

Making Quality Your Priority



ACCREDITATION CANADA CONFERENCE

Improving Emergency Medical Services Through Accreditation

Delta Toronto Airport West – TORONTO, ON

September 16, 2010

WHO

This conference will be of particular interest to EMS professionals including leadership, managers and front line staff from:

- Ambulance Services
- Medical Transport Services
- Communication & Dispatch Services

HOW

To register, please visit Accreditation Canada's website at www.accreditation.ca/educational-resources or contact Monica Escamilla at 1-800-814-7769 ext. 285 or monica.escamilla@accreditation.ca

Early bird registration until July 30, 2010

Registration closes September 9, 2010

WHAT

This conference will provide you with tools to improve your services through accreditation. You will have the opportunity to interact with other EMS professionals across Canada in a dynamic knowledge exchange environment.

WHY

The new Accreditation Canada EMS standards were developed in response to an expressed need by health service organizations to assess themselves against national standards. Accreditation Canada provides organizations with an external peer review process to assess and improve their services.

COST

\$615 CDN

10% off for early bird registration or groups of four or more participants from the same organization.



ACCREDITATION CANADA
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Driving Quality Health Services
Force motrice de la qualité des services de santé

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AGENDA AT-A-GLANCE

7:30 – 8:30 Light Breakfast/ Registration

8:30 – 9:00 **Opening remarks –Accreditation Canada**

- Partnership benefits for you

9:00 – 9:15 **Background on EMS Standards**

- Where we are now

9:15 – 9:50 **Leadership in EMS: A Key to Change**

- Leadership at all levels in the quality improvement conversation
- Link between EMS standards, accreditation, and quality improvement
- Q&A

9:50 – 10:30 **Panel Presentation - Realities of EMS organizations**

- Challenges and why are they challenges?
- Sharing of experiences

10:30 – 10:45 Break

10:45 – 11:30 **Demystifying Quality Improvement and Accreditation**

- Quality improvement: everybody's business
- The accreditation process
- Link between accreditation, standards, and quality improvement
- Q & A

11:35 – 11:55 **Concurrent session 1: Tracers**

- Survey methodology and tracers applied to EMS

12:00 – 12:20 **Concurrent session 2: EMS standards**

- Components, scope, and benefit

12:20 – 1:15 Lunch

1:15 – 2:45 **Quality in EMS Services: An ongoing process**

- The quality discourse in everyday professional practice
- Tips and tools to make quality EMS services a lifestyle

2:45 – 3:30 **Quality Management – Breakout Workshop**

- Indicators
- Safety culture
- Human resources competencies and training
- Leading practices in EMS

2:45 – 3:30 **Current Issues in EMS – Breakout Workshop**

- Community paramedicine
- Safety culture
- EMS standards
- Leading practices in EMS

3:30 – 3:45 Break

3:45 – 3:55 Workshops plenary

4:00 – 4:30 **2009 / 2010 Results from the pilot surveys**

- Sharing the experience
- Q&A

4:30 – 4:45 **Where do you go from here?**

- How will you get started on the process after today?

4:45 – 5:00 Wrap up and adjournment



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September 16, 2010

CONFERENCE REGISTRATION

I. PERSONAL INFORMATION

First Name: _____ Last Name: _____

Title: _____ Type of organization: _____

Organization: _____

Billing Address (*Please provide us with your billing address and not your location address. This will ensure accurate billing*): _____

City : _____ Province : _____

Postal Code : _____ Country : _____

Telephone: _____ Fax: _____

E-mail: _____

Check to subscribe to mailing list: opt in I am a surveyor

II. PAYMENT OPTIONS

BY CREDIT CARD	BY CHEQUE
Amount: \$ _____ Type of Card: <input type="checkbox"/> AMEX <input type="checkbox"/> VISA <input type="checkbox"/> Mastercard Credit Card Number: _____ Expiry date: _____ Security Code _____ Cardholder Name: _____	Please make the cheque payable to: Accreditation Canada 1150 Cyrville Road Ottawa, Ontario, K1J 7S9

Payment must be received in full before September 16th, 2010

For any questions or comments, contact Monica Escamilla at 1-800-814-7769 x285 or by email at monica.escamilla@accreditation.ca

IMPROVING EMERGENCY MEDICAL SERVICES THROUGH ACCREDITATION

Delta Toronto Airport West – TORONTO ON

September 16, 2010

Thank you for registering for the 2010 Emergency Medical Services Conference which will be held on September 16th, 2010 at the Delta Toronto Airport West.

We look forward to seeing you at the registration desk and for breakfast at 8:30 am.

Cancellations or substitutions

Notice of cancellation must be submitted by e-mail to Accreditation Canada. Requests received more than 14 calendar days before the start date of the conference will receive a full refund minus a \$100 administration fee. Cancellation requests received within the 14 calendar days prior to the conference start date will be non-refundable.

If you are unable to attend once you have registered, somebody else can come on your behalf. Please notify Monica Escamilla prior to the session in the event of a cancellation or substitution. Monica's contact is *monica.escamilla@accreditation.ca* or 1-800-814-7769 x 285.

Travelling by air

Airport Shuttle Information:

Please call the hotel for your pick-up using the complimentary Hotel Reservations board telephones located in the Terminals. Please note that the shuttles do not circle the Airport automatically.

Travelling by car

The Delta Toronto West Hotel is located off Highway 401 on Dixie Road. Driving directions to the hotel and a map are available at <http://www.deltahotels.com/en/hotels/ontario/delta-toronto-airport-west/directions-and-local-events/>

Hotel reservations

Please contact the hotel directly to book your accommodations. Accreditation Canada has a block of rooms reserved at a special conference rate. Please mention Accreditation Canada EMS conference when making your reservation.

The hotel contact information is:

Delta Toronto Airport Hotel

5444 Dixie Road

Mississauga, Ontario, L4W 2L2

Tel. 905-624-1144

<http://www.deltahotels.com/en/hotels/ontario/delta-toronto-airport-west/>

