Health at the University of Calgary, a policy responsive research unit that

completes evidence synthesis, economic evaluations, health technology assessments and reassessments in response to decision-makers' needs. Her research interests include drug and non-drug technology reimbursement and cost containment policy, evidence in decision-making, and evidence in health policy development. In 2015, she was named one of Calgary's Top 40 under 40 for her work in health policy.



Kristen Brown

Kristen Brown serves as the President and Chief Medical Officer of Mercy Health Physician Partners, West Michigan—a multispecialty medical group consisting of over 700 providers and 85 clinics. In this role, she has responsibility

for strategy design, clinical and financial operations, and cultural integration. Previously, Kristen held executive positions as Vice President of Mercy Health Physician Partners, Muskegon—a 250-provider medical group with 42 clinics—and Medical Director of National Solutions at Blue Cross Blue Shield of Michigan. She practiced as a family physician for 13 years prior to starting her executive career. She has extensive background in practice and organizational transformation having led the evolution to patient centered medical homes locally and the integration of a large, complex multispecialty medical group.



Alexandra Clyde

Alexandra Clyde is Corporate Vice President of Global Health Policy, Reimbursement and Health Economics for Medtronic, Inc. She leads a global team of more than 300 professionals and provides company-wide leadership on

health policy, reimbursement and value-based health care issues. She chairs the company's Global Reimbursement and Health Economics Leadership Council and the Global Value-Based Health Care Council. Alex is a member of the Health Care Payment Learning and Action Network's Guiding Committee which is charged by the US Secretary of Health and Human Services with accelerating the health care system's transition to alternative payment models by combining the innovation, power, and reach of the public and private sectors.

Speakers



Pierre-Gerlier Forest

Pierre-Gerlier (PG) Forest is the Director of The School of Public Policy and James S. and Barbara A. Palmer Chair in public policy at the University of Calgary. The School of Public Policy is the leading policy school in Canada,

with influential research and publication programs that cover a full range of crucial public issues, from taxation to health care and from national security to affordable energy. Prior to joining The School of Public Policy, PG Forest was Director of the Institute for Health and Social Policy at Johns Hopkins University and Professor at the Bloomberg School of Public Health. From 2006 to 2013, he was president of the Pierre Elliott Trudeau Foundation, a reputed Canadian institution that encourages innovation in policy research and the dissemination of original and practical solutions to social issues.



Theodore Ganiats

Theodore Ganiats is Professor of Family Medicine and Public Health the University of California San Diego. His research interests involve outcomes research, focusing on quality of life assessment and cost-effectiveness analysis. He

has delivered over 100 lectures throughout the United States and Europe. In addition, he has been a member or chair of over 50 national guideline and quality/performance panels spanning multiple disciplines. He is a member of many professional associations, including the Society for Medical Decision Making, Academy Health, the American Public Health Association and the International Society for Quality of Life Research.



Fred Horne

Fred Horne is a Canadian health policy consultant who served as Alberta's Minister of Health from 2011-2014. A frequent speaker and panelist on health system issues, he is Principal of Horne and Associates and Senior Advisor

to Ottawa-based 3Sixty Public Affairs. He is also Adjunct Professor at the School of Public Health, University of Alberta. His career in health policy spans over thirty years and current areas of focus include value-based health care, health technology management, governance and pharmaceutical policy. He serves as Chair of The Conference Board of Canada's National Pharmacare Initiative and was recently appointed to the board of the Canadian Foundation for Healthcare Improvement. He also serves as Chair of Mohawk Medbuy Corporation, a national healthcare procurement organization, and on the boards of the Canadian Frailty Network and Providence Residential and Community Care Services (BC).



Michael Humer

Michael Humer is a thoracic surgeon at Kelowna General Hospital in BC, where he is also the President of the Kelowna General Hospital Physicians Society. Dr. Humer is also a Clinical Assistant Professor at the University of BC.

Speakers



Noah Ivers

Noah Ivers is a Scientist at Women's College Research Institute, a Family Physician at Women's College Hospital, and an Assistant Professor at the University of Toronto Institute of Health Policy, Management and Evaluation.

Dr. Ivers conducts research that focuses on finding innovative approaches to ensure that patients reliably get the right treatment in the right way at the right time. He is acknowledged as a world leader in providing performance measurement and feedback to clinicians to support quality improvement. He works with stakeholders across Ontario and around the world to find ways to measure and report quality of care in ways that enable providers to respond more effectively to care gaps.



Kerry Kuluski

Kerry Kuluski is an Investigator at the Lunenfeld-Tanenbaum Research Institute, Sinai Health System, Assistant Professor at the University of Toronto Institute of Health Policy, Management and Evaluation and Research Affili-

ate at the Centre for Education and Research on Aging and Health (Lakehead University). She is an applied health services researcher and is a social worker by training. Her current research focuses on quality and health system performance through the eyes of people with multimorbidity and their caregivers in the contexts of community based primary health care, homecare, hospital care, delayed discharge and transitions between care settings. Her ultimate research goal is to use patient and caregiver experiences to inform quality improvements in the health care system, including approaches to care delivery that are more family centred.



Ruth Lavergne

Ruth Lavergne is an Assistant Professor in the Faculty of Health Sciences at Simon Fraser University. She is a quantitative researcher who uses observational methods and linked administrative databases to examine health

care delivery, and she leads research examining primary care payment reform and physician workforce planning. Other research interests include patient engagement in primary care research and collaborative mental health care in primary care. She has methodological expertise in quasi-experimental research design and works closely with qualitative collaborators on mixed-methods projects.



Chad Leaver

Chad Leaver is the Director of Applied Research at Canada Health Infoway, where he is responsible for applied research and evaluation initiatives, with a focus on the value of citizen access to their health

information and clinician adoption of health information and communication technologies in Canada. Collaborating with clinician, academic and industry stakeholders, results from his work provide evidence-based outcomes and market intelligence to inform and drive national and regional digital health strategies, business development and communications.

Speakers



Daniel Niven

Daniel Niven is an intensive care physician and Assistant Professor in the Departments of Critical Care Medicine and Community Health Sciences at the University of Calgary. He is interested in knowledge translation, use

of best practices, and in particular, the de-adoption of low-value practices. He has methodological expertise in knowledge syntheses including systematic and scoping reviews, clinical trials, and administrative database analysis. He was recognized as a rising star by the CIHR Institute of Health Services and Policy Research in 2016, and in 2017 he was recognized as one of the Top 40 Under 40 in the City of Calgary by Avenue Magazine.



Ellen Nolte

Ellen Nolte is Professor of Health Services and Systems Research at the London School of Hygiene & Tropical Medicine. She holds a PhD from London University and a Master's degree in public health. Her expertise is in health

systems research, international health care comparisons and performance assessment. Over the past decade she has developed an internationally recognized research portfolio around innovative service models that seek to better meet the needs of people with complex and long-term health problems, with a particular focus on care coordination and integration within and across sectors. Ellen was previously head of London Hubs of the European Observatory on Health Systems and Policies and Director of the Health and Healthcare Policy program at RAND Europe, Cambridge, UK.



Patrick Power

Patrick Power is based in Australia and is the founder and Managing Director of PowerHealth Solutions, an international healthcare software company specializing in costing and revenue, enterprise billing,

and safety and quality software for hospitals and other healthcare organizations. Patrick has over 25 years of healthcare experience, specializing in the areas of healthcare funding and costing. Patrick has always worked in health and has lived and worked across a number of countries including Australia, NZ, Canada, the US, the UAE, Saudi Arabia and the UK. Patrick recently completed a three-year executive program at Harvard University, and he won South Australian business of the year in 2018, was awarded a South Australian Industry Leaders Fund grant in 2014, and was South Australian Technology Entrepreneur of the year in 2012.



Kamila Premji

Kamila Premji is a family physician providing comprehensive primary care in a diverse, densely populated urban region of Ottawa, Ontario. She is also a PhD candidate at Western University's Centre for Studies in Family Medicine

and a recent graduate of the University of Ottawa's Clinician Scholars Fellowship. She holds multiple leadership roles at regional, provincial, and national levels, including as a clinical lead for the Champlain Local Health Integration Network, Board Chair for Canadian Women in Medicine, and Health Policy consultant for the Ontario Medical Association. Her research interests include primary care access, continuity, and the rising, controversial phenomenon of "pay-for-performance" in health care.

Speakers



David Radley

David Radley is a senior scientist for the Commonwealth Fund's Tracking Health System Performance program. David and his team develop national, state, and substate regional analyses on health care system performance

and related insurance and care system market structure analyses. He is also a senior study director at Westat, a research firm that supports the Scorecard project. He joined the Commonwealth Fund in July 2010 from Abt Associates where he was an associate in Domestic Health Policy with responsibility over a number of projects related to measuring long term care quality and evaluation of various Health Information Technology initiatives. His methodological expertise is in small-area analysis and in the design, implementation, and interpretation of observational studies that take advantage of large administrative and survey-based datasets.



Jeroen Struijs

Jeroen Struijs is Associate Professor at Leiden University Medical Center and senior researcher at the Department of Quality of Care and Health Economics, National Institute of Public Health and the Environment,

the Netherlands. His research covers a broad range of topics surrounding payment reform and innovations in the organization of health care systems. His recent work has looked at the effects of alternative payment models especially on bundled payments and shared savings models. Additionally, he is working on projects which embrace the concept of population health management and value-based health care delivery.



Walter Wodchis

Walter Wodchis is Professor at the Institute of Health Policy, Management and Evaluation at the University of Toronto and Research Chair in Implementation and Evaluation Science at the Institute for Better Health, Trillium Health Part-

ners. His main research interests are health economics and financing and health care policy evaluation. Through his research programs which include more than 30 collaborating researchers and as many trainees, Dr. Wodchis has lead several studies examining complex needs of high cost patient groups, the implementation of integrated care programs to address those needs, and evaluations for a number of integrated care programs in Ontario.



Paul Woods

Paul Woods, President and CEO of the London Health Sciences Centre in Ontario, is a senior health care leader with clinical and administrative experience in both Canada and the United States. He is highly regarded for his understanding of health system dynamics and proven ability to lead positive change in complex environments. He is also Associate Professor of Family Medicine at the Schulich School of Medicine and Dentistry at Western University. Dr. Woods was previously the Senior Vice President, Provider Network Organization for Trinity Health – a multi-institutional health-care organization comprised of over 120,000 people, including more than 7,000 physicians and advanced practice providers, across 1,700 sites in the United States. Dr. Woods has also held roles at the University of Calgary in the Department of Family Medicine, Alberta Health Services, Spectrum Health Medical Group, and Michigan Center for Clinical Systems Improvement.

Speakers



Jennifer Zelmer

Jennifer Zelmer joined the Canadian Foundation for Healthcare Improvement as its President and CEO in September 2018. She brings a long-standing commitment to healthcare improvement to the role, as well as expertise

in spreading and scaling innovations that deliver better health, care, and value. She is the Editor-in-Chief of *Healthcare Policy*, a Longwoods Publishing Journal, an adjunct faculty member at the University of Victoria, and a member of several health-related advisory committees and boards. Previously, as President of Azimuth Health Group, Dr. Zelmer was a strategic advisor to leaders who sought to advance health and healthcare at local, national, and international levels. Before that, she held senior leadership positions with Canada Health Infoway, the International Health Terminology Standards Development Organization, and the Canadian Institute for Health Information.

Posters

- 1 Evaluating the effect of a pharmacist-led medication review in high-risk patients on downstream health services utilization**
Sophie Kitchen, UBC School of Population and Public Health
- 2 Evaluating the preventability of adverse drug events**
Stephanie Woo, Vancouver General Hospital
- 3 Effect of the Choosing Wisely campaign on prescription of NSAIDs in hypertension, heart failure and chronic kidney disease: A longitudinal study**
Celestin Hategeka, UBC School of Population and Public Health
- 4 Evaluating the impacts of Better at Home on health services utilization**
Jonathan Beaumier, UBC School of Population and Public Health
- 5 Evaluating nurse-supported consultations to improve access to rheumatology care in BC**
Ross Duncan, University of BC
- 6 A Lean transformation in an emergency department**
Ting Yu, Concordia University
- 7 A scoping review of studies examining use of emergency department services for mental health and substance use disorders in Canada**
Monique Sekhon, Simon Fraser University
- 8 The BC Emergency Medicine Network: Value of an early formative evaluation**
Sharla Drebit, BC Emergency Medicine Network
- 9 Multiple understandings of value in health systems: Qualitative study of the perspectives of frontline staff and managers of the Canadian Blood Services' Cord Blood Bank**
Jennie Haw, Canadian Blood Services and Western University
- 10 Community to care provider dialogue: Cultural safety as key to value in health systems serving Indigenous populations**
Megan Muller, Saint Elizabeth Research Centre and Carleton University
- 11 The business case for a reactivation center in the North sub-region of Toronto Central Local Health Integrated Network**
Ivy Cheng, Sunnybrook Health Sciences Centre
- 12 High risk plastic surgery: An analysis of 108,303 cases from the American College of Surgeons National Surgical Quality Improvement Program**
Melissa Wan, University of BC
- 13 In search of appropriateness: Improving quality of echo referrals**
Raymond Dong, Specialist Services Committee and Fraser Health Authority
- 14 Economic evaluation and cost valuation of a provincewide quality improvement initiative: a case study of 'Call for Less Antipsychotics in Residential Care' (CLEAR) in BC**
Asif Raza Khowaja, Vancouver Coastal Health Research Institute and UBC School of Population and Public Health

Posters

- 15 Clearing up the murkiness surrounding audit, monitoring, evaluation, research, and quality improvement to enhance value for healthcare organizations**
Beth Snow, Centre for Health Evaluation & Outcome Sciences
- 16 Building learning health systems through collaborative healthcare improvement partnerships: A trainee perspective**
Daman Kandola, University of Northern BC
- 17 Health system-level factors affecting access and use of preventative and weight management care by patients with obesity**
Stephanie Aboueid, University of Waterloo
- 18 Leveraging self-diagnosing digital platforms to drive value in healthcare**
Stephanie Aboueid, University of Waterloo
- 19 Near-patient tools for earlier rheumatoid arthritis diagnosis and treatment**
Norma Biln, Augurex and UBC School of Population and Public Health
- 20 Both sides of the bed: Using data to improve patient and care provider experiences**
Michelle Button, Canadian Institute for Health Information
- 21 Health technology management in home care: The development of an economic resource allocation platform using Markov modelling in a Canadian health region**
William Hall, University of BC
- 22 Evaluation design of digital health interventions**
Brandon Tang, Women's College Hospital and University of BC
- 23 TIA in the Emergency Department: Phased implementation of an electronic decision support tool for ED physicians in BC to prevent recurrent stroke and reduce burden**
Kristine Votova, Island Health Authority
- 24 Delivering better care for less: Optimizing nurse schedules at a community health centre that serves a vulnerable population**
Krisztina Vasarhelyi, Simon Fraser University
- 25 A data-driven approach to operationalizing the building blocks of high-performing primary care at Vancouver Coastal Health Community Health Centres**
Gabriela Sincaian, Vancouver Coastal Health
- 26 Streamlining and redesigning EMR search for clinicians in the Canadian Primary Care Sentinel Surveillance Network Data Presentation Tool**
Abdulai Abdul-Fatawu, University of BC
- 27 Physician staffing and basic service delivery at community-based primary care clinics in BC—a cross sectional study**
Setareh Banihosseini, Providence Health Care
- 28 After-hours messages at community-based primary care clinics in Vancouver Coastal Health region**
Setareh Banihosseini, Providence Health Care

Posters

- 29** Relationship between general practitioner visits and time spent in hospital among insulin-dependent Canadians with type 2 diabetes
Maeve Wickham, UBC School of Population and Public Health
- 30** Increasing health equity through a community/academic partnership intervention in an Indigenous community in northern BC
Innocent Ndateba, University of BC School of Nursing
- 31** Measuring team functioning in Canadian primary care settings
Innocent Ndateba, University of BC School of Nursing
- 32** The PREFeR (PRIoritiEs For Research) Project: Enhancing value through patient-led research priority setting in BC
Alexandra Warren, BC Primary Health Care Research Network
- 33** Spotlight on Ontario's caregivers: A peer-led advisor network creating meaningful data insights
Carolyn Canfield, Patient Advisors Network
- 34** How can the public be meaningfully engaged and empowered to drive positive change in the health care system?
Kelly Newton, College of Physicians and Surgeons of BC
- 35** Breaking new ground in health analytics: Introducing the Community Health Service Area
Heather Richards, BC Ministry of Health
- 36** Surgical resection rate as a measure of access to surgical care for lung cancer patients in the Interior and North of BC
Marisa Berg, BC Cancer Kelowna
- 37** A network analytic approach to assessing care coordination among survivors of childhood, adolescent and young adult cancer
Katrin Julia Kaal, UBC School of Population and Public Health
- 38** The transformation of healthcare governance in BC correctional facilities
Katherine McLeod, University of BC
- 39** Assessing linguistic barriers to social service access for Montreal's English-speaking disability community
Aubrey Nash, McGill University
- 40** Analysis of HIV/AIDS health promotion coverage of disabled people in Canadian newspapers and academic literature
Syeda Farwa Naqvi, University of Calgary
- 41** Paramedics providing palliative care at home program: Spread and scale-up considerations
Connie Kekwaletswe, UBC Centre for Health Services and Policy Research

Exhibitors

- 1 BC Academic Health Science Network
- 2 BC Primary Health Care Research Network
- 3 BC Ministry of Health
- 4 BC Patient Safety & Quality Council
- 5 Canadian Foundation for Healthcare Improvement
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Bev Holmes, Michael Smith Foundation for Health Research
Ahmer Karimuddin, Providence Health Care
Murray Penner, Vancouver Coastal Health and Providence Health Care
John Sproule, Institute of Health Economics
Robyn Tamblyn, CIHR Institute of Health Services and Policy Research
Jennifer Zelmer, Canadian Foundation for Healthcare Improvement

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BC **Primary Health Care** RESEARCH NETWORK

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