

Friday, June 5: 945-1100

P01: The Pursuit of Innovation and Discovery at Canada's National Microbiology Laboratory (NML)

Dr. Matthew Gilmour, PhD

Learning Outcomes

- Know the mandate of NML and the Canadian Science Centre for Human and Animal Health: who works here, what do we study, and why does it matter?
- Understand the role and purpose of Canada's only level 4 laboratory within a Canadian and global perspective
- Describe modern technological advances in the laboratory (specifically, bioinformatics and genome sequencing) and its impact on research, program delivery, and policy
- Understand the vision for NML's future: key areas of investment, where research trends are headed, and how we will grow to respond effectively to emerging infectious disease threats

Session Description

Learn about the important role that the NML plays within the sphere of Canadian public health. More specifically, how it serves Canadians; regarding surveillance, emergency response, research, and diagnostics. Hear stories of exciting and innovative research that takes place in Canada's only level 4 laboratory, while also delving into the details of modern laboratory technology and how it is used to inform ground-breaking systems and studies.

Speaker Bio

Dr. Matthew Gilmour is the Scientific Director General of Canada's National Microbiology Laboratory and is the chief executive for NML's facilities, based in Winnipeg, Guelph, and St. Hyacinthe. He works out of the Canadian Science Centre for Human and Animal Health, located here in Winnipeg. This facility is renowned for being Canada's only containment level 4 laboratory and is home to many exciting scientific innovations, such as the Ebola vaccine. These federal laboratories lead the national outbreak response and surveillance activities for both emerging and established infectious diseases. Dr. Gilmour leads a team of over 550 committed public servants, comprised of research scientists, technicians, engineers, epidemiologists, computational scientists, administrators, communicators, and biosafety specialists.

Friday, June 5: 1115-1215

M01: Patient Safety in Canada: The Important Role of Leaders in Creating and Maintaining Safety

Jan Byrd, BA, MA, CHE

Topic(s): Management, Safety

Learning Outcomes

- Understand the rate and scale of health care harm in Canada
- Learn about the Canadian Patient Safety Institute and its role in improving patient safety
- Know key initiatives and best practices for leaders and teams to improve and maintain safety in healthcare
- Identify the important role of leadership in creating and maintaining a culture of safety – know what YOU can do as a leader
- Know where to go for further resources and learning opportunities for managers and leaders

Session Description

Patient safety incidents are the third leading cause of death in Canada after cancer and heart disease, with just under 28,000 deaths in 2013. Every one minute and 18 seconds, a patient experiences harm in the Canadian healthcare system. Every 13 minutes and 14 seconds, someone dies from a preventable patient safety incident.

Moving the needle on patient safety in Canada requires an overall shift in culture, values and expectations at all levels. Patient safety does not just depend on specific improvement efforts, practices and rules, but on achieving a culture of trust, reporting, transparency and discipline across the healthcare system. Learn about the important role that leaders play!

Speaker Bio

Jan is passionate about reducing harm, improving safety, and engaging patients in creating safer healthcare systems. Jan was an early adopter of the patient safety movement, having worked at the Manitoba Institute for Patient Safety as an Analyst, and at St. Boniface Hospital Manager of Patient Safety, Quality, Patient Relations. Jan is now Senior Program Manager at the Canadian Patient Safety Institute (CPSI). She holds a Master's degree, in the Sociology of Health, Illness and Medicine, a Lean Certification, and a Certified Health Executive designation from the Canadian College of Health Leaders (CCHL). In 2018, she was first runner up in The Great Canadian Healthcare Debate. Jan is serving her 2nd Ministerial Appointment on the Winnipeg Regional Health Authority Board of Directors where she also chairs the Board's Quality, Patient Safety Committee.

Friday, June 5: 1330-1430

M02: Eating Crow – Learnings in Leadership Humility (Part 3 of the Poultry Leadership Series)

Christine Bruce, MLT, MHA, CHRL

Topic(s): Management

Learning Outcomes

- Understand why true humility is difficult to achieve
- Identify 5 levels of humility
- Identify 5 ways to develop a humble mindset
- Reflect on your depth of self awareness
- Reflect on how humility can develop mindfulness

Session Description

When you think about leadership traits typically what comes to mind are qualities like strength, vision, enthusiasm, charisma and courage. Often you'll overlook an essential leadership trait – humility.

Leaders sometimes get too consumed in personal success to a point where they are trying to convince people of their greatness. No one is inspired by bravado. Bragging about your accomplishments and greatness will result in dissociation and disconnect with your team and disengaged employees. Trailblazing leaders with exceptional character earn a lot more respect and followership. Humble leaders use their skills, experience and knowledge to attract and inspire followers, bring people together and contribute to their community. Humble leaders inspire people and align them to their vision. Humility is the key ingredient of the leadership sauce that every leader should possess and seek.

Speaker Bio

As a multi-faceted senior leader in the Canadian medical laboratory and diagnostics services industry, Christine has spent her 20-year career leading laboratory services delivery in both the private and public sector. Currently, she serves as the administrative director for microbiology at University Health Network and Sinai Health System in Toronto. Christine has held varied positions in the key areas of new testing, business development, operations management, quality, and process engineering. Here she has demonstrated a special talent for developing creative solutions to improve and expand laboratory testing applications, while also championing innovation, high employee performance and client service. An MLT since 1997, Christine also holds a Masters in Health Administration, a Lean Six Sigma Black Belt, Certified Human Resource Leader and Clinical Laboratory Quality Manager certification.

Friday, June 5: 1445-1545

M03: Protect & Prevent: Investigating Worker Injury and Illness Incidents

Eoin O'Grady, PhD, CRSP

Topic(s): Management, Safety

Learning Outcomes

- Understand the importance of incident investigation
- Develop investigation skills for a workplace incident
- Be better prepared to identify a root cause and implement corrective actions to prevent recurrence

Session Description

A key element of the occupational health and safety management system involves investigating worker injury/illness incidents. Managers and Supervisors are accountable for the health and safety of workers and must lead investigations and implement reasonable solutions. Participants will gain an understanding of the scope and importance of incident investigations. Participants will use investigation tools to problem-solve incidents suffered in a laboratory setting. Participants will be better prepared when it becomes their turn to be part of an investigation team where the ultimate goal is not to blame workers, rather to identify a root cause and implement corrective actions to prevent recurrence.

Speaker Bio

Eoin earned a PhD in Microbiology in Ireland and is a Canadian Registered Safety Professional. He worked for over ten years in research and development settings in Europe, USA and Canada before starting a career in safety in 2011. Eoin is the Occupational Health & Safety Consultant to CSMLS. Eoin continues to develop his interests in teaching, health and safety, and leadership over the last several years.

Friday, June 5: 1600-1700

M04: Thriving in Complexity: Building Leadership, Trust and Engaging Physicians in Quality Improvement

Andy Basi, EdD, MBA, CHE, ART

Topic(s): Leadership, Trust, Quality Improvement

Learning Outcomes

- Apply knowledge and skills necessary for positions of leadership to act as a change agent in the ever-evolving aspects of health care
- Appreciate the complex relationships of the health care setting and its diversified environment
- Identify the traits and skills of an effective leaders
- Recognize the nature of medicine vs leadership
- Overcome the special challenges of physician engagement

Session Description

The health care system is complex and faces many pressures. Laboratorians, physicians, and other health care providers have a unique opportunity to lead change and to focus on realizing significant, breakthrough improvements that can change the status quo. To do so, leaders need skills to lead individuals, teams, and entire organizations to open many new pathways to change. This talk will explore some established and emerging thoughts on leadership trends, experiential lessons learned, and potential opportunities to apply these to your own career paths and practice settings.

Speaker Bio

Dr. Basi is an experienced healthcare executive. A Registered Technologist trained in England and past Associate Dean in the School of the Health Sciences at BCIT, Andy's career has taken him across a spectrum of leadership roles in different settings. Along with 12 years of Laboratory Management experience he broadened his administrative skills in a variety of roles, first at the Workers Compensation Board and then as Administrative Manager Newborn Care Program and NICU at BC Children's Hospital. Most recently he worked as Manager Physician Quality Program at Vancouver Coastal Health, and previously as the Executive Lead Practice Support Program at Doctors of BC.