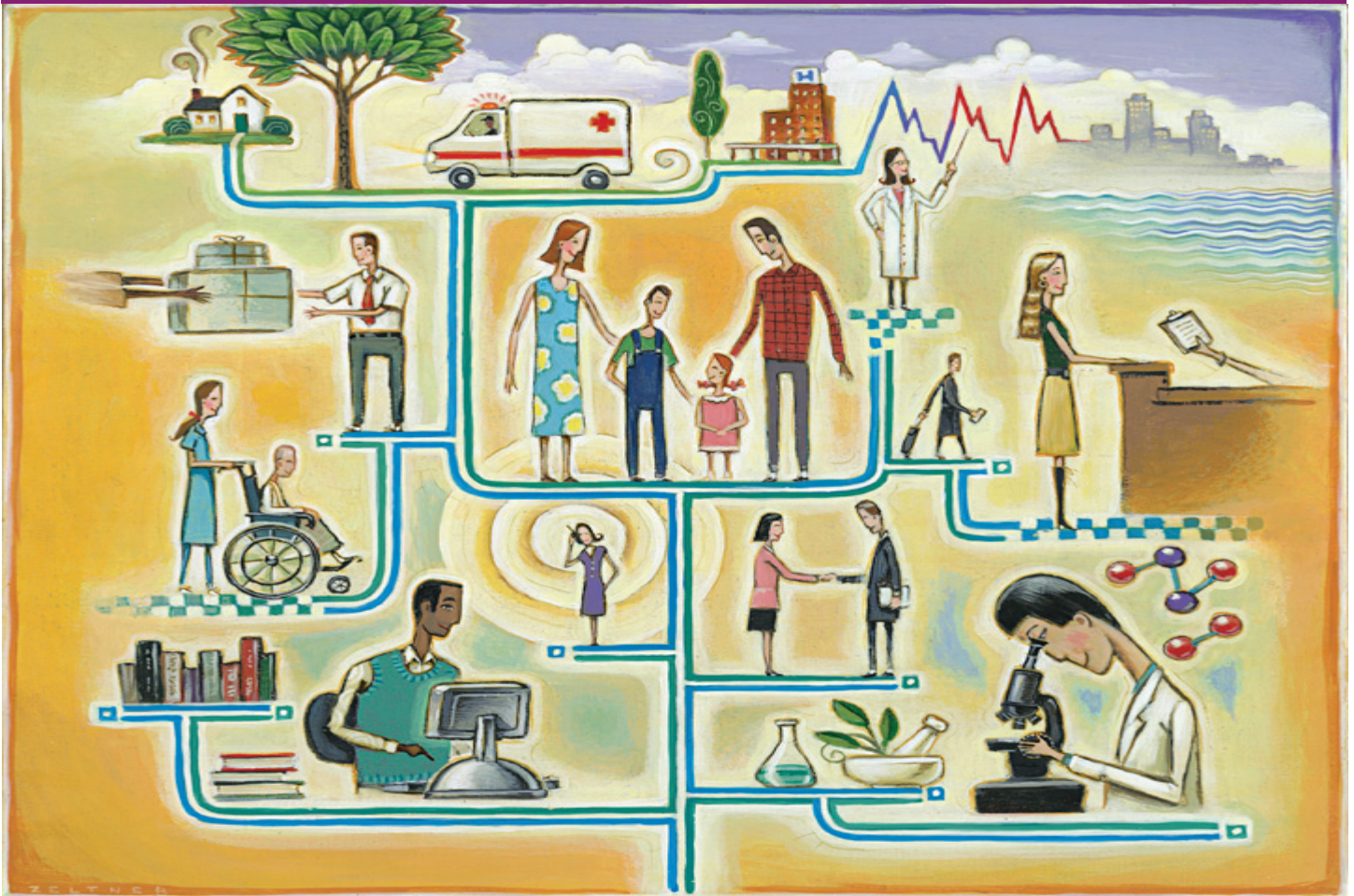


# Advancing Safe Transitions for Employees and Patients Across the Continuum of Care

Monday, April 30, 2012  
Toronto



PARTNERS



# Advancing Safe Transitions for Employees and Patients Across the Continuum of Care Monday, April 30, 2012

Novotel Toronto Centre  
45 The Esplanade  
Toronto, Ontario  
M5E 1W2

Many workplace accidents involving patients/clients and employees take place during or shortly after the point of transfer.

In April 2011, the Public Services Health and Safety Association (PSHSA) hosted a focus group on the issue of Transfer of Care that included a number of stakeholders along the continuum of care. The group identified several key issues and challenges in the transfer of care process, particularly around communication (transmitting timely and relevant information), collaboration (shared resources to coordinate care), and client health outcomes.

The primary goal of this conference is to examine the challenges and opportunities to advance the safe transition of patients/clients and employees along the continuum of care encompassing acute and community care settings. A fundamental step to advancing employee and patient safety is to provide adequate and timely orientation to employees on sector-specific workplace hazards. In addition, providing regular, ongoing training in measures and procedures for the protection of the employee and the patient will also go a long way in reaching safer transitions.

Some of the areas that will be explored during the conference include the need for mandatory and timely health and safety orientation, ongoing training for employees, standardized language, risk management, and communication processes across the health care sector. A case study will also be explored in order to illustrate the transfer of timely and relevant information between the levels of service providers.

## Target Audience:

- Occupational Health and Safety Professionals
- Quality and Risk Professionals, Discharge Planners
- Human Resources and Organizational Development
- Educators, Supervisors
- Emergency Medical Services, Paramedic Services

Representatives from Local Health Integration Networks (LHINs), Community Care Access Centres (CCACs), Community Support Agencies, the Ontario Long-Term Care Association (OLTCA), the Ontario Ministry of Health and Long-Term Care, the Ontario Ministry of Labour, the Ontario Home Care Association, and the Public Services Health and Safety Association

## Agenda

**8:30am**

**Registration and Continental Breakfast**

**9:00am**

**Welcome and Opening Remarks**

**Co-Chairs:**

**Susan D. VanderBent**

*Executive Director*

Ontario Home Care Association

**Louise Logan**

*President and CEO*

Public Services Health and Safety Association

**9:10am**

**The Environment: Addressing the Safety of Patients and Employees in Transitions in Care**

- Defining transitions in care across the healthcare system
- Key issues, challenges related to employee and client safety
- Relationship between client and employee safety
- Opportunities for integrating safety

**Patti Boucher**

*Vice-President, Prevention Services*

Public Services Health and Safety Association

**10:10am**

**Networking and Refreshment Break**

**10:25am**

**Current Standards and Emerging Best Practices**

- Employee and patient safety focus
- Trends in surveys

**Speakers to be announced**

**11:30am**

**Applying Hazard Knowledge to Improve Safety in Transitions of Care**

- Roles and responsibilities of workplace parties in assessing hazards and communicating risk
- Identifying common hazards
- Worker education tools

**Henrietta Van Hulle**

*Director, Prevention Services West*

Public Services Health and Safety Association

**Sandra Wilson**

*Director, Product Development*

Public Services Health and Safety Association

**12:00pm**

**Networking Luncheon**

**1:00pm**

**Case Study: Transfer of Timely and Relevant Information**

- What needs to be communicated between the levels of service providers?
- What is the worker safety concern?
- What is the patient/client safety concern?
- What do I need to know to provide good care?

**Home Care**

**Jean Irvine**

*Director of Human Resources*

Spectrum Healthcare

**Hospital**

**Long-Term Care**

**CCAC**

**Community Support-Social Worker**

**Emergency Medical Services**

**Speakers to be announced**

**3:00pm**

**Networking and Refreshment Break**

**3:15pm**

**Health System Collaboration Solution for Standardized Risk Categorization**

- Common types of risk
- How organizations code and communicate risk
- Recommendations for standard risk categorization

**Representative from CCAC and from a service delivery organization to be announced**

**3:45pm**

**Wrap Up and Adjournment**

**Co-Chairs:**

**Susan D. VanderBent**

**Louise Logan**

## Registration Form

Miss  Mrs.  Ms.  Mr.  Dr.

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Position: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

# Street City

Prov/State Postal/ZIP

Phone No: \_\_\_\_\_ Ext: \_\_\_\_\_

Email Address: \_\_\_\_\_

\*To be used for registration confirmations and program material.

### Emergency Contact Information (if different from above)

Please indicate your emergency contact information below. We will contact you in case of an emergency, i.e. program cancellation, etc. The information will be kept in confidence.

Emergency Contact Number: \_\_\_\_\_

Emergency Contact Email: \_\_\_\_\_

### Payment Method

Cheque  VISA/MasterCard/American Express

If paying by cheque, please make cheque payable to Ontario Hospital Association.

Registration Fee: \$ \_\_\_\_\_ + 13% HST: \$ \_\_\_\_\_

= Total: \$ \_\_\_\_\_

If paying by credit card, please provide the following information.

Name of Cardholder: \_\_\_\_\_

VISA/MasterCard/AMEX No: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

HST Registration #: 10779 7961 RT0001

## Registration

Registration will take place **Monday, April 30, 2012** at 8:30am at the Novotel Toronto Centre.

**Space is not guaranteed, unless payment is received prior to the event.**

### Registration Fee

**Member:**

**\$399.00 + HST \$51.87 = Total \$450.87**

**Non-member:**

**\$989.00 + HST \$128.57 = Total \$1117.57**

### Cancellation Policy

Notice of cancellation must be provided in writing 3 days prior to the date of the program. A 50% administration fee will apply to all refunds. Registrants who fail to attend the program or cancel after the deadline date shall be liable for the entire fee. Substitutions are welcome. The Ontario Hospital Association reserves the right to cancel or reschedule a program.

### Accommodations

If you require accommodations, please contact the Novotel Toronto Centre Hotel at 416-367-8900. Please be sure to indicate that you are attending the OHA conference to secure a special room rate of \$145 for single/double occupancy. Be sure to make your hotel reservation before April 30, 2012, as accommodations for that time period are filling up quickly.

*If you require extra assistance or have special requirements, please let us know when registering for the conference to ensure we can accommodate them.*

### Three Easy Ways to Register...

**1. Online:** [www.oha.com/conferences](http://www.oha.com/conferences)

**2. Fax:** 416-205-1340

**3. Mail:** If paying with a cheque, complete the form and mail together with payment no later than *April 16, 2012* to:

### EP194 Advancing Safe Transitions for Employees and Patients Across the Continuum of Care

Educational Services Division  
Ontario Hospital Association  
200 Front Street West, Suite 2800  
Toronto, Ontario M5V 3L1

For additional registration and program information, please contact Elizabeth Barrasso at **416-205-1352** or **[ebarrasso@oha.com](mailto:ebarrasso@oha.com)**.