

**Quality Education Workshop**  
**Toronto Central Palliative Care Network**  
**Monday June 14, 2010**  
**1:00 – 3:00 PM**  
**Mount Sinai Hospital – 15<sup>th</sup> Floor Classroom**  
**600 University Avenue**  
**(Please use University Avenue elevators)**

**AGENDA**

<b>Topic</b>	<b>Speaker</b>	<b>Time</b>
Introduction	Ms. Siu Mee Cheng TCPCN	1:00-1:02
<ul style="list-style-type: none"> <li>• Quality of Care Committee Chair’s Comments – “Why the need for quality in hospice palliative care?”</li> </ul>	Dr. Lawrence Librach TCPCN	1:02-1:12
<ul style="list-style-type: none"> <li>• Quality Workshop Session – Part A: <ul style="list-style-type: none"> <li>○ Introduction to definitions, terms and concepts related to Quality</li> <li>○ What is the difference between Safety and Quality?</li> <li>○ Overview of quality problem identifying tools &amp; examples.</li> <li>○ Overview of problem solving tools and examples.</li> <li>○ Specific Examples: <ul style="list-style-type: none"> <li>▪ Single Point of Access within the Hospital</li> <li>▪ Clinical Rounds</li> </ul> </li> </ul> </li> </ul>	Ms. Paula Blackstien-Hirsch, Centre for Healthcare Quality Improvement	1:12-2:42
<ul style="list-style-type: none"> <li>• Quality Workshop Session – Part B: <ul style="list-style-type: none"> <li>○ How to build leadership in quality.</li> </ul> </li> </ul>		
<b>Audience Question &amp; Answer Period</b>	All	2:42-2:57
Conclusions	Dr. Lawrence Librach TCPCN	2:57-3:00

**Speakers**

<b>SPEAKERS</b>	<b>AFFILIATION</b>
Ms. Paula Blackstien-Hirsch	Executive Director Centre for Healthcare Quality Improvement
Ms. Siu Mee Cheng	Executive Director Toronto Central Palliative Care Network
Dr. Lawrence Librach	Chair, Quality of Care Committee Toronto Central Palliative Care Network

*Lunch offered courtesy of The Temmy Latner Centre for Palliative Care*



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**Wyeth**