

Program	Presenters	Presenters
8:00 a.m. Registration and Refreshments	<p>Wayson Choy, OC, DLitt Award-winning Author, Teacher and Mentor <i>Quality Care: A Patient's Perspective</i> Dr. Choy's talk will focus on his 2009 book Not Yet: A Memoir of Living and Almost Dying. This talk is an intimate look at how he survived not one, but two brushes with death in 2001 and 2004. At the public launch of "Not Yet", he thanked the crowd of friends, including the nurses, doctors and volunteers at St. Michael's Hospital and at Bridgepoint Rehabilitation Centre for their care and support. He called it a "glimpse of heaven" as he scanned the sea of familiar faces surrounding him. In his own description of the keynote address, he says, "I want to speak bluntly of "the invisible", the power of "things unseen" which contributed greatly to my recovery. I have a patient's experience of what goodwill and good sense can mean when one feels at the end of things. I was profoundly affected by the deep connection that is made between the healer and the healed in even a simple but thoughtful act. And of those who, with courage, risked their skill and concern for me, I wish to express my gratitude. In short, I am not religious, but am moved by some essential mysteries that became part of my recovery."</p> <hr/> <p>Robert J. Howard, MD, MBA President and CEO, St. Michael's Hospital, Toronto <i>The St. Michael's Approach to Quality Patient Care</i> This presentation will provide an overview of the St. Michael's Hospital approach to quality improvement in patient care. In particular, St. Michael's has embarked on a quality journey, which has purposefully been a values-driven approach, consistent with its longstanding culture of caring and compassion. An overview of what quality means at St. Michael's, the link between quality improvement and the hospital's mission and values, and the key success factors that have been identified throughout this journey will be shared. This presentation will outline the particular experience of St. Michael's in order to demonstrate the importance of fostering a culture of compassion, and having this value underlie the corporate prioritization of quality improvement in patient care.</p>	<p>Lisa Schwartz, PhD, MA, BA Arnold L. Johnson Chair in Health Care Ethics Department of Clinical Epidemiology and Biostatistics, McMaster University, Hamilton <i>Ethics in Humanitarian Health Care: Compassion and Quality Without Borders</i> Health care professionals who provide humanitarian aid in situations of disaster and deprivation encounter ethical challenges that are both familiar and distinct to the ones they face in their home settings. Using data from a qualitative study, I will demonstrate how this is so and illustrate the remarkable compassion these professionals demonstrate through experience of shared humanity with the people with whom they work.</p> <hr/> <p>Balfour M. Mount, OC, OQ, MD, FRCSC Emeritus Professor of Medicine at McGill University, Montreal <i>Where Quality and Compassion Meet</i> Quality of life is influenced by all domains of experience - physical, psychosocial, existential/spiritual. It appears to correlate with our ability to form 'healing connections' that provide an enhanced context of meaning. As would be healers, we foster such experiences through radical presence, empathy, accompaniment and active listening. We must monitor meaning for all involved and keep in mind that we are at best wounded healers (recall the Greek myth of Chiron). Whole Person Care need not take more time: the issue is the quality of caregiver presence.</p>
8:45 a.m. Morning Prayer with Catholic Health Association of Ontario		
9:00 a.m. Welcoming Remarks		
9:10 a.m. Opening Address Wayson Choy <i>Quality Care: A Patient's Perspective</i>		
10:10 a.m. Question and Answer Period		
10:30 a.m. Refreshment Break		
11:00 a.m. Presentation Robert J. Howard <i>The St. Michael's Approach to Quality Patient Care</i>		
11:30 a.m. Question and Answer Period		
12:00 p.m. Lunch with Musical Interlude		
1:00 p.m. Presentation Lisa Schwartz <i>Ethics in Humanitarian Health Care: Compassion and Quality Without Borders</i>		
2:00 p.m. Question and Answer Period		
2:15 p.m. Refreshment Break		
2:30 p.m. Closing Address Balfour M. Mount <i>Where Quality and Compassion Meet</i>		
3:30 p.m. Question and Answer Period		
3:50 p.m. Closing Comments		

Centre for Clinical Ethics

In 1982, the Sisters of St. Joseph established a Clinical Ethics Service jointly sponsored by Providence Healthcare, St. Joseph's Health Centre and St. Michael's Hospital, three Catholic institutions which serve the Toronto area. The first ethics service of its kind in Canada has grown over the years and today is known as the **Centre for Clinical Ethics**, and is affiliated with the University of Toronto Joint Centre for Bioethics.

The mission of the **Centre for Clinical Ethics** is to enable members of the health care community to identify and resolve ethical issues which arise in the clinical setting. This is done through education, case consultations, policy development, and research. As a faith-based centre, our commitment is to the core values of our three supporting institutions and to broadening the understanding of the role that faith plays in the questions which confront people in their search for healing.

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Clinical Ethicist

Mark Miller, PhD MDiv
Clinical Ethicist

Giles Scofield, JD MA
Clinical Ethicist

Lynda Sullivan
Administrative Assistant

Registration Information

Registration Fee:

(Includes Lunch and Refreshment Breaks)

Regular Rate: \$150.00

Reduced Rate: \$75.00

Seniors, Full-Time Students, CHAO
Conference Registrants, & CCE Affiliates¹

Payment:

Please make cheque(s) payable to:
Centre for Clinical Ethics

For more information please contact:

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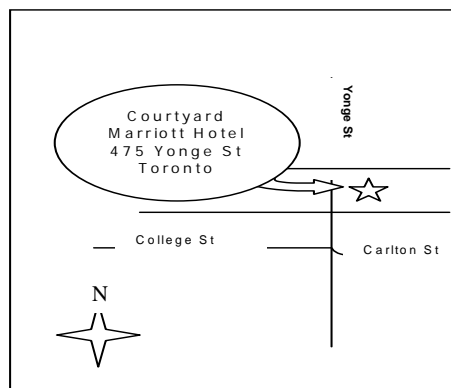
E-mail: sullil@stjoe.on.ca

For Hotel reservations please call:

Courtyard by Marriott Downtown Toronto

475 Yonge Street Toronto, Ontario

(416) 924-0611



¹ **Centre for Clinical Ethics Affiliates include:** Providence Healthcare, St. Joseph's Health Centre, St. Michael's Hospital, Mental Health Centre Penetanguishene, Pembroke Regional Hospital, Rouge Valley Health System, Runnymede Healthcare Centre, St. John's Rehab Hospital, St. Joseph's Health Centre, Sudbury, St. Joseph's Health System, Hamilton, West Park Healthcare Centre and Ontario Shores Centre for Mental Health Sciences



CENTRE FOR CLINICAL ETHICS 2010 FALL CONFERENCE

**AFFIRMING AN
ETHIC OF CARE:
Where Quality and
Compassion Meet**

FRIDAY, OCTOBER 1, 2010

OPENING ADDRESS:

Dr. Wayson Choy

CLOSING ADDRESS:

Dr. Balfour M. Mount

Speakers:

Dr. Robert J. Howard

Dr. Lisa Schwartz

Courtyard by Marriott Downtown Toronto
475 Yonge Street, Toronto, Ontario