Healthcare innovation: Advancing better outcomes and economic growth
Sodexo’s commitment to best practices, innovation and operational excellence supports the mandate of the Canadian College of Health Leaders as we navigate through the challenges and opportunities of today’s health care system.

www.sodexo.ca
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 and debate the challenges facing both policy-makers and health leaders changing health service delivery;
• Discuss types of innovation and new technologies that can help to transform 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 reference models; and
• Be better equipped to address system transformation challenges.
The National Health Leadership Conference gratefully acknowledges the generous support of its sponsors.

**TITLE SPONSOR**

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**PLATINUM**

ACCREDITATION CANADA

Dignity Health

MEDAVIE

**GOLD**

BLG

Inforoute Santé du Canada

Canadian Foundation for Healthcare Improvement

CMEPP

Canadian Partnership Safety Institute

CPSI-ICSP

Institut canadien pour la sécurité des patients

workforceedge

TRAINING
We are pleased to co-present the 2019 National Health Leadership Conference (NHLC) and invite you to join us at this prestigious event to be held in Toronto, 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 **Healthcare innovation: Advancing better outcomes and economic growth**.

Health leaders will examine how they should prepare for a new technologically advanced and evolving medical landscape amid disruptive innovation and informed by artificial intelligence. Key issues to be examined include:

- **Healthcare organizations of the future and smart healthcare centres** – What can leaders do to rethink the status quo? What will hospitals look like in the future? How can leaders envision a future where hospitals integrate seamlessly with home healthcare? How can leaders adapt to the use of remote sensing capabilities, smart devices for monitoring health, and cloud data?
- **Big data and predictive analytics** – How can big data assist in predicting a patient’s health? How can this be done efficiently while addressing privacy concerns?
- **Cybersecurity threats and patient safety risks** – How should leaders prepare for threats to patient safety and privacy in a new digitized and networked landscape?
- **Measuring for improvement using leadership metrics and performance measures** – How can we challenge and improve the leadership status quo by harnessing data? How do we ensure that progress is continually being made and future technologies are being adapted?
- **The role of healthcare organizations as economic drivers** – How can healthcare drive the economy? How can innovation in the healthcare system be seen as an economic driving force? How should industry and government work together to push for improved population health outcomes?
- **Personalized medicine** – How can health leaders facilitate the shift to more targeted interventions and better outcomes for patients based on their unique physiology?

Join us at NHLC 2019 – a pivotal opportunity for health leaders to come together to identify, examine, learn and debate the winning conditions for improving the health of all Canadians.

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**Invitation from the conference partners**

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Paul-Émile Cloutier, MHA, M.Pol.Sc., H.H.A.
President and CEO
HealthCareCAN

Alain Doucet, MBA
President and CEO
Canadian College of Health Leaders

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Pantone 7463 | CMYK: 100, 43, 0, 63  
Pantone 361 | CMYK: 69, 0, 100, 0
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, innovation in digital health technology, improved patient experience as well as will engage participants in discussion; and
- Concurrent sessions will feature panel presentations, workshops, rapid fire presentations, and oral abstract presentations, grouped by topic. 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 **12 Category I credits** for NHLC conference and **1 MOC Category I credit** for June 10th breakfast session and **1 MOC Category I credit** for June 11th breakfast session and **1 MOC Category I credits** for the June 9th Study Tour towards their maintenance of certification requirement.

Simultaneous interpretation will be provided for plenary sessions and the francophone sessions. Sessions with interpretation are identified with a headset 🎧.
I’m the key to making me better because I have all the hidden information.

This June, let’s talk about People-Centred Care. See you at NHLC.
Best medicine.
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Dignity Health
Physicians | Nurses | Hospitals
THE TYPES OF PRESENTATIONS ARE COLOUR CODED.

- **Oral abstract**
- **Panel**
- **Workshop**
- **Rapid Fire**

LEADS DOMAINS:

- **LS** - Lead Self
- **DC** - Develop Coalitions
- **EO** - Engage Others
- **AR** - Achieve Results
- **ST** - Systems Transformation

TARGET AUDIENCE:

- Emerging leaders
- Industry
- Middle managers
- Senior leaders
- CEOs
- 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.

CHE – Certified Health Executive®

FCCHL – Fellow of the Canadian College of Health Leaders

– simultaneous interpretation

**SUNDAY, JUNE 9, 2019**

09:30 – 11:30  
**Study tour: Hillcrest Reactivation Centre: An innovative transition option for patients not ready for home**  
(Limited to 20 participants) Pre-registration required, details on page 24.

10:00 – 10:30  
**HealthCareCAN – Annual general meeting**

12:00 – 17:00  
**Registration**

13:30 – 15:00  
**CCHL – Annual general meeting and ceremonies**

15:00 – 16:00  
**CCHL/HealthCareCAN Reception**

17:30 – 23:00  
**CCHL – Honouring Health Leadership event**  
(Please visit www.cchl-ccls.ca to register.)

**MONDAY, JUNE 10, 2019**

07:00 – 17:00  
**Registration**

07:15 – 08:15  
**BREAKFAST SESSIONS**  
(Pre-registration required, see details on page 25)

07:00 – 08:15  
**Continental breakfast – Exhibit viewing**  
Sponsored by: HealthPRO

08:30 – 09:15  
**PLENARY**  
**Welcome and opening ceremonies**  
Sponsored by: HealthPRO

09:15 – 10:15  
**PLENARY**  
**Healthcare innovation - Advancing better outcomes and economic growth**  
Sponsored by: HealthPRO

10:15 – 10:45  
**Networking break – Exhibit viewing**
10:45 – 11:45  **CONCURRENT SESSIONS**

**LS/ST** 1  Technology in healthcare: Are we all on the same page?  (Introductory)

**AR** 2  Strategic planning from the inside-out: How to use the voice of the patient as a differentiator  (Advanced)

**DC** 3  Virtual health: Impossible without patients – Panel perspectives from a patient, a provider and a health sciences specialist  (Introductory/Intermediate)

**ST** 4  System transformations: Building a regional system of reintegration programs to support transition of ALC patients into the community  (Intermediate)

**AR** 5  Measuring for improvement using leadership metrics and performance measures  (Intermediate)

**EO/ST** 6  Healthcare organizations of the future and smart healthcare centres  (Intermediate)

**ST** 7  Devenir un système de santé apprenant : la stratégie d’un réseau de santé au Nouveau-Brunswick  (Introductory)

**LS** 8  Coaches’ corner  |  Sponsored by: Roche

11:50 – 13:20  **Luncheon**

Presentation of the Robert Wood Johnson Awards  
Sponsored by: Johnson & Johnson Medical Devices Companies

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

**AR** 9  Amélioration des systèmes  (Introductory)

**AR** 10  Outcomes in focus: How to drive improvement by using your data to focus on the vital few factors with the greatest impact on your key goals  (Intermediate)

**ST** 11  Circles of Change workshop – Bringing Indigenous-inspired co-design to your organization  (Intermediate)

**DC** 12  Advancing better health outcomes by focusing on change. Partnerships, power and professionals. The role of physicians in healthcare reform  (Introductory)

**ST** 13  Creating health-literate care organizations  (Intermediate)

**ST** 14  Cellular Model/Patient First System Management  (Introductory)

**DC** 15  Leveraging partnerships to support large-scale adoption of quality and safety best practices  (Intermediate)

**LS** 18  Coaches’ corner  |  Sponsored by: Roche

15:00 – 15:30  **Networking break – Exhibit viewing**

15:30 – 17:00  **PLENARY**  
Great Canadian Healthcare Debate  
Sponsored by: Aramark Healthcare

17:00 – 18:30  **Chairs’ reception**

18:30 – 22:30  **Optional social event – Taste of Toronto**  (Pre-registration required, see details on page 30.)

This program is subject to change without notice.
**TUESDAY, JUNE 11, 2019**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>07:00 – 17:00</td>
<td>Registration</td>
</tr>
<tr>
<td>07:15 – 08:15</td>
<td><strong>BREAKFAST SESSIONS</strong> (Pre-registration required, see details on page 27.)</td>
</tr>
</tbody>
</table>
| 07:15 – 08:15 | The application of LEADS at AHS: Leadership development linked to performance and organizational priorities  
|              | Presented by: Canadian College of Health Leaders  
|              | Sponsored by: Roche  
| 07:15 – 08:15 | Learning from excellence in people-centred care and engagement  
|              | Presented by: HealthCareCAN  
| 07:15 – 08:15 | A Pan-Canadian perspective on actioning integrated, people-centred health and social services  
|              | Sponsored by: Accreditation Canada/HSO  
| 07:15 – 08:15 | Health in 2040: 10 archetypes that could define the future of health  
|              | Sponsored by: Deloitte  
| 07:15 – 08:15 | Canada's healthcare system of the future: Collaborative, transformative, innovative  
|              | Sponsored by: Medavie  
| 07:15 – 08:15 | Continental breakfast – Exhibit viewing  
|              | Sponsored by: HealthPRO  
| 08:30 – 08:45 | **PLENARY** Welcome remarks and presentation of the Legacy Leadership Award  
| 08:45 – 10:30 | **PLENARY** Unleashing the power of innovation: Perspectives on digital health  
| 10:30 – 11:00 | Networking break – Exhibit viewing  
| 11:00 – 12:00 | **CONCURRENT SESSIONS**  
| **ST** 17 | It takes a (Health Care) Village: Panel on innovative leadership in an integrated community and hospital master plan (Advanced)  
| **ST** 18 | Collaboration to improve the patient experience (Intermediate)  
| **ST** 19 | Caring for healthcare workers, a vision for the future (Intermediate)  
| **ST** 20 | Intentional digital health solutions: Building a culture of safety and highly reliable care (Introductory / Intermediate / Advanced)  
| **ST** 21 | Going past the customer-vendor mindset (Intermediate)  
| **ST** 22 | The important role of leadership in transforming palliative care in Canada (Introductory)  
| **ED** 23 | The Rural Road Map for Action: Health organizations working together to enhance healthcare close to home and stimulate rural and remote Canada’s economic potential (Introductory)  
| **DC/ED/LS/ST** 24 | Healthcare organizations of the future and smart healthcare centres (Introductory / Intermediate / Advanced)  
| 12:00 – 13:30 | Luncheon  
|              | Presentation of 3M Health Care Quality Team Awards  
|              | Sponsored by: 3M Health Care  

**PANTONE** 7463 | CMYK: 100, 43, 0, 63  
**PANTONE** 361 | CMYK: 69, 0, 100, 0
### PROGRAM-AT-A-GLANCE

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>13:45 – 15:15</td>
<td><strong>CONCURRENT SESSIONS</strong></td>
</tr>
<tr>
<td>AR 25</td>
<td>Measuring for improvement using leadership metrics and performance measures (Intermediate)</td>
</tr>
<tr>
<td>ST 26</td>
<td>Empowering women leaders in health</td>
</tr>
<tr>
<td>DC 27</td>
<td>Working with funders and innovators to create a testing bed environment in a clinical setting for achieving evaluation outcomes and informing commercialization (Advanced)</td>
</tr>
</tbody>
</table>
| AR 28        | Leading practices in patient engagement for improved patient safety  
*Sponsored by: Health Standards Organization, Canadian Patient Safety Institute and HealthCareCAN* (Introductory) |
| ST 29        | Value by design: Identifying promising innovations in a Canadian context (Introductory) |
| DC 30        | Integrative long-term care exploring homes to hubs and seniors campuses (Intermediate) |
| ST/AR 31     | Healthcare organizations of the future and smart healthcare centres  
*Sponsored by: Health Standards Organization, Canadian Patient Safety Institute and HealthCareCAN* (Introductory / Intermediate / Advanced) |
| ST 32        | System transformation  
*Sponsored by: Health Standards Organization, Canadian Patient Safety Institute and HealthCareCAN* (Introductory / Intermediate / Advanced) |
| 15:15 – 15:45| Networking break – Exhibit viewing                                       |
| 15:45 – 16:55| **PLENARY** Empowering a multi-generational workforce: Leveraging AI insights to enhance teamwork and engagement  
*Sponsored by: Cerner* |
| 16:55 – 17:00| **PLENARY** Closing remarks                                              |

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Canadian Foundation for Healthcare Improvement

Fondation canadienne pour l’amélioration des services de santé
**André Picard** is a health reporter and columnist for *The Globe and Mail*, where he has been a staff writer since 1987. He is also the author of five bestselling books.

André is an eight-time nominee for the National Newspaper Awards, Canada’s top journalism prize, and past winner of prestigious Michener Award for Meritorious Public Service Journalism.

He was named Canada’s first “Public Health Hero” by the Canadian Public Health Association, as a “Champion of Mental Health” by the Canadian Alliance on Mental Illness and Mental Health, and received the Queen Elizabeth II Diamond Jubilee Medal for his dedication to improving healthcare.

André is a graduate of the University of Ottawa and Carleton University, and has received honorary doctorates from six universities, including UBC and the University of Toronto.

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**A Bold New Direction**

We know the challenges around patient safety. Now is the time to take action and implement solutions.

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- Through shared strategies based on demonstrating what works
- By strengthening our commitment to improved results – nationwide

- Implement
- Raise the Profile
- Share with Purpose

- Evaluate
- Transparency
- Commitment

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PLENARY PRESENTATIONS

MONDAY, JUNE 10  |  09:15 – 10:15

Healthcare innovation - Advancing better outcomes and economic growth

How can leaders advance better outcomes and economic growth? It starts with our mindset. Sue Paish, CEO of the new Digital Technology Cluster will share her insight and experience on transformation and innovation in health, the life sciences and other sectors. She will share success stories and highlight the importance of collaboration across sectors and industry to achieve results that will positively impact health in Canada.

SPEAKER

Sue Paish – CEO, Digital Technology Cluster

Sue Paish has led transformation and innovation across professional services, healthcare and technology - driving business growth, and leading large-scale organizational change. Sue is the inaugural CEO of Canada’s Digital Technology Supercluster – one of the most innovative and meaningful initiatives for the Canadian economy in a generation.

Sue was one of Canada’s foremost employment and labour law lawyers, and the youngest managing partner at her firm where she oversaw the firm’s growth across three continents, leading it through one of the most significant mergers in the country. She seamlessly transitioned to corporate leadership, first as the CEO of Pharmasave, Canada’s largest chain of independent retail pharmacies and then as CEO of LifeLabs Diagnostic Laboratories, where she doubled the company’s size to create Canada’s largest diagnostic lab, while driving innovations in technology, genetics and stakeholder relations.

In her role as CEO of Canada’s Digital Technology Supercluster (CDTS), Sue will oversee innovative cross-sector projects and initiatives that will digitally transform Canada’s leading industries, create jobs and grow our economy. Together with the 350+ member organizations, CDTS will lead multi-dimensional collaborations producing innovative digital solutions to industry issues and capture new economy opportunities, making Canada a global leader in digital technology.

Sue has been recognized for community and business leadership with awards including: Honorary Doctorate of Technology (BCIT), UBC Faculty of Law Distinguished Alumni Award, YWCA Woman of Distinction, Queen’s Counsel, Hall of Fame for Canada’s Top 100 Most Powerful Women, and an Influential Women in Business Lifetime Achievement Award.
MONDAY, JUNE 10 | 15:30 – 17:00

The Great Canadian Healthcare Debate 🌱

HealthCareCAN and the Canadian College of Health Leaders are delighted to host the annual Great Canadian Healthcare Debate.

Building on the success of the past four years, the 5th annual Great Canadian Healthcare Debate will engage Canadians across the country beyond the four walls of the conference and report on progress action from the 2018 winning resolution: “Universal mental healthcare”.

With the 43rd Canadian federal election looming as an important opportunity to drive health policy, the 2019 Great Canadian Healthcare Debate will be informed by a public opinion poll on Canadians’ greatest healthcare concerns. On the afternoon of June 10th (day one of the conference), three insightful debaters – one health leader, one provider and one patient – from across Canada will lead a lively debate engaging conference delegates in a discussion about the innovation and action needed now to transform health in Canada.

Be part of the Great Canadian Healthcare Debate where you can weigh in on the issues that matter most to health leaders, providers, patients and all Canadians!

MODERATOR
André Picard – Health Reporter and Columnist, The Globe and Mail

*Program and Policy Advisory Committee Members - Wendy Nicklin, CHE, FACHE (Chair); Roger A Boyer II, CHE; Diane Browne, CHE; Bonnie Cochrane, CHE; Stevie Colvin; Huda Idrees; Alice Kennedy, FCCHL; Jennifer McCue, CHE; Robin McGee; PJ Mierau; Patrick Dumelie; Dr. Bernard Leduc; Jennifer Pougnet, CHE; Chris Power, CHE; and Dr. Jennifer Zelmer

NHLC: Paul-Emile Cloutier; Alain Doucet; Jonathan Mitchell, CHE; and Claire Samuelson.

Debate exclusive sponsor: aramark
TUESDAY, JUNE 11 | 08:45 – 10:30

Unleashing the power of innovation: Perspectives on digital health

How can health leaders challenge the status quo? What will hospitals look like in the future? How can big data assist in predicting your health efficiently while addressing privacy concerns?

Addressing these questions and more, five health leaders from Canada, the United States and Australia will discuss their perspectives on how health leaders, providers and patients can harness the power and potential of digital health technologies to improve the health of Canadians now and into the future.

SPEAKERS
Tim Blake – Managing Director, Semantic Consulting
Dr. Michael Leonard – Managing Partner, Safe & Reliable Healthcare
Huda Idrees – Founder and CEO, Dot Health
Andrea Palmer – Founder and CEO, Awake Labs

MODERATOR
Vincent Dumez – Codirector, Centre of Excellence on Partnership with Patients and the Public, Faculty of Medicine and CHUM Research Center, University of Montréal

Vincent Dumez holds a finance degree and a master in science of management from Montreal’s international business school Hautes Études Commerciales (HEC). Until 2010, Mr. Dumez was an associate in one of Montreal’s most influential consulting firm where he acted as a senior strategic consultant. Suffering from severe chronic diseases for more than three decades, Vincent has been actively involved in the development of the ‘patient partner’ concept at Montreal University. This involvement has come forward through the completion of his masters dissertation on patient-doctor relationship, his contribution to the training of patients, his work on boards of healthcare organizations and his involvement as a speaker in International healthcare conferences. In 2010, Vincent founded and developed the patient partnership program at the Faculty of Medicine. He is now co-leading the Centre of Excellence on Partnership with the Patients and Public with Dr Philippe Karazivan, Dr Antoine Boivin and Dre Marie-Pascale Pomey.

Tim Blake is the Managing Director of Semantic Consulting, a consulting firm focused on leading digital change in healthcare. Tim helps organizations with digital health strategy, and is passionate about enabling engaged patients, the use of mobile solutions in health, consumer health technology, precision medicine, consumer genomics, pharmacogenomics and many other components of digital health that are disrupting healthcare in positive and exciting ways.

Tim has previously held roles in Australia as CIO of the Tasmanian Department of Health and Human, Director of Rural eHealth Strategy at NSW Health and Strategic Advisor at National E-Health Transition Authority (NEHTA) and the Commonwealth Department of Health.

Dr. Leonard, a founder of Safe & Reliable Healthcare, is a cardiac anesthesiologist by training, who spent 20 years with Kaiser Permanente, both in the Colorado region as a practicing clinician and leader, and 10 years as the National Physician Leader for Patient Safety across the Kaiser system. In 1999, he helped Kaiser forge a collaborative relationship with Dr. Robert Helmreich’s Human Factors Research Project, which was seminal in bringing Crew Resource Management into aviation, to work on the application of human factors teamwork and communication training into healthcare. Dr. Leonard is an Adjunct Professor of Medicine at Duke University School of Medicine.
Dr. Leonard has a deep interest in culture, leadership, teamwork and reliability in diverse areas of clinical practice. He has taught extensively throughout the Kaiser system and outside organizations in high-risk areas such as surgery, obstetrics, critical care and others to enhance safety. At the IHI, he has been active in several domains, including the Patient Safety Officer Training Course, Transforming Care at the Bedside, the Safer Patients Initiative in the United Kingdom, and Patient Safety Scotland.

In addition to teaching and lecturing widely, Dr. Leonard recently collaborated on a third book on patient safety, The Essential Guide for Patient Safety Officers that was published by the Institute of Healthcare Improvement and the Joint Commission.

Huda Idrees is the Founder and CEO of Dot Health, a real-time personal health data platform. With a background in engineering from the University of Toronto and a prolific career at some of Toronto’s best known startups including Wattpad, Wave, and Wealthsimple, her latest venture is transforming the way people access and control their own health information for good. Huda’s work has been featured in The Globe and Mail, Toronto Star, Metro News, CNBC, and Metro Morning. She has been recognized amongst the Top 5 CEOs in Toronto Life, a Top 25 Women of Influence in 2017, and named Top 30 under 30 by the Bay Street Bull in 2018. Huda serves on the Business Innovation and Development committee at Sinai Health System and on the Canadian Federal Economic Strategy Table for Health and Biosciences.

Andrea Palmer is the Founder and CEO of Awake Labs, a digital health company working to empower people with intellectual and developmental disabilities to live healthier and more independently. Awake Labs works in the areas of care coordination, mental health, and human-centered care. Andrea is passionate about addressing the gaps in mental healthcare for vulnerable and underserved populations.

Andrea has a background in engineering and business from UBC, where she was an active member of entrepreneurship@UBC and the MedTech Development Hub. In 2015, she completed the Global Solutions Program at Singularity University where she focused on leveraging AI to democratize healthcare globally.

She is a proud alumna of NEXT Canada’s Next36 program, where Awake Labs was named the Outstanding Venture of the year and Andrea received the Satchu Prize (2015). Andrea also completed the Creative Destruction Lab’s AI stream in 2018. Andrea has received Startup Canada’s Young Entrepreneur Award for BC & The North and represented Canada in Israel through the Start Tel Aviv competition.

As a young leader in the digital health industry, Andrea served as a member of the Canadian Federal Economic Strategy Table for Health and Biosciences.
Empowering a multi-generational workforce: Leveraging AI insights to enhance teamwork and engagement

Join us to build on your learnings at NHLC 2019 and leave with practical tools to implement in your organization.

In this session, we will explore the following:

- How is each generation speaking a different language in your workplace and how this is preventing your organization from reaching its goals?
- How to better utilize your existing systems to empower team collaboration and creativity.
- How organizations can leverage new technological tools to reduce redundancy and close gaps in communication.
- How using AI insights can reduce communication variance and increase team productivity.

Sponsored by: Cerner

SPEAKER
Dr. Mary Donohue – Founder & CEO, Donohue Learning (a division of DBTC)

Dr. Mary Donohue is a social scientist who has pioneered research in the field of generational psychology with a focus on team leadership, creativity and management through technology. She leads a team of product designers and educators at Donohue Learning who help organizations increase engagement, innovation and collaboration within their teams. Donohue’s clients include Walmart, American Airlines, TD Bank, Kaiser Permanente, OLG, and many other private and public organizations.

Dr. Donohue is a world-renowned speaker and TEDX presenter, best-selling author, television personality and columnist. Her work appears in the Huffington Post and Financial Post.

Dr. Donohue is a cancer survivor who worked with Paul Newman, learned from Robert Kennedy, Jr., and was briefly (very briefly) a Supreme with Diana Ross.

She is also an Adjunct Professor, Graduate School of Management, Dalhousie University.
Join us for an evening of inspiring difference maker stories

Presented by:

Post dinner reception sponsor:

Reservations: cchl-ccls.ca

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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.** Stay tuned for more information.

Sponsored by:

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**Excellence in health leadership awards**

We are pleased to profile the 2019 recipients from the Canadian College of Health Leaders national awards program and the 2019 recipient of HealthCareCAN’s Legacy of Leadership award. Please be sure to visit our **Excellence in health leadership electronic posters** during the conference.

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**NHLC Mobile Application**

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

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**Concurrent sessions**

Plan your conference experience ahead of arriving in Toronto. 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.*
Hillcrest Reactivation Centre: An innovative transition option for patients not ready for home

University Health Network (UHN) repurposed Hillcrest Centre a former rehabilitation hospital as an innovative reactivation / reintegration centre. Hillcrest provides a transitional destination for patients in acute care / rehab hospitals who do not need acute medical care but time to build strength, endurance, SE Health's Reactivation Program Model™. This model supports self-care and reengages clients in the activities of daily living prior to transfer home.

Hillcrest's goal is to reduce the level of Alternate Level of Care (ALC) patients in Acute, avoid Long-Term Care Home placement, if possible and return clients home.

Funded by the Toronto Central Local Health Integration Network, and in partnership with SE Health, the client care provider, Hillcrest provides bedded support for 75 clients as well as robust daily reactivation programming using SE Health’s unique Reactivation Program Model™.

Participants in this tour will be given a brief presentation about Hillcrest and key metrics and milestones from the first year and a half of operation. They will also be able to tour one of the bedded client floors and view reactivation programming.

The cost of the tour is $50 + HST. The tour is limited to 20 participants.
BREAKFAST SESSIONS

MONDAY, JUNE 10 | 07:15 – 08:15

**Digging into the future: how can we improve Pan-Canadian Data and Information Governance (DIG) for health?**

"Change has never happened this fast before, and it will never be this slow again." Graeme Wood

Since its formation almost 25 years ago, the Canadian Institute for Health Information (CIHI) has harnessed the power of data and information to become an integral part of Canada's healthcare landscape. This landscape is changing as organizations leverage exponential data growth, new capabilities from advanced and predictive analytics, and the rise of digital technologies.

To help generate better health outcomes through improved use of data and information, CIHI has been listening to stakeholders to determine opportunities to

- Simplify sharing of trusted data;
- Enable privacy-sensitive access; and
- Create insights that enable better evidence for decision-makers — from practitioners and health system planners to patients and others.

Kick off your day by learning what CIHI has heard about possible directions, principles and practical actions to improve governance of data and information in Canada. The facilitated discussion will offer ample opportunity for you to provide your comments and advice on what action should be taken. We very much hope you will be able to join us.

To register for this session please email conferences@cihi.ca.

**SPEAKER**

Eric Sutherland – Executive Director, Data Governance Strategy, Canadian Institute for Health Information

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**Does Canada have the health leadership capacity we need to innovate?**

Good leadership is often taken for granted. However, with Canada’s declining relative performance and fragmented innovation efforts, new approaches to leadership and leadership development are vital: old ways won’t work. Growing leadership capacity is a strategic and operational priority but only in keeping with two related demands: creating healthy workplaces; and generating people-centred reform. An evidence-informed approach, tailored to each jurisdiction but tied together nationally, is desired. Also, given that women constitute over 80% of health workers, and the need to engage indigenous peoples in health reform, we must better understand why both are under-represented in leadership positions. To address these issues, CHLNet will release its second Benchmarking Study on leadership gaps and the diversity imbalance in leadership and unveil a new approach.

Please RSVP to Melanie Abdelnour, mabdelnour@chlnet.ca to attend this session.

**SPEAKERS**

- Chris Power, CHE – CEO, Canadian Patient Safety Institute
- Kathy MacNeil – President and CEO, Island Health
- Dr. Gillian Kernaghan – President and CEO, St. Joseph’s Health Care, London
- Dr. Ivy Bourgeault – Professor, University of Ottawa
- Kelly Grimes – Executive Director, Canadian Health Leadership Network
- Dr. Graham Dickson – Senior Research Advisor, Canadian Health Leadership Network
- Bill Tholl – Senior Policy Advisor, Canadian Health Leadership Network
#30MinutesThatMatter: Modernizing the Canadian Strategy for Cancer Control

Strong leadership is a critical success factor in stimulating innovation and the large-scale change required to improve the Canadian Strategy for Cancer Control (the Strategy) has guided Canada’s progress in cancer control since 2006. Canada has made considerable progress since then, but there’s still work left to do. One in two Canadians will be diagnosed with cancer during their lifetime.

The Partnership recently led broad consultations across Canada to inform the modernization of the Strategy. Nearly 7,500 Canadians provided their advice by taking #30MinutesThatMatter and completing the Choicebook or participating in in-person consultations.

This session will:
- highlight key achievements from the first 10 years of implementing the Strategy;
- outline how the refreshed Strategy will continue to support, complement and build on provincial and territorial cancer strategies; and
- share the vision for transforming cancer care to ensure Canada remains a leader in delivering high-quality cancer care.

RSVP: communications@partnershipagainstcancer.ca

SPEAKER
Cindy Morton – Chief Executive Officer, Canadian Partnership Against Cancer

Data, AI and innovative partnerships – Real applications enabling precision health

Artificial Intelligence (AI) is receiving a lot of attention from investors, the press, and the labor force across all industries. Healthcare is at the beginning of realizing AI’s game-changing clinical, operational, and financial opportunities that will impact the sector. AI has begun making progress to solve process inefficiencies, tedious and expensive procedures, guard against human error, and promises to usher in a new era of patient care and clinical operations.

Kindly RSVP by email: Marketing.GEHC@ge.com.

SPEAKERS
To be confirmed.
**MONDAY, JUNE 10 | 07:15 – 08:15**

**AI and the health professions: A game changer for healthcare leadership**

Artificial intelligence and other forms of automation including robotics have begun to transform healthcare institutions. This will only accelerate. While significant investments have been made to advance these technologies, much less attention has been paid to the impact and uptake by health professionals in practice. The discussion will focus on opportunities and challenges as emerging technologies challenge what it means to be a (human) health professional.

To register, email Rachel.holden@amshealthcare.ca. Please provide first and last name as well as organization.

**SPEAKER**

Dr. Brian Hodges – EVP Education and CMO - University Health Network, AMS Phoenix, Strategic Advisor

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**TUESDAY, JUNE 11 | 07:15 – 08:15**

**The application of LEADS at AHS: Leadership development linked to performance and organizational priorities**

AHS’ leadership development efforts have evolved alongside the organization. Most recently we shifted to a learning continuum, that is topically based and aligned with LEADS. We have tethered learning to performance with a greater emphasis on organizational drivers. Our focus has shifted to ensure learners at all levels of proficiency have opportunity to explore and grow their leadership capability with role specific relevance. In this way, we support learners across a broad continuum of leadership competence, ensuring we have capable leaders today while growing leaders for tomorrow.

To register for this session, please contact Brianna Lavoy at blavoy@cchl-ccls.ca.

**Sponsored by:** Roche

**SPEAKERS**

Representatives of Alberta Health Services
Learning from excellence in people-centred care and engagement

Organizations across Canada are actively partnering with patients and families to enable cultures of people-centred care. In this session, leading Canadian healthcare organizations — and HealthCareCAN members — will share their excellent practices and initiatives that are improving healthcare quality, safety and experience by partnering with patients and families. Health leaders will benefit greatly from hearing about the successes and lessons learned by organizations keen to share their experiences so others might also lead transformative change. Session participants will also hear about a new learning program being developed for professionals in Canada on how to lead people-centred care and engagement.

To register, click [here](#).

**SPEAKERS**
To be confirmed.

A Pan-Canadian perspective on actioning integrated, people-centred health and social services

The health needs of Canadians are being influenced by trends in aging, a growing population, urbanization, and an increasingly sedentary lifestyle. With the rise of chronic conditions, noncommunicable diseases, mental health needs and multi-morbidities, health and social service providers are struggling to work together to effectively and efficiently deliver quality care and achieve positive outcomes. Administrators, providers and policy makers from across Canada and around the world are looking to link social services and health systems around the patient journey.

Join Leslee Thompson, CEO of Accreditation Canada and Health Standards Organization (HSO), and other health leaders in an engaging discussion around what those in Canada and abroad are doing to design, and be a part of, integrated people-centred health and social services systems.

Space is limited. RSVP: [nhlc@accreditation.ca](mailto:nhlc@accreditation.ca)

**SPEAKER**
Leslee Thompson — CEO, Accreditation Canada and Health Standards Organization (HSO) and guests
TUESDAY, JUNE 11  |  07:15 – 08:15

Deloitte.

Health in 2040: 10 archetypes that could define the future of health

Deloitte predicts that twenty years from now, the health care system that we know today will look completely different. This transformation is already underway, with health care consumers starting to demand greater transparency, accessibility, and personalization. We don’t expect to have eliminated disease entirely by 2040, but by using actionable health insights driven (with tools such as interoperable data and smart AI), we should be able to identify illness early and intervene much more quickly. This can pave the way for a future focused more on well-being rather than treatment. Largely replacing the traditional industry segments we have now (health systems and clinicians, health plans, biopharmaceutical companies, and medical device manufacturers) we expect new roles, functions, and players will emerge. Join us as we explore what this might look like.

To register, click here.

SPEAKERS
Lisa Purdy – Partner and National Leader, Life Sciences & Health Care, Deloitte Canada
Arden Krystal, CHE – President & CEO, Southlake Regional Health Centre

Canada’s healthcare system of the future: Collaborative, transformative, innovative

Healthcare and the challenges surrounding healthcare delivery continue to be trending topics. Join us for a panel session hosted by Bernard Lord, CEO of Medavie to learn how mobilizing existing resources and applying bold thinking can transform the way we provide healthcare to improve the wellbeing of Canadians—from impactful community care initiatives and collaborations with partners across the healthcare landscape.

To attend, please RSVP to tracey.ward@medavie.ca.

About Medavie
Medavie is a not-for-profit health company that oversees Medavie Blue Cross and Medavie Health Services. Together, we’re bringing people better health and access to care with a mission to improve the well being of Canadians. We don’t have shareholders. Our clients and our communities are our focus. We proudly invest in the Medavie Health Foundation to address some of our country’s most pressing physical and mental health challenges.

SPEAKER
Bernard Lord – CEO, Medavie
MONDAY, JUNE 10 | 17:00 – 18:30

Chairs’ reception

Feisal Keshavjee, CHE, Board Chair of the Canadian College of Health Leaders, and David Diamond, 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.

Feisal Keshavjee, CHE, Board Chair
Canadian College of Health Leaders

David Diamond, Board Chair
HealthCareCAN

MONDAY, JUNE 10 | 18:30 – 22:30

Taste of Toronto (Optional event)

Toronto is world renowned as a diverse city with over 100 cultures coming together to create a wonderful mosaic. Discover this city with a tour that’ll take you to some Toronto classics and a few local favourites. Along the way you will stop at a couple of restaurants to sample the flavours of Toronto while enjoying its sights and sounds. Stops may include iconic spots like Wvrst, a modern beer and cider hall that specializes in artisan sausages, craft beer and cider; Mill Street Beer Hall, situated in the Historic Distillery District and Soma Chocolatemaker.

The cost of $125 + HST includes a city tour via motor coach with a certified tour guide, food tasting in two to three stops and two drink tickets per person.
The National Health Leadership Conference will take place June 10 – 11 at the Westin Harbour Castle in Toronto, ON.

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
Early Bird Fee*  $915 + HST
Regular Fee  $1,015 + HST
Student Fee**  $310 + HST
Patient Advocate Fee***  $310 + HST
Daily Registration  $700 + HST

Members of the Canadian College of Health Leaders and HealthCareCAN are entitled to a $100 discount.
* Registration fees must be received or postmarked no later than April 26, 2019, to qualify for the early bird rate.
** Proof of full-time student status required upon registration.
*** Please send information about the patient organization you represent to info@nhlc-cnls.ca.

Planning committee
Francine St-Martin
(co-chair)
Canadian College of Health Leaders
Jonathan Mitchell, CHE
(co-chair)
HealthCareCAN
Chris Coulombe
Canadian College of Health Leaders
Brianna Lavoy
Canadian College of Health Leaders
Amy O’Brien
Canadian College of Health Leaders
Claire Samuelson
HealthCareCAN
Dale Schierbeck
HealthCareCAN
Steve Wharry
HealthCareCAN

CCHL
Join the College today for only $160 for the first year, and receive a $100 discount on the NHLC conference registration fee. CCHL membership details available here.

HealthCareCAN
Find out if your organization is a HealthCareCAN member here. If you are interested in becoming a member please contact membership@healthcarecan.ca.
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, 2019. Registration fees will be refunded minus a $250.00 (+ HST) administrative fee. There will be no refunds for cancellation requests received after April 26, 2019.

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 26, 2019. Substitution requests received after April 26, 2019 will incur a $75.00 (+ HST) processing fee.

Registration and information desk hours
Westin Harbour Castle
Sunday, June 9  12:00 – 17:00
Monday, June 10  07:00 – 17:00
Tuesday, June 11  07:00 – 17:00
Photo/video release
The NHLC Secretariat will take photographs and some video at the 2019 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 2019 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.

Accommodation
A limited number of guest rooms are being held at the Westin Harbour Castle. 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 6, 2019, to benefit from the conference rates.

AIR TRAVEL

Air Canada
Air Canada has been appointed the official airline for the 2019 National Health Leadership Conference. Air Canada is pleased to offer you special discounts on fares. To book a flight with the promotion code 3PT347F1, access aircanada.com and enter the code in the promotion code field before initiating your search.

West Jet
West Jet is pleased to offer a discount on applicable fares by utilizing coupon code W57YJ58. To book reservations using the discount code, please www.westjet.com. Travel agents – if booking GDS, please use promo code WBB13.

Porter Airlines
Porter Airlines is proud to offer a discount on available base fares (with the exception of the lowest class fare during a public seat sale) for travel to and from the National Health Leadership Conference. Please book online at http://www.flyporter.com or through your travel agent using promo code NHLC19. For any questions regarding Porter’s services or any pre-travel concerns, contact them at 1-888-619-8622.
SPONSORSHIP AND ADVERTISING OPPORTUNITIES

Become a corporate sponsor of the 2019 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  
Vice-president, 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
CANADIAN COLLEGE OF HEALTH LEADERS

The Canadian College of Health Leaders (CCHL) is a national, member-driven, non-profit association. The College strives to provide the leadership development, tools, knowledge and networks that members need to become high impact leaders in Canadian healthcare.

As defined by the LEADS in a Caring Environment framework, a leader is anyone with the capacity to influence others to work together constructively. The College’s LEADS Canada team provides LEADS-based leadership development services, and partners with organizations, authorities and regions to facilitate not only the adoption of the framework, but a cultural shift required to fully imbed LEADS throughout an organization.

Through LEADS, the CHE designation, credentialing, training, conferences, mentoring and a nationwide careers network, we support health leaders in every sector and region, from every professional background and at any stage of their career.

Located in Ottawa, the College collaborates with 21 chapters across the country and engages with its 3,500 members and 80 corporate members to promote lifelong learning and professional development while recognizing leadership excellence.

Visit www.cchl-ccls.ca for more details. Follow us on Twitter @CCHL_CCLS and on Facebook at https://www.facebook.com/CCHL.National/.

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. Follow us on Twitter @HealthCareCAN and on Facebook at www.facebook.com/healthcarecan.soinssantecan/.