

Audit & Feedback National Meeting Program

Audit & Feedback Scientific Meeting | October 19, 2017

Implementing Audit & Feedback Workshop | October 20, 2017

Hosted by:
Alberta SPOR SUPPORT Unit Knowledge Translation Platform
The Audit & Feedback Meta-Laboratory

Best Western Village Park Inn
1804 Crowchild Trail NW
Calgary, Alberta, T2M 3Y7

Audit & Feedback National Meeting 2017

Audit & Feedback Scientific Update | October 19, 2017

Implementing Audit & Feedback Workshop | October 20, 2017

Welcome,

On behalf of the Alberta SPOR SUPPORT Unit Knowledge Translation Platform and The Audit & Feedback Meta-Laboratory we would like to welcome you to the Audit and Feedback National Meeting in Calgary, Alberta. We would also like to take this opportunity to acknowledge the traditional territories of the people of the Treaty 7 region in Southern Alberta. The City of Calgary is also home to Metis Nation of Alberta, Region III.

Performance feedback is a widely used strategy to support healthcare quality improvement. There is substantial evidence to support its use and ways of optimizing its effectiveness. However, the extent to which this evidence base is used to inform the design and delivery of current performance feedback programs is not always clear. There is an urgent need to bring together key organizations using performance feedback and research experts in performance feedback to go beyond 'business as usual' and develop more impactful feedback programmes and advance the science of performance feedback.

This Audit and Feedback Meeting aims to bring together research experts and healthcare organizations delivering performance feedback to discuss the current state of evidence in using performance feedback for quality improvement and to create opportunities for collaborations between research and practice.

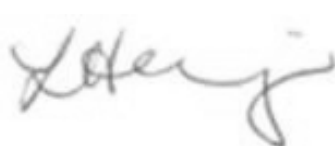
We would like to thank our sponsors Alberta Health Services, Health Quality Council of Alberta and the Physician Learning Program for their generous support.

Sincerely,



Jeremy Grimshaw

Senior Scientist, Clinical Epidemiology Program,
Ottawa Hospital Research Institute
Full Professor, Department of Medicine,
University of Ottawa
Canada Research Chair in Health Knowledge
Transfer and Uptake.



Lisa Hartling

Professor, Department of Pediatrics, University of
Alberta
Lead, Alberta SPOR SUPPORT Unit Knowledge
Translation Platform
Director, Alberta Research Centre for Health Evidence
Director, University of Alberta Evidence-Based Practice
Centre

About the Audit & Feedback Meta-Laboratory

Overview: The Audit & Feedback Meta-Laboratory is a group of researchers dedicated to improving healthcare outcomes by optimizing performance with audit & feedback. The goal of the Meta-Lab is to create shared learning and expertise while providing a trusted source of evidence and recommendations for performing audit and feedback. The Meta-Lab includes research teams from Australia, Canada, the Netherlands, the United Kingdom and the United States of America.

Website: <http://www.ohri.ca/auditfeedback/>

Contact Info:

Stefanie Linklater

A&F Meta-Laboratory Coordinator

email: slinklater@ohri.ca

phone: 1-(613)-737-8899, ext. 73812

Twitter: @afMetaLab



Connecting to the Wi-Fi Network:

Best Western Village Park Inn Wi-Fi Network: **BW Village Park Inn**

Password: **4032890241**

A&F National Meeting Planning Committee

Dr. Jeremy Grimshaw, Ottawa Hospital Research Institute

Diane Duncan, University of Alberta

Dr. Noah Ivers, Women's College Hospital

Dr. Heather Colquhoun, University of Toronto

Dr. Shawn Dowling, University of Calgary

Morgan Potter, University of Alberta

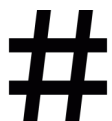
Contact Information

Diane Duncan

Program Coordinator for Training and Professional Development
Alberta SPOR SUPPORT Unit Knowledge Translation Platform
University of Alberta
dduncan@ualberta.ca

Stefanie Linklater

Research Coordinator, Clinical Epidemiology Program
Audit & Feedback Meta-Laboratory
Ottawa Hospital Research Institute
slinklater@ohri.ca



Social Media:

We encourage you to share your symposium experience via social media using the hashtag **#AF2017**.

Audit & Feedback National Meeting | Scientific Update

Thursday, October 19, 2017

Foothills Ballroom, Best Western Village Park Inn

Time	Topic	Speakers
0730 - 0815	Registration & Breakfast	
0815 - 0830	Welcome, overview & introductions	Jeremy Grimshaw and Lisa Hartling
Advancing the Science—Moderated by Jeremy Grimshaw		
0830 - 0850	Cochrane Review of A&F	Noah Ivers
0850 - 0910	Leveraging theories and concepts to enhance A&F	Jamie Brehaut and Heather Colquhoun
0910 - 0930	Using audit and feedback to reduce antibiotic use by dental practitioners in Scotland	Craig Ramsay
0930 - 1000	Coffee Break	
Improving the Design—Moderated by Noah Ivers		
1000 - 1020	User-centred design approaches to enhancing A&F in Ontario	Holly Witteman
1020 - 1040	Psychological perspectives on enhancing design of A&F	Justin Presseau
1040 - 1100	Enhancing the design of a national audit to improve blood utilization in the UK	Fabiana Lorencatto
1100 - 1115	Discussion	
Conversation Café—Moderated by Kelly Burak		
1115 - 1230	Current initiatives in Canada	Panel
1230 - 1330	Lunch	
Improving the Feedback—Moderated by Heather Colquhoun		
1330 - 1350	How do hospitals receive and act upon A&F – the Better Outcomes Registry and Network experience	Sandy Dunn
1350 - 1410	Enhancing receipt of a national audit to improve blood utilization in the UK	Fabiana Lorencatto
1410 - 1430	Developing a structured approach to A&F for physician groups	Kelly Burak and Tina Nicholson
1430 - 1445	Discussion	
1445 - 1500	Coffee Break	
Conversation Café—Moderated by Kelly Burak		
1500 - 1615	Enhancing effectiveness of A&F in Canada	Panel
Advancing the Knowledge		
1615 - 1630	Meta-Laboratory – contributing to the A&F body of evidence Closing remarks	Jeremy Grimshaw

Audit & Feedback National Meeting | Workshop

Friday, October 20, 2017

Edgemont Room, Best Western Village Park Inn

Time	Topic	Speakers
0730 - 0815	Registration & Breakfast	
0815 - 0830	Welcome, overview & introductions	Jeremy Grimshaw and Lisa Hartling
Audit and Feedback 101—Moderated by Jeremy Grimshaw		
0830 - 0930	Suggestions to Improve A&F	Jamie Brehaut and Heather Colquhoun
0930 - 1000	Worked example redesigning HQO feedback	Noah Ivers and Gail Dobell
1000 - 1030	Coffee Break	
Review of A&F projects—Moderated by Noah Ivers		
1030 - 1115	Project 1: Management of Bronchiolitis in Calgary Emergency Departments Antonia Stang, Physician Learning Program	Jeremy Grimshaw Noah Ivers Heather Colquhoun
1115 - 1200	Project 2: MD Snapshot—Prescribing Karen Mazurek, College of Physicians and Surgeons of Alberta	
1200 - 1300	Lunch	
Working on projects—Moderated by Noah Ivers and Heather Colquhoun		
1300 - 1430	Participants work on their own projects in facilitated small groups.	Heather Colquhoun, Noah Ivers, and Faculty Presenters
1430 - 1500	Coffee Break	
Advancing the knowledge		
1500 - 1530	Meta-Laboratory – contributing to A&F body of evidence	Jeremy Grimshaw
1530 - 1600	Group reflections and closing remarks	Jeremy Grimshaw

Meet the Presenters

Audit & Feedback National Meeting 2017



Jeremy Grimshaw, MBChB, PhD

Senior Scientist, Clinical Epidemiology Program, Ottawa Hospital Research Institute
Full Professor, Department of Medicine, University of Ottawa
Canada Research Chair in Health Knowledge Transfer and Uptake

Dr Jeremy Grimshaw is a Senior Scientist at the Centre for Implementation Research at the Ottawa Hospital Research Institute and Professor in the Department of Medicine, University of Ottawa. He holds a Canada Research Chair in Health Knowledge Transfer and Uptake and a CIHR Foundation grant on Promoting implementation of evidence-based care. He is an internationally recognized leader in implementation science.



Noah Ivers, MD, CCFP, PhD

Scientist, Women's College Research Institute
Family Physician, Women's College Hospital
Adjunct Scientist, Institute for Clinical Evaluative Science
Assistant Professor, Department of Family and Community Medicine, University of Toronto

Dr. Noah Ivers is a scientist at Women's College Research Institute, family physician at Women's College Hospital and adjunct scientist at the Institute for Clinical Evaluative Studies. His research focuses on developing and conducting pragmatic evaluations of complex interventions that aim to improve quality in primary care. He focuses on the use of data to drive healthcare decisions through initiatives such as performance feedback to health professionals as well as tailored reminders to patients to enable both evidence based and patient centred care.



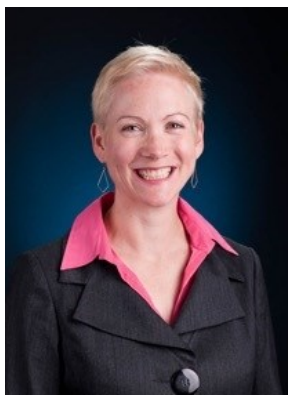
Heather Colquhoun, PhD

Assistant Professor, Occupational Science and Occupational Therapy, University of Toronto

Heather Colquhoun is an Assistant Professor in the Occupational Science and Occupational Therapy Department at the University of Toronto and knowledge translation (KT) scientist. Her research focuses on the science of KT including the application of behaviour change theory to KT problems, KT intervention design, and investigation of intervention terminology issues in KT science. She has a keen interest in the use of Audit and Feedback (A&F) to improve health care delivery.

Meet the Presenters

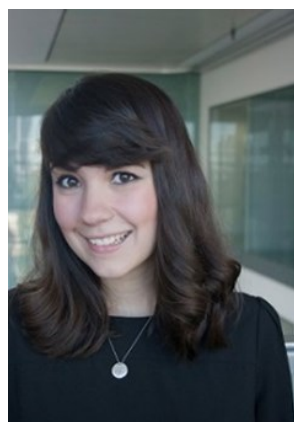
Audit & Feedback National Meeting 2017



Holly Witteman, PhD

Associate Professor, Department of Family and Emergency Medicine, Faculty of Medicine, Laval University
Director of Research, Office of Education and Professional Development, Faculty of Medicine, Laval University
Scientist, CERSSPL-UL and CHU de Québec-Université Laval
Affiliate Investigator, Ottawa Hospital Research Institute

With an interdisciplinary background in human factors engineering and social sciences, Dr. Witteman's research is about the design and evaluation of digital and other media in health decision making. She specializes in human-computer interaction in health education, risk communication and decision making, including a focus on design methods. Her work as Principal Investigator has been funded by the Fonds de recherche du Québec – Santé (FRQS), the Patient-Centered Outcomes Research Institute (PCORI, United States), the Canada Foundation for Innovation (CFI), and the Canadian Institutes of Health Research (CIHR).



Fabiana Lorencatto, PhD, MSc, BSc (Hons)

Research Fellow, City, University of London

Dr Fabiana Lorencatto is a behavioural scientist, and is currently the Research Lead for the Centre for Behaviour Change at University College London (UCL) (UK). She is also an Honorary Research Fellow at the Centre for Health Services Research at City University of London. Fabiana holds a Ph.D. in Health Psychology from UCL. Her main research interests include implementation research and developing and evaluating interventions to improve clinical practice. Fabiana currently works on a five-year programme of research funded by the UK National Institute of Health Research that aims to apply behavioural theory and evidence to enhance established national audit and feedback interventions to improve blood transfusion practice in UK hospitals.



Craig Ramsay, PhD, PGDip, BSc

Director of Health Services Research Unit, University of Aberdeen

Craig Ramsay is Director of Scotland's Chief Scientist Office funded Health Services Research Unit, University of Aberdeen and Professor of healthcare evaluation. He has wide ranging research interests in health services research with expertise in knowledge translation research, surgical trial evaluation, and quasi-experimental study designs. He currently co-leads a national initiative of knowledge translation research in dental services in Scotland (The TRiaDS programme), and has conducted several largescale audit and feedback trials. He also directs the Aberdeen Health Technology Assessment Group, which is the only academic centre in Scotland responsible for providing technology assessment reports for the National Institute for health and Clinical Excellence (NICE).

Meet the Presenters

Audit & Feedback National Meeting 2017



Gail Dobell, PhD

Director, Performance Measurement, Health Quality Ontario

Dr. Gail Dobell is Director of Performance Measurement at Health Quality Ontario. In this role, she leads indicator development, selection, and analysis, as well as benchmarking projects across all health care sectors. Previously, Gail served as Principal Investigator for various measurement projects, including the Integrated Care Satisfaction Measurement project and a California HealthCare and Archstone Foundation-funded project. Gail was also an Agency for Health Care Research and Quality research fellow at the Institute for Health Policy Studies, UCSF, and has served on numerous health system and sector-specific working groups and committees. She holds a Master's degree in Gerontology and a Doctorate in Social and Behavioral Sciences from the School of Nursing, University of California, San Francisco.



Sandra Dunn, RN, PhD

Knowledge Translation Specialist, Better Outcomes Registry & Network (BORN Ontario)

Sandra is currently the Knowledge Translation Specialist for the Better Outcomes Registry & Network (BORN Ontario) in Canada. Her clinical background is in nursing with many years of experience in neonatal intensive care. She completed her Doctorate in Nursing at the University of Ottawa with a focus on knowledge translation and shared decision making. She is an Adjunct Professor, at the University of Ottawa and Queen's University. Today she will present some of the results from a CIHR funded study that she led evaluating the effectiveness of the 'Maternal Newborn Dashboard' - an electronic audit and feedback system - to improve maternal newborn practice in Ontario.



Kelly Burak, MD, FRCPC, MSc (Epid)

Associate Dean Continuing Medical Education & Professional Development
Professor, Departments of Medicine and Oncology
Cumming School of Medicine, University of Calgary

Dr. Kelly Burak received his BSc (Biology), MD and Internal Medicine training at the University of Saskatchewan before completing training in Gastroenterology in Calgary. He completed a Research Fellowship in Hepatology at the University of Calgary followed by a Clinical Fellowship in Hepatology and Liver Transplantation at the Mayo Clinic in Rochester, Minnesota. In 2005, Dr. Burak was awarded his MSc in Epidemiology from the University of Calgary and he received a Graduate Certificate of Clinical Education from Flinders University in 2012.

Dr. Burak is a Professor of Medicine at the University of Calgary where he serves as the Director of the Southern Alberta Liver Transplant Clinic. His clinical and research interests include liver transplantation and hepatocellular carcinoma and he has more than 80 peer-reviewed publications. In January 2017, Dr. Burak became the Associate Dean of Continuing Medical Education and Professional Development at the Cumming School of Medicine. He serves as the Co-Lead of the Physician Learning Program, which serves to strengthen physician learning through individualized practice-based information using facilitated audit and feedback.

Meet the Presenters

Audit & Feedback National Meeting 2017



Justin Presseau, PhD

Scientist, Ottawa Hospital Research Institute

Assistant Professor, School of Epidemiology and Public Health, University of Ottawa

Dr. Presseau's research program focuses on behaviour change related to health with a focus on knowledge translation, implementation science, and patient-oriented research. Dr. Presseau completed his PhD in Psychology at the University of Aberdeen (UK) and has since been awarded early career awards from the UK Society for Behavioural Medicine, the International Society of Behavioral Medicine, and the European Health Psychology Society.



Jamie Brehaut, PhD

Senior Scientist, Ottawa Hospital Research Institute

Associate Professor, School of Epidemiology, Public Health and Preventative Medicine, University of Ottawa

Dr. Jamie Brehaut is a Senior Scientist with the Ottawa Hospital Research Institute, and Associate Professor in the School of Epidemiology, Public Health and Preventive Medicine at the University of Ottawa. Dr. Brehaut holds a PhD in Cognitive Psychology from McMaster University. Trained in issues of human memory, attention, and cognition, Dr. Brehaut also has expertise in psychological theory, knowledge translation, judgement and decision making, decision support, computer usability techniques, and issues of caregiver health.

Much of his work focuses on the application of psychological theory to facilitate health care practice change and the ethics of health care decision making. He is currently leading a project exploring the extent to which existing theory from a wide range of areas can inform interventions involving practice feedback to practitioners.

Katrina Nicholson, MD

Medical Director, Physician Learning Program

Dr. Katrina Nicholson qualified from Liverpool University medical school in 1988, completing her family practice training in 1993 and working in inner city and rural family practice in the UK until 2006 when she moved to Alberta. Dr. Nicholson currently holds a leadership role in a Primary Care Network (PCN) managed clinic and with the Foothills PCN and is a faculty member for the CanReach program, teaching a mini fellowship in pediatric psychopharmacology for the last 3 years. Dr. Nicholson has been involved in teaching throughout most of her career, holding clinical lecturer positions with the University of Calgary and the University of Alberta family medicine departments.

Dr. Nicholson took on the role of medical director with the Physicians Learning Program in 2016 and has been involved in facilitating self-reflective Continuing Medical Education (CME)/Audit and Feedback events utilising data with various PCN groups covering CWA and TOP guidelines for appropriate screening and ordering of imaging. Dr. Nicholson's role has expanded across to the CME Office at U of C, working towards expanding physician engagement in self-reflective CME events with the goal of improving patient outcomes.





Take-home messages:



This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Take-home messages:

The Audit & Feedback National Meeting 2017 is hosted by:
The Alberta SPOR SUPPORT Unit Knowledge Translation Platform
The Audit & Feedback Meta-Laboratory

Affiliations:



The Alberta SPOR SUPPORT Unit Knowledge Translation Platform and the Audit & Feedback Meta-Laboratory would like to thank our sponsors for their generous support.

