



## OACCAC KNOWLEDGE AND INSPIRATION 2012 CONFERENCE

**Call for Abstracts  
June 17-19, 2012  
The Westin Harbour Castle  
Toronto, Ontario**

The Ontario Association of Community Care Access Centres is pleased to announce its annual conference to be held in Toronto from June 17-19, 2012. The theme for our 2012 conference is Knowledge and Inspiration. An anticipated attendance of approximately 800 delegates and over 70 exhibitors from Ontario and across Canada will provide an excellent networking and educational forum for everyone involved in this conference. The conference will be of interest to health care professionals, Board Members, managers, case managers, service providers, policy makers, researchers, planners and community partners.

We invite you to share your ideas, innovative programs or research findings by submitting abstracts for workshops, panels and poster display, in English, for inclusion in the OACCAC Knowledge and Inspiration 2012 Conference Program.

### **CCAC Sector Vision**

Outstanding care – every person, every day

### **CCAC Sector Mission**

To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care

## Conference Vision Statement

To provide a conference for OACCAC members and health care stakeholders to demonstrate leadership and advance excellence, innovation, knowledge transfer and skill development in the delivery of client-centred home and community care and health information as part of an integrated health care system that reflects the cultural and regional diversity of the Province of Ontario.

**All abstracts must be submitted by January 16, 2012. The guidelines below should be followed to prepare for the online submission process.** The online process will allow you to access and save your work on the submission. However, once your abstract is "submitted", the abstract information that you provide will be considered "FINAL" and cannot be revised or altered.

### Guidelines for submission:

Submission information must include:

1. Contact information for the organization and the names and e-mail addresses for presenters as known on the date of submission.
2. A 25-word description of the presentation for conference literature.
3. An abstract of maximum 200 words with the following information:
  - o description/methodology
  - o results
  - o observations and conclusions

The criteria for evaluating abstracts include:

- Alignment with conference vision statement
- Alignment with conference stream/theme objectives (listed below)
- Quality, clarity and organization of submission
- Innovation and originality
- Content is of interest to conference attendees
- Adheres to abstract submission criteria

The criteria for evaluating poster submissions include:

- Information presented is informative
- Message easily understood
- Original presentation as well as outstanding attributes
- New innovations presented
- Creativity
- Attractive poster

### Terms and Conditions:

1. Each individual may submit any number of abstract submissions. Each submission must be entered separately.
2. We are pleased to offer all accepted workshop/panel/poster presenters a discounted rate on conference registration fees in recognition of participation. If accepted, it is understood that the presenter(s) agree to register for the conference, pay the appropriate conference registration fee, and make the presentation as scheduled. The presenter(s) may then participate in all other conference events relevant to that registration. In addition, the presenter(s) agrees to assume all expenses related to attending the conference, including travel, accommodation and printing of handouts.  
Note: In the event that a submitter wishes to attend only the session for which s/he is presenting, the registration fee can be waived upon request.
3. In the interest of achieving breadth and balance in the conference program and dealing with time and space constraints, the Conference Program and Strategy Committee may suggest changing the type of submission (e.g. turning a presentation into a poster display) or combining similar submissions into one concurrent session. The Committee also recommends that there be a maximum of 2 presenters per submission. The conference program will include sessions derived from both the call for abstracts in addition to invited speakers relevant to the themes and objectives.
4. All abstract submitters will be notified by the end of April regarding the status of their submission.
5. An LCD Projector, Screen, Podium & Microphone are provided in all concurrent session meeting rooms. No audio visuals are provided for posters. When your abstract is accepted, final requirements will be reviewed with you by our conference planner, the Ontario Hospital Association (OHA).
6. Presentations must be provided by June 1, 2012 for uploading on laptops.
7. After the conference, if presenters would like their presentations posted on the OACCAC website for reference purposes, submit the final pdf version directly to Lisa Shulist at [lshulist@oha.com](mailto:lshulist@oha.com) by July 6, 2012. Presentation materials will be posted in pdf format. Presentations submitted for posting must not contain Personal Information or Personal Health Information. Any breach of privacy in submitted presentations is the responsibility of the presenters.
8. All submissions will be acknowledged upon receipt – if you do not receive acknowledgement, please contact [lshulist@oha.com](mailto:lshulist@oha.com) to ensure that your submission has been received.

**Conference Streams/Themes include:**

Four conference streams/themes have been identified for this year. Listed below are objectives and topics to be considered for each stream. All streams will endeavour to incorporate sessions that bring both leadership and governance perspectives, focus on partnerships, innovation and integration and profile research activities.

Stream/Theme	Objectives
<p><b>Client Choice and Partnerships – Enhancing the Client Experience</b></p> <p>Exploring the elements of a successful healthcare journey with focus on the drivers of client experience including leading practices related to communication, expanded role, team work, and process management.</p> <p>Topics in this stream may include:</p> <ul style="list-style-type: none"> <li>• Client engagement in decision making in the community</li> <li>• Managing the culture of client</li> <li>• Inter-professional teams / teamwork</li> <li>• Role and value of case management</li> <li>• Drivers of client satisfaction versus client experience</li> <li>• Decision making - Ethical and Clinical case management</li> </ul>	<ol style="list-style-type: none"> <li>1) Demonstrate innovative client service practices.</li> <li>2) Share practical approaches and proven techniques to improve client experience.</li> <li>3) Develop a deeper understanding of the drivers of client experience to balance choice within system pressures and priorities.</li> <li>4) Understand how the Case Management role can be a key enabler to a positive client experience and outcomes.</li> <li>5) Through the lens of the Client Care Model, understand the role the client services team can have in contributing to positive client outcomes and experience.</li> <li>6) Profile the importance of system navigation related to direct provision of service and care connection.</li> <li>7) Explore how increasing client autonomy and choice changes how we engage, inform and support clients, while balancing system needs and regulatory requirements; report on the efforts and results of client centred strategies and impacts on risk tolerance across the continuum of care.</li> </ol>
<p><b>Focus on Quality and Safety – Advancing Excellent Care</b></p>	<ol style="list-style-type: none"> <li>1) Demonstrate how achieving our collective vision of Outstanding Care, Every Person, Every Day is dependent on supporting and developing our</li> </ol>

<p><b>Focus on Quality and Safety – Advancing Excellent Care</b> embodies the CCACs' vision of <i>Outstanding Care, Every Person, Every Day</i>. It speaks to our collective responsibilities, our commitment to engaging staff and clients; fostering organizational cultures of safety and empowerment, supporting skill and knowledge development, organizational and system learning and quality improvement. Focus on Quality and Safety – Advancing Excellent Care is about measuring and communicating organization and system performance, as well as embracing and leveraging new ideas and innovation that build on research and leading practices in order to achieve high quality outcomes that benefit our clients and our staff.</p> <p>Topics in this stream may include:</p> <ul style="list-style-type: none"> <li>• Aligning people, processes and strategy</li> <li>• Transitions in care</li> <li>• Safe in the home</li> <li>• Making change happen</li> <li>• Driving quality across systems</li> <li>• Putting clients first – optimizing quality and value</li> </ul>	<p>staff, equipping them with the appropriate knowledge and tools, engaging them in quality improvement work and recognizing their contributions, as well as aligning our performance management structures and processes to realize this vision for the clients we serve.</p> <ol style="list-style-type: none"> <li>2) Illustrate through research and practice the importance of communication, accountability and collaboration in the safe and effective transfer of care from organization to organization and between sectors.</li> <li>3) Showcase strategies that organizations, sectors and systems have used to effectively develop a culture of safety; for clients in their homes and for workers in the delivery of health care in the home setting.</li> <li>4) Demonstrate theory in practice by describing how stakeholders can be engaged to make change happen; change that effects people as well as processes; from governance to the front-line and across organizations and professions.</li> <li>5) Show how organization performance is dependent on the decisions and alignment of system partners in the delivery of care; report on system tools, strategies and evaluation designed to drive quality.</li> <li>6) Share best practices in leadership at the governance and management levels that draw on client experience as well as on evidence and standards to deliver excellent care and demonstrate accountability.</li> </ol>
<p><b>System Integration – Connecting Care Across the Continuum</b></p> <p>System integration is about more than structure; it's about strong linkages</p>	<ol style="list-style-type: none"> <li>1) Share best practices in leadership at the governance and management levels in establishing the vision and strategic directions to support successful system integration.</li> </ol>

<p>among providers and creating pathways, effective transitions, system navigation, cross-sector partnerships, community engagement, integrative models of care, and business solutions that support and enable integrated care delivery.</p> <p>This stream will provide dynamic, interactive opportunities to showcase innovative initiatives and partnerships, service models, technology and business solutions and research that promote system integration and a seamless client care experience across the continuum.</p>	<ol style="list-style-type: none"> <li>2) Highlight effective cross-sector partnerships and integrative service models that improve client transitions and provide a seamless, positive client experience.</li> <li>3) Showcase examples and share practical experience in relation to successful cross-sector initiatives, strategies and solutions with hospitals, primary care and other community partners and identify approaches to spreading successful models.</li> <li>4) Demonstrate technology and business solutions that promote integrated service planning, delivery and performance measurement.</li> <li>5) Share research and proven approaches related to system/service integration, system navigation and system level performance and outcome measurement.</li> <li>6) Describe successful approaches to community, stakeholder, client and caregiver engagement that promote integrated service planning and delivery.</li> </ol>
<p><b>Delivering Value for Sustainable Health Care</b></p> <p>This stream supports a sustainable healthcare system that focuses on achieving optimal efficiency, effectiveness and excellent healthcare outcomes.</p> <p>Topics in this stream may include:</p> <ul style="list-style-type: none"> <li>• New and innovative delivery models (clinics, telehealth, self-management)</li> <li>• Funding and resource allocation models (HBAM, Case Costing, activity-based payment, etc.)</li> <li>• System planning/Internal controls i.e. BPS Procurement Directives,</li> </ul>	<ol style="list-style-type: none"> <li>1) Support sector sustainability and evolving care delivery models through enhanced strategic, operational analysis and reporting.</li> <li>2) Explore financial and service trends that impact sustainability across the healthcare continuum.</li> <li>3) Understand and influence emerging funding models to support new business initiatives.</li> <li>4) Leverage our standardized technology infrastructure foundation to enable business solutions.</li> <li>5) Leverage information to optimize business processes and drive results.</li> </ol>

<p>BPS Expense Directives, Audits etc.</p> <ul style="list-style-type: none"> <li>• Project Management</li> <li>• Process improvement (LEAN, Six Sigma, CQI, root cause analysis etc.)</li> <li>• Optimizing standardization in IT/IM/IS</li> <li>• Decision Support/Information Management</li> </ul>	<p>6) Share quality and process improvement tools, techniques and initiatives that result in positive outcomes and support sustainability.</p>
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Thank you for your interest in the OACCAC Conference 2012!

**Contact Information:**

For questions related to the guidelines for submission, terms and conditions, and conference program stream/theme objectives, please contact:

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