



NHLC 2022: Coaches' Corner Biographies

Marc Bilodeau - Surgeon General/Médecin général, Canadian Armed Forces/Forces armées canadiennes

Physician leader in an executive role leading a federal health care system. Wellness champion. Culture change agent. Innovation enabler. Always looking forward to a new challenge.

Médecin leader dans un rôle de cadre au sein d'un réseau de santé fédéral. Champion du mieux-être. Agent de changement de culture. Facilitateur d'innovation. Toujours à la recherche d'un nouveau défi.

Susan Bisailon - CEO and President, The Safehaven Project for Community Living

Susan Bisailon is a healthcare executive with over 30 years of experience in academic and large community healthcare organizations as well as the community. She has expertise in leading health system transformation and providing a coordinated approach across systems to improve organizational effectiveness. As a healthcare leader, Susan has overseen operations in various clinical programs, patient flow, infection prevention and control and implementation of strategic priorities associated with a hospital merger. Currently, she is Chief Executive Officer at Safehaven in Toronto.

As a healthcare leader, Susan is recognized for her strategic and operational experience, focus on quality and leading system change. Prior to Safehaven, she was Chief Operating Officer at Oakville Trafalgar Hospital. At Trillium Health Partners she was Associate Vice President, Operational Coordination and pre-merger at Trillium Health Centre held the positions of Executive Director of Clinical Operations and Director of Neuroscience / Musculoskeletal Health System and Complex Care. At the University Health Network she assumed several leadership positions including Clinical Educator in Critical Care, Clinical Nurse Specialist in Cardiology, and Nurse Manager for the Coronary Intensive Care Unit and Cardiac Catheterization Labs in the Peter Munk Cardiac Program.

Susan holds a Master of Science in Nursing from the University of Toronto, a Bachelor of Nursing from Memorial University in Newfoundland, and a Registered Nursing diploma from Western Memorial Regional Hospital in Corner Brook, Newfoundland. Susan is a surveyor with Accreditation Canada and Accreditation Canada International.

François Drolet - Executive Director, Access, Policy and Government Relations, Roche Diagnostics Canada / Directeur principal, Accès, politiques de santé et relations gouvernementales, Roche Diagnostics Canada

After 4 years leading Roche Diagnostics' Canadian sales team and a brief mandate as the Director of Business Development, François Drolet was appointed as the Executive Director, Access, Policy and



Government Relations. In this role, François is also responsible for the company's stakeholder engagement activities.

Prior to joining Roche Diagnostics, François spent over 20 years with Covidien (now part of Medtronic) in various sales and marketing positions, serving his last 8 years with the company as the Canadian Vice-President of Sales & Marketing.

Always in keeping with a patient-centric approach, his more than 33 years spent within the healthcare industry, more specifically in the Operating Room, ICU, Medical Imaging, Nuclear Medicine, Anesthesiology, Nursing in general and now Laboratory Medicine have provided him with great insight into our healthcare ecosystem.

François earned a bachelor's degree in Commerce and Administration from Laval University in Quebec City. He served on Medtech Canada's Board of Directors for the last 6 years, is a member of Genome Quebec's Precision Medicine Table and act as an observer on Montreal InVivo's Board of Directors since 2016. He is an active member of the Canadian College of Health Leaders and Roche's representative with several other associations.

When away from work, François is a great sports fan (a Montreal Canadiens all-timer!) and loves to cook and travel the world with his wife Marie-Claude.

Après 4 années passées à la tête de l'équipe de ventes canadienne de Roche Diagnostics et un bref mandat à titre de Directeur du développement des affaires, François Drolet occupe maintenant le rôle de Directeur principal, Accès, politiques de santé et relations gouvernementales. Dans ce rôle, François est également responsable des relations avec différents partenaires de l'entreprise.

Avant de rejoindre Roche Diagnostics, François a passé plus de 20 ans au sein de Covidien (maintenant membre de Medtronic), cumulant plusieurs postes de ventes et marketing dont celui de Vice-président, Ventes et Marketing canadien au cours de ses 8 dernières années avec l'organisation.

Ayant toujours en tête une approche centrée sur le patient, ses plus de 30 années d'expérience au sein de l'industrie des soins de santé, plus particulièrement dans les secteurs du bloc opératoire, des soins intensifs, de l'imagerie médicale, de la médecine nucléaire, de l'anesthésie, des soins infirmiers en général et maintenant de la médecine de laboratoire, lui ont procuré une large compréhension de l'écosystème entourant les soins de santé au Canada.

François est détenteur d'un baccalauréat en administration des affaires de l'Université Laval à Québec. Il a siégé au conseil d'administration de Medtech Canada au cours des 6 dernières années, est un membre de la table de médecine de précision de Génome Québec et agit à titre d'accompagnateur au conseil d'administration de Montréal InVivo depuis 2016 tout en étant membre actif du Collège canadien des leaders en santé et le représentant de Roche auprès de nombreux autres regroupements de l'industrie.

Lorsqu'il n'est pas au travail, François est un grand amateur de sports (un vrai fan des Canadiens de Montréal!) et il adore cuisiner et parcourir le monde avec sa femme Marie-Claude.

Maria Judd - Vice-President, Strategic Initiatives and Engagement, Healthcare Excellence Canada



Maria Judd leads Healthcare Excellence Canada's Strategic Initiatives and Engagement portfolio - creating and delivering on the organization's first strategy and new initiatives. Her portfolio includes cross-cutting and future-focused programming such as: innovation scoping, strategic partnership development, knowledge translation, health policy, patient engagement and partnerships, and Northern and Indigenous health.

A physiotherapist and epidemiologist by background and NHS Quality and Safety Fellow, she has a patient-first perspective, that has evolved from her diverse roles within the health system as a community health centre board member, clinician, program manager and researcher. Maria is committed to working in partnership to improve the experiences and outcomes of healthcare with and for more people across Canada.

Dr. Bernard Leduc - President & CEO, Montfort Hospital

Dr. Leduc took office as President & CEO in January 2010. Previously, he served as chief-of-staff at Montfort from 2004 to 2009. Dr. Leduc has 27 years of experience in the practice of family medicine. In 2004, he was awarded the Irwin Bean Award of the College of Family Physicians of Canada. In 2017, he received the Order of Ottawa, in 2018 he was inducted in the FireStarter Hall of Fame by Studer Group. Dr. Leduc sits on numerous Boards, including as Chair of the Board for Health Standards Organization.

Dr Leduc est entré en fonction comme président-directeur général en janvier 2010. Avant d'occuper le poste de PDG, il a été médecin-chef de Montfort de 2004 à 2009. Il possède une expérience de plus de 27 années dans la pratique de la médecine familiale. En 2017, il a été décoré de l'Ordre d'Ottawa, et il a été intronisé au Temple de la renommée FireStarter par le groupe Studer en 2018. Dr Leduc est membre de plusieurs conseils d'administration, dont l'Organisation des normes en santé. Depuis août 2020, il en est le président.

Kathy MacNeil, CHE - President and Chief Executive Officer, Island Health

Kathy MacNeil is proud to be the President and Chief Executive Officer of Island Health. One of five regional health authorities in British Columbia, Island Health provides health care across the continuum to more than 765,000 people on Vancouver Island and the surrounding islands. She is driven by her passion to improve the health and the care of patients, staff, medical staff and communities aligned with the vision to provide "excellent health and care for everyone, everywhere, everytime".

Kathy holds a Bachelor of Science in Physiotherapy from Dalhousie University and a Masters of Arts in Leadership (Health Specialization) from Royal Roads University. She holds the ICD.D. Designation from the Institute of Corporate Directors and is a Certified Health Executive with the Canadian College of Health Leaders (CCHL).

She currently serves on a number of Boards at the local, provincial, and national level.



Mr. Ed Mantler - Vice President, Programs & Priorities, Mental Health Commission of Canada

A highly motivated visionary and an expert at building partnerships, engaging stakeholders, and inspiring change, Ed has led innovation and improvement in healthcare for over two decades. Ed is Vice President of Programs and Priorities at the Mental Health Commission of Canada, a surveyor with Accreditation Canada, and a Certified Health Executive.

Ms. Jennifer McCue, CHE - President & Chief Executive Officer, Bethany Care Society

Jennifer McCue is the President & CEO at Bethany Care Society, one of Western Canada's largest voluntary, not-for-profit providers of health, housing and community services for seniors and persons with disabilities. Jennifer is registered nurse, a fellow of the Ivey Business School Community Shift program and a Certified Health Executive (CHE) of CCHL. Prior to joining Bethany, she held several administrative and leadership roles throughout her healthcare career. Jennifer is the past Board Chair of the Alberta Continuing Care Association and sits on the Board of the Bethany Care Foundation. She served as chair of the Southern Alberta Chapter of CCHL for several years and was the recipient of the SAC Chapter Award of Distinction in 2018, Jennifer also volunteers as a mentor for the University of Calgary, Scholars Academy Mentorship program.

Andrew Plank - President and General Manager, Roche Diagnostics Canada

Andrew Plank was appointed President and General Manager of Roche Diagnostics Canada in June 2019. He is a member of Roche's North American Diagnostics Executive Committee.

Andy has more than 18 years of experience in healthcare and laboratory diagnostics and currently serves as President & General Manager of Roche Diagnostics Canada. In his current position, Andy is responsible for the overall leadership, management, vision, culture, sustainability and strategic direction of the organization, in order to bring innovative healthcare solutions to hospitals, laboratories, clinicians, and patients throughout Canada.

Previously, he served as Global Vice President & International Business Leader in Roche Diagnostics' Centralized and Point of Care Solutions division, based in Rotkreuz, Switzerland where he led development and implementation of global marketing strategies and portfolio management. During his tenure with Roche, he has served in various commercial leadership, management, sales, and marketing positions across clinical molecular, blood screening, and centralized laboratory testing areas, and has driven innovative medical value product launches, negotiations, industry initiatives, strategic projects, and talent recruitment and development.

