

Program

- 8:00 a.m. Registration and Refreshments
- 8:45 a.m. Morning Prayer with Catholic Health Association of Ontario
- 9:00 a.m. Welcoming Remarks
- 9:10 a.m. **Opening Address**
Dr. Larry R. Churchill
The Everyday Ethics of Healthcare: Lessons from Patients
- 10:10 a.m. Question and Answer Period
- 10:30 a.m. Refreshment Break
- 10:45 a.m. **Presentation**
Elizabeth Buller
“Can you hear me?” The Importance of Listening in Improving the Patient Experience
- 11:45 a.m. Question and Answer Period
- 12:00 p.m. Lunch Break
- 1:00 p.m. **Presentation**
Introduction: Lorraine Pinto
Presenters: Mary Ellen Chater and Laura Berry
End of Life Care: Through the Eyes of the Family
- 2:00 p.m. Question and Answer Period
- 2:15 p.m. Refreshment Break
- 2:30 p.m. **Closing Address**
Dr. Mark Miller
Bioethics as Caring: Twenty Years’ Experience of Listening & Learning as a Bioethicist
- 3:30 p.m. Question and Answer Period
- 3:50 p.m. Closing Comments

Presenters

Larry R. Churchill, PhD
Ann Geddes Stahlman Professor of Medical Ethics,
Vanderbilt University, Nashville, TN

The Everyday Ethics of Healthcare: Lessons from Patients

The moral quality of the relationship between clinicians and patients is foundational in creating a therapeutic alliance, and the actions and attitudes that lead to healing. Drawing on interviews with patients and clinicians, this talk will explore the elements needed to promote therapeutic alliance. The focus will be on everyday virtues that inform practice rather than the principles that guide big decisions. We will consider how patient values might inform professional codes and concrete suggestions for revisions will be offered.

Elizabeth Buller, BScN, MA, MHA
President and CEO, St. Joseph’s Health Centre,
Toronto

“Can you hear me?” The Importance of Listening in Improving the Patient Experience

Today’s health care providers often feel rushed to meet the competing demands of their shift and the needs of multiple patients. In this rush health care providers often struggle to find time to *actively* listen and learn from patients. A lot of patients, especially in hospital, are out of their comfort zones, vulnerable, and unnerved by the health provider that is dealing with them. Knowing that you are being listened to is incredibly important and health professionals answering and addressing questions in a way that highlights this can only improve the experience for the user. The evidence demonstrates that listening to our patients and families improves overall quality of care. In our fast paced health care environment how do we create a culture of listening? This talk will explore the evidence for listening and share some ideas about how to shift organizational culture.

Presenters

Introduction: Lorraine Pinto, BSW, MSW, RSW
Presenters: Mary Ellen Chater and Laura Berry

End of Life Care: Through the Eyes of the Family

There is no denying or hiding . . . death, dying or end of life is a journey that we will all face at some point. The quality of the end of life experience matters – particularly to patients and their families. How well are health care organizations faring in the delivery of quality end of life care? This question cannot simply be answered by reviewing hospital statistics alone as they capture quantitative, not qualitative, outcomes. To evaluate the qualitative experience and drive change, we need to listen to the feedback provided by families.

Within the context of end of life care, *Mary Ellen Chater & Laura Berry* will each share their story and the personal journey they walked with their loved one as a spouse and parent respectively. They will provide us with insights into the highs and lows of their experience. What did the health care team do best? Are there improvements that could be made? Has there been an impact on their grieving and memories they hold on to? They will also recommend strategies to ensure an effective collaboration between families and the health care team on this shared journey.

Mark Miller, PhD, MDiv
Clinical Ethicist, Centre for Clinical Ethics

Bioethics as Caring: Twenty Years’ Experience of Listening & Learning as a Bioethicist

The point of bioethics in the clinical setting is not just to find the ‘right’ answer. Indeed, what happens if a right answer is reached, but everybody is unhappy? This talk will explore 20 years of learning to listen - to patients, their families, doctors and caregivers. It will seek to bring some light into the roles of communicating, clarifying ethical thinking and pathways of decision making, and acknowledging both moral distress and moral residue.

Centre for Clinical Ethics

In 1982, the Sisters of St. Joseph established a Clinical Ethics Service jointly sponsored by Providence Healthcare, St. Joseph's Health Centre and St. Michael's Hospital, three Catholic institutions which serve the Toronto area. The first ethics service of its kind in Canada has grown over the years and today is known as the *Centre for Clinical Ethics*, and is affiliated with the University of Toronto Joint Centre for Bioethics.

The mission of the *Centre for Clinical Ethics* is to enable members of the healthcare community to identify and resolve ethical issues which arise in the clinical setting. This is done through education, case consultations, policy development, and research. As a faith-based centre, our commitment is to the core values of our three supporting institutions and to broadening the understanding of the role that faith plays in the questions which confront people in their search for healing.

Staff

Hazel Markwell, PhD, DTh
Director

Steve Abdool, RN, MA, PhD(c)
Clinical Ethicist

Rosalind Abdool, PhD(c)
Clinical Ethicist

Joseph Chandrakanthan, PhD, DTh
Clinical Ethicist

Veronique Fraser, RN, MSc
Clinical Ethics Fellow

Christine Jamieson, PhD
Clinical Ethicist/Researcher

Mark Miller, PhD, MDiv
Clinical Ethicist

Kevin Rodrigues, PhD(c)
Clinical Ethicist

Michael Szego, PhD, MHSc
Clinical Ethicist

Lynda Sullivan
Administrative Assistant

Registration Information

Registration Fee:

(Includes Lunch and Refreshment Breaks)

Regular Rate: \$150.00

Reduced Rate: \$75.00

Seniors, Full-Time Students, CHAO
Conference Registrants, & CCE Affiliates¹

Payment:

Please make cheque(s) payable to:

Centre for Clinical Ethics

For more information please contact:

Lynda Sullivan, Centre for Clinical Ethics

Telephone: (416) 530-6750

Fax: (416) 530-6621

E-mail: sullil@stjoe.on.ca

For Hotel reservations please call:

Toronto Marriott Bloor Yorkville

90 Bloor Street East (at Yonge)

(416) 961-8000

¹ Centre for Clinical Ethics Affiliates include:

Providence Healthcare, St. Joseph's Health Centre, St. Michael's Hospital, Hotel-Dieu Grace Healthcare Windsor, Pembroke Regional Hospital, Rouge Valley Health System, Runnymede Healthcare Centre, St. Joseph's Health System Hamilton, Toronto Grace Health Centre, Waypoint Centre for Mental Health Care and West Park Healthcare Centre



CENTRE FOR CLINICAL ETHICS 2014 FALL CONFERENCE

AFFIRMING AN ETHIC OF CARE: *What Patients Teach Us*

FRIDAY, OCTOBER 3, 2014

OPENING ADDRESS:

Dr. Larry R. Churchill

CLOSING ADDRESS:

Dr. Mark Miller

**Toronto Marriott Bloor Yorkville
90 Bloor Street East (at Yonge)**