



Thursday, February 23rd, 2012

13:00 – 16:30	Workshop: <i>Bridging to Transformation</i> Presenter: Victoria Tiller
17:30	Informal Hosted Reception

Friday, February 24th, 2012

08:00 – 08:30	Buffet Breakfast for Registrants
08:30 – 08:45	Welcome and Opening Remarks
08:45 – 10:30	Forum: <i>Clinical Standards</i> Moderator: Bruce Millin
10:30 – 10:45	Coffee
10:45 – 12:00	<i>Medication Shortages - The Perfect Storm</i> Presenter: Warren Rosart
12:00 – 13:00	Lunch
13:00 – 14:15	Keynote: <i>Leadership/Succession Planning</i> Presenter: Kevin Hall
14:15 – 14:30	Coffee
14:30 – 16:00	Roundtable Discussion (issues/concerns) Panel of Representatives: ❖ BC College of Pharmacists ❖ Faculty of Pharmacy University of BC ❖ BC Ministry of Health ❖ Health Canada ❖ CSHP
16:00 – 17:30	Adjournment
17:30 – 18:30	Informal Reception
18:30	Dinner and Dance (Dress Code is Casual/Elegant)

Saturday, February 25th, 2012

08:00 – 08:30	Buffet Breakfast for Registrants
08:30 – 08:35	Welcoming Remarks
08:35 – 10:00	<i>Managing Recommendations from Event Analysis</i> Presenter: Julie Greenall (ISMP Canada)
10:00 – 10:30	Coffee
10:30 – 11:45	<i>The Human Factor: Designing Safer Healthcare Systems</i> Presenter: Shaunna Milloy
11:50 – 12:00	Wrap Up & Closing Remarks
12:00	Hotel Check-Out



Location Index	
Cheam Room	Straight Ahead from Tower Elevators
Copper Room	Main Floor. Follow long hallway by pools to the end.
Hospitality Suite	Room 7706 (East Tower)

Biography: Victoria Tiller

Victoria is a people development consultant working for Fraser Health. She is an enthusiastic and dynamic facilitator and coach with 20 years experience in developing leaders.

She has worked for major blue chip organisations such as Ford Motor Company, Nissan and Tesco as well as being an external consultant. Throughout her career Victoria has experienced significant change and has become an expert at managing her approach and relationship with change. Victoria's roles have been as diverse as crisis management of a 500 person call centre and an internal change consultant for the IM department – all contributing to her understanding of the effects of change!

She now spends her time helping people understand what change means for them and how to transition through it effectively. Victoria is also certified in Clear Leadership, Myers Briggs Type Indicator and Firo-B.

