

Taking Charge of Our Health

Partnership Development Initiative
Building the Self-Management Community

November 24–25, 2009
Delta Toronto East Hotel



Conference Program



Thank You to Sponsors, Speakers, and Participants

On behalf of all participants, a huge “thank you” to our sponsors for helping move forward the vision of individuals empowered to manage their own health. This is the 2nd *Taking Charge of Our Health Conference*, which, like last year, is a unique program that is organized and delivered for and by patients and healthcare providers working in collaboration. In the future, we believe all healthcare conferences should be conducted this way. As we believe that all healthcare should be provided as the collaboration of patients and providers within the context of supportive communities.

We are especially grateful to our sponsors for stepping up on very short notice. This was a conference planned with a very short lead-time to take advantage of a couple of days that became unexpectedly available.

We also extend a big “thank you” to presenters who agreed to share their expertise and experience, also on very short notice. We are truly honored to have our external experts: Simon Knighton, Chief Executive of the UK Expert Patient Programme, Anne Hvizdak from Wisconsin Department of Health, Cara Biddlecom from Oregon Public Health Division, and Dorothy Whittick with IBM GBS Health Care. As well, of course, we are grateful to all of our Canadian colleagues who are delivering on innovative self-management everyday.

A handwritten signature in black ink, appearing to read 'Durhane'.

Durhane Wong-Rieger, PhD
President & CEO
Institute for Optimizing Health Outcomes

Tuesday, November 24, 2009

8:00 am – 8:30 am	Continental Breakfast and Registration – Toronto Ballroom C & D
8:30 am – 9:00 am	Opening Address <i>Hon. Deborah Matthews, Ontario Minister of Health and Long-Term Care (invited)</i> Objectives of Conference <i>Durhane Wong-Rieger, Institute for Optimizing Health Outcomes</i> Welcome Address <i>James Meloche, Senior Director, Central East LHIN</i>
9:00 am – 9:45 am	Keynote Address UK Patient Self-Management: Stepping Stones to Sustainable Quality <i>Simon Knighton, Chief Executive, UK Expert Patients Programme, Community Interest Company</i>
9:45 am – 10:30 am	Plenary Panel: Successful Collaborative Implementations of Statewide Initiatives — USA <ul style="list-style-type: none">• Self-Management and Evidence-Based Prevention Programs: Wisconsin Pilot Project <i>Anne Hvizdak, Wisconsin Department of Health</i>• Living Well With Chronic Conditions: The Oregon Experience <i>Cara Biddlecom, Oregon Public Health Division</i>
10:30 am – 10:45 am	Refreshment Break – Toronto Ballroom C & D
10:45 am – 10:55 am	Integrating Self-Management in Daily Life: A Patient Perspective <i>Anne Lyddiat</i>
10:55 am – 12:15 pm	Plenary Panel: Implementing Self-Management in Communities (Canadian Examples) <ul style="list-style-type: none">• ANCHOR PROJECT: A Novel Approach to Cardiovascular Health by Optimizing Risk Management: A Community-Based Research Project <i>Claudine Szpilfogel, Research Power Inc., Nova Scotia</i>• Engaging Diverse Patient Populations in Self-Management in a Community-Based Setting <i>James Read, Quality Improvement and Innovation Project (QIIP)</i>• How Central East Local Health Integration Network Brought Self-Management to Communities <i>Margery Konan, Central East Self-Management Program</i>• Using Teamwork to Get the Most for Your Patients <i>Cathy Benbow Plewes, Halton Diabetes Program</i>
12:15 pm – 1:00 pm	Lunch – Toronto Ballroom C & D

1:00 pm – 2:30 pm

Concurrent Sessions

Port Union Room	Rouge Hill Room	Guildwood Room	West Hill Room
<p>Stepping Stones to Quality: A Step-by-Step Approach to Implementing Self-Management in Communities <i>Simon Knighton, EPP</i></p>	<p>Power of a Team: VON Canada's SMART (Seniors Maintaining Active Roles Together) <i>Sheila Schuehle, VON Canada</i></p>	<p>What Works? Evaluating Chronic Disease Self-Management Support in Canada <i>Sharon Johnston, Élisabeth Bruyère Research Institute; Clare Liddy, Élisabeth Bruyère Research Institute; Susan Jaglal, University of Toronto</i></p>	<p>Developing Regional (LHIN-wide) Self-Management Programming: A Model for Community Development <i>Margery Konan, Pam Cardwell, and Community Partners, Central East Self-Management Program</i></p>

2:30 pm – 3:00 pm

Refreshment Break – Lower Level

3:00 pm – 4:30 pm

Concurrent Sessions

Port Union Room	Rouge Hill Room	Guildwood Room	West Hill Room
<p>Condition-Specific Self-Management Programs: Facilitator Training for Health Care Professionals <i>Anita Mendelson, Baycrest; Christina Wells-Rowell, Baycrest</i></p> <p>Initiating Change in Health Systems: Lessons Learned <i>Janis Leiterman, VON Canada; Cynthia Hitsman, VON Canada</i></p>	<p>Tools and Resources for Building and Communicating With Partner Organizations: Examples From Wisconsin and Oregon <i>Anne Hvizdak, Wisconsin Department of Health; Cara Biddlecom, Oregon Public Health Division</i></p>	<p>Approach to Cardiovascular Health by Optimizing Risk Management (ANCHOR): A Community-Based Project That Supports Lifestyle Change Through Personal Empowerment <i>Krista Courtney-Cox, Norma Campbell, Capital and Cape Breton District Health Authorities, Nova Scotia</i></p>	<p>From Research to Reality: The Champlain Community Connection Strategy <i>Clare Liddy, Élisabeth Bruyère Research Institute; Sharon Johnston, Élisabeth Bruyère Research Institute</i></p> <p>Self-Management in MHLHIN <i>Stacey Horodenzny, Trillium Health Centre; Susan Swartzack, Mississauga Halton LHIN; Jan Baker, Halton Healthcare Services Corporation</i></p>

FACILITATED CONVERSATION SESSION



**Tuesday, November 24, 2009
6:00 pm – 8:00 pm**

Up Close and Personal with Simon Knighton “Succeeding with Stanford CDSMP and Beyond”

Join us for hors d'oeuvres in the Atrium, followed by 'Up Close and Personal with Simon' in the Heritage Room

SUPPORTED BY THE CENTRAL EAST LHIN

Program Framework based on Chronic Disease Self-Management Integrating Evidence, Evaluation, Research and Partnerships
Catherine Goetz-Perry, VON Canada; Janis Leiterman, VON Canada

Self-Management Support Education: Improving Client Outcomes Through Practice Change

Janis Leiterman, VON Canada; Karen Curry, VON Canada

Wednesday, November 25, 2009

8:00 am – 8:30 am	Continental Breakfast and Registration – Toronto Ballroom C & D
8:30 am – 8:45 am	Shared Lessons Moving Toward Community-Based Self-Management <i>Durhane Wong-Rieger, Institute for Optimizing Health Outcomes</i>
8:45 am – 9:30 am	Keynote Presentation Building Self-Management Support into Your Practice <i>Mike Hindmarsh, President, Hindsight Healthcare Strategies</i>
9:30 am – 10:00 am	Invited Address Chronic Disease Self-Management Practice in Canada — Patterns, Trends and Programs <i>Barbara Paterson, University of New Brunswick</i>
10:00 am – 10:30 am	Plenary Panel: Self-Management and Community-Based Primary-Care <ul style="list-style-type: none">• Self-Management and Diabetes Care in the Primary Care Setting <i>Ross Kirkconnell, Guelph Family Health Team</i>• Self-Management and Community-Based Rural Care <i>Elisha Laughren, Timmins Family Health Team</i>
10:30 am – 10:50 am	Refreshment Break – Toronto Ballroom C & D
10:50 am – 11:00 am	Living Well: A Patient Perspective <i>Tara Jeji</i>
11:00 am – 11:30 am	Invited Address Calgary Health Region — Bodacious Framework Integrating Wellness and Disease Management <i>Dorothy Whittick, IBM GBS Health Care</i>
11:30 am – 12:00 pm	Discussion Opportunities and Challenges for Creating Self-Managing Communities
12:00 pm – 1:00 pm	Lunch – Toronto Ballroom C & D

1:00 pm – 2:30 pm

Concurrent Sessions

Port Union Room	Rouge Hill Room	Guildwood Room	West Hill Room
<p>Using Best-Practice Health Information to Support Self-Management: Avoiding the Pitfalls of Gobbledygook <i>Farrah Schwartz, Toronto Rehab; Jane Nowman, Urban Family Health Team; Rita Kang, Toronto Western Hospital</i></p>	<p>Increasing Access to Chronic Disease Self-Management Programs in Rural and Remote Communities Using Telehealth <i>Susan Jaglal, University of Toronto; Vinita Bansod, University of Toronto</i></p> <p>Building Self-Management Climate Among Immigrant Community <i>Yan Gao, Sherbourne Health Centre; Julie Wolfe, Sherbourne Family Health Team; Pamela Mahatoo</i></p> <p>Self-Management — Not Just a Program. Learnings Influence Local Health System Design and Early Findings From a Telemedicine Initiative <i>Ann-Marie Kungl-Baker, NSM LHIN</i></p>	<p>Self-Management and Exercise for Arthritis, Parkinson's and Stroke: Demonstrated Success — Evaluation Findings <i>Anita Mendelson, Baycrest; Christina Wells-Rowsell, Baycrest</i></p> <p>Implementation and Evaluation of an Evidence-Based Chronic Disease Self-Management Program in Montreal, Quebec <i>Deborah Radcliffe-Branch, McGill University Health Centre; Lisa-Anne Elvidge, McGill University Health Centre</i></p> <p>Supporting Self-Management in Rural Older Adults with Heart Failure: A Mixed Methods Study <i>Catherine Goetz-Perry, VON Canada</i></p>	<p>Applying Wellness Disease Framework <i>Dorothy Whittick, IBM GBS Health Care</i></p>

2:30 pm – 3:00 pm

Refreshment Break

– Toronto Ballroom C & D

3:00 pm – 3:10 pm

Integrating Self-Management in Daily Life — A Patient's View

Jim Dove

3:10 pm – 4:00 pm

Plenary: Answering Challenges; Seizing Opportunities

Collaborating to Take Charge of Our Health in Canadian Communities

Institute for Optimizing Health Outcomes

Services of IOHO

At the Institute for Optimizing Health Outcomes, we have a unique perspective on patient self-management. We are both patients and healthcare providers. We deliver programs to patients and patient groups. We also train and support healthcare providers and work with institutions. We are a learning institute, promoting best practices, and improving delivery through evaluation. But we are also patient advocates, committed to ensuring that the patient voice is directly represented in all healthcare decisions, from individual to policy levels.

Contact us to customize a program, training, and support for your organization. We work with patient groups, family health teams, community health services, chronic disease management programs, institutions, workplaces, and industry.

Program services include:

- Stanford Chronic Disease Self-Management Program
- Skills for Healthcare Professionals to Support Self-Management
- Implementing and Integrating Self-Management in Healthcare Delivery
- Community Collaborations on Health Promotion and Disease Management

For more information, please visit our website:
www.optimizinghealth.org

Contact: Durhane Wong-Rieger, President & CEO
at 416-969-7435 or durhane@optimizinghealth.org



Conference Sponsors

On behalf of participating patients, families, and healthcare providers, we would like to recognize the following sponsors for their generous support of

Taking Charge of Our Health:
Partnership Development Initiative,
Building the Patient Self-Management Community



Working together for a healthier world™



Advancing the dialogue toward a healthier future



sanofi aventis

Because health matters

Canada's Research-Based
Pharmaceutical Companies



Les compagnies de recherche
pharmaceutique du Canada

