



ONTARIO
MEDICAL GROUP
MANAGEMENT
ASSOCIATION

Supporting health care leaders
in clinic management



48th Annual Conference of the OMGMA
September 21-23, 2016
Collingwood, Ontario
Back to...Blue Mountain!

Preliminary Conference Agenda

Wednesday, September 21, 2016

8:15 to 10:15 a.m.	Exhibitors set up in the Vendor Showcase
10 to 11:30 a.m.	Delegate registration Visit Vendor Showcase
10:30 to 11:30 a.m.	Newbie networking! A welcome event for conference first-timers and new members. Everyone is welcome to join the OMGMA Executive for light refreshments.
11:30 to 11:45 a.m.	Welcome and opening remarks
11:45 a.m. to 1 p.m.	Back of the Envelope – How to establish a sound and progressive practice using creativity, risk, and innovation with Kelsey Ramsden Most of what we know for sure can be captured on the back of an envelope. The issue with “back-of-the-envelope” management is that we spend time in comfort, in the things we know, repeating what we know works...until it doesn’t. Kelsey Ramsden was Canada’s Top Female Entrepreneur, ranked #1 by Profit and Chatelaine Magazines in 2012 and 2013. She has founded and run businesses as diverse as construction and children’s toys. She’ll walk you through the fundamentals of rethinking, clarifying blind spots, and how you can build a solid strategy for the future by changing what you hold dear on the back of that envelope. Get down ‘n’ dirty with your hold-ups so you can unearth your awesomeness!
1 to 1:45 p.m.	Lunch
1:45 to 2:30 p.m.	Coffee and dessert in the Vendor Showcase

2:30 to 3:30 p.m.	Back to Basics – Safety First A series of short presentations about the latest best practices in risk assessment, sterilization, infection control, protective equipment, etc. Presenters will include a representative from public health and a qualified equipment vendor.
3:30 to 4:30 p.m.	Free time / check in to guest room
4:30 to 5:30 p.m.	Back to Sip'n and Schmooz'n Join us for a vendor appreciation event with pre-dinner drinks and snacks
5:30 to 7:30 p.m.	Dinner at Tholos in the Village
7:30 to 9 p.m.	Group activity – Time circuits on, flux capacitor...fluxing, engine running...Let's go! (P.S. comfortable clothing and sneakers required for time travel!)

Thursday, September 22, 2016

7 to 7:45 a.m.	Back to nature – yoga on the mountain or self-guided walk
7:45 to 8:40 a.m.	Breakfast
8:45 to 9:55 a.m.	Back to Business: Your Burning Legal Questions Answered Lawyer Susan Crawford of CC Partners will answer your questions about sticky situations and smart steps in all things employment law.
10 to 10:45 a.m.	Back to school Choice of two breakout sessions – 1. a. Privacy oops and bumps Share your experiences with your colleagues and pick up tips to navigate sticky situations. David Chondon of CC Partners will be on hand to answer questions. or 1. b. Ministry of Labour survival strategies Be ready for your next audit after participating in open discussion with your peers. Shelly Hurry, a consultant with the Public Services Health and Safety Association, will be on hand to answer questions. Shelly is a Canadian Registered Safety Professional and a Certified Health & Safety Consultant with 17 years of experience. Learn about best practices she has gained while working and consulting in the health care sector.
10:45 to 11:45 a.m.	Break with refreshments / visit Vendor Showcase
11:45 a.m. to 12:45 p.m.	Delivering "Red Seal" Service for Patients with Jayne Harvey With shifting values in our health care environment, it's time for renewed focus on a "red seal" customer service approach in your clinic. Jayne will explore the impact of customer service and trends in health care, and discuss with the group what red seal service looks like in everyday interactions with patients. As owner and CEO of FCS International, Jayne travels across Canada and internationally as a consultant, mediator, and educator in management issues. She draws on 25 years of experience as a registered nurse specializing in senior care.
12:45 to 1:40	Lunch OMGMA Annual General Meeting and election of the Executive
1:40 to 1:45 p.m.	Quick bio/travel break

1:45 to 2:45 p.m. [Session changed from original preliminary agenda]	Spreading Infectious Positive Attitudes with Jayne Harvey Join Jayne to explore the influences that interfere with a positive work environment. Participants will learn how attitude is reflective of why we do what we do, and to consider the tone of personal self-talk, examine the attitude options available, and recognize indicators of a healthy workplace. Laugh...be inspired....and enjoy the personal wellbeing that begins with positive expression!
2:45 to 3:30 p.m.	Break with refreshments / visit Vendor Showcase Exhibitor takedown any time after 3:30 p.m.
3:30 to 4:30 p.m.	Handling Challenging Conversations with C.A.R.E. with Mary DiCaro Bring your notepad – we’re getting to work! Learn how to tackle the toughest topics with sensitivity and strength using the C.A.R.E. model (control, acknowledge, refocus, engage). Using real life scenarios from your workplaces, Mary will guide you through a hands-on workshop in which you’ll prepare for and practice having difficult conversations. You’ll leave with specific language and techniques to help you communicate with confidence. Mary is an award-winning professional educator, executive coach, and motivational teacher, as well as a repeat workshop leader for OMGMA.
4:30 to 5 p.m.	Prize draw with vendors (must be present to win)
5 to 6:45 p.m.	Free time
6:45 to 7 p.m.	Annual group photo
7 p.m. 9 p.m.	Dinner Live music and dancing with one-man band Jamie Williams. Party like it’s 1985! Prize for best 1980s outfit.

Friday, September 23, 2016

8 to 8:55 a.m.	Breakfast
9 to 10 a.m.	Back to Work Choose one of two peer-led breakout sessions 2. a. Benefits of good triaging – Kerry Downard, triage RN for Highlands Health Network, will offer tips on implementing a successful triage program, including using an RN effectively to save physician time, prioritizing appointments, and providing good health teaching. or 2. b. Quality improvement: Ways to reduce no shows – Dave Sellers, Director of Operations at West Carlton FHT will demonstrate how his clinic reduced missed appointments by 70% and improved patient care.
10 to 10:45 a.m.	Break with refreshments and check out
10:45 to 11:45 a.m.	Back to the Future Two topics at 30 minutes each: Primary Care Reform (update from a LHIN representative) and OntarioMD update on new initiatives

11:50 a.m. to 12:50 p.m.	Back to Reality with Kelsey Ramsden We all love conferences – the food, the wine, those magnificent moments when you pluck pure brilliance out of the air during a session. Invigorating and inspirational right? So what? The real value is not in the pages of crib notes, it’s in doing something – not just during the 72-hour afterglow, but for the 72 weeks that follow. Consistent, strategic implementation is what will truly make your conference time valuable. Kelsey will help you complete a compelling action plan before you hit the road. When Monday morning comes, and on each Monday after that, you will be ready for action.
12:50 p.m.	Lunch