

June 2016 Learning Event: Improving diabetes care; improving diabetes outcomes

# Frequently Asked Questions

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## Registration

### 1. Is there a charge to register?

No! This event is completely FREE for QIDS Specialists, interprofessional healthcare providers (IHPs) and Patients from AFHTO member organizations.

## 2. Who is this event for?

This event is primarily geared to three groups of people: QIDS Specialists (and other QIDSS-like folk), interprofessional healthcare providers (IHPs) who care for patients with diabetes, and the patients themselves.

The one-day learning event on June 16 is intended for all three groups. The half-day knowledge translation workshop on June 17 is for QIDSS and QIDSS-like folks only.

## 3. How are patients being recruited?

Any interested patients are welcome, especially those living with or otherwise directly affected by diabetes. Patients may register on their own behalf. Alternatively, IHPs or QIDSS (or other team staff) may invite patients they feel might be interested in the sessions and/or who could contribute to the discussion. Patients will not be expected to share personal information about their condition(s). Nor are they expected to be “representatives” of a particular constituency, any more than any other participant is expected to represent their team or their profession or any other subgroup. We hope that all participants, patients included, will learn from and teach other participants how we can all work together to improve diabetes outcomes.

## 4. What supports are available to patients?

A small honorarium is available to support attendance by patients. Please contact [Catherine Macdonald](#) for more information about this. In addition, an orientation teleconference expressly for patients will be held the day before the event to answer any questions patients might have.

## 5. How do I register?

- [QIDSS can register here.](#)
- [IHPs can register here.](#)
- [Patients can register here.](#)

## 6. How do I confirm that I am registered?

If you’ve received a confirmation e-mail, then you are registered for the conference. For any further inquiries, please contact [Catherine Macdonald](#).

## 7. How do I change or cancel my registration?

Please email changes or cancellations to [Catherine Macdonald](#). Please allow up to two business days for these to be processed.

## 8. I have a dietary restriction or accessibility need. Can you accommodate me?

We will do our best. The space is fully wheelchair accessible. Please advise us on the registration form of any dietary, accessibility, or other needs we should be aware of.

- Please note that we need to give the caterers two weeks’ notice of special dietary needs, and that not all such needs can be accommodated. We will be sure to keep you informed in case this means you need to make special arrangements.

## Program

### 9. What is the structure of the learning event?

**Day 1: June 16, 2016 | 10:00 am - 3:30 pm**

**QIDS Specialists, IHPs, and patients with diabetes come together for a full-day learning event, focusing on self-management as a tool to improve diabetes outcomes.**

**This full day workshop** will be facilitated by Carol Mulder of AFHTO, Natasha Beckles of the Central East LHIN and Central East Community Care Access Centre, and trainers from the [Centre for Collaboration, Motivation, and Innovation](#) (CCMI), a non-profit organization dedicated to building skills and confidence for better health and health care.

**During the morning session, all participants will learn about progress and challenges in improving diabetes care.** Patients will be invited to tell their stories and share their experience on what is working for them. After a small-group exercise exploring enablers for measurement of and improvement to diabetes care, trainers from CCMI will introduce the group to self-management as a diabetes care tool.

**After lunch and networking, the session will split into three smaller groups for focused learning.**

- **Clinicians** will receive training in the use of Brief Action Plans (BAPs)
- **QIDS Specialists** will learn how to use EMRs to facilitate BAPs and self-management, as well as how to track their impact.
- **A group of patients, clinicians and QIDSS** will explore patient tools for self-management.

**The day will conclude with the three groups coming together to discuss next steps.**

**Day 2: June 17, 2016 | 8:00 am - 1:30 pm**

**QIDS Specialists are invited to stay for an intensive half-day knowledge translation workshop to help them turn the first day's learnings into a concrete action plan for their teams.**

**This half-day session** will focus on using HQO's Plan-Do-Study-Act (PDSA) framework to turn the previous day's learnings into a concrete action plan for improving diabetes care in their teams and collectively tracking the results. The morning will begin with a hearty breakfast and conclude with a light lunch and time for QIDSS to network.

### 10. Where can I see the schedule?

The full schedule for both days' events is [posted here](#).

## Accommodation and Directions

### 11. Where is the event taking place?

The event will take place at the Columbus Event Centre, located at [40 Playfair Avenue](#) in Toronto.

## 12. How do I get there?

That depends. How do you want to get there?

- [I want to take the subway to the nearest station and walk from there.](#)
- [I want a wheelchair-accessible transit route that minimizes walking distance .](#)
- I want to drive in on the 401...
  - [Eastbound](#)
  - [Westbound](#)

## 13. Is there a discounted hotel rate?

Yes, a conference rate of **\$139.00/night** is available at the **Holiday Inn Yorkdale** for June 15 and 16.

There are two ways to book:

- **Online:** [Access the conference rate here.](#)
- **By phone:** You can call 1-866-568-0046; please request the Association of Family Health Teams of Ontario group rate.

**Conference rate is only available for reservations made by May 25.**

This hotel is conveniently located close to the Columbus Centre.

- [Walking directions](#) (approximately 25 minutes)
- [Transit directions](#) (accessible bus)
- [Driving directions](#)

## Other questions

If you have questions that are not answered above, please contact [Catherine Macdonald](#), QIDS Program Assistant at AFHTO, and she will find the answers you seek.

## Acknowledgements

**Content developed and presented in partnership with the [Centre for Collaboration, Motivation, and Innovation \(CCMI\)](#).** AFHTO gratefully acknowledges CCMI for their in-kind contribution towards this learning event. CCMI is a non-profit organization dedicated to building skills and confidence for better health and health care, whose vision is to improve health outcomes through helping people take active roles in their health.

**AFHTO also gratefully acknowledges the contributions of the Ontario Self-Management Programs towards this learning event.** The Self-Management Programs are provincially funded programs across the province in each LHIN area, which have a mandate to provide support to patients, caregivers and health care professionals to improve self-management practices and improve the health of people living with chronic conditions.