

FUTURE- FOCUSED LEADERSHIP

CHIEF SPRING SYMPOSIUM 2017

JUNE 2-3, 2017

ST. ANDREW'S CLUB

TORONTO



FRIDAY, JUNE 3, 2017

8:00 - 8:45 AM	Registration & Breakfast
8:45 - 9:15 AM	Welcome, Agenda Overview, & CHIEF Introductions
9:15 - 10:40 AM	<p>Transforming Your Organization in the Digital Era</p> <p><i>Digital health leaders today are challenged to balance the need to manage the current state technology infrastructure, processes, and people while at the same time building a future-focused digital organization that delivers healthcare to more people, in new ways, and outside the walls of traditional healthcare settings. CIO panelists describe their context, challenges, and opportunities. Facilitated plenary discussion brings all CHIEFs into the dialogue.</i></p> <p>Panel: Sumon Acharjee, CIO, North York General Hospital; Philip Barker, Vice President, Planning, Informatics & Analytics, Fraser Health; Keltie Jamieson, Senior Director & CIO, Information Management & Technology, Nova Scotia Health Authority; Sarah Muttitt, CIO, Sick Kids Hospital; Sime Pavlovic, CIO, Niagara Health System</p>
10:40 - 11:00 AM	Networking Break
11:00 - 12:00 PM	<p>Digital Health Leadership in Canada: Closing the Gap</p> <p><i>Today's complex healthcare challenges require strong leadership capabilities and skills. Financial constraints are a constant, yet many of the most difficult challenges our industry faces are first and foremost a leadership challenge (rather than financial). There is a great deal of iterative work, yet a great need for more substantial change to drive progress. Across the country, our current talent pool may be too thin. During this facilitated plenary discussion CHIEFs will identify the current gaps, aim to identify the falldown points in leadership training and skill development, and discuss how to close the gap to enable greater system transformation.</i></p>
12:00 - 1:00 PM	Luncheon
1:00 - 2:00 PM	<p>Building a Future-Focused Provincial Strategy for IM, Data, and Analytics</p> <p><i>Across Canada, government faces complex challenges and great opportunities in the development of information management strategy and policies that will empower healthcare transformation. This session engages CHIEF leaders in a direct dialogue with Ontario Ministry of Health and Long-Term Care to discuss and prioritize foundational elements of future-focused strategy for information management, data, and analytics. This plenary session will engage all CHIEFs in facilitated dialogue centred on current state stakeholders need and observed barriers to achieving future state.</i></p> <p>Speakers: Eric Sutherland, Director, Information Management Strategy and Policy, Health System Information Management Division, Ministry of Health and Long-Term Care; Michael Hillmer, Executive Director, Information Management, Data, and Analytics, Health System Information Management Division, Ministry of Health and Long-Term Care</p>
2:00 - 2:30 PM	Networking Break

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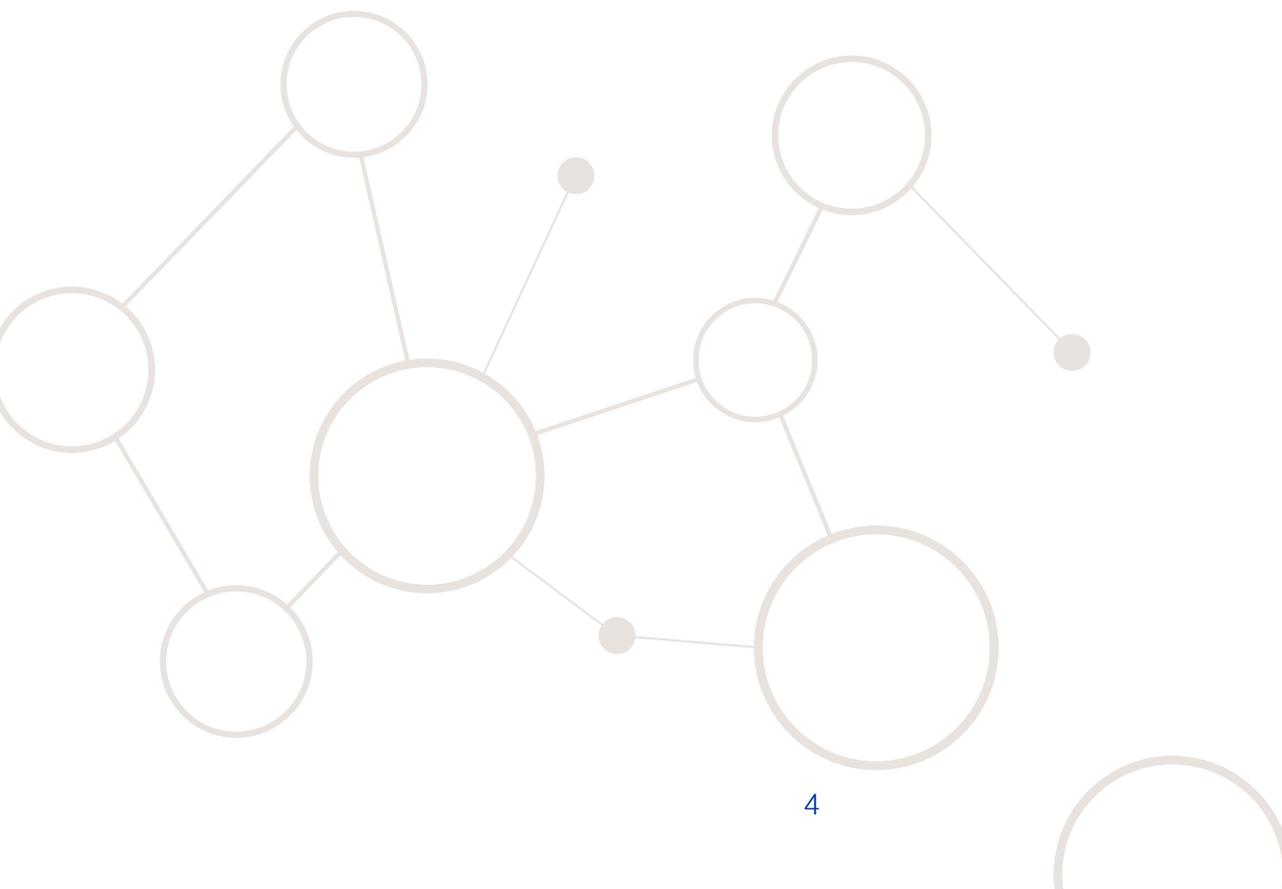
2:30 - 3:30 PM	Facilitated break-out sessions will engage CHIEFs in dialogue to: <ul style="list-style-type: none"> • Characterize key opportunities and challenges • Identify relevant national work and potential points of leverage • Discuss assumptions and consider intended/unintended consequences • Consider how strategy and policy levers might shape, change, and empower digital health business priorities • Identify how CHIEF and key stakeholders might align to support key priorities identified during discussion
3:30 - 4:00 PM	Plenary & Prioritization: IM, Data, and Analytics CHIEFs will hear summaries of break-out discussions, prioritize key areas to be addressed provincially and nationally, and identify next steps for continued progress and leadership in IM, Data, and Analytics.
4:00 PM	Closing Remarks, Announcements and Adjournment
5:00 - 8:00 PM	Reception and Dinner at Montecito, 299 Adelaide Street West

SATURDAY, JUNE 4, 2017

8:00 - 8:40 AM	Breakfast
8:40 - 8:50 AM	Welcome, Introduction, and Agenda Overview
8:50 - 9:30 AM	Putting Consumer eHealth on the Map: Scars and Successes <i>'Consumer engagement' is all the rage in healthcare today, but it wasn't always so. Just a few years ago, it was considered suspect, threatening, or at best, irrelevant. Lygeia will share her personal experience in catalyzing massive changes in attitudes and investments regarding consumers and their role in health and healthcare in the US. She will address the questions, 'What's the role of technology? In the US, what flopped, what worked, and what can Canada learn from its neighbors to the South?'</i> Speaker: Lygeia Ricciardi , President, Clear Voice Consulting
9:30 - 10:30 AM	Consumer Health: Sketching Your Roadmap In breakout sessions, CHIEFs will begin to develop the framework for a CHIEF Consumer Health Playbook as a collaboratively-developed resource for leaders in the public and private sectors relating to consumer engagement in health via digital technology. It will contain guiding principles, concrete strategies and tactics, and options for tailoring approaches to reach diverse consumer communities that may be implemented by organizations across Canada. The playbook will identify and address key issues and constraints, and will include an "X by Y" framework to encourage and support advocacy and accountability. Join one of the following facilitated brainstorm sessions: 1. Consumer health guiding principles, or; 2. Strategies and tactics, or; 3. Engaging diverse consumer segments.
10:30 - 10:50 AM	Networking Break

SATURDAY, JUNE 4, 2017

10:50 - 12:15 pm	<p>Consumer Health: Sharing and Refining the Plan</p> <p>Breakout groups share their discussion and insights, followed by plenary dialogue and discussion to identify areas of emphasis, omissions, points of agreement, and disagreement. CHIEFs will identify a shared set of key issues or potential roadblocks and ways to address them. A consolidated set of notes (the draft “playbook”) will be assembled following the meeting and distributed for feedback and validation. The final deliverable will be shared with all CHIEFs and published digitally as a resource for digital health professionals in Canada.</p>
12:15 - 1:15 pm	Luncheon
1:15 - 2:30	<p>Keynote: Leading Business Transformation</p> <p>John Mozas shares his unique experiences leading business transformation and innovation in digital services across multiple industries: supermarket & grocery, executive healthcare, and digital health startup.</p> <p>Speaker: John Mozas, Healthcare Executive & Co-Founder, Right Health</p>
2:30 - 3:00 PM	<p>Closing Remarks, Announcements and Adjournment</p> <p><i>Call for CHIEF Advisory Committee members and discussion of themes and ideas for Fall Symposium 2017</i></p>



SPEAKER AND PANELIST BIOGRAPHIES

Sumon Acharjee, Chief Information Officer, North York General Hospital Sumon has 20+ years' experience in planning, developing, and implementing cutting-edge information solutions in a diverse variety of industries in the U.S. and Canada. As a highly successful leader in Information Technology, he fully comprehends the strategic importance of technology and innovation and has merged disparate technologies and personnel into team-centred units with expertise in motivation, cross-functional team development, innovation, and retention of industry professionals.



Philip Barker, Vice President, Planning, Informatics & Analytics, Fraser Health Philip provides executive leadership to a portfolio of services focused on enabling change, transformation and on improving health service quality and system performance. These services include Corporate Planning, Strategic Transformation, Health Care Information Systems, Health & Business Analytics, Corporate IMIT Services, and Information Privacy/Security. He is also the executive customer liaison for Laboratory Services, Medical Imaging, Biomedical Engineering, Health Information Management and Integrated Protection Services. Philip has led health care improvement initiatives that capitalize on sound information management/technology investments, service redesign and technology enabled transformation. Philip has a Master of Health Services Administration and a BSc (Pharmacology) from the University of Alberta Faculty of Medicine and Public Health. He holds Certified Health Executive designation from the Canadian College of Health Leaders.



Michael Hillmer, Executive Director, Information Management, Data, and Analytics, Health System Information Management Division, Ministry of Health and Long-Term Care Michael Hillmer has been part of the Ontario Public Service since 2007 and is responsible for ensuring the data and analytic needs of the health system are met while maintaining a robust privacy framework. Ultimately, his portfolio is responsible for delivering insights into the hands of decision-makers. Michael's academic background includes graduate degrees from the University of Toronto, and a BSc from Carleton University. He is an Assistant Professor at the University of Toronto Institute of Health Policy, Management and Evaluation, where he focuses on knowledge translation.



Keltie Jamieson, Senior Director & CIO, Information Management & Technology, Nova Scotia Health Authority Keltie Jamieson leads both the IT teams specializing in clinical informatics and clinical applications as well as health information services/health information management team. Prior to joining Nova Scotia Health Authority, Keltie spent more than a decade in Alberta where she worked with Canadian EMR vendor and Alberta Health Services, where she held progressive leadership positions within clinical informatics and information technology. Keltie is passionate about using technology and clinical applications to support quality care transformation and improved patient outcomes. She was the former chair of the Canada Health Infoway Lab Standards Collaborative Working Group. She has also held a number of volunteer positions with COACH, Canada Health Infoway and HIMSS and has completed a Master in Leadership (Royal Roads University) and CHE designation.



John Mozas, Healthcare Executive & Co-Founder, Right Health John co-founded Right Health in 2016 with the vision of enhancing the way medicine is delivered in Canada. Right Health has partnered with physicians and providers to create a consumer-facing portal and app for easy patient access to virtual care. John is former President and CEO of Medcan where he helped grow the organization from 30 employees to 350, becoming the largest Executive Health provider in North America with partnerships that include Johns Hopkins International. John has also led industry digital transformation outside of healthcare as one of the co-founders of Grocery Gateway.



SPEAKER AND PANELIST BIOGRAPHIES

Sarah Muttitt, Vice President, Information Management & Technology and Chief Information Officer, The Hospital for Sick Children Dr. Muttitt has successfully led large-scale health-care transformation and information technology initiatives both in Canada and Asia. Dr. Muttitt has provided leadership for telehealth initiatives across Canada and served as Vice President, Innovation and Adoption at Canada Health Infoway. From 2007-2012, she was the Chief Information Officer of the Ministry of Health (MOH) in Singapore, responsible for the development and delivery of a national healthcare IT strategy in support of the MOH key priorities. This included the implementation of Singapore's National Electronic Health Record and supporting services such as Enterprise Architecture, Standards, Identity and Security, and Clinical Informatics. Her work expanded to include Community Hospital and GP EMR implementation and Consumer Health for telehealth, personal health management and national call centre services.



Sime Pavlovic, Chief Information Officer, Niagara Health System Sime Pavlovic is the CIO of the Niagara Health System (NHS). He is responsible for the Information, Communications, and Technology strategy and implementation within the regional hospitals. Prior to joining NHS, Sime had various roles as a strategic, client – focused leader with a track record of measurable success directing and planning the execution of high-priority healthcare and information technology initiatives for the private and public sectors including Ministry of Health, Ministry of Government Service and eHealth Ontario.



Eric Sutherland, Director, Information Management Strategy and Policy, Health System Information Management Division, Ministry of Health and Long-Term Care Eric is a Data Strategist with a passion for enabling trusted insight through implementation of leading information management practices and linking enterprise strategy to practical solutions with business, technology, and data partners. He recently joined the Ministry of Health and Long-Term Care after 20 years at a major Financial Institution where he was accountable for a myriad of roles across Finance, Risk, and Treasury. Since joining the Ministry, he has been listening to understand how to further unlock the value of information while navigating the waters of government, privacy, and personal health information. Eric holds a B.Math. & M.Math. (U. of Waterloo), is completing a MPA (U. of Liverpool), and teaches Managing Big Data and Predictive Analytics through University of Toronto School of Continuing Studies.



Lygeia Ricciardi President, Clear Voice Consulting. Lygeia Ricciardi is an industry expert in consumer engagement and digital health. As the president of Clear Voice Consulting, she helps clients succeed in engaging consumers more effectively in their health via digital tools and services. Previously, Lygeia established and directed the Office of Consumer eHealth at the Office of the National Coordinator for Health IT (ONC) in the US federal government. She has been named among the most influential women in Health IT, and has been featured by the *Wall Street Journal*, National Public Radio, and C-SPAN.



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