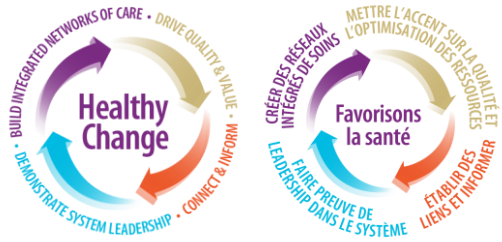
Central West **LHIN** | **RLISS** du Centre-Ouest

Governance & Leadership Forum
Creating a Culture of High Performance
Agenda



April 26, 2016 | 5:00 to 8:30 pm
Brampton Courtyard Marriott, (Windsor A & B)
90 Biscayne Crescent, Brampton, ON

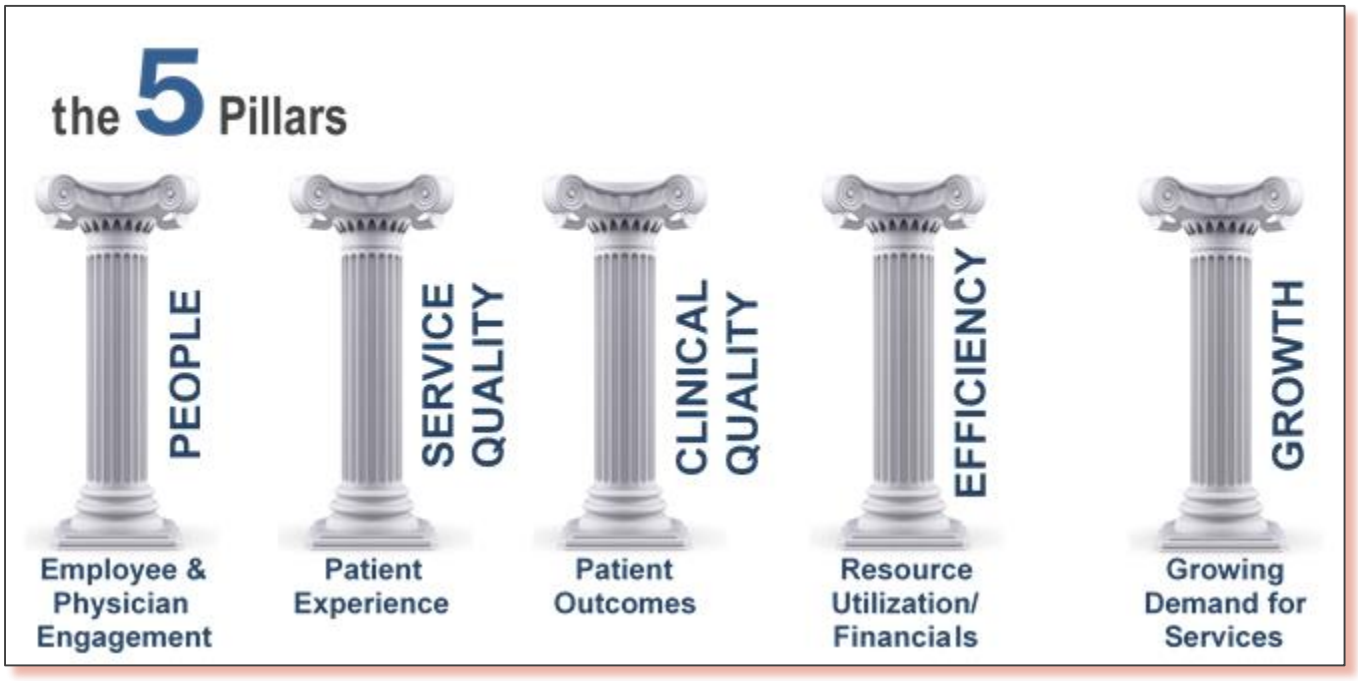
Improving quality and patient experience has emerged as an important health care priority across Ontario and in the Central West LHIN. In response, organizations are striving to improve patient experience, but what does this mean in a contemporary healthcare setting? How are improvements defined and measured? How can patient-centred care be delivered consistently across health care systems? And what is the impact on other critical mandates such as quality improvement, staff engagement, and financial performance?

5:00 – 5:30pm - Light Dinner and Networking

	Agenda Item	To be Accomplished	Lead	Time
1.0	Welcome	Welcome and setting the context.	John McDermid	5:30 – 5:35 pm
2.0	Sharing	An opportunity for those present to share news, events and successes… come prepared to share!	John McDermid	5:35 – 5:45 pm
3.0	Evidenced-Based Leadership (EBL) Framework	Patient Story – Mary Ellen McBride Introduction of Studer Group Canada… Welcome of guest speakers Overview of Evidenced-Based Leadership (EBL) Framework and the 5 Pillars	 Gerry Merkley Mitch Hagins / Bonnie Cochrane	5:45 – 6:45 pm
4.0	Interactive Table Exercise… the 5 Pillars	Small table discussions on the 5 Pillars… their applicability to Central West LHIN Health Service Providers (HSPs) and partners, and opportunities and challenges for each. How EBL works on the ground… examples from the front line. Develop "Elevator Pitch"	Mark Edmonds - Facilitator Liz Ruegg / Matt Anderson / Cathy Hecimovich All	6:45 – 8:15 pm

Ontario
Local Health Integration Network
Réseau local d'intégration des services de santé

	Agenda Item	To be Accomplished	Lead	Time
5.0	Elevator Pitch	1 minute report back from each table.	Mark Edmonds - Facilitator	8:15 – 8:25 pm
6.0	Wrap Up	Summary… next steps… action items… adjournment.	Maria Britto	8:25 – 8:30 pm

Additional Pre-Reading Materials Provided

- **Back to the Future**: Patient experience and the link to quality, safety and financial performance
- **The Power of Engagement**: Creating the culture that gets your staff aligned and invested
- **The Studer Group Website:** www.studergroup.com