12 Noon on Tuesday, September 5th, 2017

Conference Room A, Glenrose Rehabilitation Hospital
Registration for videoconference participation (VC# 929710), visit http://sites.google.com/a/ualberta.ca/ggr

Great Care is Discovered, Not Decided
Great care is graceful and creates gratitude. Poor care is awkward and leads to disappointment. Health care professionals have so much specialist knowledge yet we are limited by our skills and ability to design systems to deliver a fantastic patient and staff experience.

Tom Downes, MB BS, MRCP, MBA, MPH (Harvard)
Consultant Physician and Geriatrician
Clinical Lead for Quality Improvement
Sheffield Teaching Hospitals NHS Foundation Trust

Learning Objectives
• Be able to identify the knowledge and skills required to address quality and affordability of health care.
• Understand the concepts of improvement coaching and iterative system design

Biography: Tom is Consultant Geriatrician at Sheffield Teaching Hospitals and Honorary Professor at Sheffield Hallam University. Tom undertook a Health Foundation Quality Improvement Fellowship at the Institute for Healthcare Improvement, USA and on his return to Sheffield developed the role of Clinical Lead for Quality Improvement. His interests are the translation of improvement science from industry to healthcare to achieve excellent levels of performance and the transformative redesign of geriatric care.

“This event is an accredited group learning activity as defined by the Maintenance of Certification Program of The Royal College of Physicians and Surgeons of Canada.”
“This event is eligible for 1 “MAINPRO-M1” credit from the Maintenance of Proficiency Program of College of Family Physicians of Canada.”
Members of the Colleges planning on claiming the credit are requested to sign the appropriate attendance records at the entrance.