



**ONTARIO
MEDICAL GROUP
MANAGEMENT
ASSOCIATION**

*Supporting health care leaders
in clinic management*

OMGMA's 51st Fall Conference
October 2 to 4, 2019
Brookstreet Hotel, Ottawa

Final agenda as of September 23, 2019

Tuesday, October 1, 2019

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| 7 to 8:30 p.m. | Exhibitors set up in the Exhibitor Showcase <i>(optional; 1 of 2 setup times)</i> [NEWBRIDGE BALLROOM I AND II] |
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Wednesday, October 2, 2019

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| 7:45 to 9:15 a.m. | Exhibitors set up in the Exhibitor Showcase <i>(option 2)</i> [NEWBRIDGE BALLROOM I AND II] Be ready for 9:15 for delegates beginning to arrive. |
| 9:15 to 10:30 a.m. | <p>Delegate registration / welcome refreshments [2ND FLOOR CONFERENCE AREA] <i>and</i> Visit Exhibitor Showcase [NEWBRIDGE BALLROOM I AND II] <i>and</i> Visit "Your Lounge with Benefits" [SHAKERS ROOM] generously sponsored by "Your Friends with Benefits"</p> <p>OJTBF Not For Profit Group Benefits</p> <p>The lounge is your spot to recharge – test your putting skills, have a stretch, or meet up with other delegates for a chat. A phone charging station is in the hallway outside the room.</p> |
| 10:30 to 10:45 a.m. | Welcome and opening remarks [GRAND SCHEME BALLROOM "SIGNED" + "SEALED"] |
| 10:45 a.m. to 12:15 p.m. | <p>The Lost Art of Civility with Gillian Leithman, PhD [GRAND SCHEME BALLROOM "SIGNED" + "SEALED"]</p> <p>The demands and expectations on employees' time and energy continues to escalate. Stress, fatigue, and irritability can, and often do, drive us to behave in ways that are less than civil, from taking a phone call in the middle of a meeting, to ridiculing a co-worker and gossiping, to aggressive and violent behaviours. It takes a toll on employee wellbeing and workplace productivity. The good news – most rude behaviours can be overcome once workplace norms have been established and a civility code developed.</p> <p>Gillian will talk about the costs of incivility, the innovative ways workplaces are bringing it back, and how to design a civility code. She will also touch on interactions between staff and patients.</p> <p>"Dr. Gill" is a corporate trainer specializing in soft skills and training for managers. She is assistant professor in the Department of Management at Concordia University and has facilitated seminars for some of Canada's most recognized companies. Her PhD is in Management and Psychology.</p> |

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| 12:15 to 1 p.m. | <p>Lunch (Exhibitors please join us) [NEWBRIDGE BALLROOM III]</p> <p>This lunch and the following Exhibitor Showcase period generously sponsored by:</p>  |
| 1 to 2 p.m. | <p>Visit Exhibitor Showcase [NEWBRIDGE BALLROOM I AND II]</p> <p>Visit the Accuro EMR booth during their sponsored period for a meet and greet. See a demo or learn tips and tricks.</p> <p><i>and</i></p> <p>Visit Your Lounge with Benefits [SHAKERS ROOM] generously sponsored by OJTBF</p> |
| 2 to 3:30 p.m. | <p>Hot topics in employment law with J.D. Sharp [GRAND SCHEME BALLROOM “SIGNED” + “SEALED”]</p> <p>J.D.’s practice is devoted to supporting employers in effectively managing the HR side of their organizations. He provides strategic advice, representation, and counsel regarding labour, employment, human rights, health and safety, and other employment-related areas of the law.</p> <p>J.D. plans to cover these topics:</p> <ol style="list-style-type: none"> 1. Managing performance of an aging workforce 2. Marijuana – not just for breakfast anymore! 3. Doctor’s notes – the doctor as patient advocate and witness <p>Bring your questions!</p> |
| 3:30 to 4 p.m. | <p>Grab-and-go snack [NEWBRIDGE FOYER] then check in to the hotel/start free time</p> <p><i>or</i></p> <p>Visit Exhibitor Showcase [NEWBRIDGE BALLROOM I AND II]</p> <p><i>and</i></p> <p>Visit Your Lounge with Benefits [SHAKERS ROOM] generously sponsored by OJTBF</p> <p><i>(both close at 4 p.m. sharp!)</i></p> |
| 4 to 4:40 p.m. | Free time to get ready for the evening – wear comfy shoes! |
| 4:45 p.m. | Buses depart Brookstreet Hotel for downtown Ottawa (Exhibitors please join us) [MEET IN HOTEL LOBBY] |
| 5:30 p.m. | Arrive in downtown Ottawa and start self-guided walking tour. (Check the app and complete the six challenges – visit landmarks and enter the passcodes to earn points!) |
| Arrive between 6:30 and 7 p.m. and stay through 8:45 to 9:05 p.m. | <p>Head to the National Arts Centre (1 Elgin St.) for reception, dinner, music, and networking. Arrive by 7 p.m. – group photo at 7:05 p.m.!</p> <p>The NAC’s O’Born Room is the most sought after room in the downtown core, with floor to ceiling windows and stunning views of Ottawa’s most beautiful and historic sites.</p> |
| 8:45, 8:55, or 9:05 p.m. | <p>Buses depart NAC for Brookstreet Hotel.</p> <p>Upon arrival at the hotel, it’s “Goodnight!” or head to the hotel lounge to continue the evening.</p> |

Thursday, October 3, 2019

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| 7:30 to 8:25 a.m. | Breakfast (Exhibitors please join us) [NEWBRIDGE III] |
| 8:25 to 8:35 a.m. | Morning wake up with Michelle Hillier of Experience Groove [GRAND SCHEME BALLROOM "SIGNED" + "SEALED"] Michelle is the Founder & Creative Director for Experience Groove, a recent TEDx presenter, and a leader in her field. Over the years, she has shared her innovative group experience with more than one million people of all ages and abilities. Let's Groove! |
| 8:35 to 8:40 a.m. | Travel time! If you chose the PSHSA session, strut your stuff next door. Stay in Signed/Sealed for the billing session. |
| 8:40 to 9:40 a.m. | BREAKOUTS Choose one of these two options: a) Maximize your billings with Dr. Danielle Gervais, Medical Director of University of Ottawa Health Services [GRAND SCHEME BALLROOM "SIGNED" + "SEALED"] Dr. Gervais is an experienced family physician who excels at efficiently optimizing billing for each patient visit. Practical info for clinic managers! OR b) Musculoskeletal Disorder Prevention: Getting Started, Moving Forward, and Promising Practices for Program Development with Tegan Slot of Public Services Health & Safety Association [GRAND SCHEME BALLROOM "DELIVERED"] Tegan will discuss how to identify MSD hazards in the workplace, how to develop an office ergonomics program, and the most promising practices for creating a sustainable MSD prevention program. Tegan is a Canadian Registered Safety Professional with more than 10 years of experience in Occupational Health and Safety. She joined PSHSA as a regional consultant for the Health and Community Services sector in 2016. She is a registered Kinesiologist and holds an MSc in Biomechanics, a PhD in Ergonomics, and a certificate in Occupational Safety and Health. |
| 9:40 to 9:45 a.m. | Take 5! Have a bio break and get yourself back to the main session room. |
| 9:45 to 10:45 a.m. | Are You Ready? Clinic Infection Control Requirements with representatives of Ottawa Public Health and Public Health Ontario [GRAND SCHEME BALLROOM "SIGNED" + "SEALED"] Donna Perron, Regional IPAC Specialist with Public Health Ontario, and Suzanne Rowland, supervisor of the IPAC Inspection and Investigation Unit of Ottawa Public Health, will discuss the roles and responsibilities of their two organizations. The focus will be on Infection Prevention and Control (IPAC) inspections and investigations, especially the three most common issues (reprocessing, sharps, environmental cleaning). Ottawa Public Health will provide IPAC lapse investigation examples and Public Health Ontario will provide the evidence behind their recommendations. Find out how to best meet IPAC standards. |
| 10:45 to 11:30 a.m. | Refreshments [NEWBRIDGE FOYER] <i>and</i> Visit Exhibitor Showcase [NEWBRIDGE BALLROOM I AND II] <i>and</i> Visit Your Lounge with Benefits [SHAKERS ROOM] generously sponsored by OJTBF |

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| <p>11:30 to noon and noon to 12:30 p.m.</p> | <p>Wellness Hour – Each of these three 30-minute activities will run concurrently from 11:30 to noon, then repeat from noon to 12:30. Choose two of three during this hour. (Exhibitor Showcase and Your Lounge with Benefits also open.)</p> <p>a) Mindfulness workshop [GRAND SCHEME BALLROOM “SIGNED” + “SEALED”] Mindfulness is the basic human ability to be fully present, aware of where we are and what we’re doing, and not overly reactive or overwhelmed by what’s going on around us. Sandra Romaniuk, Senior Mental Health Counselor at University of Ottawa Health Services, will introduce you to mindfulness and the many ways it can benefit your life.</p> <p>b) Learn how to fall so you are less likely to get hurt [TRADERS ROOM] According to the Public Health Agency of Canada, falls continue to be the leading cause of hospitalizations among seniors. The question is not "if" you will fall, but "when." OMGMA and conference committee member Peter Hamer, Executive Director of the Ottawa Valley Family Health Team, will teach you how to fall so you are less likely to get hurt. The lesson is based on Peter’s 23 years of teaching and training in jiu-jitsu. Mats will cushion your practice. Wear comfortable clothes, i.e., pants, not skirts.</p> <p>c) Tai Chi and Qigong ("chigung") [NETWORK ROOM] Tai Chi and Qigong are designed to relieve stress and increase energy. They both cultivate Qi (or "Chi"), the life energy that flows through the body, by combining movement, breathing, and meditation; however, Tai Chi is a martial art and focuses very much on form while Qigong is generally less complex and more freeform. This is a short session so the goal is to give you a brief introduction to both techniques, as well as a handout you can use to practise at home. Marc Séguin will lead the session. He has been teaching since 1995. No special clothes are required.</p> |
| <p>12:30 to 1 p.m.</p> | <p>Lunch (Exhibitors please join us) [NEWBRIDGE III] OMGMA members, please move to [GRAND SCHEME BALLROOM “SIGNED” + “SEALED”] at 1 p.m. Bring your lunch if you’re not quite finished. Non-member clinic manager delegates may attend the AGM but cannot vote.</p> <p>Exhibitors, take your time at lunch and remain in [NEWBRIDGE III]. No exhibitors in the AGM please.</p> |
| <p>1 to 1:40 p.m.</p> | <p>Annual General Meeting and Election of the OMGMA Executive [GRAND SCHEME BALLROOM “SIGNED” + “SEALED”] Special prize draw follows the AGM. Must be present to win!</p> |
| <p>1:40 to 1:55 p.m.</p> | <p>Confidence, Creativity, Connection with Michelle Hillier [GRAND SCHEME BALLROOM “SIGNED” + “SEALED”] There is no WiFi in this experience, but the connections will be out of this world. Learn strategies and mini activities to take back to your teams to help nurture new levels of confidence, promote creativity, and make meaningful connections. Personal connection is the key to making a positive shift in the work environment. In a world full of right and wrong, when you move YOUR way, “You Can’t Get It Wrong.”</p> |
| <p>1:55 to 2 p.m.</p> | <p>Take 5! Have a bio break then boogie back to the main session room.</p> |
| <p>2 to 2:45 p.m.</p> | <p>Tech Talk: Yesterday, Today, and Tomorrow with Harry Jones and Nathalie Laforest [GRAND SCHEME BALLROOM “SIGNED” + “SEALED”] “A robot receptionist that works 24 hours a day, 7 days a week, 365 days a year? Come on, that won’t happen in my lifetime!” You might be surprised – the future is closer than you think. Harry and Nathalie will examine the yesterday, today, and tomorrow of medical clinics, including how to learn from past experiences; how today’s technology can bring efficiency;</p> |

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| | <p>how concepts, such as artificial intelligence, will impact the future; and how to implement the right infrastructure now to support your clinic in the future.</p> <p>Harry and Nathalie are OMGMA and conference committee members. Harry is Executive Director for the Clarence-Rockland Family Health Team and Nathalie is Associate Director, Operations at University of Ottawa Health Services.</p> |
| <p>2:45 to 3:30 p.m.</p> | <p>Refreshments [NEWBRIDGE FOYER] <i>and</i> Visit Exhibitor Showcase (last chance!) [NEWBRIDGE BALLROOM I AND II] <i>and</i> Visit Your Lounge with Benefits [SHAKERS ROOM] generously sponsored by OJTBF This break only! Brookstreet spa estheticians will be available in the lounge to provide free hand massages and paraffin treatments.</p> <p>Exhibitors take down following this break then join us for the prize draw at 4:35 p.m.</p> |
| <p>3:30 to 4:30 p.m.</p> | <p>BREAKOUTS Choose one of these two options:</p> <p>a) Getting Started with Health and Safety with Tegan Slot of Public Services Health & Safety Association [GRAND SCHEME BALLROOM “DELIVERED”] “Where do I start?!” Tegan will help you with first steps to take to develop your health and safety program. She will cover Ministry of Labour initiatives and compliance checklists, as well as PSHSA and prevention system resources.</p> <p>OR</p> <p>b) Peer-to-peer discussion and problem-solving [GRAND SCHEME BALLROOM “SIGNED” + “SEALED”] Take this opportunity to talk with other managers in small groups to get help from your peers on a problem you’re facing. Meet new people with new perspectives. Discuss hot topics and common concerns. Facilitated by OMGMA members Denise Belanger and Harry Jones.</p> |
| <p>4:30 to 4:35 p.m.</p> | <p>Travel time! PSHSA session attendees, make tracks to the main session room.</p> |
| <p>4:35 to 4:55 p.m.</p> | <p>Prize draw with Exhibitors [GRAND SCHEME BALLROOM “SIGNED” + “SEALED”] Exhibitors join us to draw the winners of the prizes they collected entries for at their booths. Must be present to win!</p> |
| <p>4:55 to 5 p.m.</p> | <p>Afternoon wrap up and exhibitor thank you with Michelle Hillier [GRAND SCHEME BALLROOM “SIGNED” + “SEALED”] Michelle is back to inspire us to move in our own way and wrap up a fabulous day! Let’s celebrate and thank the suppliers who support us. Remember, when you Groove, “You Can’t Get It Wrong!”</p> |
| <p>5 to 6:30 p.m.</p> | <p>Free time. Spa time? (Book early!) Try the indoor golf simulator, fitness centre or pools.</p> |
| <p>6:30 p.m. +</p> | <p>See you in Brookstreet’s semi-outdoor PAVILION for a reception and BBQ dinner. (Exhibitors please join us) Go out the front doors of the hotel and head to the left, then take the path to the white tent. Reception beverages generously sponsored by:</p>  |

Dinner will be followed by a rockin' good time with **Sterling, a Canadian party-rock band** rooted in Ottawa. They've toured with Canadian icons such as April Wine and Sass Jordan and will pump up the volume with both covers and original songs. Live music ends between 10 and 11 p.m.; head to the hotel lounge to continue the evening.

Friday, October 4, 2019

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| <p>8 to 9 a.m. Please finish your breakfast by 9 a.m.; presentation runs 9 to 10:30 a.m.</p> | <p>Breakfast followed by keynote presentation (Exhibitors please join us) [GRAND SCHEME BALLROOM "SIGNED" + "SEALED"] OMGMA prize draws will follow breakfast, including the challenge game winner and door prizes! Simple Strategies to Build Psychological Resilience in Daily Life with Dr. Rachel Thibeault Rachel will cover the most recent research on resilience from the fields of psychology, neuroscience, and occupational therapy, addressing such topics such as sleep, outlook, and mindfulness. Then, through real-life stories of individuals who have demonstrated remarkable resilience, she will also explore activities which have been determined to be key to resilience. You'll leave with low-cost, accessible, and user-friendly strategies for resilience and wellbeing easily applicable in daily life. An occupational therapist who also holds a PhD in psychology, Rachel specializes in community-based rehabilitation, psychological resilience, and peer support in vulnerable populations. For the past 40 years, as a clinician or as part of her teaching and research career at the Faculty of Health Sciences at the University of Ottawa, Rachel has worked worldwide with war and torture survivors, AIDS orphans, child soldiers and people living with leprosy. In 2013, she was awarded the title of Officer of the Order of Canada.</p> |
| <p>10:30 to 10:50 a.m.</p> | <p>Break with refreshments [GRAND SCHEME FOYER]</p> |
| <p>10:50 a.m. to 12:20 p.m.</p> | <p>What's on Kate Dewhirst's desk? [GRAND SCHEME BALLROOM "SIGNED" + "SEALED"] Learn about the hottest legal topics and issues faced by medical practices in the last year delivered with practical solutions for you to avoid having to call Kate! From privacy, to dealing with police, to managing disputes, Kate is on top of what's new and relevant and will leave lots of time for questions. 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.</p> |
| <p>12:20 p.m.</p> | <p>Boxed lunch – grab and go or stay and chat [GRAND SCHEME FOYER] and [GRAND SCHEME BALLROOM "SIGNED" + "SEALED"] Safe travels!</p> |