



iMPAct:

EXCEPTIONAL EXPERIENCES IN MENTAL & PHYSICAL HEALTH CARE

7:00 am – 8:30 am

Registration and Breakfast

8:30 am – 8:50 am

Welcome and Opening Remarks

Michelle DiEmanuele, President and CEO of Trillium Health Partners
Dr. Trevor Young, Dean, Faculty of Medicine, University of Toronto

8:50 am – 10:00 am

The Institute for Better Health Presents: Hazel McCallion Endowed Lecture in Shaping Healthier Communities
Dr. Edward Wagner: Bridging the Quality Chasm in Mental Health

Dr. Edward Wagner, Senior Investigator, Kaiser Permanente Washington Health Research Institute, Director (Emeritus, Ret.), MacColl Center for Health Care Innovation, Emeritus Professor, Health Services, University of Washington

As a pioneer in developing and implementing the Chronic Care Model (CCM), Dr. Wagner will share his insights on why this model has been successful in delivering care for many chronic conditions, but has not broken through in mental health and what needs to be done to improve the delivery of mental health services.

Followed by a Reactor Panel

10:00 am – 10:30 am

Break and Light Refreshments

10:30 am – 12:00 pm

iMPAct Stations

Participants will participate in 6 customized iMPAct stations (3 in the morning and 3 in the afternoon). Through MPA project showcases, participants will explore examples of how the MPA is striving to create an exceptional experience in mental and physical health care. The creative, hands-on engagement activities at each station are designed to allow for objective analysis, to provide opportunities to reflect, to foster thought and interaction, and to provide insight into what exceptional experiences means for patients, providers, and the system.

12:00 pm – 12:45 pm

Lunch and Poster Sessions

Enjoy your lunch with colleagues and then immerse yourself in the findings of the MPA through academic posters.

12:45 pm – 1:25 pm

Medical Psychiatry Collaborative Care Certificate (MP3C)

The Medical Psychiatry Collaborative Care Certificate (MP3C) is a leading-edge approach to supporting learning in integrated mental and physical collaborative health care. In this session participants will gain a deeper understanding of the competency framework and explore how MP3C modules are developed and co-designed in partnership with patients and caregivers. This provides innovative and accessible education for practicing health care providers across health care sectors and patient populations.

Dr. Alison Freeland, Vice President, Quality, Education & Patient Relations, Trillium Health Partners and Regional Associate Dean of Medical Education, Faculty of Medicine, University of Toronto

Dr. Sanjeev Sockalingam, Vice President of Education, Centre for Addiction and Mental Health and Associate Professor of Psychiatry, University of Toronto

Dr. David Wiljer, Executive Director, Education Technology Innovation, University Health Network; Associate Professor, Department of Psychiatry and Institute for Health Policy Management and Evaluation (IHPME), University of Toronto; Collaborating Scientist, Centre for Addiction and Mental Health

1:25 pm – 1:40 pm

Break and Light Refreshments

1:40 pm – 2:30 pm

Co-Designing for Experience Panel
“Designing Better” - CMHA Waterloo Wellington Dufferin

Experience the iMPAct of co-designing through a case study of the process undertaken by the Canadian Mental Health Association Waterloo Wellington Dufferin and regional partners to redesign mental health services.

2:30 pm – 4:00 pm

iMPAct Stations

Participants will continue to rotate through the remaining iMPAct stations.

4:00 pm – 4:30 pm

Wrap-up and Closing Remarks

Be inspired by the outcome of our co-designing process together and hear from leaders of the MPA.

Michelle DiEmanuele, President and CEO of Trillium Health Partners
Dr. Trevor Young, Dean, Faculty of Medicine, University of Toronto

4:30 pm – 6:00 pm

Networking Event

Reflect on your conference experience and create connections with others who share the goal of creating an exceptional experience in mental and physical health care.