



CANADIAN COLLEGE OF HEALTH LEADERS COLLÈGE CANADIEN DES LEADERS EN SANTÉ

*Learning, Leading, Inspiring Apprendre, mener, inspirer*



**The Vancouver Island Chapter presents:**  
**“At the Heart of Care” listening to the patient experience, learning about Patient Voices Network**

**Tuesday, October 23, 2012**

**7:30 a.m. to 9:00 a.m.**

**Location: Royal Jubilee, Patient Care Center, Lecture Auditorium**

**Featuring Guest Speakers**

- **Dr. Martin Wale**, Executive Medical Director, Quality, Research and Safety
- **Colleen McGavin**, Patient Partner, Patient Voices Network

For healthcare leaders, the role of the patient experience is critical to helping develop and deliver quality care. This session will focus on the work underway in British Columbia and Vancouver Island to learn how the patient experience is being incorporated into the planning and delivery of health care services. As leaders, you will have the opportunity to hear first from VIHA's Executive Medical Director for Quality, Research and Safety, Dr. Martin Wale and from a Vancouver Island patient and how their experience is helping transform care. Colleen McGavin will speak to us about her patient experience. She is a trained Patient Partner with the provincial Patient Voices Network.

**Agenda:**

7:30 a.m. – 8:00 a.m. Registration and breakfast  
8:00 a.m. – 9:00 a.m. Presentation

**Cost (HST included):**

CCHL member: \$25.00  
Non-member: \$35.00  
Student member: \$25.00

**Register [online](#) today!**  
**Seats are limited so please register early.**



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**MAINTENANCE OF CERTIFICATION**

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to **1.0 Category I credits** toward their maintenance of certification requirement.