

## *Success Stories Breakfast*



At the 2007 National RAI Forum in Ottawa, CIHI facilitated the sharing of success stories from Canadian RAI implementations. Selected stories that highlighted how the RAI supports quality for both individuals and organizations were heard.

**Success stories** breakfast presenter **Caroline Boyd** of Manitoba shares a tale about a reluctant and angry clinician growing to become a MDS 2.0 software super-user and site trainer!

Other featured story-tellers included:

**Joe Schultz**, Whitby Mental Health Centre, Ontario—“Development of a Single Electronic Team Conference and Team Discharge Summary Report”

**Clara Nisan**, Baycrest Hospital and **Tajbanu Thobani-Lakhani**, Providence Health Care, Ontario—“RAI Leadership Group Established”

**Cynthia Fraser**, Yukon Continuing Care, Yukon—“She Came From the Depths of Despair—MDS 2.0 RAPs to Plan Care and Improve Quality of Life for a Patient With a Terminal Diagnosis”

**Betty Matheson**, Willow Lodge Home for Special Care Inc., Nova Scotia—“Better Resident and Family Satisfaction and Safety”