



CHIEF

CHIEF EXECUTIVE FORUM
C90 JULY 16, 2020

Virtual Care from the Clinician's Perspective





CHIEF Executive Forum C90 Virtual Meeting - July 16, 2020

Virtual Care from the Clinician's Perspective

The new C90 Virtual Meeting format gives CHIEF Executive Forum Members the opportunity to take a deeper dive into discussions sparked at the recent Spring Symposium around the accelerated adoption and implementation of virtual care due to COVID-19. Spring Symposium Panelists approached issues of virtual care adoption, governance, and challenges across organizations and jurisdictions. Our C90 Panelists will look at the adoption of virtual care from the perspective of the clinician—a key voice in the ongoing discussion of how to move from rapidly implemented COVID-19 solutions to sustainable, secure, integrated virtual health platforms.

11:50 **INFORMAL NETWORKING**

12PM **WELCOME AND SETTING THE STAGE**

Mark Casselman, CEO, Digital Health Canada

12:05PM **INTRODUCTION**

Shannon Malovec, Chief Digital Health Officer, Provincial Health Services Authority (British Columbia) and President, Digital Health Canada Board of Directors

12:10PM **PANEL DISCUSSION**

Dr. Darren Larsen, CMO, OntarioMD

Dr. Ashely Miller, Interim Division Head, Division of General Internal Medicine, Nova Scotia Health Authority

Dr. Norman Yee, Family physician, Health Information Technologies and Primary Health System Consultant, Calgary, Alberta

12:35PM **BREAKOUT SESSIONS**

Attendees convene in breakout rooms to discuss answers to strategic questions (see questions opposite)

1:10PM **GENERAL DISCUSSION**

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

1:30PM **SESSION CLOSE**

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BREAKOUT SESSION STRATEGIC QUESTIONS

Breakout Questions A

1. What are the highest priority changes needed to deliver high-quality health service via virtual during a second wave in fall?
2. And, what are the highest priority changes needed beyond the fall, as part of a hybrid model with virtual and physical care each playing a role?
3. What does healthcare delivery need from the innovation companies to expand out into the future?

Breakout Questions B

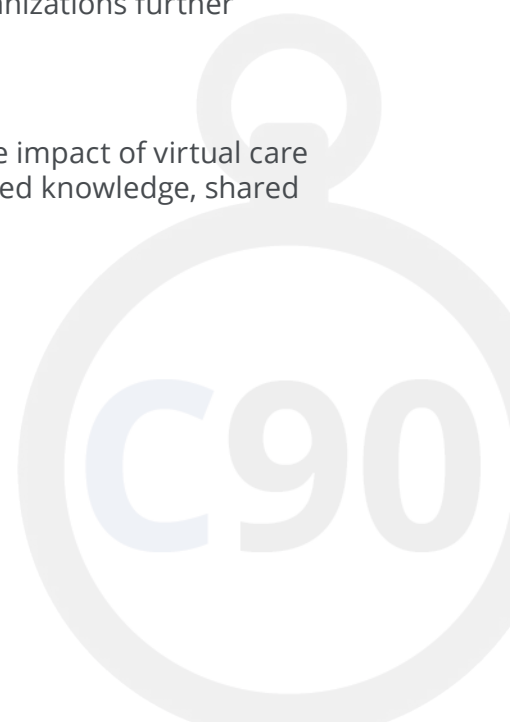
4. What are the key indicators that demonstrate organizational (or program level) readiness to implement virtual healthcare? (Imagine a simple three-block maturity model: beginning/building stage, intermediate/optimizing stage, expert/leading stage)
 - a. Behaviors (consider providers, patients, administration, etc.)
 - b. Practices (consider organization, program, individual, and system level)
 - c. Processes (consider inter- and intra-program and organizational process)
5. What do healthcare system provider organizations need from the innovation companies to deliver at each stage?

Breakout Questions C

6. How might we get “patients plugged into the clinician’s side of the firewall”? What is needed to bring patient engagement inside the platforms that the clinicians use?
7. How might we bridge the gap between what patients want and what they are currently getting re: virtual care (booking appts electronically, email their provider, and more)
8. How might innovation companies help healthcare provider organizations further deliver on patient engagement vision in virtual health?

General Question

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?



CHIEF

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SPEAKERS + PANELISTS

Shannon Malovec is a highly skilled health informatics leader, passionate about transforming healthcare through patient engagement and experienced in strategic planning, portfolio/program management, and systems implementation. Shannon is Chief Digital Innovation Officer for BC Provincial Health Services Authority. In her role Shannon works through with the Ministry of Health and the BC Health Authorities to drive digital health advancements in the Province. Prior to PHSA, Shannon served as Principal, Patient Engagement at TELUS Health. In her role Shannon led the strategy development, product management, delivery management, and operations of TELUS Health's patient facing applications, including Personal Health Record, Home Health Monitoring, and EMR Portals. She also led the execution of major health transformation initiatives and was responsible for the delivery of consulting services. Shannon has also worked with a health management consulting company in Canada and in the United States and was engaged in strategic planning, project management and implementation initiatives. Shannon spent time working with various healthcare organizations, hospitals and private sector IT companies in Toronto, New York and Illinois where she was involved in the planning and implementation of a variety of clinical solutions..

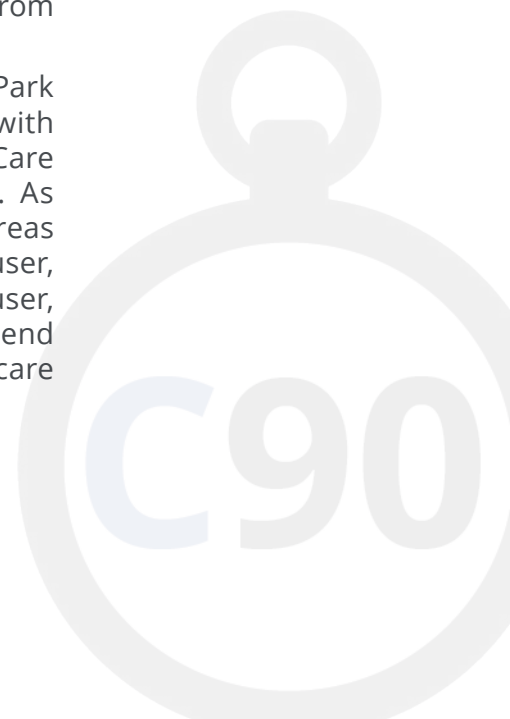


Dr. Darren Larsen, CMO, OntarioMD, is an experienced Physician Executive with a demonstrated history of working in the medical and health information technology. Skilled in Physician Relations, Management, Healthcare, Healthcare Management, and Public Speaking. Strong media and communication professional with a Masters Certification in Physician Leadership focused in Organizational Leadership from York University - Schulich School of Business.



Dr. Ashley Miller is a general internist at Dalhousie University. She is the first director of outpatient care for the Division of General Internal Medicine and the Nova Scotia Health Authority, with a focus on improved access to care. She is also the director of home-based transition heart failure clinic for end-stage heart failure patients. Dr. Miller has a Masters of Science, Health policy, planning and financing, With Distinction from The London School of Economics.

Dr. Norman Yee is one of the family physicians at the Riley Park Primary Care Centre and offers broad spectrum family practice with multidisciplinary support from the Calgary Foothills Primary Care Network. RPPCC is a publicly funded, PCN administered facility. As Principal of Norman Yee Consulting, Dr. Yee consults in many areas of health IT drawing on his experience as a physician end user, clinic IT project lead, primary care IT lead, hospital systems user, provincial systems consultant, change management consultant, end user engagement strategist, national IT strategist, and healthcare transformation visioning.





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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.

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