

February 25–26, 2020 | JW Marriott Parq Vancouver | Vancouver

CANADIAN HEALTHCARE INFRASTRUCTURE WEST

The Only Comprehensive, Practical Event on Healthcare Infrastructure,
Project Delivery, Design and Beyond



Speakers Include:

KEYNOTE



Susan Stanford
Assistant Deputy Minister, Information
Communication Technologies Division
Ministry of Citizens' Services

Stuart Bourhill
VP IMIT & CIO
First Nations Health Authority (FNHA)

James Hanson
Vice President Operations & Support Services
Vancouver Island Health Authority

Doug Wills MA, PMP
Executive Director P3 Operations
Fraser Health

Derek Miller
Executive Director, Infrastructure Management
Saskatchewan Health Authority

Kathy Steegstra
Senior Provincial Executive Director,
Virtual Health & Trauma Services BC
PHSA

John Lavery
Executive Director
Health Emergency Management British Columbia
(HEMBC)

Eleanor Lee Architect AIBC, LEED ap
Executive Director and Chief Project Officer
Provincial Health Services Authority

Dan Levitt
Executive Director
Tabor Village

Margarita Loyola
Director Telehealth Virtual Care Transformation
Victoria General Hospital

Sylvia Weir
Corporate Director,
Business Integration & Development
Interior Health

Miriam Stewart
Chief Clinical Planning Officer,
St. Paul's Redevelopment Project,
Regional Program Director Critical Care VCH/PHC
Providence Health Care

Andrea Palmer
Communications Lead Capital Projects
Northern Health

Dave Neufel P.Eng
Senior Project Manager Facilities Capital Development
Island Health

Carol Galte
Chief Clinical Planner & Project Management Office
Fraser Health Royal Columbian
Hospital Redevelopment

Steven Ness
President
Surety Association of Canada

Adrienne Atherton
Partner
Civic Legal

Mary George
Senior Manager
EY National Health Practice

Andrea McLean, BSc, MBA
Vice President, Business Development
Fengate Asset Management

Plus Many More

PRE-CONFERENCE WORKSHOPS | Monday, February 24



A 9:00 am – 12:30 pm (Registration opens at 8:30 am)
Innovations in Digital Healthcare

We need to ensure that digital healthcare systems are straightforward to use and robust. Separate incompatible systems with separate sign ons with multiple passwords run on slow networks which hampers both primary and secondary care. Patient facing technology must improve communication between patients and health care professionals.

B 1:30 pm – 5:00 pm (Registration opens at 1:00 pm)
The Role of Operations and Maintenance (O&M) in Asset Management

With increasing cost pressures, service demands, and unsustainable funding approaches, hospitals need to change the way they think about managing their assets, recovering revenues and delivering services. Continuous improvement of O&M activities is a key component of the asset management process as O&M practices can significantly impact asset lifecycle costs, management of risk, and service delivery performance.

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Business Information in a Global Context

8:00 Registration Opens

9:00

Opening Remarks from Co-Chairs9:15 **KEYNOTE****BC's Shifting Digital Infrastructure Landscape**

- Digital realities for rural communities and First Nations
- New universal digital infrastructure objectives
- Expanding digital capacity for enabling services

9:45

Virtual Visits – Changing the Landscape from Waiting Rooms to Living Rooms

Island Health transformed the way they deliver care. Join this session to hear the journey that Island Health followed and the results they have found by incorporating virtual visits. These Virtual visits support the healthcare team staying connected with their patients anywhere, anytime. Hear how:

- This can be done safely and securely with their own digital devices, in their own community and homes
- Understand how this aligns with BC digital health strategy
- Future opportunities of virtual care – where do we see this going?

10:30 Networking Break

11:00

New Generation of Hospital – What Will the Hospital of the Future Look Like?

How will it function differently than it does today? What will the patient's experience be like? What role will the doctor play? In this session, we will be decoding how to build a hospital of the future. What are the different IM/IT tools required?

- How to improve patients experience and have seamless integration with digital and artificial intelligence (AI)
- Evaluating various robotic process automation (RPA) tools which will allow caregivers to spend more time providing care and less time documenting it
- Understanding how the design will help in the well-being of staff members and faster healing process of healing patients
- How to deliver remote medicines?
- Assessing various diagnostic methods through video conferencing
- Determining how data can be used for IoT (Internet of Things) applications in the hospital for effective management

11:45

Evaluating the Various Approaches to Project Delivery Models to Ensure Effective Planning, Performance and Completion

- Establishing various project delivery models such as Alliance Contracting, Design-Build (DB), IPD (Integrated Project Delivery), P3 and others
- Comparing the pros and cons of each model
- Determining the lessons learned from each model and how it will benefit your organization

12:30 Networking Lunch

1:30 **FIRESIDE CHAT****Applying Penalties Appropriately in the Operating Phase of a DBFM Project**

- Establishing an escalation process for unresolved service issues
- Recognizing that payments in the Operations Phase are based on Performance, Availability, Response and Rectification times
- Being practical but firm on principles with our partners on deficiencies and performance, as risk transfer is one of the most important aspects of a P3/DBFM project

2:15 **DEBATE****Construction Disputes: Causes and Risk Management – Minimizing Infrastructure Construction Delays and Disputes**

It seems inevitable that construction projects come with delays, disputes, and even project contractor failure; all of which are disruptive to the efficient progression of the project, and costly to all parties. In this session, our panel will discuss common causes of costly construction delays and disputes in healthcare capital projects, and the tools available to minimize the risks of disputes with the goal of securing effective delivery of the construction project on-time and on-budget. Our panelists will draw from their own experiences and perspectives to identify common issues that arise and provide tips on how they can be addressed from the legal and risk management or risk transfer perspective, as well as discussing lessons learned and providing practical insights from the owner's perspective.

3:00 Networking Break

3:30

Mitigating the Gaps in the Project Post Completion of Post-Occupancy Evaluation (PoE)

- Analyze the operational readiness of your design, once the project is completed
- Implement a strategy to review and optimize your new systems and space
- Conclude and disseminate step-by-step lessons learned to create knowledge transfer
- Learn how to measure performance and continuously seek opportunities for improvement

4:15 **PANEL****Diagnosing the Various Project Pitfalls and Sharing Best Practices to Avoid Them**

This panel of experts will be deep-diving into major issues and challenges of when and why projects can be delayed. Topics to be discussed include:

- Shortage of skilled sub-trades
- Inadequate contractors and bidders in the region
- Effectively communicating the key findings of the project to the community
- Incorporating community benefit in the contract
- Escalation
- Post project evaluation
- Managing risks
- Unavailability of real space

5:00 Conference Adjourns

8:00 Registration Opens

8:30

Opening Remarks from Co-Chairs

8:45

Driving the Design Now for the Future

Design problems continue to be a major cause of concern in healthcare projects. Join this session and take a deep dive into understanding the various designs available. Areas to be addressed:

- Usage of heavy timber in design
- Innovations
- Evidence-based design
- Technology
- Optimal design layouts
- Health design studies
- Best usage of space – managing space and cost
- Accelerating collaboration between clinicians and architects to measure and improve healthcare design

9:30 **PANEL****Stakeholder Engagement**

Join our panel of experts for in-depth analysis of who the key stakeholders are to be involved in the decision-making for hospital infrastructure management. Learn about the various perspectives including Clinician – what the frontline has to say, Facility Management Team – is it better to buy a premier product or defer maintenance cost? Finance – what is the priority and how much budget is there? Understand why this collaboration is so important for the project's success.

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Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to credits towards their maintenance of certification requirement.

Join the Conversation

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10:15 Networking Break

10:45 LIGHTNING TALKS

Updates on the Key Capital Projects in the Region

- St. Paul's Development
- Cowichan District Hospital
- Cariboo Memorial Hospital/Williams Lake
- Burnaby Hospital
- Calgary Cancer Care
- Saskatchewan Hospital North Battleford Project

11:45

Something Old and Something New: Ensuring the Interoperability of Hardware and Software

- Best practices of step-by-step system upgrades
- Before committing, is there an opportunity to test at the legacy site, or comparable pilot programs?
- Forgotten but not gone – maintaining obsolete tech for the integrity of the building
- Effective ways of maintaining and updating Electronic Patient Records

12:30

Managed Equipment Services – Partnerships to Help Manage the Proliferation of Technology in Hospitals

- Exploring and integrating MES in your project design
- Establishing accountability across proponent teams, project owners and managed equipment services – contractual approaches that lend themselves to collaboration

- Determining MES to provide a leaner and more efficient design process
- Sharing examples of including MES teams and their perspectives
- Assessing benefits and trade-offs of incorporating your MES team into the design team

1:00 Networking Lunch

2:00

Aged Care Design for Assisted Living and Complex Care

- Reviewing the needs of senior residents into the design and planning of new facilities
- Assessing the need of realigning existing facilities
- Developing an effective, holistic, patient-centred framework for hospital design that articulates safe, health promoting, and coordinated care components for seniors
- Assessing the impact of digital innovation on the provision of care for elderly

2:30

Operational Sustainability – Lifecycle Planning and Costing of a Project

- Calculating the future operational or maintenance savings evaluating capital dollars to operating dollars
- Establishing effective techniques to defer operations and maintenance by using best materials
- Evaluating risk associated with DB and P3
- Success stories to ensure lifecycle budgets are included in DB models
- Asset Management strategies to prolong longevity of infrastructure

3:00 Networking Break

3:15

Best Practices in Achieving Green Building Standards to Create a Net-Zero Facility

- Mitigate costly venting requirements and understand the impact of infection control
- Consider functional applications of design, such as heat loss through big windows
- Be prepared to pay a cost premium to build to code and build a business case
- Discuss new technologies and topics, i.e. capturing gases, on-site energy generation

4:00

Understanding the Importance of Integrating Healthcare Emergency Management Response Design and Planning of the Facility to Save Future Cost

- Evaluating the ever-changing emergencies including diseases, natural calamities and technological disruptions
- Evaluating the pros and cons of building emergency unit after the construction of the facilities
- Integrating the input of Physicians in Disaster Preparedness and Health Emergency Management
- Case studies of actual Healthcare Emergency Management Response in the region

4:45 Conference Concludes

3 Ways to Register

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Workshop B: The Role of Operations and Maintenance (O&M) in Asset Management			\$495 each

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**HEALTHCARE INFRASTRUCTURE
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Deliver Innovative World Class
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New for 2020: Gain New Insights and Drive Best Practices

- Update from the Government on Digital Infrastructure in the Region
- New Generation of Hospitals – What Will the Hospital of the Future Look Like?
- Fireside Chat: Applying Penalties Appropriately in the Operating Phase of a DBFM Project
- Panel: Diagnosing Various Project Pitfalls and Strategies to Overcome
- Update on the Key Capital Projects in the Region
- Debate: Construction Disputes: Causes and Risk Management
- Construction Tools and Technology and Managed Equipment Services (MES)

