



50th Anniversary Conference!
Ontario Medical Group Management Association

September 26 to 28, 2018

Marriott on the Falls, Niagara Falls, Ontario

FINAL Conference Agenda

Tuesday, September 25, 2018

7 to 8:30 p.m.	Exhibitors set up in the Exhibitor Showcase <i>(optional; one of two setup times)</i> [Oakes Northwest/east, Mezzanine Level]
----------------	--

Wednesday, September 26, 2018

8 to 9:30 a.m.	Exhibitors set up in the Exhibitor Showcase [Oakes Northwest/east, Mezzanine Level]
9:30 to 10:45 a.m.	Delegate registration [Oakes Foyer, Mezzanine Level] Visit Exhibitor Showcase [Oakes Northwest/east, Mezzanine Level]
(10 to 10:45 a.m.)	Greet our conference first-timers and new members! Everyone is welcome to join the OMGMA Executive for refreshments. [Oakes Foyer, Mezzanine Level] Thank you to our delegate gift sponsor: 
10:45 to 11 a.m.	Welcome and opening remarks [Oakes South, Mezzanine Level]
11 a.m. to noon	This Would Be Funny If It Wasn't Happening to Me! How to Navigate the Future with Enthusiasm and Vigor with Jody Urquhart [Oakes South] Do you ever think, "Why can't things just go the way I want for a change?" This hilarious and provocative presentation will show you how to face the future and navigate change with vitality. Embrace challenging situations and people with new ideas, innovation, and conviction. Learn to: derive strength from change; get your team on board with change; bring others kicking and screaming into this century; discover your areas of resistance; push through resistance and gain confidence; learn to empower others to get on with it A motivational speaker for 17 years, Jody is a former stand-up comedian. She is based in Calgary and travels North America throughout the year, often speaking to health care professionals. Thank you to our keynote session sponsor: 

Noon to 1 p.m.	Lunch [Oakes South, with buffet set up in Oakes Foyer]
1 to 2 p.m.	<p>Breakout sessions – Choose one of:</p> <p>a) EMR and Practice Management Improvements: A Clinic Manager Perspective with Peter Hamer [Oakes South]</p> <p>This will be an entertaining and interactive discussion on how to improve practice management using your EMR. You will learn how to use the features that may be available on your system, as well as explore some of the add-on products on the market today. Presented by Peter Hamer, Ottawa Valley Family Health Team, OntarioMD Clinic Manager Peer Leader, OntarioMD</p> <p>OR</p> <p>b) Workplace Safety and Cannabis with Shelly Hurry [Peninsula Room, Lobby Level]</p> <p>Shelly is a consultant with the Public Services Health & Safety Association (PSHSA). She will cover provincial and federal legislation pertaining to recreational cannabis use and what it means for your staff and patients. Understand what policies you need and get tips on how to minimize potential legal and health and safety risks that may arise in your organization due to legalization. Shelly is a Canadian Registered Safety Professional and a Certified Health & Safety Consultant. She has 20 years' experience implementing health and safety management systems, primarily in the health care sector.</p>
2 to 3 p.m.	Break with refreshments [Oakes Foyer] / visit Exhibitor Showcase [Oakes Northwest/east]
3 to 4:30 p.m.	<p>Joy and Energy Suckers: Master Tactics to Find and Manage Yours at Work with David Hartley [Oakes South]</p> <p>This is <i>the</i> hot topic for 2018. This engaging and practical session will focus on:</p> <ul style="list-style-type: none"> • Working with "toxic personalities" – what to do • Energy Assessment – a simple tool that will change how you lead • Interruptions and distractions – smart help • Becoming a "No-Ninja" – Three questions to consider before responding Yes or No • One key tool to use with all of your staff once a year (they will love it!) <p>Through his company, Nonprofit Help, David has trained more than 20,000 leaders during the past 10 years. He carries the Canadian Risk Management designation from the U of T.</p>
4:30 to 6:15 p.m.	Exhibitor Showcase open 4:30 to 5 p.m. [Oakes Northwest/east] and/or free time/check in to guest room
6:15 to 7 p.m. Reception 7 p.m.+ Dinner	<p>Happy 50th Anniversary, OMGMA! [Reception in Oakes Foyer, Dinner in Oakes South]</p> <p>We're having a party! Join us for a special reception (photo booth!) and three-course plated dinner to celebrate 50 years of learning and friendship. After-dinner entertainment provided by the Great Canadian Dueling Pianos, known for their top-notch musicians and ability to play whatever the crowd desires. Bring your requests! (Cocktail/business dressy attire)</p> <p>Annual group photo just before dinner!</p> <p>Thank you to our dessert and entertainment sponsor:</p> <p style="text-align: center;"></p> <p>And our supporters who sponsored tables and door prizes:</p> <p style="text-align: center;">Health Myself, The Leslie Group, N-Two Medical, Ontario MD, Surgo, TELUS Health, and Zavitz Insurance</p>

Thursday, September 27, 2018

7 to 8:30 a.m.	Breakfast buffet available in Milestones (Marriott Cafe), Mezzanine Level. Bring your voucher.																
8:30 to 9:45 a.m.	Leveraging the Exponential Power of Recognition to Retain Top Talent and Fuel Rock Star Teams with Sarah McVanel [Oakes South] In this session you will get purposeful about leveraging one of the most effective approaches to boosting job satisfaction, healthy team relationships, and celebration of what's working in your workplace – recognition. Through F.R.O.G. Forever Recognize Others' Greatness™, let's deal with the common roadblocks to organizational health and recognition so you can spot them, intervene effectively, and help others to keep an eye on cultural wellness along with you. We'll explore proven organizational life saving strategies that you can use immediately! Don't suffer with burnout or miss the opportunity to celebrate your team. Join the job engagement revolution and love your work. Sarah is a dynamic speaker and coach with more than 15 years of experience in organizational development, training, and communications. She uses evidence to support her message of recognizing greatness for success.																
9:45 to 10:30 a.m.	Break with refreshments [Oakes Foyer] / visit Exhibitor Showcase [Oakes Northwest/east]																
10:30 a.m. to noon	Fast-paced Legal Q&A [Oakes South] Join Maria McDonald from McDonald HR Law and Kate Dewhirst from Kate Dewhirst Health Law in a fast-paced live Q&A session. Bring your questions about any of the following topics for Maria and Kate to answer. But be warned – their answers are limited to SIX minutes total – let's beat the clock! <table border="1" data-bbox="521 974 1369 1297"><thead><tr><th>Employment</th><th>Privacy and Risk Management</th></tr></thead><tbody><tr><td>Human rights</td><td>Disputes with patients and families</td></tr><tr><td>Employment leaves</td><td>Privacy breaches</td></tr><tr><td>Hiring</td><td>Dealing with police</td></tr><tr><td>Termination</td><td>Social media</td></tr><tr><td>Harassment</td><td>Contracts with vendors</td></tr><tr><td>Marijuana rules</td><td>Being subpoenaed to court</td></tr><tr><td>Team disputes</td><td>Reporting staff to regulatory colleges</td></tr></tbody></table> Maria is an employment lawyer with a specific emphasis on health care employers. She offers practical legal advice that you can understand. Kate is a health lawyer whose mission is bringing the law to life. She makes the law fun, knowable, and doable for health care leaders and providers.	Employment	Privacy and Risk Management	Human rights	Disputes with patients and families	Employment leaves	Privacy breaches	Hiring	Dealing with police	Termination	Social media	Harassment	Contracts with vendors	Marijuana rules	Being subpoenaed to court	Team disputes	Reporting staff to regulatory colleges
Employment	Privacy and Risk Management																
Human rights	Disputes with patients and families																
Employment leaves	Privacy breaches																
Hiring	Dealing with police																
Termination	Social media																
Harassment	Contracts with vendors																
Marijuana rules	Being subpoenaed to court																
Team disputes	Reporting staff to regulatory colleges																
Noon to 12:30 p.m.	Lunch (Exhibitors please finish your lunch by 12:30 p.m.) [Oakes South, with buffet set up in Oakes Foyer]																
12:30 to 1:15 p.m.	Annual General Meeting and Election of the OMGMA Executive [Oakes South]																
1:15 to 2:15 p.m.	Breakout sessions – Choose one of: a) Leader as Coach: Harnessing the Greatness in Others Through Inquiry and Curiosity with Sarah McVanel [Oakes South] How do you bring out the best in your team to solve complex and longstanding challenges? How do you empower professionals to harness their inner wisdom, experience, and natural problem-solving skills? How do you fuel shared accountability and leadership among all members of the team? Quite simply, by using a coach-like approach. In this session, you will practice easy, powerful coaching techniques. Harness the power of curiosity and inquiry																

	<p>through a coach-like approach for breakthrough results for you, your staff, and your team.</p> <ul style="list-style-type: none"> • Understand the fundamentals of coaching and how you're already using it • Learn when a coach-like approach works over transactional or prescriptive approaches • Discover how coaching drives both individual and team performance • Practice practical coaching skills that you can bring back to the workplace <p>OR</p> <p>b) Small group problem-solving activity with Karen Majerly, OMGMA Association Manager [Peninsula Room, Lobby Level]</p> <p>Take this opportunity to work in small groups of four to get help from your peers on a problem you're facing. Bring your most pressing challenge and get helpful feedback from other managers. Meet new people with new perspectives in a timed and structured exercise.</p>
2:15 to 3 p.m.	<p>Break with refreshments [Oakes Foyer] / visit Exhibitor Showcase [Oakes Northwest/east] Exhibitor appreciation time! Thank our conference supporters during this break.</p> <p>Also:</p> <p>Visit Joanne Pearson to learn more about/see a demo of OMGMA's "Apples to Apples" searchable database containing member data (salary info, etc.) [Oakes Foyer]</p> <p>Exhibitors take down following this break then join us for the prize draw at 4:15.</p>
3 p.m. to 4:15 p.m.	<p>Making Decisions that Stick with Meredith Low [Oakes South]</p> <p>Some organizations move forward decisively and quickly with their strategic and management priorities. But it's very common to get bogged down and stymied by internal decision-making processes, big and small. In this session, Meredith will work through a more intentional management decision-making approach, including spotlighting where and how decisions need to get made, putting the right people in front of the right information, planning for decision-making, and ensuring decisions actually lead to action. You will have the opportunity to ask questions based on your workplace, and to share best practices and lessons learned with your peers. Meredith is a strategy consultant, helping organizations and associations to thrive and grow based on evidence-based, intelligent decision-making and smart implementation. She has a BA and an MBA and holds a Certified Association Executive designation, and her strategy experience ranges from Fortune 100 companies to small associations like the OMGMA.</p>
4:15 to 4:45 p.m.	<p>Prize draw with Exhibitors (must be present to win) [Oakes South]</p>
4:45 to (5:45 to 6:15 p.m.)	<p>Free time</p>
5:45 to 6:15 p.m.	<p>Buses depart Marriott on the Falls for Wayne Gretzky Estates Winery & Distillery in Niagara-on-the-Lake (approximately 20- to 25-minute bus ride)</p> <p>Choose one of three bus departure times to Gretzky's: 5:45 or 6:00 or 6:15 p.m.</p> <p>[Meet in hotel lobby near front doors]</p>
6:30 to 9 p.m.	<p>Enjoy dinner, tour with wine and whisky tastings, and shopping at Wayne Gretzky Estates. Discover memorabilia from The Great One throughout while relaxing and networking at this casual event in a beautiful setting. (Casual or business casual attire)</p> <p>Choose one of three bus departure times back to hotel: 8:45 or 9:00 or 9:15 p.m.</p> <p>Thank you to our Thursday evening event sponsor:</p> <p style="text-align: center;"></p>

Friday, September 28, 2018

7:30 to 9 a.m.	Breakfast buffet available in Milestones (Marriott Cafe), Mezzanine Level . Bring your voucher.
9 to 10:30 a.m.	Gen Z – Working with Today’s Youngest Generation of Workers with Sean Lyons [Oakes South] Sean will present an overview of the influences that have shaped today’s youngest generation of workers; review the evidence concerning how Gen Z differs from older generations in the workplace; and outline practical suggestions for managing this generation as part of the demographic mix. Dr. Sean Lyons is Professor of Leadership and Management in the College of Business + Economics at the University of Guelph. Sean’s main area of research concerns inter-generational differences and their impacts on workplace dynamics and managing people. His research has been featured by several national media outlets.
10:30 to 10:50 a.m.	Quick bio break with refreshments [Oakes Foyer]
10:50 to 11:50 a.m.	Mental Health in the Workplace with Shelly Hurry [Oakes South] Mental illness is a significant and growing concern in Canadian healthcare organizations. It affects the individual, colleagues, employers, and patients. This is a hot topic, especially with the new WSIB Work-Related Chronic Mental Stress Policies. Shelly will discuss mental health literacy with an anti-stigma component, as well as prevention, including awareness and training; the Beyond Silence approach for healthcare workplaces; early identification and support to workers who are struggling; and return to work accommodations.
11:50 a.m. to 1 p.m.	Learning from Our Own Stars [Oakes South] Lianne (Davies) Barbour will talk about her experience managing a workplace harassment claim and Denise Belanger will discuss her clinic’s recent experience with a public health inspection; if time remains, group discussion of hot topics
1 p.m.	Conference wrap up and “Stay and Share” networking over lunch (or grab a boxed lunch for the road) [Oakes South]