UMNO EDUCATION DAY AGENDA
Friday, OCTOBER 25 2019
Holiday Inn - Yorkdale, Toronto, Ontario

Theme: Capturing and Reflecting the Patient’s Journey

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<td>8:00 - 8:30</td>
<td>Registration and Continental Breakfast</td>
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| 8:30 - 9:15| **KEYNOTE ADDRESS:** The Value of the Patient’s Perspective and Planning in Healthcare  
Melissa Farrell, President, St. Joseph’s Healthcare Hamilton |
| 9:15 - 9:45| **How OHTs Can Dramatically Improve Patient Experience**  
Tyler Chalk, Chief Strategy and Communications Officer, Southlake Regional Health Centre |
| 9:45 - 10:15| Networking Break                                                                            |
| 10:15 - 10:45| **Best Practices for Timely DAD & NACRS Data Collection - A National Survey**  
Nicholas Gniedziejko, Manager, Clinical Administrative Databases, Operations, Canadian Institute for Health Information (CIHI) |
| 10:45 - 11:30| **Data Quality and Impact on CMI**  
Eley Wisniewski, Manager Coding, Data Quality and Chart Completion, Hamilton Health Sciences |
| 11:30 - 12:00| **Access to Care Update (ATC)**, Candice Tam, ATC Liaison for UMNO  
CIHI Update  
UMNO Executive Update, Paul Sandor, Chair UMNO  
Open Mic |
| 12:00 - 13:00| Lunch                                                                                       |
| 13:00 - 13:30| **Reporting of the Patient Experience**  
Michelle Samm and Kanwal Ali, Markham Stouffville Hospital |
| 13:30 - 14:45| **Quality in Palliative Care Panel Discussion**  
Patient Perspective, Valerie McDonald, Caregiver  
Provincial Perspective, Susan Blacker, OPCN  
Improving Quality at the Organization Level, Stacey Bar-Ziv, HQO  
Provider Perspective, Dr. Harleen Toor, Mount Sinai Temmy Latner Centre |
| 14:45 - 15:00| **Evaluation, Door Prize Draws, & Wrap-Up**                                                |

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