Digital Health CANADA

CHIEF

CHIEF EXECUTIVE FORUM
SPRING 2020
VIRTUAL SYMPOSIUM

CHIEF

Canada's Health Informatics Executive Forum (CHIEF) is an interactive, trusted environment for senior professionals and leaders in digital health and healthcare. CHIEF Members collaborate, exchange best practices, address professional development needs, and offer their expertise in setting the agenda for the effective use of information and technology to improve health and healthcare in Canada.

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Welcome to the CHIEF Spring 2020 Virtual Symposium 2020.

For the first time in the history of the CHIEF Executive Forum we won't be meeting for the usual in-person networking, learning and discussion. While nothing can replace the immediacy of face-to-face interaction, I know that the CHIEF spirit of collaboration, innovation, and leadership is strong enough to thrive in the virtual setting that is becoming the new normal for business leaders worldwide.

As always, I am deeply impressed by the accomplishments and dedication of the digital health professionals who are participating in the sessions hosted over the next two days. I look forward to hearing everyone's change management survival strategies, leadership innovations, and ideas for the future of digital health in Canada.

Please reach out to me at mark.casselmant@digitalhealthcanada.com with your questions and ideas as we work together to set the agenda for the effective use of information and technology to improve health and healthcare in Canada.
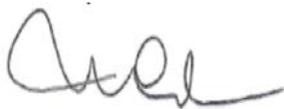
Mark Casselman
Digital Health Canada

THURSDAY, MAY 28 - PART ONE

The Emotionally Intelligent Executive:
Fostering and Supporting Staff and Team Resiliency in Crisis

It is no longer business as usual. The COVID-19 pandemic has forced a change in individual, interpersonal and workplace dynamics. Leaders mobilize teams working through change in isolation while juggling family commitments, additional workloads, and others stressors. Effective leaders have had to pivot, or dramatically enhance, management styles and approaches to rely on a stronger trust model with the employee in mind. What new performance criteria and techniques to motivate staff are needed? Do we need to increase communication channels? Should we work to relate to individuals and their circumstances in a more holistic way (health, family, life, and work), and communicate in ways that support their challenges and motivate them more effectively?

5PM INTRODUCTION

Dr. Tania Tajirian, Chief of Medicine in Psychiatry, CAMH

5:10PM PANEL DISCUSSION

Gina Johar, Senior Director IMIT and Clinical Engineering and Chief Information Officer, Brockville General Hospital

Andrew Nemirovsky, Senior Director IM/IT and Interim Chief Information Officer, Nova Scotia Health Authority

Jennifer Sheils, Chief Information Officer, Horizon Health, New Brunswick

5:25PM BREAK-OUT SESSIONS

Attendees convene in breakout rooms to discuss answers to strategic questions.

Question 1: What is your top leadership challenge right now?
How have you adapted your personal leadership style to address the challenge?

Question 2: What leadership principle(s) do you feel are important to share with your peers and the next generation of Canadian professionals?

5:45PM GENERAL DISCUSSION

Attendees and panelists gather together to share break-out discussion summary.

6PM SESSION CLOSE

THURSDAY PRESENTERS

Dr. Tania Tajirian is a staff hospitalist at CAMH. She is CAMH's inaugural Chief Medical Information Officer and Chief of Medicine in Psychiatry Division. She is an Assistant Professor at the University of Toronto and has a fellowship designation from the College of Family Physicians of Canada.

Gina Johar is Sr. Director IMIT & Clinical Engineering, Chief Information Officer (CIO) at Brockville General Hospital. Gina is an influential IT leader with achievement in leveraging technology to drive public sector and organizational growth, performance, profitability, and expand intellectual property capital. Acts as a change agent, capable of orchestrating transformative business strategy through data-driven decisions. Champions innovation with a focus on developing flexible, scalable solutions for consumer and organizational problems. Deep knowledge of privacy strategy in healthcare to support security and privacy legislative compliance. Diverse experience in high-growth, start-up, and turnaround environments with extensive experience, a robust network and deep knowledge of the public sector.

Andrew Nemirovsky is Senior Director IM/IT and Chief Information Officer (Interim) at Nova Scotia Health Authority. Andrew is a dynamic healthcare information manager with demonstrated capacity to provide comprehensive support and solutions. Broad experience in healthcare, education and finance sectors with proven track record of managing multiple priorities in multi-faceted, multi-site organizations. Collaborative approach to applying analytical, assessment and critical thinking skills to develop creative, innovative solutions. Commanding communicator with experience facilitating group information-gathering sessions regarding technology, professional practice and clinical impacts of electronic systems on practitioners and patients. Skilled at analyzing current practices, generating data for use in future change areas.

Jennifer Sheils is the Chief Information Officer for Horizon Health Network. She is responsible for Information Management Technology and Telecommunications strategy, prioritization, and investment across Horizon. Jennifer joined Horizon in 2017 following a 20-plus year career in the Information and Communications Technology Industry, where she was primarily responsible for IT services delivery and optimization for the health care sector in New Brunswick. She brings valuable experience in technology planning and strategy, governance, service delivery and relationship management. She leads Horizon's Health Information Management portfolio, with a focus to support broader adoption of electronic medical records, and leads the team that is responsible for Horizon's patient health records, admitting and registration. She is also responsible for telehealth and virtual care services, which supports clinical programs and operations through video and other technologies. Jennifer is a member of the Canadian College of Health Leaders, sits on the Advisory Committee for Digital Health Canada Atlantic Chapter, and is a graduate of Mount Allison University.

FRIDAY, MAY 29 - PART TWO

The Accelerated Adoption and implementation
of Virtual Care Due to COVID-19

With COVID-19 declared a global pandemic, and health systems rushed to prepare, every and any virtual care tool was given its moment in the sun as we quickly mobilized an overnight support system for virtual medical and care delivery. Virtual care is not just about technology – it is about enhancing the way care is already delivered. 90 days later, what are patients, clinicians, vendors and health system partners wanting and needing to deliver better care? What worked, what policies need to change, and what does sustainability and true integration look like? How can we use this opportunity to leap-frog into new ways of working together within our local systems and across jurisdictions, to explore scale and spread?

12PM   **INTRODUCTION**

Shiran Isaacksz, Vice President, Altum Health & Business Development, UHN and Digital Health Canada President and Board Chair

12:10PM   **PANEL DISCUSSION**

Barry Burk, Executive Vice President, ACCESS Health, Canada Health Infoway

Kathy Steegstra, Senior Provincial Executive Director, Virtual Health and Trauma Services BC, Provincial Health Services Authority

Drew Wesley, Vice President of Business, Technology and Chief Information Officer, Women's College Hospital

12:35PM   **BREAK-OUT SESSIONS**

Attendees convene in breakout rooms to discuss answers to strategic questions.

Question 1: How are you building awareness with stakeholders involved with virtual care? Where support resources (e.g., education, training, supports) are most needed now and over the next year?

Question 2: What work is required in terms of ongoing governance for virtual care? Where are the current gaps that need addressing in your organization?

Question 3: In what clinical program areas are you delivering on the vision of connected inter-professional care models today? What are your biggest challenges?

Question 4: What are the top program areas where virtual care will be the future delivery model rather than a temporary solution and/or COVID-19 response to physical distancing requirements?

Question 5: What can CHIEF organizations do together to accelerate the positive impact of virtual care effectively and efficiently? Where do you see opportunities for shared knowledge, shared workload, and/or optimized resource use across jurisdictions?

1PM   **GENERAL DISCUSSION**

Attendees and panelists gather together to share break-out discussion summary.

1:30PM   **SESSION CLOSE**

FRIDAY PRESENTERS

Shiran Isaacksz is Vice President, Altum Health & Business Development at University Health Network – one of the largest public sector health information management technology service delivery organizations in Canada. Shiran chose a career in healthcare as he felt an innate drive for working in a sector that aligns with his values and enables him to give back to the community at large. Shiran believes that the patient voice must guide all healthcare activities, whether it be at the policy level in his role as President and Board Member with Digital Health Canada or when planning and implementing programs at the regional and provincial level in Ontario. Shiran also enjoys supporting the digital health community through his role as an Adjunct Lecturer at the Institute of Health Policy, Management and Evaluation at the University of Toronto.

After joining Infoway in March 2019 to lead the ACCESS 2022 Alliance initiative, **Barry Burk** became Executive Vice President, ACCESS Health, on April 6, 2020. In this role, he is responsible for developing and implementing programs and services that will enable Canadians to access their health information and to interact with their health providers from any device; patients to use digital tools to access and receive services without having to be face to face with their providers; and providers to access information and tools needed to care for patients and effectively connect and collaborate with each other. Barry also has responsibility for the Account Management team, which works with the jurisdictions to understand their needs and advance Infoway's strategies. Barry has a proven track record of success in the health information management and technology industry, where he held senior leadership positions at TELUS Health and IBM. After receiving his Bachelor of Commerce (Honours) in Business, Management and Marketing from the University of Manitoba, Barry began a 30-plus year career at IBM Canada. He was the company's Vice President of Sales and Marketing for the Healthcare Industry for 20 years.

Kathy Steegstra,Senior Provincial Executive Director, Virtual Health and Trauma Services BC, has worked in healthcare for over 35 years in a range of clinical and leadership positions. She started her career as a pediatric nurse in Ottawa, moving through different program and leadership roles over the ensuing years. In early 2000 Kathy moved into the field of Telemedicine, and helped build the Ontario Telemedicine Network in 2006. She relocated to British Columbia in 2011 where she is now working for the Provincial Health Services Authority (PHSA) responsible for Virtual Health and Trauma Services BC.

Drew Wesley is the VP, Business, Technology and Chief Information Officer at Women's College Hospital. He has worked in the digital health sector for over 10 years in government, hospital and home and community care settings. Prior to joining the healthcare sector, Drew was part of a leadership team that successfully led a technology startup to acquisition. He has also consulted with international agencies including the World Bank and United Nations. Drew holds a Masters degree from the London School of Economics.

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Digital Health CANADA | Connect Inspire Educate

Digital Health Canada connects, inspires, and educates the digital health professionals creating the future of health in Canada. Our members are a diverse community of accomplished, influential professionals working to make a difference in advancing healthcare through information and technology. Digital Health Canada fosters network growth and connection; brings together ideas from multiple segments for incubation and advocacy; supports members through professional development at the individual and organizational level; and advocates for the Canadian digital health industry.

Visit **digitalhealthcanada.com** for more information.