National Health Leadership Conference

JUNE 12-13, 2017
VANCOUVER, BC

VALUE-BASED HEALTHCARE: EMBRACING A PATIENT AND FAMILY-CENTERED APPROACH

PREVIEW
WWW.NHLC-CNLS.CA

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VALUE-BASED HEALTHCARE
A PATIENT AND FAMILY-CENTERED APPROACH

With the goal of maximizing patient and family-centred care, Sodexo works with hospitals across the world to create value-based healthcare. Through this approach, our healthcare services have a lasting impact and deliver quality to patients and their families.

Our service include:

- Patient and retail food
- Environmental services
- Patient transport
- Operations and maintenance
- Laundry and linen
- Energy and construction
- Service response centre (call centre)

Sodexo is proud to be the title sponsor for NHLC and we look forward to welcoming you all to Vancouver.

To learn how we can create value-based healthcare at your hospital contact:

Jennifer.Gilson@sodexo.com
Senior Director, Business Development
The National Health Leadership Conference gratefully acknowledges the generous support of its sponsors.
INVITATION FROM THE CONFERENCE PARTNERS

We are pleased to co-host the 2017 National Health Leadership Conference (NHLC) and invite you to join us at this prestigious event to be held in Vancouver, British Columbia, June 12 and 13.

This conference is the largest national gathering of health system leaders in Canada and provides a forum for questions, debate, sharing strategies and solutions to the most pressing health system challenges. This year’s theme is **Value-based healthcare: Embracing a patient and family-centered approach.**

Canada, like health systems around the world, is struggling with rising healthcare costs, uneven quality, and how to ensure that patients and families are at the centre of a sustainable healthcare system. Canada spends more on healthcare, compared to most of its peers, and generally achieves less. Governments, health leaders – and those we serve – are looking for better value, improved quality, better outcomes, and enhancing the “value” proposition through the lens of the patient and family. In an era of increased complexity, with an aging population, a rising prevalence of chronic conditions, and the acceleration of medical innovations – and at a time when health spending is outpacing economic growth – achieving greater value from how health services are delivered is essential.

There is a growing understanding that the status quo is no longer acceptable – we can and must do better. How do we gain greater value from healthcare investments, achieve better health outcomes, and improve health system performance? How do we ensure that patient and family experience is central to how we define value, and that the patient is a co-creator in the process of creating and sharing value?

A patient and family-centered approach is at the heart of value-based care. Patient and family-centered care and engagement have been shown to improve quality and safety, clinical outcomes, organizational efficiencies, organizational culture and patient satisfaction with their care experience. How do we achieve better outcomes more efficiently? How do we ensure that patients and families are at the centre of decision-making at all levels? Health leaders at NHLC will explore what needs to be done to create a patient and family-centered healthcare system that reflects what patients need.
NHLC 2017 will showcase leadership and success stories in achieving a patient-centered approach to value-based healthcare from both Canada and internationally. It will examine many essential dimensions of value-based healthcare, including:

• the role of leadership – at all levels – as a critical enabler of patient and family-centered value-based care;
• the importance of research as a key driver of a patient and family approach to value-based care;
• the essential role of technology, including information technology, electronic health records, and new methods of delivery, including virtual healthcare and mobile health;
• the strategic role of industry;
• the organization of new payment and compensation models and accountability around patients’ needs;
• the use of value-based healthcare models that focus on accountability for patient outcomes;
• the use of value-based procurement to boost innovation and improve system performance;
• improved integration of healthcare services across the continuum of care as patients transition through the system; and
• the central role of information systems and measuring outcomes to better understand how effectively the health system is achieving its goals, and support better decision-making.

We are pleased to offer the Great Canadian Healthcare Debate for the third year. This Debate will offer health leaders and trustees attending NHLC, a unique opportunity to debate and pass policy resolutions aimed at assisting policy-makers at all levels to raise the bar in designing solutions to the key healthcare policy challenges facing Canada.

Join us at NHLC 2017 and contribute to this crucial conversation on how Canada’s healthcare systems can reduce costs, put the patient and the family at the centre of a sustainable system, and improve quality and outcomes. We look forward to meeting you and to hearing your ideas and strategies to improve our health system performance.

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

Bill Tholl, M.A., ICD.D
President and CEO
HealthCareCAN
OBJECTIVES

• Provide a forum to enrich health leadership practices and innovations;
• Showcase leading practices and their success;
• Explore 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 who are transforming health service delivery;
• Discuss types of innovation and new technologies that can improve health systems; and
• Identify effective ways to execute and sustain complex changes.

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;
• Identify champions of improvement that can serve as role models; and
• Be better equipped to address system transformation challenges.
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 leadership, system transformation, mental health and improved patient experience and will engage participants in discussion; and
• concurrent sessions will feature panel, workshops, rapid fire and oral abstract presentations, grouped by stream. Adequate time will be allotted for audience participation through questions and answers.

MAINTENANCE OF CERTIFICATION (MOC)

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to 11.5 MOC Category I credits for the NHLC conference, 1 MOC Category I credit for the June 12th breakfast session and 1 MOC Category I credit for the June 13th breakfast session towards their maintenance of certification requirement.

Simultaneous interpretation will be provided for plenary sessions and the francophone stream. Sessions with interpretation are identified with a headset 🎧.

The NHLC is pleased to offer a francophone stream as part of its overall program. The francophone concurrent sessions will be simultaneously interpreted in English.
Celebrate the accomplishments of the 2017 National Awards Program recipients
For more information, and to purchase tickets or corporate tables, please visit: cchl-ccls.ca

Presented by:
Compass Group

Emcee:
Dawn Chubai,
Host of Breakfast Television on City

Welcome reception sponsor:
Sodexo

Our health connects us all.

HealthCareCAN
SoinsSantéCAN
CONFERENCE HOSTS

It is our pleasure to invite you to attend the 2017 National Health Leadership Conference – Value-based healthcare: Embracing a patient and family-centered approach.

We have an outstanding plenary program planned for you. Dan Collard will share lessons learned and transferable best-practices that have created and sustained success in balancing quality, service and financial performance. Renowned CBC reporter, Duncan McCue will moderate a panel with Dr. Nadine Caron, Joe Gallagher and Ted Quewezance to discuss how to achieve better value, higher quality care and better outcomes for Canada’s Indigenous populations. Jeffrey Simpson, the former Globe & Mail’s national affairs columnist, will moderate the third Great Canadian Healthcare Debate offering a unique opportunity to debate and pass policy resolutions aimed at raising the bar to address the key healthcare policy challenges facing Canada. Arlene Dickinson will close the conference by sharing her personal stories and leadership journey.

Our concurrent sessions include panels, workshops, rapid fire presentations, and oral abstracts; they are the perfect opportunity to learn from and engage in dialogue with leaders from across the country.

This two day conference is a wonderful way to learn from and network with the best leaders in health. Vancouver is a modern city on the edge of a spectacular natural playground, it offers the winning combination of a modern, diverse and a stunning natural setting. Experience urban activities such as shopping, dining and cultural attractions, and then explore mountaintops and pristine waterways in the next breath. Vancouver has a deserved reputation as one of Canada’s best dining destinations, it is also known as an eco-friendly city with a walkable downtown.

Come experience this unique destination and all it has to offer. We look forward to welcoming you to Vancouver in June!

Dianne Doyle, FCCHL
President and CEO
Providence Health Care

Dr. Brendan Carr, CHE
President and CEO
Island Health
Dianne Doyle, FCCHL

Dianne Doyle, FCCHL has held the role of President and CEO of Providence Health Care since 2006. Dianne began her healthcare career as a staff nurse and in her multiple roles of clinician, educator and administrator she has always maintained her focus on patient-centered care, quality and safety. With more than 25 years of senior executive experience in healthcare, Dianne is respected for her commitment to creating a values-driven organizational culture that is people-focused and fosters excellence in care, research and teaching. Dianne is inspired by how the mission, vision and values are lived at all levels at Providence Health Care, and how this has resulted in innovative approaches to improve patient and resident outcomes. Under her leadership, Providence has been recognized with numerous provincial and national awards, including “Canada’s 10 Most Admired Corporate Cultures” and “Top Employer for New Canadians.”

Dianne is recognized as a champion of faith-based healthcare provincially and nationally, providing leadership on multiple boards including the Catholic Health Alliance of Canada. She is a fellow of the Canadian College of Health Leaders; a sought-after mentor, a frequent presenter at quality and leadership forums and a member of many provincial and national boards.

Dianne is also active in her community, supporting many non-profit groups with her time and expertise. In 2005 she climbed Mt. Kilimanjaro in support of the Alzheimer Society of BC. In 2007 and 2008, the Women’s Executive Network named Dianne as one of Canada’s Top 100 Most Powerful Women in the Public Sector.

Dr. Brendan Carr, CHE

Dr. Brendan Carr, CHE was named President and CEO for Island Health on August 6, 2013.

Dr. Carr joined Island Health in March 2012 as the Executive Vice President and Chief Medical Officer. Prior to joining the health authority, he served as Vice President of Medicine with the Capital District Health Authority in Halifax and as an Assistant Professor with Dalhousie University.

Dr. Carr holds a Doctor of Medicine (MD) and is an Emergency Department physician. He also holds a Master of Business Administration (MBA). Dr. Carr is a Certified Physician Executive (CCPE), a Certified Health Executive (CHE) and an EXTRA Fellow with the Canadian Foundation for Healthcare Improvement.

Active in education and health services research, Dr. Carr is an advocate for transformation in healthcare.
Let’s make change happen.

CFHI works shoulder-to-shoulder with you to improve health and care for all Canadians.

United in our pursuit of patient safety in Canada.

The National Consortium represents over 50 organizations and patient groups working in collaboration to drive action to transform patient safety.

We are 51% complete in our initiatives to bring safer healthcare to all Canadians.

Successful Actions to Date

- Never Events for Hospital Care in Canada
- 5 Questions to Ask about Your Medications
- Surgical Safety in Canada, a 10-year Review
- Patient Engagement Guide (coming soon)
- Am I Safe Report

Learn more by visiting our website at www.patientsafetyinstitute.ca
This year there will be eight streams of concurrent sessions:

<table>
<thead>
<tr>
<th></th>
<th>Value-driven outcomes</th>
<th></th>
<th>Accountability and governance</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Reporting and measurement</td>
<td>5</td>
<td>Integration and collaboration</td>
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<tr>
<td>2</td>
<td>Creating value for citizens and the public</td>
<td>6</td>
<td>Inspiring innovation and research</td>
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<tr>
<td>3</td>
<td>Delivering quality improvement</td>
<td>7</td>
<td>Francophone stream</td>
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</tbody>
</table>

The types of presentations are colour coded.

<table>
<thead>
<tr>
<th>Colour</th>
<th>Oral abstract</th>
<th>Panel</th>
<th>Workshop</th>
<th>Rapid Fire</th>
</tr>
</thead>
</table>

LEADS domains:

<table>
<thead>
<tr>
<th>LS - Lead Self</th>
<th>EO - Engage Others</th>
<th>AR - Achieve Results</th>
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</thead>
<tbody>
<tr>
<td>DC - Develop Coalitions</td>
<td>ST - Systems Transformation</td>
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</tbody>
</table>

Target audience:

- Emerging leaders
- Middle managers
- Senior leaders
- Applicable to all

Level of knowledge:

(Introductory/Intermediate/Advanced): Reflective of the level of previous knowledge or experience about the topic the learner is expected to have before coming.

SUNDAY, JUNE 11, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>10:00 – 10:30</td>
<td>HealthCareCAN – Annual general meeting and ceremonies</td>
</tr>
<tr>
<td>12:00 – 17:30</td>
<td>Registration</td>
</tr>
<tr>
<td>12:45 – 15:30</td>
<td>Study tour – BC Cancer Agency – Vancouver Centre (Limited to 30 participants)</td>
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<tr>
<td>13:30 – 15:00</td>
<td>CCHL – Annual general meeting and ceremonies</td>
</tr>
<tr>
<td>15:00 – 16:00</td>
<td>CCHL/HealthCareCAN reception</td>
</tr>
<tr>
<td>17:45 – 23:00</td>
<td>CCHL – Honouring Health Leadership event (Please visit <a href="http://www.cchl-ccls.ca">www.cchl-ccls.ca</a> to register.)</td>
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MONDAY, JUNE 12, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>07:00 – 17:30</td>
<td>Registration</td>
</tr>
<tr>
<td>07:15 – 08:15</td>
<td>BREAKFAST SESSIONS (Pre-registration required, see details on page 23.)</td>
</tr>
<tr>
<td></td>
<td>Adding value by professionalizing the practice of leadership</td>
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<tr>
<td></td>
<td>Presented by: Canadian College of Health Leaders</td>
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<tr>
<td></td>
<td>Sponsored by: Roche</td>
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<tr>
<td></td>
<td>Critical infrastructure and cyber security: Risks and potential responses for the health sector</td>
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<tr>
<td></td>
<td>Presented by: HealthCareCAN</td>
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<tr>
<td></td>
<td>Improving medication management and safety through PrescribeIT™, a multi-jurisdiction e-prescribing service</td>
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<td></td>
<td>Sponsored by: Canada Health Infoway</td>
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<tr>
<td></td>
<td>Using patient-reported data to improve patient-centered, value-based care</td>
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<tr>
<td></td>
<td>Sponsored by: Canadian Institute for Health Information</td>
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<tr>
<td>Time</td>
<td>Session</td>
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<tr>
<td>07:15 – 08:15</td>
<td>Continental breakfast – Exhibit viewing Sponsored by: HealthPRO</td>
</tr>
<tr>
<td>08:30 – 09:10</td>
<td>PLenary Welcome and opening ceremonies</td>
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<tr>
<td>09:10 – 10:30</td>
<td>PLenary Value-based leadership</td>
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<tr>
<td>10:30 – 11:00</td>
<td>Networking break – Exhibit viewing</td>
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<tr>
<td>11:00 – 12:00</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>□EO/LS/ST</td>
<td>6 1 In a world of exponential change, what can we do in healthcare to prepare? (Introductory)</td>
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<tr>
<td>□AR</td>
<td>2 2 Reporting and measurements (Intermediate)</td>
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<tr>
<td>□EO</td>
<td>6 3 Integration and collaboration (Intermediate)</td>
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<tr>
<td>□ED</td>
<td>1 4 Designing the patient experience – Part 1 (Intermediate)</td>
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<tr>
<td>□EO</td>
<td>7 5 Inspiring innovation and research (Introductory)</td>
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<tr>
<td>□ST/AR</td>
<td>8 6 Francophone stream – Best practices dedicated to francophone patients (Intermediate)</td>
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<tr>
<td>□AR/ST/EO</td>
<td>7 7 Rapid fire session – Digital health</td>
</tr>
<tr>
<td>□LS</td>
<td>8 8 Coaches’ corner</td>
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<tr>
<td>12:00 – 13:30</td>
<td>Luncheon Presentation of the Robert Wood Johnson Awards Sponsored by: Johnson &amp; Johnson Medical Devices Companies</td>
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<tr>
<td>13:45 – 15:15</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>□ST</td>
<td>1 9 Home is where the health is: Spreading value-based, patient and family-centered care at home and community (Intermediate)</td>
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<td>□ST</td>
<td>3 10 Finding and framing the value of food in healthcare (Introductory)</td>
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<tr>
<td>□ED</td>
<td>1 11 Designing the patient experience – Part 2 (Intermediate)</td>
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<tr>
<td>□AR</td>
<td>4 12 Using simulation to teach family-centered care in an interprofessional environment (Introductory)</td>
</tr>
<tr>
<td>□AR</td>
<td>3 13 Eliminating wait lists there’s a hack for that! (Introductory)</td>
</tr>
<tr>
<td>□AR</td>
<td>3 14 Come hell or high water : Building resilience, managing risk and gaining returns from climate change (Intermediate)</td>
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<tr>
<td>□ST</td>
<td>8 15 Paradoxes, myths, good practices and limitations in addressing the needs and expectations of patients and families (Intermediate)</td>
</tr>
<tr>
<td>□LS</td>
<td>16 Coaches’ corner</td>
</tr>
<tr>
<td>15:15 – 15:45</td>
<td>Networking break – Exhibit viewing</td>
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<tr>
<td>15:45 – 16:00</td>
<td>PLenary Presentation of the Patient Safety Champion Award Presented by: Canadian Patient Safety Institute and HealthCareCAN</td>
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<tr>
<td>16:00 – 17:00</td>
<td>PLenary Advancing the Truth and Reconciliation Commission’s Health-Related Calls to Action: How do we achieve better value, higher quality care, and better outcomes for Canada’s Indigenous populations?</td>
</tr>
<tr>
<td>17:00 – 17:15</td>
<td>PLenary Great Canadian Healthcare Debate voting Sponsored by: Aramark</td>
</tr>
<tr>
<td>17:15 – 18:30</td>
<td>Chairs’ reception</td>
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### TUESDAY, JUNE 13, 2017

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Details</th>
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<tbody>
<tr>
<td>07:00 – 17:00</td>
<td>Registration</td>
<td></td>
</tr>
<tr>
<td>07:15 – 08:15</td>
<td><strong>BREAKFAST SESSIONS</strong></td>
<td>(Pre-registration required, see details on page 25.)</td>
</tr>
<tr>
<td>07:15 – 08:15</td>
<td>What are the key ingredients in a secret sauce for leadership development?</td>
<td>Sponsored by: Canadian Health Leadership Network</td>
</tr>
<tr>
<td>07:15 – 08:15</td>
<td>The By Health, for Health Collaborative – Taking action toward creating psychologically healthy and safe Canadian healthcare settings</td>
<td>Sponsored by: HealthCareCAN and Mental Health Commission of Canada</td>
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<tr>
<td>08:30 – 08:45</td>
<td><strong>PLENARY</strong> Welcome remarks and presentation of the Legacy of Leadership Award</td>
<td>Presented by: HealthCareCAN</td>
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<tr>
<td>08:45 – 10:30</td>
<td><strong>PLENARY</strong> The Great Canadian Healthcare Debate</td>
<td>Sponsored by: Aramark</td>
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<tr>
<td>10:30 – 11:00</td>
<td>Networking break – Exhibit viewing</td>
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<tr>
<td>11:00 – 12:00</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
<td></td>
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<tr>
<td>11:00 – 11:20</td>
<td>ST 4 Establishing First Nations population health and wellness indicators for the next ten years</td>
<td>(Intermediate)</td>
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<tr>
<td>11:20 – 11:40</td>
<td>DC 6 Obstetrical services in Canada - Advancing quality and strengthening safety: Collaborative analysis</td>
<td>(Intermediate)</td>
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<tr>
<td>11:40 – 12:00</td>
<td>ED/ST 1 Value-driven outcomes</td>
<td>(Intermediate)</td>
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<tr>
<td>12:00 – 13:00</td>
<td>ST 3 E-mental health, a game-changing approach?</td>
<td>(Introductory)</td>
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<tr>
<td>12:00 – 13:00</td>
<td>AR/DC 6 Integration and collaboration</td>
<td>(Intermediate)</td>
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<tr>
<td>12:00 – 13:00</td>
<td>AR/ED 5 Accountability and governance</td>
<td>(Intermediate)</td>
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<tr>
<td>12:00 – 13:00</td>
<td>ED 4 Delivering quality improvements</td>
<td>(Intermediate)</td>
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<tr>
<td>12:00 – 13:00</td>
<td>ST 1 National and international experience with outcomes-based measures in payment and delivery systems</td>
<td>(Introductory)</td>
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<tr>
<td>13:45 – 15:15</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
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<tr>
<td>13:45 – 14:05</td>
<td>ST/EO 3 Creating value for citizens and the public</td>
<td>(Intermediate)</td>
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<tr>
<td>14:05 – 14:25</td>
<td>AR 4 How to make tough choices and more effectively manage resources in today’s challenging healthcare economy</td>
<td>(Intermediate)</td>
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<td>14:25 – 14:45</td>
<td>EO 3 The connect2care consumer health portal: Delivering value through leadership and engagement</td>
<td>(Intermediate)</td>
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<tr>
<td>14:45 – 15:05</td>
<td>DC 3 Using patient stories for learning and improvement</td>
<td>(Introductory)</td>
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<tr>
<td>15:05 – 15:25</td>
<td>EO 4 Strategies for scaling quality improvement in long term care: Achieving patient-centered care approaches through leadership, engagement and real time data</td>
<td>(Advanced)</td>
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<tr>
<td>15:25 – 15:45</td>
<td>AR 4 Creating a culture of Safety for BC home support workers</td>
<td>(Introductory)</td>
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<tr>
<td>15:45 – 16:05</td>
<td>ST 1 Patient-reported outcome and experience measures to support value-based care</td>
<td>(Intermediate)</td>
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<tr>
<td>16:05 – 16:25</td>
<td>EO 1 6 Dimensions of Value-based Leadership - Lessons from Mental Health</td>
<td>(Introductory)</td>
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<tr>
<td>15:15 – 15:45</td>
<td>Networking break – Exhibit viewing</td>
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<tr>
<td>15:45 – 16:55</td>
<td><strong>PLENARY</strong> A leadership journey</td>
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<tr>
<td>16:55 – 17:00</td>
<td><strong>PLENARY</strong> Closing remarks</td>
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This program is subject to change without notice.
PLENARY PRESENTATIONS

MONDAY, JUNE 12  |  09:10 – 10:30

Value-based leadership

As we move toward a value-based environment of healthcare delivery and economics, leaders are called upon to develop and demonstrate a “value-based leadership” style in order to ensure a patient and family-centric focus. Dan Collard will share lessons learned and transferable best-practices from both small and large organizations that have created and sustained success in balancing quality, service and financial performance.

Speaker
Dan Collard  – Senior Leader and International Speaker

Dan Collard has been an international speaker and senior leader with Studer Group for 16 years. Prior to this, Dan was a successful hospital chief operating officer in the US for most of his healthcare career.

Dan has been there...he knows health systems internationally...he has delivered results personally and for many years he has been serving health system leaders to achieve world class performance results, including quality, safety, employee and patient experience and financial results. Whether it’s the US, Canada or Australia, Dan’s messages resonate with health leaders.

Value-based healthcare is critical to sustaining our healthcare system; delivering high quality care, while meeting financial targets is paramount. Dan brings many years of experience in value-based healthcare delivery. He has led major change in healthcare, including health system culture transformation as well as cost efficiency management, which support healthcare leaders’ transitions to a new paradigm of high performance healthcare systems, delivering the best care and outcomes for the patients, clients and residents we serve.
Advancing the Truth and Reconciliation Commission’s Health-Related Calls to Action:
How do we achieve better value, higher quality care, and better outcomes for Canada’s Indigenous populations? 🧐

The status quo with respect to Indigenous health in Canada is not acceptable. We can and must do better. Canada’s health minister, Dr. Jane Philpott, has said that if she does not see improvements to Indigenous health, she “will consider [her] work a failure”.

From coast to coast to coast, Indigenous health issues – and the health disparities between Indigenous and non-Indigenous Canadians – are receiving enormous attention. NHLC’s 2016 Great Canadian Healthcare Debate also prioritized Indigenous health. The top motion adopted during the Debate was to advance the health-related Calls to Action from the Truth and Reconciliation Commission. An overwhelming majority (73%) of the 700 delegates made that motion their number one priority.

The overall vision that we are working toward is to level the playing field for Indigenous health by providing the right care, at the right place, in the right way, by the right people – we need patient-centred, high quality, safe healthcare.

This plenary session will take a deep dive into the conference theme of value-based healthcare, and a patient and family centred approach with respect to Indigenous health. Misalignment of authorities, accountability and resourcing across Indigenous health programs is considered to be a key factor contributing to widening health disparities.

- How do we achieve better outcomes and improve the health system for Canada’s Indigenous peoples?
- How do we ensure that Indigenous communities, and their health needs and priorities, are central to how we define value?
- How can health leaders, working in alignment and collaboration with Indigenous leaders and communities, make a meaningful difference in advancing the health-related TRC recommendations with the overarching goals of high quality, safe and patient-centred care?

Moderated by CBC’s Duncan McCue, panelists Dr. Nadine Caron, Joe Gallagher and Ted Quewezance will explore potential re-alignment of authorities, accountabilities and resourcing within Indigenous health and the establishment of a national standard of care for Indigenous patients across all Canadian health systems by 2020.

Panelists

**Dr. Nadine Caron** – Associate Professor, Northern Medical Program, University of Northern British Columbia and Co-Director – UBC Centre for Excellence in Indigenous Health

**Joe Gallagher** – Chief Executive Officer, First Nations Health Authority

**Ted Quewezance** – Chair, Senate of Federation of Sovereign Indigenous Nations of Saskatchewan

**Moderator**

**Duncan McCue** – Reporter and Host of CBC Cross Country Checkup

Dr. Nadine Caron is Sagamok Anishnawbek and currently resides and practices in Northern BC. Nadine is a general and endocrine surgeon and an associate professor at the University of British Columbia (UBC), Northern Medical Program. As the first female First Nations student to graduate from the University of British Columbia’s medical school, she won the Hamber Gold Medal as the top graduating student and was named one of *Maclean’s* “One Hundred Canadians to Watch.” During her surgical residency she completed her Master’s degree in public health from Harvard University and was awarded UBC’s Top Student Award. Passionate about Aboriginal health and Canadian health policy, she has served on numerous committees/boards including the Governing Council of the Canadian Institutes of Health Research, Board of Directors for the Michael Smith Foundation for Health Research, the BC Medical Association’s Committee on Aboriginal Health, the BC Advisory Committee to the Ministry of Health on provincial health goals, the Canadian Medical Association’s Working Group on Aboriginal Health. She is currently Co-Director of UBC’s Centre for Excellence in Indigenous Health and Associate Faculty at Johns Hopkins University Bloomberg School of Public Health’s Centre for American Indian Health.
Joe Gallagher. Ancestral name Kwunuhmen is Coast Salish of Tla’Amin First Nation ancestry and serves as the chief executive officer for the First Nations Health Authority. Over the past decade, Joe was a lead in the formation of a new health governance partnership between BC First Nations, the province of BC, and the government of Canada which included the negotiation of the successful transfer of federal health services to BC First Nations control. This work, a first for Canada, led to the formation of the First Nations Health Authority, a wellness organization driven by the First Nations holistic and traditional perspective of health and wellness. A senior leader in health for the past 10 years, Joe brings over 25 years’ experience in community development, intergovernmental affairs and negotiations. Throughout his career, Joe has worked with all levels of government, First Nations communities and organizations in both rural and urban settings.

Ted Quewezance. Chair of the Senate of the Federation of Sovereign Indigenous Nations of Saskatchewan, is a past First Nations Chief of Keeseekoose First Nation, businessman, policy-advisor and advocate for Reconciliation. In recognition of his four decades of work on residential schools, Senator Quewezance was appointed by the Assembly of First Nations to ensure action on the Truth and Reconciliation Calls to Action on Health. Through the appointment he has brought together academics, administrators, health professionals and governments to find actionable ways to implement community priorities to close the gap in Indigenous health disparities. Senator Quewezance is the Assembly of First Nations representative in the Indigenous Health Alliance, a collaboration of more than 150 First Nations working towards Indigenous health transformation. He is a current board member of several non-profits and continues to volunteer with his home community.

Award-winning journalist Duncan McCue is the host of CBC Radio One Cross Country Checkup. Duncan was a reporter for CBC News in Vancouver for over 15 years. Now based in Toronto, his news and current affairs pieces continue to be featured on CBC’s flagship news show, The National.

Duncan’s work has garnered several Radio Television Digital News Association and Jack Webster Awards. He was part of a CBC Aboriginal investigation into missing and murdered Indigenous women that won numerous honours including the Hillman Award for Investigative Journalism. Duncan has spent years teaching journalism at the UBC Graduate School of Journalism and was recognized by the Canadian Ethnic Media Association with an Innovation Award for developing curriculum on Indigenous issues. He’s also an author, his book The Shoe Boy: A Trapline Memoir recounts a season he spent in a hunting camp with a Cree family in northern Quebec as a teenager.

He was awarded a Knight Fellowship at Stanford University in 2011, where he created an online guide for journalists called Reporting in Indigenous Communities (riic.ca). Before becoming a journalist, McCue studied English at the University of King’s College, then Law at UBC. He was called to the bar in British Columbia in 1998.

Duncan is Anishinaabe, a member of the Chippewas of Georgina Island First Nation in southern Ontario, and a proud father of two children.
The Great Canadian Healthcare Debate

HealthCareCAN and the Canadian College of Health Leaders are delighted to host the 3rd Great Canadian Healthcare Debate. Last June, we heard loud and clear from NHLC 2016 delegates that our new debate format resulted in a much stronger event. Building on this success, we are now working to ensure that the 2017 debate is equally engaging!

Those who register by the early bird deadline will be invited to vote to identify the top five motions. On June 12th (day one of the conference), delegates will then vote to identify the top three motions. On June 13th, sponsors of the top three motions will take part in a lively debate that provides an opportunity for conference co-hosts Dr. Brendan Carr and Ms. Dianne Doyle and other conference delegates to contribute to the discussion.

Jeffrey Simpson, the former Globe and Mail’s national affairs columnist and author of Chronic Condition: Why Canada’s Health Care System Needs to be Dragged into the 21st Century, will be moderating the 2017 Debate.

After the debate of the top 3 motions, Mr. Simpson will be asking delegates to debate the following question: If you could prioritize just one resolution, which one would it be? – a challenging question, no doubt, given the many competing priorities in today’s health system.

Tony Dagnone, FCCHL, FACHE, has once again led a distinguished Policy Resolution Committee* through a careful assessment of the motions and identified those with the greatest potential to transform service delivery, impact the population or system performance, generate public interest and be actionable by health leaders. We called on Canadian health leaders, from emerging to seasoned, to let us know – What compelling and potentially controversial policy resolutions will make an important impact on the health system?

The National Health Leadership Conference partners are committed to ensuring that priority motions adopted at the Great Canadian Healthcare Debate move forward.

Join us at the Great Canadian Healthcare Debate where you can participate in this unique opportunity to debate and advance priority policy resolutions!

Host
Tony Dagnone, FCCHL, FACHE – Chair, NHLC Policy Resolution Committee

Moderator
Jeffrey Simpson – The Globe and Mail’s former National Affairs Columnist

*Policy resolution committee members – Mr. Tony Dagnone, FCCHL, FACHE (Chair); Dr. Brendan Carr, CHE; Mr. Patrick Dumelie; Ms. Tracy Kitch; Mr. Greg Lawrie, CHE; Dr. Bernard Leduc; Ms. Sharon Nettleton; Ms. Wendy Nicklin, CHE, FACHE; Ms. Jennifer Pougnet, CHE; Ms. Chris Power, CHE; Mr. Michael Redenbach and Ms. Jennifer Verma.

NHLC: Mr. Ray Racette, CHE; Mr. Bill Tholl

Debate exclusive sponsor: aramark
Tony Dagnone is a Fellow of both the Canadian College of Health Leaders and the American College of Healthcare Executives. He has served in the capacity of president/CEO of Saskatoon’s Royal University Hospital and London Health Sciences Centre for over 30 years.

Over his career, he has held a number of roles in numerous provincial and national organizations including chair of Canadian College of Health Leaders, chair of Ontario Hospital Association, chair of Change Foundation, and Board member of Cancer Care Ontario.

In 2008, he was appointed Commissioner of Saskatchewan’s Patient First Review by the provincial government.

Currently, Tony serves as Independent Director of Medbuy Corporation, on the Board of London Health Sciences Centre Foundation and is a board member of Pacific & Western Bank. He advises several national corporations involved in the healthcare enterprise.

His past community work includes: Chairman of Saskatoon’s 100th Anniversary Celebrations in 1982, Chairman of 1989 Canada Games and he regularly presides over the Citizenship Court Ceremony in south west Ontario.

In recognition of his volunteer work in both sports and healthcare, he was granted the Order of Canada in 1991. He was also the recipient of the Queen’s Jubilee Medal in 2003.

Jeffrey Simpson, the former Globe and Mail national affairs columnist (a position he held for 32 years), has analysed many of the major political, social and economic issues of our time. The author of eight books, including Chronic Condition: Why Canada’s Health Care System Needs to be Dragged into the 21st Century, which won the $50,000 Donner Prize for the best book on public policy, Simpson is a sought-after speaker at major conferences nationally and abroad.

Simpson is currently a senior fellow at the School of Public and International Affairs at the University of Ottawa. He has also been an adjunct professor at the Institute of Policy Studies at Queen’s University. He was a John S. Knight fellow at Stanford University, a Skelton-Clark fellow and Brockington Visitor at Queen’s University, and a John V. Clyne fellow at the University of British Columbia, among other postings.

Simpson has won all three of Canada’s major writing prizes: the Governor-General’s award for nonfiction writing; the National Magazine Award for political writing; and the National Newspaper Award for column-writing. He has also won the Hyman Solomon Award for excellence in public policy journalism, and the Arthur Kroeger prize for public discourse.

Simpson was made an Officer of the Order of Canada in 2000 for his contribution to journalism, and has received seven honorary degrees from Canadian universities. His views have been published in Saturday Night, The Report on Business Magazine, The Journal of Canadian Studies and The Queen’s Quarterly.
A leadership journey

Join us as Arlene Dickinson shares her personal stories and leadership journey to success. Arlene encourages a leadership approach that blends business and life skills, and most importantly, relies on genuine face-to-face or voice-to-voice communication. She will inspire you to foster innovation and strengthen communication and collaboration with patients and their families to lead to better health outcomes and patient experience.

Speaker
Arlene Dickinson – Dragons’ Den Personality, Entrepreneur, Marketing Communications Expert

Arlene Dickinson is one of Canada’s most renowned independent marketing communications entrepreneurs. As CEO of Venture Communications, her creative and strategic approach has turned the company into a powerhouse with a blue chip client list. She is also the CEO of YouInc.com, a company she founded in 2012 that is dedicated to serving and investing in entrepreneurs and the entrepreneurial lifestyle.

Ms. Dickinson is best known to Canadians as one of the venture capitalists on the award-winning CBC series Dragons’ Den, The Big Decision and marketing expert on Recipe to Riches. She is the author of two books, the number one bestselling book, Persuasion and her most recent best-selling release, All In.

Her success and leadership has been recognized with multiple honours and awards including: Canada’s Most Powerful Women Top 100, the Pinnacle Award for Entrepreneurial Excellence, RBC Top 25 Canadian Immigrant Award Winner, as well as PROFIT and Chatelaine’s TOP 100 Women Business Owners.

A generous philanthropist, supporter of many important causes and mother of four and grandmother of five, Ms. Dickinson is proud to be the national spokesperson for The Breakfast Clubs of Canada since 2010. She is an Honorary Captain of the Royal Canadian Navy and is the recipient of honorary degrees from Mount Saint Vincent University, Saint Mary’s University and the Northern Alberta Institute of Technology. She sits on the Leadership Council of the Perimeter Institute for Theoretical Physics and is the proud recipient of The Queen Elizabeth II Diamond Jubilee Medal.
The end of Personality Stereotypes

The Pearman Personality Integrator® is a scientifically validated assessment that generates over one million profiles of personality type, taking a deep look into personality in one’s natural state and how one behaves in their profession, at home, or socially. The Pearman FlexIndex™ then measures how one leverages psychological resources to be adaptable and flexible to everyday situations leading to coaching and development opportunities. Learn more and find out how to become certified at MHS.com/Pearman.
HEALTH LEADERS COACHES’ CORNER

Take your leadership to the next level. Come and speak with leaders from across Canada in a one-on-one setting. Hear personal leadership 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 relaxed surroundings.

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 two coaching sessions. Don’t be disappointed, register early to secure your spot. Stay tuned for more information.

Sponsored by: Roche

Excellence in health leadership awards
We are pleased to profile the 2017 recipients from the Canadian College of Health Leaders national awards programs and the 2017 recipient of HealthCareCAN’s Legacy of Leadership award. Please be sure to visit our Excellence in health leadership electronic posters during the conference.

Concurrent sessions
Plan your conference experience ahead of arriving in Vancouver. Learn more about this year’s concurrent sessions by reading session descriptions and abstracts at www.nhlc-cnls.ca.

This program is subject to change without notice.

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 conference app. Watch for details!
**BREAKFAST SESSIONS**

**MONDAY, JUNE 12 | 07:15 – 08:15**

**Adding value by professionalizing the practice of leadership**

Established in 1970, the College Canadian College of Health Leaders’ role is evolving and the College is putting its vision of Advancing Leadership: Shaping Health Systems into practice. Join us to learn how the College is contributing to health system transformation and professionalizing of leadership through its work as we answer the questions: What value does the use of the LEADS in a Caring Environment framework as a common language bring to leadership in Canada? How is the use of LEADS changing leadership practice in Canada? Can a LEADS lens be used to advance improvements in challenging agendas? Can patient safety be enhanced by reframing the role of senior leadership and governance and their importance for enabling cultures that focus on safety and improvement?

Please RSVP to blavoy@ccchl-ccls.ca to attend this session.

**Panelists**

- **Brenda Lammi** – Director, LEADS Operations, Canadian College of Health Leaders
- **Sylvie Deliencourt** – Director, Certification, Leadership Development and Chapter Support, Canadian College of Health Leaders
- **Ray Racette, CHE** – President and CEO, Canadian College of Health Leaders

*Sponsored by: Roche*

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**Critical infrastructure and cyber security: Risks and potential responses for the health sector**

Hospitals and other healthcare facilities provide essential services to Canadians. The healthcare system is increasingly vulnerable to critical infrastructure risks that could compromise the ability of the system to do its job of caring for patients in times of need. These risks run the gamut from natural disasters, power failures and disease outbreaks to degrading physical plant infrastructure, cyber attacks and acts of terror. Any of these events can cripple Canada’s healthcare system and threaten the health and safety of Canadians. Canada’s hospitals and healthcare facilities are taking important steps to respond to these challenges. The system needs to be prepared to respond to these threats when they arise.

Join HealthCareCAN, representatives from Public Safety Canada and experts from the field at this breakfast panel on critical infrastructure and cyber security. Learn about the federal mandate around critical infrastructure and cyber security and how this translates to the health sector. Hear what key informants had to say about the risks and vulnerabilities facing the healthcare sector and our state of readiness for addressing threats. Learn also what HealthCareCAN members had to say about the importance of cyber security and the incidence of cyberattacks in their facilities. And join our discussion on where Canada’s healthcare organizations can move forward on modernizing critical infrastructure assets and systems to ensure a more secure healthcare system for all.

Click [here](#) to register.

**Speakers**

To be confirmed.
**MONDAY, JUNE 12 | 07:15 – 08:15**

**Improving medication management and safety through PrescribeIT™, a multi-jurisdiction e-prescribing service**

Medication management is an area of increasing concern for Canada’s healthcare leaders. Prescription drug abuse – now a leading public health and safety concern for all jurisdictions – results in lost productivity, crime and adverse health outcomes. Between 2000 and 2010, Canadians’ use of prescription opioids increased by 203% and today Canada is the world’s second largest per capita consumer of narcotics and prescription opioids. In response, Minister of Health Dr. Jane Philpott has launched Canada’s Action on Opioid Misuse, and as part of that, has called for the creation of Infoway’s e-prescribing service to help reduce opioid misuse. Start your day by learning about the significant progress made on PrescribeIT™, Infoway’s multi-jurisdiction e-prescribing service that will enable prescribers to electronically transmit a prescription to a patient’s pharmacy of choice while safeguarding personal health information. The session will also highlight Infoway’s contribution to Health Canada’s Joint Action Plan to Address the Opioid Crisis.

Click [here](https://www.confmanager.com/main.cfm?cid=2966&tid=32) to register.

**Speakers**

Michael Green – President and CEO, Canada Health Infoway

Bobbi Reinholdt – Division Executive, e-Prescribing, Canada Health Infoway

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**Using patient-reported data to improve patient-centred, value-based care**

This session will showcase results from international and national patient-reported experience surveys and feature examples of:

- How this data is being used in health care systems; and
- How patient-reported experience measures (PREMs) can inform patient-centred, value-based care delivery and inform clinical and policy decision-making.

CIHI’s leadership in the areas of standards development, uptake and use will also be highlighted. As well, participants will be treated to a look at results of the first pan-Canadian PREMs survey for approximately 5 jurisdictions and at how patient care experiences compare internationally and nationally.

To register for the CIHI education session, contact us at conferences@cihi.ca.

**Presenters**

Kathleen Morris – Vice President, Research and Analysis, Canadian Institute for Health Information

Kira Leeb – Director, Health System Performance, Canadian Institute for Health Information

External Stakeholder (TBC)
Breakfast sessions
Tuesday, June 13 | 07:15 – 08:15

What are the key ingredients in a secret sauce for leadership development?
The Canadian Health Leadership Network (CHLNet), a value network of 40 organizations from across the country, believes health leadership is a key enabler of health system performance and transformation. Canadian healthcare is often cited as being innovation rich and spread poor. Leadership is seen to be an essential ingredient in creating an environment for change but how do we do this? Join us to hear from several of CHLNet’s partners where leadership development is thriving and is a key strategy for transformation. Engage in a conversation with us about the key ingredients in the secret sauce for maximum impact of leadership development: so that we can begin to develop an evidence-based approach that best builds value for the system (and stops doing the things that don’t work!).

Please RSVP to Lynda Becker, CHLNet lbecker@chlnet.ca to attend this session.

Speakers
Gillian Kernaghan – CEO St. Joseph’s Health Care, London
Graham Sher – CEO Canadian Blood Services
Valerie St. John – Lead, BC Health Leadership Development and Engagement Collaborative
Kelly Grimes – Executive Director, CHLNet
and other CHLNet Partner Organizations (to be confirmed)

The By Health, for Health Collaborative – Taking action toward creating psychologically healthy and safe Canadian healthcare settings

In June 2016 the By Health, for Health Collaborative was formed to advance workplace psychological health and safety in Canadian healthcare settings. In partnership with HealthCareCAN and the Mental Health Commission of Canada, membership in the Collaborative encompasses over 20 hospitals and healthcare organizations from across Canada. This accounts for nearly 270,000 health sector employees (including physicians and nurses) across 10 provinces and one territory.

The Collaborative wants to share its experience, its vision, and its plans with you. Hear about the concrete actions and commitment of the Collaborative to lead the advancement of mental health in Canadian healthcare settings. Learn from champion organizations and dedicated emerging champions that are blazing the trail. Connect with other health leaders who have the same priorities and interests as you. Return to your organization with a better understanding of what’s at stake for your organization, your employees and ultimately your patients. Learn how you can begin to move the markers and learn about the tools and resources that will help. Join us and declare your commitment to making Canadian healthcare settings psychologically healthy and safe places for our employees!

Click here to register.

Speakers
Bill Tholl – President and CEO, HealthCareCAN
Ed Mantler – Vice President, Programs and Priorities, Mental Health Commission of Canada
Sandy Coughlin – Providence Health Care, Member Co-Chair, By Health, for Health Collaborative
Matt Snyder – Peterborough Regional Health Centre, Member Co-Chair, By Health, for Health Collaborative
MONDAY JUNE 12 | 17:15 – 18:30

**Chairs’ reception**

Susan Owen, CHE, Board Chair of the Canadian College of Health Leaders and Michael Marchbank, CHE, Board Chair of HealthCareCAN, 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: To be confirmed.*

**STUDY TOUR**

SUNDAY JUNE 11 | 12:45 – 15:30

**BC Cancer Agency – Vancouver Centre**

As part of this tour you will visit the Radiation Therapy Program, PET CT Scan, Ambulatory Care, and the Cyclotron where BCCA creates the radioisotopes necessary for the PET CT Scanner imaging.

You will visit the BC Cancer Agency’s Vancouver Centre which has provincial responsibility for cancer care for the province. The BC Cancer Agency includes six cancer centres that deliver chemotherapy and radiation therapy and 33 Community Oncology Network clinics that provide chemotherapy and follow-up closer to home in each of the BC Health Authorities. As part of this tour, you will visit Radiation Therapy, PET CT Scan, ambulatory care and the cyclotron. BC Cancer Agency is committed to ensuring that patients and families receive the best experience possible care despite the circumstances of having cancer. You will see how innovative BCCA is with ensuring that patients receive safe, quality physical care as well as significant emotional support. All of our staff are specifically trained to assist patients with emotional support and offer services that patients/families are able to access to improve their emotional well-being.

This tour is limited to 30 participants and the cost to participate is $50.00 + GST, including transportation.
The National Health Leadership Conference will take place June 12 – 13 at the Westin Bayshore, 1601 Bayshore Drive, Vancouver, BC.

REGISTRATION INFORMATION

Registration is only available online at www.nhlc-cnls.ca.

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

CONFERENCE REGISTRATION FEES

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<thead>
<tr>
<th>Registration Type</th>
<th>Fee</th>
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<tbody>
<tr>
<td>Early Bird Fee*</td>
<td>$865 + GST</td>
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<tr>
<td>Regular Fee</td>
<td>$965 + GST</td>
</tr>
<tr>
<td>Student Fee**</td>
<td>$310 + GST</td>
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<tr>
<td>One Day Registration</td>
<td>$650 + GST</td>
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Members of the Canadian College of Health Leaders and HealthCareCA are entitled to a $50 discount.

* Registration fees must be received or postmarked no later than April 28, 2017, 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 28, 2017. Registration fees will be refunded minus a $250.00 (+ GST) administrative fee. There will be no refunds for cancellation requests received after April 28, 2017.

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

The NHLC Planning Committee reserves the right to make changes in programs and speakers, or to cancel the conference if registration targets are not met or when conditions beyond its control prevail. If the conference is not held for any reason, the NHLC Secretariat’s liability is limited to the refund of the registration fee only.

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 28, 2017. Substitution requests received after April 28, 2017 will incur a $75.00 (+ GST) processing fee.

REGISTRATION AND INFORMATION DESK HOURS
The Westin Bayshore
Sunday, June 11 12:00 - 17:30
Monday, June 12 07:00 - 17:30
Tuesday, June 13 07:00 - 17:00
**Photo/video release**
The NHLC Secretariat will take photographs and some video at the 2017 National Health Leadership Conference and utilize them in NHLC news or promotional material whether in print, electronic, or other media including the NHLC website. By participating in the 2017 National Health Leadership Conference, you grant the NHLC the right to use your photograph for such purposes.

**NHLC privacy policy**
The National Health Leadership Conference (NHLC) collects information through registration forms for planning purposes, for providing information to delegates about the conference, and for completion of registration, name badges and delegate lists. In delivering this conference, the NHLC is supported by sponsors. As part of that support, if a delegate consents during the registration process, then his/her complete contact information will be made available to the sponsors.

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**ACCOMMODATION**

A limited number of guest rooms are being held at The Westin Bayshore. Please refer to the accommodation and transportation section of the conference web site for full details, www.nhlc-cnls.ca. Reservations must be made by **May 8, 2017**, to benefit from the conference rates.

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**AIR TRAVEL**

**Air Canada**

Air Canada has been appointed the official airline for the 2017 National Health Leadership Conference. Air Canada is pleased to offer you special discounts on fares. To book a flight with the promotion code **CQCNPER1**, access [www.aircanada.com](http://www.aircanada.com) and enter the code in the promotion code field before initiating your search.

**WestJet**

West Jet is pleased to offer a 10% discount on applicable fares by utilizing coupon code **GG5KPAM**. To book reservations using the discount code, please visit [www.westjet.com](http://www.westjet.com). Travel agents may visit [www.westjet.com/agentweblink](http://www.westjet.com/agentweblink) to book using promo code **YVR01**.
SPONSORSHIP AND ADVERTISING OPPORTUNITIES

Become a corporate sponsor of the 2017 National Health Leadership Conference. An extensive range of benefits is 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, Lead, Sponsorship, NHLC Secretariat
Tel: 613-235-7218 or 1-800-363-9056 (ext. 235)  |  E-mail: jcleroux@cchl-ccls.ca

CONTACT INFORMATION
For general information, please contact:

NHLC Secretariat
Tel: 613-235-7218 or 1-800-363-9056 (ext. 237)
E-mail: info@nhlc-cnls.ca
TOGETHER, WE WILL COLLABORATE WITH HEALTHCARE SYSTEMS AND PROVIDERS TO HELP IMPROVE HEALTHCARE — TO GET THE RIGHT TREATMENT TO THE RIGHT PATIENT AT THE RIGHT TIME.

Learn more at Medtronic.ca
Canadian College of Health Leaders
The Canadian College of Health Leaders 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 framework, a leader is anyone with the capacity to influence others to work together constructively. Through credentialing, 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 21 chapters across the country and representing more than 3,200 members and 80 corporate members, the College offers a range of programs and services, including capabilities based credentialing, professional development for Canadian health leaders, and a nationwide career network.

Visit [www.cchl-ccls.ca](http://www.cchl-ccls.ca) for more details. Follow us on Twitter @CCHL_CCLS.

HealthCareCAN
HealthCareCAN is the national voice of healthcare organizations across Canada. We foster informed and continuous, results-oriented discovery and innovation across the continuum of healthcare. We act with others to enhance the health of the people of Canada; to build the capability for high quality care; and to help ensure value for money in publicly financed, healthcare programs.

Learn more about our solutions to health system challenges by visiting our website [www.healthcarecan.ca](http://www.healthcarecan.ca). Follow us on Twitter @HealthCareCAN and on Facebook at [www.facebook.com/healthcarecan.soinssantecan/](http://www.facebook.com/healthcarecan.soinssantecan/)