From rhetoric to action:
Achieving person and family-centered health systems
Objectives

• Provide a forum to enrich health leadership practices and innovations
• Showcase leading practices and their success
• Share issues of common interest in the areas of accountability, effectiveness and transparency in the health system
• Address the challenges facing both policy-makers and health leaders in the implementation and delivery of patient and family-centered health services
• Discuss types of digital communication tools and their effective application in transforming health service
• Identify effective ways for health leaders to be catalysts for change

Expected Outcomes

Conference participants will:
• Come away with practical ideas to bring to their work settings;
• Build strong networks and engage in challenging conversations;
• Gain insight on what it takes to be an effective leader; and
• Be better equipped to address system transformation challenges.
Our sponsors

The National Health Leadership Conference gratefully acknowledges the generous support of its sponsors.

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Invitation from the conference partners

We are pleased to co-host the 2013 National Health Leadership Conference (NHLC) and invite you to join us at this prestigious event to be held in Niagara Falls, Ontario, June 10 and 11.

This conference is the largest national gathering of health system leaders in Canada and provides a forum for questions, debate and sharing strategies and solutions to the most pressing health system challenges. This year’s theme is From rhetoric to action: Achieving person and family-centered health systems.

Despite much talk and some action, we are far from achieving a health system in Canada that is fundamentally designed to focus explicitly on people by being respectful and responsive to their preferences, needs and values. Person and family-centered care has been linked to increased quality and safety, reduced costs, enhanced provider satisfaction and an improved patient experience. How can health leaders implement an integrated person and family-centered approach across the entire health system, including primary care, public health, acute and chronic care, mental health, and home and continuing care?

The values and principles embodied in a person and family-centered approach can be applied at all levels. They encompass the immediacy of encounters between professionals and patients and extend to the ways in which health systems themselves are organized to maximize ease of navigation, responsiveness, convenience, continuity, and comprehensiveness.

The conference will challenge governments, health leaders, trustees, providers and the public to take concrete steps to move person and family-centered health systems from rhetoric to reality.

This year we are pleased to introduce a nursing leadership stream. This new stream will provide an opportunity to showcase nursing leadership initiatives as well as provide nurses the opportunity to dialogue with healthcare leaders in other disciplines.

Invest in the success of your organization by attending this year’s conference. Be amongst the leaders who will generate new ideas and partnerships by sharing experiences, guiding new initiatives and discovering creative solutions to ensure a healthy future for all Canadians.

We look forward to meeting you and to hearing your ideas and strategies for achieving person and family-centered health systems.

Ray J. Racette, MHA, CHE
President and CEO
Canadian College of Health Leaders

Phil Dresch, CA
Interim President and CEO
Canadian Healthcare Association
Conference host

It is my pleasure to invite you to attend the 2013 National Health Leadership Conference – From rhetoric to action: Achieving person and family-centered health systems.

We have an outstanding plenary program planned. Margaret Trudeau will speak about her experience as a patient and her journey to recovery. I will have the pleasure to moderate an interactive panel discussion with Dr. Brian Goldman, Shirlee Sharkey, Dr. Durhane Wong-Rieger, Barbara Farlow and Hélène Campbell on steps required to achieve person and family-centered health systems. Dr. Bridget Duffy will share her knowledge about transforming the patient experience and Dr. Alex Jadad will close the conference with his address on how to drive action and implementation.

Our concurrent sessions include oral abstracts, panels and workshops; they are the perfect opportunity to learn from and engage in dialogue with leaders from across the country. Poster presentations highlight innovative collaborations, best practices, successful transformation processes, and much more.

This two day conference is a wonderful way to learn from and network with the best leaders in health.

The New Niagara Falls offers eclectic restaurants and electrifying attractions. From the Maid of the Mist to Journey Behind the Falls, experience this great wonder of the world as well as fine dining, golf courses and spas. Don’t forget that wine country is just down the road.

I look forward to welcoming you to Niagara Falls in June.

Sue Matthews
Interim President and CEO
Niagara Health System

Sue Matthews is an experienced Nurse Leader. She has held a variety of positions as a staff nurse, nurse educator, manager, director, Vice President, Chief of Nursing and Professional Practice, and Provincial Chief Nursing Officer for Ontario. She is now the Interim President and CEO of the Niagara Health System.

She holds an R.N. Diploma; a Bachelor of Arts in Health Studies, a Master’s of Health Science Nursing and a Doctorate in Public Health. She is also a Fellow of the Wharton School of Business in Philadelphia. She is appointed as Adjunct Professor at Trent University, Brock University and the University of Toronto and as Clinical Associate Professor at McMaster University.

Sue is a Founder of the Professional Practice Network of Ontario. She was the recipient of the Registered Nurses’ Association of Ontario Leadership Award in Nursing Administration for 2002, York Region’s “In Celebration of Women” Award for 2003, was recognized as one of Canada’s top 100 most powerful women by the Women’s Executive Network in 2004, the Registered Practical Nurses Association’s President’s Award in 2005, the Canadian Nurses Association Centennial Award in 2008, and the Margret Comack Award of Excellence in Nursing Leadership from the Ontario Hospital Association in 2011. Sue has consistently been involved in national and provincial activities, with a goal of increasing the health of Canadians through strong nursing leadership.
Program-at-a-glance

Sunday, June 9, 2013
12:00 – 17:30  Registration
13:00 – 16:00  CCHL – Annual general meeting and ceremonies
16:00 – 17:30  CHA – Annual general meeting and ceremonies

Monday, June 10, 2013
07:00 – 17:30  Registration
07:15 – 08:15  BREAKFAST SESSIONS  (Pre-registration required, see details on page 16)
08:30 – 09:10  PLENARY Welcome and opening ceremonies
10:15 – 11:45  CONCURRENT SESSIONS

- AR 1. Achieving quality care: Programs that deliver results
- DC 2. Successful partnerships
- ST 3. Innovative system improvements
- EO 4. Influencing the transformation of the Afghan National Army’s Academy of Medical Sciences and National Hospital
- AR 5. Performance measurement
- EO 6. Collaborating for improvement in chronic disease and achieving person and family-centered health systems in Atlantic Canada
- DC 7. Working together to improve health outcomes
- LS 8. Health leaders coaches’ corner  
Sponsored by: Roche Canada
- EO 9. Engagement

Types of presentations:  ■ Oral abstract presentations  |  ● Panel  |  ● Workshop  |  ● Invited
LEADS domains:  LS - Lead self  EO - Engage others  AR - Achieve results  DC - Develop coalitions  ST - Systems transformation
11:45 – 13:15  **LUNCHEON**
Presentation of the Robert Wood Johnson Awards
*Sponsored by: Johnson & Johnson Medical Companies*

13:30 – 15:00  **CONCURRENT SESSIONS**

- **DC** 10. Mental Health Engagement Network – From idea to transformation —
  Enabled by collaboration
- **AR** 11. Priority setting and resource allocation in healthcare: Drawing on ethics and economics to inform practice
- **ST** 12. Adaptive leadership and system transformation: The case for generative governance
- **EO** 13. Engaging teams and patients
- **ST** 14. Building and sustaining a patient-centered system: The transformational journey of a mental health and addictions program
- **ST** 15. Sustainability and system redesign
- **LS** 16. The key to organizational transformation is personal transformation: Transforming the way we lead change
- **LS** 17. Health leaders coaches’ corner
  *Sponsored by: Roche Canada*
- **ST** 18. Safe staffing for patient safety

15:00 – 15:30  **Networking break – Exhibits and poster viewing**

15:30 – 17:00  **PLENARY**  Patient and family-centered health systems – The next steps

17:00 – 18:30  **Chairs’ Reception**
*Sponsored by: Borden Ladner Gervais*

18:30 – 22:30  **Winery tour and dinner at Trius Winery at Hillebrand (Optional)**

**Tuesday, June 11, 2013**

07:00 – 17:00  **Registration**

07:30 – 08:30  **BREAKFAST SESSIONS**  (Pre-registration required, see details on page 16)

- **More than 80 years young – CHA’s new directions**
  *Presented by: Canadian Healthcare Association*

- **An integrated approach to leadership development through LEADS in a Caring Environment Framework – A collaborative experience between Baycrest and the College**
  *Presented by: Canadian College of Health Leaders*

- **Improving care, cutting waste**
  *Presented by: Canadian Agency for Drug and Technologies in Health*

- **Putting the patient in patient-centered care**
  *Presented by: Accreditation Canada*

07:30 – 08:45  **Continental breakfast – Exhibits and poster viewing**

09:00 – 10:30  **PLENARY**  Leadership for person and family-centered health systems

**Target audience:**
- Emerging leaders
- Senior leaders
- Middle managers
- Nursing leadership
- Applicable to all

CHC – Certified Health Executive®
FCCHL – Fellow of the Canadian College of Health Leaders
10:30 – 11:00  Networking break – Exhibits and poster viewing

11:00 – 12:00  CONCURRENT SESSIONS

- ☁ ST  19. Canadian Health Leadership Research Network: Reporting out on the partnerships for health systems improvement case studies
- ☁ AR  20. Performance reporting capacities and tools for health system improvement (Part 1)
- ☁ ST  21. Strategic patient engagement
- ☁ AR  22. Improving staff, physician and patient satisfaction
- ☁ ST  23. Innovative tools and approaches for system improvement
- ☁ AR  24. Patient and family-centered care for all ages
- ☁ AR  25. Enhancing recruitment of research participants: The permission to contact strategy
- ☁ LS  26. Health leaders coaches’ corner
  Sponsored by: Roche Canada

AR/ST 27. Nursing leadership best practices

12:00 – 13:30  LUNCHEON
Presentation of 3M Health Care Quality Team Awards
Sponsored by: 3M Health Care

13:45 – 15:15  CONCURRENT SESSIONS

- ☁ EO  28. Patients and professionals partner to redesign inpatient care
- ☁ AR/EO  29. Leadership improvement
- ☁ AR  30. Performance reporting capacities and tools for health system improvement (Part 2)
- ☁ EO  31. How to embed and sustain change that impacts the patient experience: The Holland Bloorview story
- ☁ ST  32. Successful system transformation initiatives
- ☁ EO  33. Interprofessional engagement
- ☁ DC/ST  34. Innovations in patient-centered quality care: Medical-legal partnership improves systems based patient experience

ST/EO  35. Systems transformation leadership

15:15 – 15:45  Networking break – Exhibits and poster viewing

15:45 – 16:50  PLENARY  Driving action and implementation to achieve optimal levels of health for all ☁

16:50 – 17:00  PLENARY  Closing remarks ☁

This program is subject to change without notice.

Types of presentations:
- □ Oral abstract presentations  |  ☁ Panel  |  ☁ Workshop  |  □ Invited

LEADS domains:
- LS - Lead self  EO - Engage others  AR - Achieve results  DC - Develop coalitions  ST - Systems transformation

Target audience:
- ☁ - Emerging leaders  ☁ - Senior leaders  ☁ - Middle managers  ☁ - Nursing leadership  ☁ - Applicable to all

Simultaneous interpretation  CHE – Certified Health Executive®  FCCHL – Fellow of the Canadian College of Health Leaders
Conference overview
The conference will use interactive sessions to engage participants in discussion and knowledge sharing. The program will offer varied concurrent sessions allowing participants to pursue their particular areas of interest and expertise. To this end, the conference will offer the following types of sessions:

- Plenary presentations will focus on the various aspects of patient and family-centered care and engage participants in discussion;
- Concurrent sessions will feature panel presentations, workshops and oral abstract presentations, grouped by theme. Adequate time will be allotted for audience participation through questions and answers; and
- Posters will be displayed Monday and Tuesday with authors available to respond to questions during networking breaks.

Maintenance of certification
Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to 10.25 MOC 1 credits for the conference and 1 Category I credit for the breakfast sessions on Monday, June 10th and 1 Category I credit for the breakfast sessions on Tuesday, June 11th toward their maintenance of certification requirement.

Simultaneous interpretation will be provided for plenary sessions only. Sessions with interpretation are identified with a headset 🎧. Concurrent sessions will be presented in english.

Innovation strengthens our health care system
Join the Health Council of Canada for an overview and demonstration of the Health Innovation Portal – a searchable database of more than 250 innovative practices from across Canada. Find out what's working, why it works, and how you can apply the same innovative practices in your own setting.

Monday, June 10, 2013
7:15 – 8:15 a.m.
Sheraton on the Falls
Niagara Falls, Ontario

RSVP
Fedra Hoxha, Project Coordinator
fhoxha@healthcouncilcanada.ca
416.480.7071

L’innovation renforce notre système de soins de santé
Joignez-vous au Conseil canadien de la santé pour une présentation et une démonstration du Portail de l’innovation en santé – base de données interrogeable qui comprend plus de 250 pratiques novatrices de partout au Canada. Découvrez ce qui donne des résultats, pour quelles raisons, et voyez comment vous pouvez appliquer ces pratiques novatrices dans votre domaine professionnel.

Lundi 10 juin 2013
7 h 15 – 8 h 15
Sheraton on the Falls
Niagara Falls (Ontario)

RSVP
Fedra Hoxha, coordonnatrice de projet
fhoxha@conseilcanadiendelasante.ca
416.480.7071
Plenary presentations

Monday, June 10 • 09:10 – 10:15

Person and family-centred health systems – A patient’s journey

In this session, Margaret Trudeau will speak candidly about the mental illness that affected her life so profoundly. She will share her experience as a patient and discuss the role that healthcare professionals, family and friends have in her ongoing journey as well as her own role towards recovery and dealing with day-to-day life positively. Her message is one of strength, resilience and redefining one’s goals.

Speaker:
Margaret Trudeau – Celebrated Canadian and Mental Health Advocate

Margaret Trudeau became the youngest Prime Minister’s wife in Canadian history when she married Pierre Elliot Trudeau at the age of 22. She has led a rich and interesting life by raising five children and travelling the country and the world extensively.

Ms. Trudeau has authored three books, including her latest, Changing My Mind, which has topped the best selling charts. Margaret discusses with candour and insight the bi-polar condition she has struggled with all her life and shares her journey of recovery, acceptance and hope with the wish that others suffering will reach out and get the help they need.

For all her adult life, Trudeau has suffered from the debilitating effects of her bi-polar condition. Now, after seeking medical treatment that has given her life balance and happiness, she advocates strongly on mental health issues, helping people overcome the stigma of mental illness that often prevents sufferers from getting help. Trudeau is working with The Royal Ottawa Hospital to raise funds for their new hospital and raise public awareness of mental health issues.

She now sits on the Executive Advisory Board of the UBC Mental Health Institute as a community advocate. She will further her knowledge of mental health issues and gain new insights into the diagnosis and treatment of some of the most challenging issues in modern medicine.

Margaret Trudeau has garnered more publicity than any woman in Canadian history. Throughout, she has kept her sense of humour and spontaneity. She has wonderful stories to tell and a strong, clear message on the importance of finding a balance of mind, body and spirit.
Monday, June 10 • 15:30 – 17:00

**Patient and family-centered health systems: The next steps**

Patient and family-centered care redefines the relationships in healthcare. It is an approach to planning, delivery, and evaluation that is grounded in mutually beneficial partnerships among healthcare providers and institutions, and patients and families. The successful implementation of patient and family-centered care requires a change in the mindset of an organization’s leaders, clinicians and staff.

How can this be done? Drawing on the experiences of patients and families, this panel discussion will identify how systems can be changed so that patients and families really are viewed as equal partners with the right to participate in decisions affecting the planning, delivery, and evaluation of care.

**Panelists:**
- Brian Goldman – Host of the CBC show *White Coat, Black Art*
- Durhane Wong-Rieger – President and CEO, Institute for Optimizing Health Outcomes
- Shirlee Sharkey, CHE – President and CEO, Saint Elizabeth Health Care
- Hélène Campbell – Double lung transplant recipient
- Barbara Farlow – Honorary Patient Perspective Board Member, Patients for Patient Safety Canada (a patient-led program of the Canadian Patient Safety Institute)

**Moderator:**
- Sue Matthews – Interim President and CEO, Niagara Health System
  (see page 3 for biography)

He’s part-Dr. Oz, part-Ralph Nader and all-patient friendly.

**Dr. Brian Goldman** is Canada’s trusted voice of medicine, a doctor who thinks like a patient. He makes complex medical issues digestible for audiences on radio, television and on the speaking circuit. He personalizes medicine and the human frailties of his profession.

Dr. Goldman has worked as a health reporter for *The National*, CBC Television’s flagship news program, and for CBC-TV’s *The Health Show*. As well, he served as senior production executive during the launch year of Discovery Health Channel, Canada’s only 24-hour channel devoted to health programming.

Over CBC Radio One, the “house doctor” reaches 20 afternoon shows across Canada. Dr. Goldman hosts CBC Radio *One’s White Coat, Black Art*, where he takes listeners behind the scenes of hospitals and doctor’s offices.

He discusses healthcare topics ranging from queue-jumping to confronting medical errors and dealing with them. He’s not afraid to address the issue of how some professional athletes and hospital board members received the H1N1 flu vaccine ahead of others who should have gotten it first. He is unafraid to use his own medical mistakes for examples on how doctors can improve. In the trenches for more than 20 years, Dr. Goldman has been a respected emergency physician at Mount Sinai Hospital in Toronto.

In 2010, he released his first book, *The Night Shift - Real Life in the Heart of the ER*. Dr. Goldman’s style on stage is earnest, heartfelt and sincere. He has a passion for compassion.
Dr. Durhane Wong-Rieger is President and CEO of the Institute for Optimizing Health Outcomes. She is also President of the Canadian Organization for Rare Disorders and head of Consumer Advocare Network, a national network to promote patient engagement in healthcare policy and advocacy. Internationally, Dr. Wong-Rieger serves as Chair of the Board of the International Alliance of Patient Organizations and is the Co-chair of the Health Technology Assessment International Patient/Citizen Involvement Interest Group. She is a certified Health Coach and licensed T-Trainer with the Stanford-based Living A Healthy Life with Chronic Conditions.

Dr. Wong-Rieger has conducted training, workshops, and evaluation for patient groups in Canada and internationally on all aspects of patient engagement and advocacy. She has served on numerous health policy advisory committees and panels, including Project Coordinator for the Policy Dialogues for the Commission on the Future of Healthcare in Canada and consultant to the Ontario Premier’s Advisory Board on Organ Donation. She is a member of Health Canada’s Expert Advisory Committee on Vigilance of Health Products and Expert Advisory Panel on Special Access Programme.

From 1984 to 1999, Dr. Wong-Rieger was Professor of Psychology at the University of Windsor in Ontario. She has a BA in Psychology from Barnard College in New York City and an MA and PhD in social psychology from McGill University in Montréal. She is author of two books and many articles and a frequent lecturer and workshop leader.

Shirlee Sharkey, CHE, is President and CEO of Saint Elizabeth Health Care, a Canadian healthcare leader and social innovator. With a century of experience and a powerful vision for the future, Saint Elizabeth is committed to empowering clients, families and staff; championing compassion; and finding new ways to address social needs through business initiatives that generate shared value. The organization is involved in many aspects of healthcare, ranging from home and community care to consultation, research, education and charitable initiatives. Its team of more than 6,500 staff delivers five million healthcare visits annually.

Ms. Sharkey’s commitment to community advancement is evident in her leadership and involvement with many boards, ranging from health to education. She is a past chair of George Brown College in Toronto and a former president of the Canadian Home Care Association. Internationally, she is chair of the World Homecare and Hospice Organization. She is also a past president of the Registered Nurses’ Association of Ontario. Academically, Shirlee is cross-appointed to the University of Toronto’s Lawrence S. Bloomberg Faculty of Nursing and the Institute of Health Policy, Management and Evaluation as an adjunct professor.

Ms. Sharkey’s insights and belief in unleashing people’s potential and creativity have generated a host of achievements and accolades. In 2010, she received the Innovation Award for Healthcare Leadership from the Canadian College of Health Leaders. The same year, she accepted Excellence Canada’s Gold Award for Organizational Quality and Healthy Workplace on behalf of Saint Elizabeth. Ms. Sharkey frequently appears as a keynote speaker across a range of industries.
Hélène Campbell is a double lung transplant recipient. She is also the person behind what is now known as the Hélène Effect: to make things happen through the power of her magnetic personality, her unbridled enthusiasm, her limitless optimism, her passion and iron will.

Having always loved connecting with people, her journey through disease, surgery and recovery launched her into the spotlight as she harnessed the power of social media and imprinted herself into the hearts and minds of Canadians and people all over the world. Her continued advocacy for the cause of organ and tissue donation triggered an unprecedented rise in registration to donor lists in Canada and the USA.

Hélène has caught the attention of leaders and celebrities across Canada and abroad, and she is continuing to be recognized for her courage, strength and incredible spirit. Her passion for the causes dear to her – organ and tissue donation – and the ideals and principles she lives by – be grateful, live passionately – have made her a sought after speaker.

The general consensus is clear. Hélène’s passion is contagious; no one is immune to her energy and strength; to listen to Hélène makes you feel like taking on the world.

Hélène’s impact has been recognized and celebrated. She is the recipient of the Trillium Gift of Life Network Champion Award (November 2012), Queen Elizabeth II Diamond Jubilee Medal (May 2012), and The Order of Ottawa (November 2012).

Barbara Farlow is a mechanical engineer who became an advocate for patient-centered care due to the events surrounding the death of her infant daughter, Annie in 2005. In addition to speaking at numerous health and ethics conferences and workshops across Canada, Barbara has published Annie’s story and co-authored a research paper based on children like her daughter that was recently published in a major pediatric journal. She is a member of Patients for Patient Safety Canada (a patient-led program of the Canadian Patient Institute), an adviser to the DeVeber Bioethics Institute for Bioethics and Social Research and the first Honorary Patient Perspective Board Member of the International Society for Quality in Health Care.
Tuesday, June 11 • 09:00 – 10:30

Leadership for person and family-centered health systems

Join Dr. Bridget Duffy in her examination of why the time is now for organizations to create an experience-based culture that restores the joy to medicine. Hear how to engage physicians in taking a leadership role in this work in partnership with their nursing and administrative team members. Bridget will draw on her experience as the first Chief Experience Officer of Cleveland Clinic to explore the connection between quality, safety, and patient and employee experience.

**Speaker:**
Bridget Duffy – Chief Medical Officer, Vocera

**Dr. Bridget Duffy** is the Chief Medical Officer (CMO) of Vocera. Vocera provides breakthrough mobile communication technologies and solutions that address critical communication challenges faced in healthcare today.

Prior to her appointment as CMO at Vocera, Dr. Duffy founded and served as Chief Executive Officer of ExperiaHealth, a company whose mission is to assist organizations in rapidly improving staff and patient loyalty through innovative technologies and solutions that restore the human connection to healthcare. ExperiaHealth was acquired by, and currently operates as a subsidiary of Vocera.

Dr. Duffy previously served as Chief Experience Officer (CXO) of the Cleveland Clinic – the first senior position of its kind in the nation – leading the institution in improving patient experience as its top strategic priority. She is a frequent speaker on the subject of why patient experience matters and how it impacts clinical outcomes. Her work has earned her the Quantum Leap Award for taking the risk to spur internal change in her field and has led her to be featured in *HealthLeaders* magazine as one of “20 People Who Make Healthcare Better.”

Dr. Duffy has been an innovator in healthcare throughout her 20 year career. Her work has included creating one of the nation’s first hospitalist programs, leading the movement to integrate complementary therapies with traditional medical therapies to improve health outcomes and helping establish the Earl and Doris Bakken Heart Brain Institute. Dr. Duffy attended medical school at the University of Minnesota, and completed her residency in internal medicine at Abbott Northwestern Hospital in Minneapolis, Minnesota.
Tuesday, June 11 • 15:45 – 16:50

Driving action and implementation to achieve optimal levels of health for all

Dr. Alex Jadad’s thought-provoking and inspiring address will challenge our views about the meaning of health and the role that the health system should play to enable us to live full lives in the 21st century. He has been called a «human Internet», as his research and innovation work seeks to identify and connect the best minds, the best knowledge and the best tools across traditional boundaries to eliminate unnecessary suffering. Such work focuses on a radical ‘glocal’ innovation model designed to improve the capacity of humans to imagine, create and promote new and better approaches to living, healing, working and learning across the world. Powered by global networks and leading-edge telecommunication tools, his projects attempt to anticipate and respond to major public health threats (e.g., multiple chronic conditions, pandemics) through strong and sustainable international collaboration, and to enable the public (particularly young people) to shape the health system and society.

Speaker:
Alex Jadad – Canada Research Chair in eHealth Innovation

Dr. Jadad holds the Canada Research Chair in eHealth Innovation at the University of Toronto and the University Health Network, where he is the Founder of the Centre for Global eHealth Innovation and Principal Investigator, Techna. He is also a Professor in the Department of Anesthesia, in the Institute of Health Policy, Management and Evaluation, and in the Dalla Lana School of Public Health, Faculty of Medicine, University of Toronto.

He is a physician, innovator, educator and public advocate whose mission is to optimize health and wellness for all, through the innovative use of information and communication technologies.

His research and innovation work focuses on virtual tools to support the encounter between the public and the health system (with emphasis on the management of polypathologies); interactive tools to promote knowledge translation and mentorship of health professionals and the public; and online resources.
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www.healthcaremanagementforum.org  

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>> Browse our library of 
e-learning resources:  
http://library.cchl-ccls.ca  

Members and non-members are invited to register.  

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>> Browse our library of 
e-learning resources:  
http://library.cchl-ccls.ca  

Members and non-members are invited to register.
Conference features

Concurrent and poster sessions
The conference co-hosts are committed to minimizing the impact of the conference on the environment. In this regard, concurrent session descriptions and abstracts, as well as poster abstracts are available on the conference web site at www.nhlc-cnls.ca.

*This program is subject to change without notice.*

A limited number of printed copies of this program are available on request. It is printed on paper approved by the Forest Stewardship Council.

Health leaders coaches’ corner
Take your leadership to the next level. Come and speak with leaders from across Canada in an intimate setting. Hear their stories, ask questions and gain valuable advice. Leaders of health regions, hospitals, private sector and community organizations, from coast to coast, will be available to provide armchair coaching in a relaxed surrounding.

This session is ideal for emerging, mid-career or senior leaders looking for advice and feedback from some of Canada’s most respected health leaders. Delegates must pre-register to participate in one of the three coaching sessions.

*Stay tuned for more information.*

Sponsored by: Roche Canada

Excellence in health leadership awards
We are pleased to profile the 2013 recipients from the Canadian College of Health Leaders and the Canadian Healthcare Association’s national awards programs. Please be sure to visit our Excellence in health leadership area located near the poster board displays. Award winners will be pleased to discuss their achievements during all conference networking and social opportunities.

NHLC Mobile Application
Get information on the conference from any smartphone or tablet – program-at-a-glance, session descriptions and more – available soon on our new conference app. Watch for details!

Sponsored by: Roche Canada
Breakfast sessions
(Pre-registration with breakfast host required.)

Monday, June 10 • 07:15 – 08:15

Accelerating healthcare improvement and transformation across Canada and in Saskatchewan
The Canadian Foundation for Healthcare Improvement (CFHI) is dedicated to accelerating healthcare improvement and transformation for Canadians. The Foundation is working with health leaders across Canada to improve healthcare efficiency, promote patient and family-centered care and facilitate better coordinated healthcare for Canadians. In Saskatchewan, the Ministry of Health has initiated a massive health system transformation agenda in order to achieve the quadruple aim of better health, better care, better value and better teams. In this session, we will provide an overview of CFHI’s healthcare improvement work in Canada and focus on how Saskatchewan is working to improve and transform healthcare across the province, starting with the lead-out Saskatchewan Surgical Initiative.

Speakers:
Stephen Samis – Vice-President, Programs, Canadian Foundation for Healthcare Improvement
Mark Wyatt – Executive Director, Saskatchewan Surgical Initiative, Saskatchewan Ministry of Health

RSVP: sheena.powell@cfhi.fccass.ca

Improving the patient experience: Engaging consumers, listening and taking action
Health leaders across the country are increasingly being challenged to use innovative digital health solutions to improve the patient experience. This session will highlight the importance of engaging consumers to find out their future health and healthcare needs. Shelagh Maloney will provide an overview of Canada Health Infoway’s effective engagement strategies and share results of recent research. She will also talk about how Infoway translated what it heard from consumers into five opportunities for action. The challenge for health leaders will be to move forward with these opportunities to deliver direct value for patients and improve the patient experience.

Speaker:
Shelagh Maloney – Vice President, Communications, Canada Health Infoway

Register now at www.infoway-inforoute.ca/index.php/events/upcoming-events/2013-national-health-leadership-conference or for more information please contact Christina Northcott at cnorthcott@infoway-inforoute.ca or 416-595-3449, ext. 3026 / 1-888-733-6462.
**CHLNet: Toward a Canadian health leadership strategy**

This interactive session will update attendees on CHLNet’s next three-year strategic plan in support of our mission: “Better Leaders, Better Health – Together”. The primary focus of this year’s breakfast meeting is to forge consensus around the basic building blocks of a Pan-Canadian Health Leadership Strategy. This strategy is fundamental to “taking CHLNet to the next level” and will inform CHLNet’s role as an advocate for leadership development as a co-founder of the LEADS Collaborative (along with the Canadian College of Health Leaders and Royal Roads University).

An “issue brief” setting out the basic building blocks of the strategy will be prepared and presented to attendees for facilitated discussion and debate. Attendees will be invited to be part of an extended “deliberative dialogue” process to flesh out the strategy in advance of the December meeting of CHLNet partners, and to inform CHLNet’s work plan over the coming year.

**A. CHLNet Strategic Plan 2013-2016: An overview**

This concurrent session will review progress over the first three-year strategic plan and outline the main elements of the new three-year plan. This will include an overview of the mission and mandate of the LEADS Collaborative as a social enterprise in support of the LEADS framework.

**B. Pan-Canadian Health Leadership Strategy**

A draft “issue brief” will be presented at a very high level to gauge community interest in the concept and to “test drive” the basic building blocks of the strategy. This will be a facilitated/interactive session.

**Speakers:**
- **Brian O’Rourke** – CHLNet Co-Chair and President and CEO, Canadian Agency for Drugs and Technologies in Health
- **Hugh MacLeod** – CHLNet Co-Chair and CEO, Canadian Patient Safety Institute
- **Bill Tholl** – Executive Director, CHLNet
- **Graham Dickson** – Senior Academic Advisor

**RSVP:** Lynda Becker at lbecker@chlnet.ca

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**The Health Innovation Portal: Identifying and sharing innovative practices from across Canada**

In November 2012, the Health Council of Canada launched the Health Innovation Portal so Canadians can learn about and share innovative healthcare practices, programs, services and policies from across the country. The Health Innovation Portal helps healthcare managers, providers, policy-makers, and researchers identify practices that are working in Canada, so they can adapt them and put them into practice in their own settings. The most notable feature of the Health Innovation Portal is a searchable database of over 250 innovative practices that cover a range of healthcare themes with a user-friendly search function and customizable outputs. All profiled practices are evaluated and categorized using our Innovative Practices Evaluation Framework™. The framework categorizes innovative practices as emerging, promising or leading according to quality of evidence, impact, applicability and transferability criteria.

The Health Innovation Portal is an opportunity for healthcare leaders across Canada to work together to advance the current state of knowledge and share innovative solutions that can strengthen Canada’s healthcare system.

Health Council staff will present an overview and brief web demonstration of the Health Innovation Portal including how to find and submit innovative practices.

**Speakers:**
- **Mark Dobrow** – Director of Analysis and Reporting, Health Council of Canada
- **Gillian Ritcey** – Policy Analyst, Health Council of Canada

For more information, visit [www.healthcouncilcanada.ca/innovation](http://www.healthcouncilcanada.ca/innovation)

**RSVP:** Fedra Hoxha, Project Coordinator, fhoxha@healthcouncilcanada.ca OR desk: 416-480-7071, cell: 416-527-3466
**CIHI and you — Towards relevant and actionable analysis**

CIHI produces analysis to inform the public, enlighten policy debates and answer the most critical questions of health system managers. Have you ever wondered where the report ideas come from? This session will highlight how topics are chosen and some of the steps taken to ensure quality products, and discuss how we work with external experts.

At the end of this breakfast session, participants will:

- Know what reports and information are available from CIHI (now and over the coming two years);
- Discuss the best methods of getting CIHI’s analytical work into your hands;
- Have input into topics that could be considered for future analytical reports;
- Understand how CIHI works with health system experts; and
- Learn about ways to get involved.

**Speaker:**
To be confirmed.

To register for this breakfast session or to request more information, please contact CIHI at conferences@cihi.ca.

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**More than 80 years young — CHA’s new directions**

In its more than 80 years of history, the Canadian Healthcare Association (CHA) has reinvented itself several times to better assist the health systems of Canada serve the changing health needs of its populations. Following a significant period of renewal, CHA has positioned itself to contribute in unique ways to help Canada once again become a world class, top-performing health system. This session will review the new value proposition — and seek your reactions!

**Speakers:**
To be confirmed.

**RSVP:** Teresa Neuman, Communications Specialist at tneuman@cha.ca.
An integrated approach to leadership-development through LEADS in a Caring Environment Framework – A collaborative experience between Baycrest and the College

This panel will present Baycrest’s experience designing and implementing their Leadership Development program, which integrates the LEADS in a Caring Environment Framework. Participants will develop an understanding of the organization’s leadership context and design of the program in partnership with the College; and, gain an understanding of the program from a variety of perspectives, including the College’s LEADS Faculty and a Baycrest Leader.

The Baycrest multi-faceted leadership development program targets various levels of leaders and is designed to enhance the application of concepts such as self-management, effective communication, strategically aligned decision-making, partnership building and systems thinking; through learning supports, administrative processes and technology to enable the sustainability and integration of the learning.

Speakers:
- Kathleen Paterson – Director, Organizational Effectiveness, Baycrest
- Joel Borgida – Specialist, Organizational Effectiveness, Baycrest
- Corinne Rusch-Drutz – Director, Digital & Donor Communications, Baycrest Foundation

RSVP: Laurie Oman, loman@cchl-ccls.ca

Improving care, cutting waste

As many as one in four patients in Canada receives treatment that is unnecessary or inappropriate according to recent estimates. Inappropriate treatment can be costly for the patient and for the health system. The patient receives suboptimal and possibly dangerous care while limited health dollars may be spent inefficiently. This session will explore the concepts and real issues associated with appropriate use of medical tests and treatments in Canada and internationally. A distinguished panel of health leaders from the fields of clinical practice, healthcare administration and health technology assessment will show you how you can use evidence to support appropriate tests and treatments while minimizing or eliminating inappropriate practice.

Speakers:
- To be confirmed

RSVP: events@cadth.ca

Putting the patient in patient-centered care

The Canadian healthcare system is a product of our democratic process and patient engagement must be a fundamental component of Medicare as patients, families and their community are its funders and users. Recognizing the patient experience has become a key component of high quality care, and healthcare leaders are challenged to raise the bar and find the best ways of engaging clients. Patients have the potential to produce a comprehensive narrative that draws from the totality of their experience – an experience that is often complex and involves several different providers. The sharing of that experience can provide a form of knowledge transfer to systems experts. Whether patients sit on community advisory councils, participate on panels to hire staff, work with Lean managers to whittle down wait times, or take part in experience-based co-design, their engagement is a concept that has come of age.

Speaker:
- Lisa Priest – Manager, Community Engagement and Patient Navigation, Sunnybrook Health Services Centre

RSVP: caroline.boucher@accreditation.ca
Sponsorship and advertising opportunities

Become a corporate sponsor of the 2013 National Health Leadership Conference. An extensive range of benefits are available to our corporate sponsors, commensurate with the level of sponsorship. We would also be delighted to tailor a benefits package to meet your organization’s needs.

Advertising opportunities in the final program are a perfect opportunity to reach health leaders and build awareness of your products and services.

For further information on sponsorship and advertising opportunities, please contact:

Jaime M. Cleroux  
Vice President, Membership and Corporate Services  
Canadian College of Health Leaders  
Tel: 613-235-7218 or 1-800-363-9056 (ext. 35)  
E-mail: jcleroux@cchl-ccls.ca

Master of Health Administration  
(new program, online delivery)

Become an effective health system leader by developing and honing the skills and tools required to navigate the ever-changing health care landscape.

Taught by experienced faculty members and health system practitioners, the new online MHA program focuses on building management, administrative and policy capacity for the next generation of health-sector leaders.

Some of the courses include health law and policy, decision making and leadership in healthcare organizations, health economics, health promotion, Aboriginal health issues, and health program planning and evaluation.

Now accepting applications for September 2013 enrolment!
Social events

Monday, June 10 • 17:00 – 18:30
Chairs’ reception

Alice Kennedy, FCCHL
Board Chair

Alice Downing
Board Chair

Alice Kennedy, FCCHL, Board Chair of the Canadian College of Health Leaders, and Alice Downing, Board Chair of the Canadian Healthcare Association, are pleased to invite all participants to a reception, providing an excellent opportunity to meet board members, renew old acquaintances and make new ones.

Sponsored by: Borden Ladner Gervais

Monday, June 10 • 18:30 – 22:30
Winery tour and dinner at Trius Winery at Hillebrand (Optional)

Trius Winery at Hillebrand is a Niagara winemaking pioneer. For more than 30 years, they have been crafting fine VQA wines from premium grapes grown in the four appellations of Niagara-on-the-Lake. Nestled between the Niagara escarpment and Lake Ontario, they have made their home in a wine growing region that provides the diversity to grow a number of varietals in unique growing conditions.

This event includes a winery tour and tasting that will guide you through the insides of the winemaking world, giving you a taste (literally) of the path a grape follows from vineyard to finished wine. The tour will conclude with a tasting of Trius Wine favourites.

Following the tour, you will savour a three-course dinner paired with the winemaker’s preferred wine selection, which will give you the opportunity to enjoy the ideal marriage of wine and food.

Shuttle transportation to and from the Trius Winery is included. The cost for this winery experience is $145 + HST.

* This event may be cancelled should the number of registrations be insufficient.
General information

The National Health Leadership Conference will take place June 10 – 11 at the Sheraton on the Falls. The Sheraton is a modern AAA/CAA rated four Diamond/five Star hotel located directly across from the Falls in the heart of Niagara’s premier Falls view tourist district.

The New Niagara Falls is a destination unlike any other. The Falls give off a round-the-clock roar, a refreshing – and surprisingly far-reaching – mist, and a reminder of just how wondrous our natural world is. From the marvel of gazing at the Falls from innumerable look-out points to adrenaline-fueled activities like whitewater jet boats, there are many ways to experience them, including an array of Niagara Falls attractions for all ages.

For those that long to get up close to the Falls, don your famous blue slicker and jump aboard the Maid of the Mist Niagara Falls to go right up to the base, walk behind them at Journey Behind the Falls, or fly over them on a helicopter ride. And that’s just the beginning.

Niagara Falls is a bustling destination full of activities for most everyone – vineyards and world-class golf courses, kid fun at Clifton Hill, fine dining and casual eateries, casinos and live Niagara entertainment, spas and leisurely country drives to Niagara-on-the-Lake, cycling adventures and hiking trails. Visit the Niagara Falls and experience it forever!

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**Registration information**

Registration is available online at [www.nhlc-cnls.ca](http://www.nhlc-cnls.ca).

Registration fees include admission to all conference sessions, continental breakfasts, refreshments breaks, two luncheons and the Chairs’ Reception.

**Conference registration fees**

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early bird fee*</td>
<td>$795 + HST</td>
</tr>
<tr>
<td>Regular fee</td>
<td>$895 + HST</td>
</tr>
<tr>
<td>Student fee**</td>
<td>$295 + HST</td>
</tr>
<tr>
<td>Daily registration</td>
<td>$595 + HST</td>
</tr>
</tbody>
</table>

* Registration fees must be received or postmarked no later than April 26, 2013, to qualify for the early bird rate.

** Proof of full-time student status required upon registration.
**Registration policies**

**Conference payment policy**
Registration must be submitted online and paid in full to qualify for the early bird registration rate. If payment is not received by the deadline date, attendees will be invoiced at the next deadline rate. Registrations received without full payment will be considered incomplete.

**Conference cancellation policy**
Conference cancellation requests must be submitted in writing and received no later than April 26, 2013. Registration fees will be refunded minus a $250 administrative fee. There will be no refunds for cancellation requests received after April 26, 2013.

No-shows occur when individuals register but do not attend the conference. No-shows are not eligible for a refund.

**Substitution policy**
If you are unable to attend the NHLC, you are welcome to send a colleague in your place. There is no fee to make this change up to April 26, 2013. Substitution requests received after April 26, 2013 will incur a $75 processing fee.

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**Accommodation**
A limited number of guest rooms are being held at the Sheraton on the Falls, our host hotel. Please refer to the accommodation and transportation section of the conference web site for full details, [www.nhlc-cnls.ca](http://www.nhlc-cnls.ca).

Sheraton on the Falls, 5875 Falls Avenue, Niagara Falls, ON L2G 3K7 • Tel.: 905-374-4445

**Air travel**

**Air Canada**
Air Canada has been appointed the official airline for the 2013 National Health Leadership Conference. Air Canada is pleased to offer you special discounts on fares. To book a flight with the promotion code 4QR4HBE1, access aircanada.com and enter the code in the promotion code field before initiating your search.

**WestJet**
WestJet offers a 10% discount off their best available fare at the time of booking (excluding web and promotional fares). To take advantage of the discount, you must make your travel arrangements through the WestJet Specialty Sales Team at 1-888-493-7853 and quote convention number CC7599. Convention codes are not available for use on WestJet.com.

**Porter**
Porter Airlines is proud to offer a 20% discount on all available base fares for travel to and from the National Health Leadership Conference. Please book online at [www.flyporter.com](http://www.flyporter.com) or through your travel agent using promo code NHLC13. For any questions regarding Porter’s services or any pre-travel concerns, contact them at 1-888-619-8622.

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**Registration and information desk hours**
Sheraton on the Falls

- **Sunday, June 9** 12:00 – 17:30
- **Monday, June 10** 07:00 – 17:30
- **Tuesday, June 11** 07:00 – 17:00
**Ground transportation**

**Niagara Air Bus**
From the airports, transportation to Niagara Falls can be booked through Niagara Airbus at [www.niagaraairbus.com](http://www.niagaraairbus.com), by contacting the reservations line at 905-374-8111 or by e-mail at [airsales@niagaraairbus.com](mailto:airsales@niagaraairbus.com). By pre-booking your transportation online using the conference Code **029**, you will benefit from a 15% discount. Bookings must be made 72 hours in advance to benefit from the discount. Niagara Airbus also offers a 15% discount on all exclusive services and 15% on scheduled tours.

**VIA Rail Canada**
VIA Rail Canada is pleased to offer 10% off the best available fare in Economy, Business, Sleeper, or Sleeper Touring class. Participants must reference the NHLC booking code **12441** when booking online at [www.viarail.ca](http://www.viarail.ca). Discount does not apply in Economy - special fare or Business - supersaver fare.

For general information, please contact:
Laurie Oman
Coordinator, Conference Services, NHLC Secretariat
c/o Canadian College of Health Leaders
Tel: 613-235-7218 or 1-800-363-9056 (ext. 37)
E-mail: loman@cchl-ccls.ca

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**Celebrate outstanding achievements in health care leadership**

**Celebrating Leadership and Recognizing Success**

**2013 NATIONAL AWARDS GALA**

Sunday, June 9, 2013
Crowne Plaza Fallsview Hotel
Niagara Falls, Ontario
Reception at 5:30 p.m.
Dinner at 7:00 p.m.
For more information, or to purchase tickets/tables, please visit:
[www.cchl-ccls.ca](http://www.cchl-ccls.ca)
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t +1.416.868.0362
e mark.hundert@haygroup.com

www.haygroup.com/ca
Canadian College of Health Leaders

The Canadian College of Health Leaders (College) is a national, member-driven, not-for-profit association dedicated to ensuring that the country’s health system benefits from capable, competent and effective leadership. As defined by the LEADS in a Caring Environment national framework, a leader is anyone with the capacity to influence others to work together constructively. Through credentialling, training, networking and mentoring, we support health leaders in every sector and region, from every professional background and at any stage of their career. Guided by a code of ethics, we help individuals acquire the skills they need to create change in their own organizations and, ultimately, the health system. The College achieves all of this within an environment of collaboration, cooperation and member engagement – through partnerships and chapters – promoting lifelong learning and professional development while recognizing leadership excellence.

Situated in Ottawa, with more than 21 chapters across the country and representing more than 3,200 members and 90 corporate members, the College offers a range of programs and services, including capabilities based credentialling, professional development for Canadian health leaders, and a nationwide career network.

Canadian Healthcare Association

Founded in 1931, the Canadian Healthcare Association leads informed and continuous health system improvement.

CHA is a federation. Its members are the provincial and territorial health organizations that serve the people of Canada across the continuum of care.

• We influence decision-makers: CHA influences key funding and systems improvement decisions for necessary and innovative change across the continuum of health.

• We are a catalyst for innovation: CHA drives health system improvement by consolidating and interpreting best available information on member-identified priority issues. We synthesize, translate and engage.

• We develop leaders and leadership: CHA provides products and services that support continuous learning and development of healthy, able and confident leaders within the health system.

The Association prioritizes sustainable and equitable health system funding, health human resources, targeted health system improvements, population health and leadership as part of an innovative and sustainable health system for the people of Canada.

Every year, between 500 and 600 adult learners broaden their knowledge base and explore new career paths through CHA Learning’s distance offerings in management, quality improvement, long term care administration, health information management and patient safety. CHA Learning’s expertise in distance learning has placed the organization in the forefront as a recognized provider of professional development opportunities for health care leaders across Canada.

Visit www.cha.ca to learn more about our solutions to health system challenges. Follow us on Twitter @CHA_ACS.