



ANNUAL GENERAL MEETING MINUTES

VIRTUAL

Wednesday, June 19, 2024: 12:00 pm – 1:00 pm ET

1. Call the meeting to order

Cassie Frazer, President Digital Health Canada called the 49th Annual General Meeting of Digital Health Canada to order at 12:06 pm and thanked members for joining.

Cassie provided a land acknowledgement and then introduced the other presenters; Shannon Malovec, Past-President, Chris Carvalho, Vice President and Mark Casselman, CEO.

Chris Carvalho acted as Secretary for the meeting and confirmed that the notice calling this meeting of the members was posted on the website May 20, 2024 and emailed to all the members of record on May 22, 2024. Notice was also included in the weekly newsletter thereafter and as a single email June 18, 2024.

Shannon Bott was appointed as the scrutineer. The quorum required 155 voting members, including proxy votes.

Shannon reported there were:

93 voting members online and 83 represented by proxy, making a total of 176 voting members represented and quorum achieved.

Members were emailed the AGM package the day before the meeting. Cassie Frazer noted that several reports would be presented and questions would be taken should anyone have them. All voting was done via polling.

2. Minutes of the Previous Annual General Meeting

The minutes of the Annual General Meeting held on June 14, 2023 were circulated in advance of the meeting.

MOTION: Resolved that the minutes of the Annual General Meeting held on June 14, 2023 be adopted.

Proposed: Chris Carvalho

Seconded: Anne Forsyth

Questions: no questions

In favour: 84%

Opposed: none

Abstentions: 16 %

Motion carried

3. President's Report

Cassie Frazer presented an overview of the President's Report that was included in the Annual Report.

Cassie noted that the association has had another remarkable year. She thanked all members, volunteers, and stakeholders across Canada who connected, inspired, and empowered one another over the past twelve months. Members' commitment and enthusiasm have positioned Digital Health Canada as a vibrant and energetic professional community for those enabling digital healthcare in Canada.

She noted that as we reflect on the past fiscal year and look forward to the future we would like to also express deep gratitude to the Board of Directors whose energy, perspectives, and guidance have proven integral to the organization's success. Special acknowledgement was extended to those directors who are concluding their terms: Shannon Malovec, Shy Amlani, Raza Abidi, and Blair White.

Cassie added that together, our collective work, has delivered exceptional results in 2023-24 with improvements and growth across several fronts, positioning our national community for even greater achievements in the coming year. Key highlights include:

- Growth: overall membership of 7,765 members representing 40% year-over-year growth
- Engagement: stakeholder engagement touch points (events, webinars, education programs) demonstrate 108% year-over-year growth
- Satisfaction: 90% satisfaction score rating across association programs and services
- Financial: improved financial standing in FY23- 24 with net positive revenues over expenses of \$152,786, and strong financial reserves of \$397,798 (see additional detail in this Annual Report financial statements).

Cassie thanked the dedicated Digital Health Canada staff who remain committed to delivering value to members. The past year saw many enhancements to membership benefits through exceptional (and sold out!) events, new educational content and product offerings, as well as growth in our expansive national network offering mentorship, career connections, and business development opportunities. The Digital Health Canada team, alongside our many passionate volunteers, continues to deliver value through their proficient, member-centric, and entrepreneurial perspectives. Thank you!

She reported that last year we launched Strategy 2026, a three-year (2023-2026) strategic plan rooted in the belief that now is the time for Digital Health Canada to demonstrate its leadership in supporting its members and advancing the digital health industry. Our three strategic objectives in Strategy 2026 are: Excellence for Members, Acting for Equity, Leadership for Industry. Through this first year of the strategy, Digital Health Canada has made progress on a number of key areas, including: growth in membership and provision of high-quality relationships and programs; new partnerships to access knowledge and expertise from adjacent sectors and organizations; supporting community leaders in our network who are advancing equity, diversity, and inclusion; and, establishing Digital Health Canada as a knowledge authority for expert insights in digital health.

Adding that Digital Health Canada is well-positioned to capitalize on this momentum as our national community launches into the new fiscal year. We believe that digital health technologies and a highly skilled workforce have the potential to transform the way healthcare is delivered. In response to these

opportunities, Digital Health Canada plans to accelerate value creation for members and reinforce the strength of the association with focused growth over the next twelve months. As we approach the mid-way point of Strategy 2026, this strategic framework will continue to guide our activities, services, and products and enable our membership to connect, empower, and inspire digital healthcare in Canada.

4. CEO Report

Mark Casselman presented his report based on the Annual Report.

Mark thanked Cassie for her leadership as board chair and president this past year and expressed looking forward to continued collaboration as we get into strategy 2026.

He reported that as we move into FY24-25, our board-approved budget and operations plan support the continued implementation of Strategy 2026, strengthening core activities, programs, and process improvements, as well as leadership development and educational supports for Digital Health Canada staff and volunteers. Planned opportunities for member engagement and professional development include the:

- launch of new member journey resources, a revised mentorship program, and expanded education and training programs;
- growth of the **Digital Health Canada Community Hub** to include voices from underrepresented groups and make it easier for members to connect and collaborate;
- identification of strategic partners to develop and offer skills training programs aimed at newcomers to Canada and those looking to pivot or advance in their digital health careers; and
- expansion of our formal partnerships with key players in the industry to extend more shared programming and resources that benefit all.

Mark also noted that members should watch for regular opportunities to connect with board and management on key topics throughout the year, and at fireside chat virtual events. He added that Digital Health Canada will be looking to members for feedback on strategic initiatives, strategic planning, and overall engagement as Digital Health Canada's 50-year anniversary planning ramps up for 2025.

He suggested that members invest in themselves to make their community the best place to be, now and in the future. Join colleagues in forging your professional future with Digital Health Canada. Consider volunteering and making an impact with your peers. By getting involved, every member can play a pivotal role in the growth of the association, fostering our dynamic, engaged, and growing national community.

Mark encouraged the continued spirit of unity and collective effort from all members in FY24-25 to move Digital Health Canada toward our shared vision of digitally connected and accessible healthcare for all.

5. Finance and Audit Report and Audited Financial Statements for Fiscal Period ending March 31, 2024.

Chris Carvalho presented the financial statements and the secretary-treasurer's report. Highlights included:

- Digital Health Canada had an exceptionally positive year with significant revenue growth, increased membership and conference revenues, and a doubling of online education revenues. Engagement

levels were high across a variety of member programs and our financial performance reflects this success. The Audited Financial Statements for the fiscal year ending March 31, 2024, are available for member review in the annual report.

- The Board of Directors approved a budgeted revenue over expenses of \$3,118 for FY23-24. However, the actual gain was \$152,786, inclusive of \$147,367 in e-Health 2024 expenses required to be incurred. This represents a positive change of \$346,177 compared to the previous year's net loss of \$193,391. The gain is largely due to the success of our in-person e-Health 2023 conference.

Factors Contributing to Year-End Gain

1. **E-Health 2023:** The conference surpassed budgeted expectations.
 2. **Regional Conferences and Events:** Achieved higher than budgeted results with sold-out events and exceeded sponsorship targets.
 3. **Membership Growth:** Financial growth of 6% with a 40% increase in membership.
 4. **Education:** Online courses saw a 50% increase this fiscal year.
- In compliance with accounting standards, \$147,367 was recorded as expenses for e-Health 2024. These expenses must be realized within the fiscal year, with all revenues and remaining expenses included in the 2024-25 fiscal year after the event takes place. The Statement of Financial Position outlines deferred revenue for e-Health 2024 as of March 31, 2024.
 - Members' Equity increased from \$222,424 to \$375,210 as of March 31, 2024, including both reserved and unreserved operating funds.
 - Steven Huesing Scholarship Fund ended the year with \$22,588, with two scholarships to be awarded in 2024.

FY2024-2025 Budget Overview

The Board has set a budget for FY24-25, considering past results and current conditions, aimed at ensuring stability and growth through investment in member programs. The approved budget includes:

- **Total Revenues:** Approximately \$3,176,356
- **Total Expenditures:** \$3,069,623
- **Excess Revenues:** Just over \$106,000

Budget Highlights

- Support for high-quality, high-impact events (both in-person and virtual)
- New offerings and enhanced education content
- Internal IT system reviews
- Preparations for Digital Health Canada's 50th anniversary in 2025
- Positive impact from a strong e-Health 2024 Conference

Risk Management

- The committee has implemented new processes for transparent and continuous variance reporting to mitigate the risk of fiscal losses. The focus remains on members' needs and programming to achieve our mission to connect, inspire, and empower.

a) Approval of Financial Statements ending March 31, 2024

MOTION: Chris Carvalho moved the adoption of the Audited Financial Statements for the fiscal year from April 1, 2023, to March 31, 2024

Seconded: Wendy Tegart

Questions: none

In favour: 89%

Opposed: 1%

Abstentions: 10%

b) Appointment of the Auditor for 2024-2025

MOTION: Chris Carvalho moved the audit for the fiscal year April 1, 2024, to March 31, 2025, be carried out by Kriens-Larose Chartered Accountants LLP of Toronto.

Seconded: Elaine Huesing

Questions: none

In favour: 88%

Opposed: none

Abstentions: 12%

6. Board Development Committee Report on Nominations and Elections

Shannon Malovec reported as Chair of the Board Development Committee.

Shannon reported that the members had elected Samina Raza Abidi, Dalhousie University, Duska Kennedy, North York General Hospital, Sophia Hoosein, Government of Alberta, Alberta Health and re-elected Chris Carvalho, Carveira Group Consulting Inc. and Julia Zarb, Blue x Blue Inc. as new Directors for 2023-2024.

They will join Cassie Frazer, who moves to Past-President, along with Directors Dr. Mohamed Alarakhia, Lorraine Blackburn, Anne Forsyth, and Wendy Tegart. Congratulations to all.

Shannon acknowledged the contribution of outgoing Members of the Board Raza Abidi, Shy Amlani and Blair White. Shannon thanked them for their work on the Board.

Cassie then came on screen to thank Shannon Malovec for her time and dedication to Digital Health Canada.

7. Other business

Cassie noted that in accordance with our by-laws approved June 2014, the newly elected Board will meet immediately following this AGM to elect the President, Vice-President, and Secretary-Treasurer positions.

Digital Health Canada will send out an official announcement of Board elected officers as soon as they are confirmed.

No other business was raised by the members.

8. Closing comments

Cassie Frazer noted that if there was no further business, she would like to thank the members for their continuing support over the past year. She once again thanked the members of the Board and the Digital Health Canada staff for their hard work and dedication. She also thanked the members for their continued engagement with Digital Health Canada.

Motion: Cassie Frazer moved that the 49th Annual General Meeting of Digital Health Canada be adjourned at 12:47pm.

Seconded: Chris Carvalho

Ladies and Gentlemen, we are adjourned.

Thank you.