



# Canadian Patient Relations Conference

**Canada's only national conference to discuss patient relations best practices & innovative methods for improving the patient experience**

**Toronto - March 30-April 1** – The Global Healthcare Professionals Network is pleased to announce the key speakers that will take the spotlight during the 2016 conference. This year's opening keynote is *Sholom Glouberman, PhD, Philosopher in Residence, Baycrest Centre for Geriatric Care, Adjunct Assistant Professor, University of Toronto and Founder, Patients Canada*. He speaks on behalf of: Making Small Changes with Patients, Can Change Everything. The session covers learning objectives such as, discovering what needs changing from the patient's point of view, how to make changes that count and how to create patient led change in complex systems. Day Two leads off with Keynote and President/Chief Executive Officer, *Dr. Joshua Tepper, MD, MPH, MBA of Health Quality Ontario (HQO)*.

Attendees will have the opportunity to hear experts within the ever changing patient experience field. Presenters such as *Chairperson, Brenda E. Tan FSHCA, President, Ontario Patient Relations Associations (OPRA)* speak on: Complaints Management for Marginalized Groups.

- Discover ways to overcome bias and stigma
- Learn about initiatives that break through the communication barriers
- Identify core values that determine commitment to quality health care and services
- How an organization works together with licensing officers in complaint resolution

*"The conference is Canadian content with knowledgeable speakers from across the provinces. The pre-conference workshops provided opportunities for candid discussions. The conference days covered a variety of relevant topics that I could identify with. There were many opportunities for networking and have informal discussions with colleagues that made me realize that I'm not the only one with challenging cases."* - Brenda Tan, President, OPRA

The directors of patient concerns and patient relations from **Alberta Health Services** share their knowledge on how to become familiar with patient feedback data. Also, you can gain notable knowledge by learning how to organize support for receiving and acting on patient feedback.

## Top Workshop Confirmed:

### **Getting Everyone Onboard for Realistic Health Care Solutions: Canadian Institute for Conflict Resolution (CICR)**

- Understand how values, stereo-types and assumptions impact conflict and the inability to find acceptable solutions
- Identify four values that are essential in reaching commitment to a potential solution
- Hear evidence based case studies and learn to implement consistent surveillance and prevention techniques.

Join the discussion to develop a successful plan to implement patient safety collaboratives and implement consistent surveillance/prevention techniques. In doing so, you can sync with integrated care and increase patient satisfaction scores.

You'll find a detailed overview of the three-day long learning and networking experience within the information below.

For more information on the event please view:

**Brochure:** <http://bit.ly/1OvWxzX>

**Pricing & Discounts:** <http://bit.ly/1U11kgn>

**Speakers:** <http://bit.ly/1n6TSWO>

**Resource Library:** <http://bit.ly/205k6ab>

• **CONTACT INFORMATION** •

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