

## JCC Pre-Forum 2023 Final Report

The information below will be shared with the Joint Collaborative Committees and Health Quality BC. A simplified version will be shared on the [Collaborate on Health in BC website](#). The simplified version will include: event summary, who participated, survey results, event highlights, and a select number of quotes from the evaluation forms. The simplified version will not include budget/sessional information or any information regarding the CME audit.

### Event Summary

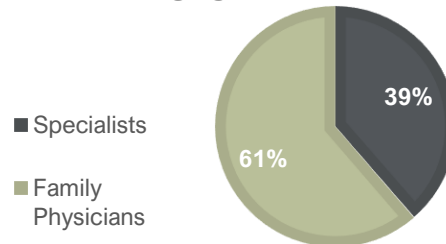
On June 6, 2023, the Joint Collaborative Committees (JCC) hosted the JCC Pre-Forum '**Collaborative Compassion: The Power of Connectedness**' in partnership with the Health Quality BC (HQBC) Quality Forum event. This was the seventh year that the JCCs have partnered with the Quality Forum.

Over 460 physicians, allied health care professionals, community partners, health authority and government leaders came together to learn more about how collaborative partnerships are supporting innovation and quality improvement around the province, helping all partners to improve patient care and to build a stronger health care system.

### Who Participated

This year saw a reduction of attendee numbers from 497 to 468, with a similar reflection in the number physicians attending from 289 in 2022 to 241 this year.

#### PHYSICIAN ATTENDEES



### Event Highlights

#### Keynote Speakers

The Pre-Forum opened with a plenary from Dr Susan Biali Haas. Dr Biali Haas, M.D. presented her own personal story of burnout to assist attendees to focus on their own health and wellness. With stresses in work and life at all-time highs, she offered new pathways of working and living for attendees to consider. Dr Biali Haas helped to equip attendees with tools to fortify your minds, bodies, lives, and workplaces as we face today's unprecedented challenges.

The second plenary of the day was given by Dr James Makokis. Dr Makokis is a Nehiyô two-spirit Family Physician from the Onihcikiskapowinihk (Saddle Lake Cree Nation) in Treaty Number Six Territory. He practices Family Medicine in Kinokamasihk Cree Nation in northeastern Alberta and has a transgender health focused practice in South Edmonton. Attendees were enlightened by Dr Makokis's humour and history to better understand indigenous-based racism. He believes there is no place for racism, discrimination, or hate within the medical system, as the basis for health and healing is sahihotowin (love).

The third and final plenary session was a panel presentation from the JCC Co-Chairs and moderated by Dr Josh Greggain. This session was pre-planned as a discussion around key questions as polled ahead of time from registered attendees. It was an informal question and answer style panel. Josh began with a basic introduction of the JCC structure then questions focused on collaboration across the JCCs, acknowledging challenges, success and background stories, as well as important changes needed for the system.

### *Breakout Sessions*

Through 30 rapid fire presentations and 4 workshops, attendees had the opportunity to share their knowledge and to learn from other participants about a diverse range of quality improvement work taking place across the province.

The sessions included a wide variety of formats and speakers and were universally well rated. We thank all our breakout leads and speakers for the effort they put into designing and leading their sessions.

### *Storyboard Reception*

Thirty (30) projects from around the province were represented in a storyboard format where attendees could engage and ask questions during a reception at the end of the day. Attendees were able to vote on their favourite storyboard and our emcees, Dr Ian Schokking and Shana Ooms the JCC Co-Chairs from Shared Care, also chose their favourite storyboard. Winners were as follows:

People's Choice Storyboard Award (tied):

- Improving Physician Engagement: A Systematized Approach – Surrey-North Delta Division of Family Practice – Saira Abrar & Dr Hala Ahmed
- The Kudos Project, East Kootenay Regional Hospital – EKRH Medical Staff Society – Jill Bain, Lori Wik, Stephanie Nolan, Sophia Bianchi, Laura Swaney

JCC Co-Chairs Storyboard Award:

- Strengthening an interprofessional maternity team and access to local maternity care – Rural and Remote Division of Family Practice – Carrera Teal

## CME Accreditation

The JCC Pre-Forum is a fully accredited event.

The Division of Continuing Professional Development, University of British Columbia Faculty of Medicine (UBC CPD) is fully accredited by the Continuing Medical Education Accreditation Committee (CACME) to provide CPD credits for physicians. This activity is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification Program of the Royal College of Physicians and Surgeons of Canada, and approved by UBC CPD. You may claim a maximum of 4.5 hours (credits are automatically calculated). This one-credit-per-hour Group Learning program meets the certification criteria of the College of Family Physicians of Canada and has been certified by UBC CPD for up to 4.5 Mainpro+® credits. Each physician should claim only those credits accrued through participation in the activity.

## Sessional Payments

Prior to the JCC Pre-Forum in 2022, the JCC Co-Chairs decided that the JCCs would not administer sessional payments for physicians to attend the Quality Forum. This is because the Quality Forum is not an internal event. As the JCC Pre-Forum is an internal event, physicians will receive sessional time (up to 7hrs) for the JCC Pre-Forum event only.

As this was the second year of implementing this policy, there were few physicians who were questioning or expressing concern. We stayed on top of registrations and redirected any attendees who didn't register for the JCC Pre-Forum as well as the Quality Forum and informed them of the financial part of that decision.

Statistically, it was interesting to note that of the 241 physicians who registered to attend the JCC Pre-Forum (June 6) only 145 continued to attend the Quality Forum (June 7-8). While sessional payments could be a part of that decision, it could also be because the Quality Forum sold out very early (April 11).

Operationally, the submission of sessional hours and expenses were made directly into an expense portal rather than completing a form. This seemed to go very well.

## Participant Feedback

Of the 468 attendees, 237 evaluations were completed this year. This was a significant increase in participation compared to last year when only 135 completed the evaluation.

### Agree/Strongly Agree

- This event was a valuable use of my time: 94%
- This event supported my learning: 92%
- I will be able to apply the knowledge gained to my role: 91%
- This event inspired me to take action to improve patient care: 89%
- This event improved my quality improvement skills: 73%

### Did the presentations offer balanced views?

Only 1% of respondents thought the presentations did not offer balanced views:

*"The first keynote Dr. Susan Biali Haas positioned herself as an expert on burnout and mental health, however, as a psychiatrist I was quite concerned about some of her messaging which emphasized burnout at the expense of mental illness which has the effect of further stigmatizing mental illness."*

*"I think the projects ultimately represent physician interests, and less so the patient perspective. It's challenging to accept the value of projects where patient feedback suggests they weren't entirely happy with the model but ultimately support the project because it meant they gained faster health care access."*

99% of respondents thought the presentations offered balanced views.

### *Did the program meet the stated learning objectives?*

100% of respondents thought the program met the stated learning objectives.

### *Did you observe any bias, whether industry or not, in any of the content?*

1% of respondents thought the content was biased:

*“The project teams frequently credited Doctors of BC for making their work possible, whereas the JCCs exist only in partnership with Government (and the MSC) and often by working with Ministry of Health and health authority partners.”*

*“Dr Biali Haas, while she said she was a mental health expert, I would suggest that psychiatrists are mental health experts and I found her presentation significantly lacking.”*

99% of respondents did not perceive any biases, whether industry or other, in any part of the program.

## General Feedback

Based on participant feedback, it is evident that the 2023 JCC Pre-Forum met the goals and objectives and was successful in bringing health leaders, physicians and staff together to network, identify opportunities for engagement and to collaborate and celebrate the achievements from this past year. Many of the participants noted that the keynote speakers were the highlight of the event and attendees were engaged.

*“Keynotes were amazing. Rapid fire sessions very well selected.”*

*“Two Spirit Doctor - LGBTQ2S: I was left speechless, and I felt the urgency to do MORE ... STOP Talking and LET’S DO.”*

*“Plenary sessions and facilitated table discussions were excellent. Inclusion and First Nations focus theme throughout was very educational and inspiring.”*

*“Both keynote speakers had very power presentations and provided simple actionable items that can be easily adopted immediately.”*

*“The posters were great. The keynote presentations were excellent. Just meaningful and applicable to our journey with each other and patients and their families.”*

*“The keynote speakers were excellent because of their perspectives of their areas are important to hear and learn about. The older patient care, multidisciplinary team, and connections and engagement sessions were valuable because they applied directly to my patient population.”*

*“I thought the plenary speakers were exemplary. The vulnerability displayed by Dr. Biali Haas was incredible and was a helpful step in de-stigmatizing mental health crises. Dr. Makokis was a wealth of knowledge and his gentle way of conveying that knowledge, and his perspectives, to the audience had my full attention from the moment he began speaking until well after he finished - I learned the most from him today!”*

*“Reflections and Q&A of the JCC members at end of day - nice to see what are leaders are thinking and what they*

would like to see moving forward.”

“Virtual care session, and workshop on co-creating virtual communities of practice. Awesome to see how these solutions have been used to address common problems and to get inspiration for what could be spread.”

“I really enjoyed the burnout session mainly because it is so important to take the time to acknowledge this in providers. It often is ignored.”

“In person engagement”

“Rapid fire sessions. Lots of interesting information”

“Learning of burnout and rituals/ways to create boundaries and saying No”

### What could have improved your JCC Pre-Forum Experience?

“Small group discussions, networking opportunities”

“Great to see an array of research from around the province. Highlighting QI methodology and more data driven QI work would be beneficial.”

“I find it really hard to choose the best/most appropriate breakout sessions, and prefer larger plenary sessions for a forum like this.”

“Panel talk and closing remarks were a bit lengthy”

“I felt that the position of not paying for physician attendance at the conference if they attended the allyship was narrow minded, ill-informed and mean. In a spirit of reconciliation with what is happening in medicine, if ALL physicians wanted to attend the allyship it should have been encouraged. I was shocked JCC discouraged this.”

“Workshops probably need more time allocation. If all meeting rooms could be on single floor rather than lining up at elevators for tens of minutes is frustrating experience.”

“More time spent on intentional networking - for example, at the start of the day, ask people to introduce themselves to those at their table. At the breakouts, ask people to do work in pairs or introduce them selves to the person sitting on their right ... There were people there who knew each other and then others who didn't know people and could have benefited from building their networks and connections across the province.”

“I really wish there was time in all the presentations to include more about the impact of including a patient partner in their work, and time to include that patient partner co presenting. (2-3 min can allow a powerful message)”

“Unclear on break out registration process. Very confusing process for registration of JCC.”

“Vegan and gluten free meal options”

“Have hard copies of the schedule and locations available because it's hard to read so much information on a phone (just 1 page, not a whole book)”

“No suggestions, the day was well done start to finish.”

“I enjoyed all of the presentations, but Dr James Makokis's speech was exceptionally moving.”

Reflecting on the program content, attendees were motivated to change their practice in the following ways:

*“Working towards health equity for indigenous peoples.”*

*“Implement a joy in work strategy. Develop a team-based model of care in my office.”*

*“Incorporating the cultural learning from Dr. Makokis’ talk.”*

*“Embedding for QI into teams and complex systems.”*

*Collaborate better!*

*“explore more patient partnership.”*

*“Re-invigorated to make small changes and build on what I’ve already done.”*

*“Be more humble.*

*Deepen my openness to new learning.*

*Define boundaries between personal and professional spaces.”*

*“Integrate cultural values, traditional medicine contributions and cultural safety in my practice. I would also get involved with projects contributing to collaboration of interdisciplinary section of health delivery.”*

*“continue to support virtual care/Digital health integration with different parts of the health system and with in-person services to ensure seamless patient journeys and maximizing access, convenience, appropriateness and quality.”*

*“Be a more vocal advocate for equity, diversity, inclusion and cultural safety. Use The Exchange to find out what materials and lessons can be leveraged from previous projects for ongoing QI.”*

*“Be more active in pursuing quality improvement projects and seek people out for assistance to advocate for patients.”*

*“setting boundaries, choosing essential priorities, more two-eyed seeing; specific projects that I would like to explore - the paed’s asthma POP, the policy GAME, the Division owned clinic*

*“engagement, leverage digital strategy/tools, open to new ideas, and don’t be afraid to ask for help.”*

### *What Would You Like To See Next Year?*

While the feedback was overwhelmingly positive, it is evident that there are several opportunities for improvement for future events. Many participants would like to see more networking and social time.

*“presentation on real life needs and changes in health care requiring collaboration and understanding.”*

*“Mental health”*

*“Spotlight on impactful projects, followup from previous successful projects - have these spread or been sustained?”*

*“Time to interact with co-chairs/leaders ”*

*“Organizational learning from senior physicians, intergenerational physician collaboration.”*

*“Examples of funding opportunities.”*

*“Continue with current model of Collaborative Compassion and Connectedness with JCC events. Perhaps include more workshops to integrate multidisciplinary team approach to improve Quality Care /Health delivery.”*

*“Actions taken to OVERCOME - what action did individuals and organisations take as in the case of 'politicians' making racist comments. Advocacy to develop healthcare not just for BC residents but around the world.”*

*“More of the same theme!!”*

*“dedicated time for networking”*

*“A rapid fire presentation from each JCC about priorities for the next few years and/or an overview of some of the projects that have had significant, sustained positive impacts.”*

*“How to develop + expand team based care (in sub specialty area).”*

*“Two instead of three presentations in one session to include patient partners when they were involved.”*

*“Sharing specific outcomes of the projects that have been invested in to make people aware”*

*“Physicians presenting on their QI work as this would give other physicians a better perspective on why-what-how etc.”*



*“Further details about what JCC/Doctors of BC/Ministry are discussing about the digital health strategy - workplan, timeline, engagement asks”*

*“Disaster medicine readiness (preparing for climate related health issues, preparation for level four pathogens and how is the system ready, etc).”*

*“There was quite a lot on the methods of the various projects. I would hope in the future to have more on their outcomes (or other things more directly applicable to general practice).”*

*“more ability to network, explanation of how JCC fits with MoH objectives - how they interact”*

*“make it a 2 day preforum and attach a leadership skills workshop”*

*“more conversations around gender expression”*

*“Some more opportunities to network (maybe areas or spaces where folks can gather).”*

*“Ongoing updates on what and how the new PMA has enhanced patient experience and care in the province”*

*“government, school, community involvement in healthcare solutions”*

*“Nothing further to add. Wonderful event and meaningful sessions. Enjoyed learning about the projects.”*

*“Psychiatry, early childhood content”*

*“more diversity and celebration of all cultures, not just indigenous cultures”*