

# 2009 Harrison Pharmacy Conference Program

Thursday, February 19 <sup>th</sup> , 2009	
13:30 – 16:30	Connect, Communicate & Collaborate: The Healthcare Leader's Role in Supporting Optimal Teamwork Roy Johnson (V.P. and Senior Consultant, Neutral Zone Coaching and Consulting) <i>Refer to bottom of program for additional information.</i>
17:30	Informal Hosted Reception - Hospitality Suite
Friday, February 20 <sup>th</sup> , 2009	
<i>Cheam Room</i> (Straight ahead from Tower Elevators)	
08:00	Buffet Breakfast for Registrants
08:30	Welcome and Opening Remarks
08:40	Pandemic Influenza Planning: An Update Fawziah Marra BSc. (Pharm), Pharm D FCSHP Associate Professor, UBC Clinical Director of Pharmacy Services, BCCDC
09:45	Moving Mountains: A Journey of Reflection, Discovery and Inspiration Sam Louie, Adjunct Professor, Faculty of Pharmaceutical Sciences, UBC
10:45	Coffee
11:00	Update on the Lilly Hospital Pharmacy Survey Kevin Hall, Pharm D. FCSHP, Regional Pharmacy Director Winnipeg Regional Health Authority
12:15	Lunch
13:00	Open Forum: Health Professions Act – What does it mean? Dr. Tony Taylor, MD, FRCP, MBA, President & Senior Consultant - Convergent Healthcare Consultants Carina Herman, RN, MSN, Nursing Practice Consultant – College of Registered Nurses of BC Marshall Moleschi, Registrar – College of Pharmacists of BC
14:30	Coffee
14:45	Roundtable Discussion (issues/concerns) Panel of Representatives: BC College of Pharmacists UBC Faculty of Pharmaceutical Sciences BC Ministry of Health
16:00	Adjournment
18:00	Informal Reception in Hospitality Suite
<i>Copper Room</i>	
18:30	Dinner and Dance (Dress Code is Semi-Formal/Business Attire)

Saturday, February 21<sup>st</sup>, 2009

*Cheam Room*

08:00	Buffet Breakfast for Registrants
08:45	Pharmacy Technician Certification Doreen Leung, Director – Registration/Special Projects BC College of Pharmacists
09:45	Update on the Blue Print for Pharmacy Kevin Hall, Pharm D. FCSHP - Regional Pharmacy Director Winnipeg Regional Health Authority
10:30	Coffee
10:50	Provincial Pharmaceutical Strategy: Formulary Management Shallen Letwin Pharm D. FCSHP, Regional Director, Pharmacy, FH Robin Ensom Pharm D. FCSHP, Regional Director, Pharmacy, VCH-PHC
11:50	Wrap Up
12:00	Hotel Check-Out

### Connect, Communicate & Collaborate The Healthcare Leader's Role in Supporting Optimal Teamwork

We know that the healthcare environment is a stressed system where teams are constantly challenged to do more with less. How does a leader effectively support healthy team development and overcome the many challenges that threaten teams? Roy Johnson's back again this year with fresh ideas from the field. This entertaining and dynamic workshop will take participants from a better understanding of their own working styles to discuss working with very different styles and personalities on teams. Drawing on evidence from the current healthcare climate, Roy will then discuss the 3 most common barriers to effective teamwork, the 4 skills to overcome them and the DEAR Method of converting any team conflict into resolution.

Roy Johnson (MA, Cert. CR, CHRP), is an author, national speaker and psychotherapist who specializes in resolving workplace conduct issues. As a certified mediator, he has resolved thousands of organizational conflicts from secretaries to social workers, doctors to dentists and porters to presidents. He has hosted radio and television programs on effective communication, teamwork and conflict resolution. His surprising strategies work with the most FSL (feelings as a second language) people and he consistently leaves participants laughing and reenergized to tackle tough team issues.