



ACHIEVING EXCELLENCE TOGETHER:
Collaborating for Innovative Healthcare

Call for Abstracts Guidelines, Program Streams and Objectives
June 5-7, 2016
The Westin Harbour Castle
Toronto, Ontario

The Ontario Association of Community Care Access Centres is pleased to announce its annual conference to be held in Toronto from June 5-7, 2016. An anticipated attendance of over 1,000 delegates, exhibitors, sponsors and presenters, from Ontario and across Canada will provide an excellent networking and educational forum for everyone involved in this conference.

We invite you to share your ideas, innovative programs or research findings by submitting abstracts for workshops, panels and poster display, in English, for the OACCAC Achieving Excellence Together 2016 Conference.

Conference Vision Statement

A conference for OACCAC members and health system partners that demonstrates leadership and advances excellence and innovation in the delivery of patient-centred home and community care as part of a health care system undergoing transformation.

All abstracts must be submitted online by Friday, December 18, 2015 at 11:59pm. Click [here](#) to access the submission site.



Late Abstract Submission Policy

OACCAC understands that from time to time there are exceptional circumstances that may prevent timely submission of abstracts. In this unique circumstance, please email the conference secretariat immediately. <mailto:oaccac-conference@mci-group.com>

Your request will be reviewed and you will be advised if the late submission will be accepted. OACCAC reserves the right to decline a request for a late submission.

Submission Guidelines: The guidelines below will assist you in preparation for the online submission process.

1. Submission information must include, contact information for the organization and the names and e-mail addresses for presenters as known on the date of submission.
2. A 25-word description of the presentation for conference literature. An abstract of maximum 200 words.
3. Abstracts will be selected that cover one or more of the strategic objectives outlined for each stream. [see below]
4. The online process will allow you to save your work on the submission form. Once the abstract is "submitted", the abstract information that you provide will be considered "FINAL" and cannot be revised or altered.

Terms and Conditions:

1. Each individual may submit any number of abstract submissions. Each submission must be entered separately.
2. Approximately 20 posters will be showcased. If your organization chooses to submit multiple abstracts for poster consideration, it is suggested that you limit it to 3 submissions.
3. Workshop, panel, and poster presenters are offered the *Members* conference registration fees in recognition of participation. If accepted, it is understood that the presenter(s) agree to register for the conference, pay the appropriate conference registration fee, and make the presentation as scheduled. The presenter(s) may then participate in all other conference events relevant to that registration. In addition, the presenter(s) agrees to assume all expenses related to attending the conference, including travel, accommodation and printing of



handouts. In the event that a presenter wishes to attend only the session for which s/he is presenting, the registration fee can be waived upon request. Please contact the conference secretariat to have the registration fee waived:

<mailto:oaccac-conference@mci-group.com>

4. OACCAC may suggest changing the type of submission (e.g. turning a presentation into a poster display) or combining similar submissions into one concurrent session.
5. Through the submission site, you'll be requested to identify whether your presentation, if accepted, would require 30, 45, 60, 75 or 90 minutes.
6. All submissions will be acknowledged upon receipt – if you do not receive acknowledgement, please contact the conference secretariat to ensure that your submission has been received.
<mailto:oaccac-conference@mci-group.com>
7. All abstract submitters will be notified by March 7, 2016 regarding whether or not the submission will be incorporated in the program as a session or poster.
8. An LCD projector, screen, podium and microphone are provided in all concurrent session meeting rooms. Posterboards are provided for posters.
9. If sessions have low pre-registration numbers, the OACCAC will advise the presenters, giving them the choice to continue with presenting or withdrawing their session.
10. You give permission to the OACCAC (or any other persons authorized by the OACCAC) to post presentation materials in pdf format on the OACCAC website post-conference for reference purposes, to record and photograph your presentation for knowledge transfer purposes. If any of the presenters wish to withdraw consent, you must do by emailing the conference secretariat.
<mailto:oaccac-conference@mci-group.com>
11. Presentations submitted to the OACCAC must not contain Personal Identifiable Information (*with the exception of business e-mail addresses*) or Personal Health Information. Any breach of privacy in submitted presentations is the responsibility of the presenters.

Program Streams and Objectives

Evaluation Criteria:

Abstracts will be selected that cover one or more of the strategic objectives.

Achieving Excellence in Patient and Caregiver Experience

This stream will identify the elements of a successful patient and caregiver healthcare journey with focus on leading evidence-based practices that:

1. Demonstrate innovative and collaborative patient service delivery models and practices that identify and address the needs of patients and caregivers.
2. Describe successful approaches to providing service delivery information to patients and caregivers, improving coordinated access that best serves their needs.
3. Profile the importance of system navigation and health linkages to support collaborative, consistent care planning and successful information processes for patients and families.
4. Explore how increasing patient engagement, autonomy and voice can change how to plan and deliver consistent, high quality care.
5. Highlight effective collaboration and innovative service models that improve patient transitions and provide a seamless, positive patient and caregiver experience.

Achieving Excellence Through Quality, Consistency and Transparency

The stream will examine collaborations, and innovations that build on evidence-based practices and achieve results that:

1. Demonstrate quality improvement and increased value for patients, and caregivers focusing on outcomes and performance management including processes to measure, report, and monitor performance.
2. Illustrate how transparency about the expectations and outcomes of service delivery advance quality and improved patient and caregiver experiences.
3. Show how excellent, quality care can be advanced by a healthy, motivated and resilient workforce.
4. Demonstrate how the engagement and collaboration with patients, caregivers, staff and partners drive quality improvement.
5. Demonstrate theory in practice to improve patient care, and safety to reduce risk.
6. Profile consistent care and business models that are informed by experts and evidence, using standardized tools and supports that strengthen the quality of services and programs that are delivered.

Achieving Excellent Value

The stream will showcase innovative initiatives, collaborations, process improvements, technologies, business solutions, and research that increases value to patients and caregivers by:

1. Strengthening service offerings and the model of care provided, that help delay institutionalization, and enhance quality of care provided to patients/caregivers.
2. Promoting consistency, and increasing efficiency of care that drive better care & better value to patients and caregivers.
3. Describing approaches in balancing patient/ caregiver needs and experiences with the complexity of system expectations, funding realities, and regulatory requirements.
4. Presenting evidence through research, program evaluation, or outcomes of how value was added or care was improved to patients and caregivers.
5. Showcasing effective health systems integration that improves patient care capacity by concentration of supply chain management minimized administrative costs and improved system level performance.
6. Showcasing innovative technologies that help patients increase self-care and supports caregivers by providing patients with more independence and autonomy.

Achieving Excellence Through Effective Leadership and Collaboration

As our home and community care system continues to evolve and change, leaders are faced with both opportunities and challenge to ensure they are creating and working within an environment of excellence. This stream will:

1. Demonstrate innovative governance practices that lead initiatives that modernize home and community care delivery.
2. Identify practical approaches and proven techniques to improve leadership and board functioning, emphasizing consistent approaches.
3. Demonstrate how collaboration with patients, caregivers, staff and partners, can improve transparency, consistency, and organizational performance.
4. Demonstrate theory in practice of the board's role in developing governance practices.
5. Align organizational performance to connect the dots between board leadership and CEO
6. Share successes in change management at the board level.

7. Share best practices in governance leadership in establishing the vision and strategic directions to support putting patients and caregivers first.