

ROADSHOW



**Healthcare  
Roadshow**

May 9 - 13

**Toronto | Ottawa**

**Vancouver | Edmonton**



**Advancing  
Digitally Enabled  
Patient-Centric  
Systems**

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## Advancing Digitally Enabled Patient-Centric Systems

As health systems worldwide brace for the pandemic's next curveball, we are faced with impossible choices about how to rebuild once the chaos subsides.

Canada's total healthcare spending will hit \$308 billion in 2021, according to recent estimates by the Canadian Institute of Health Information (CIHI); almost 90% was due to pandemic-related funding.

While spending growth will slow post-COVID, the pressure on our nation's health system will not. Budget deficits are expected for the foreseeable future, long waitlists for medical procedures are now longer, and the aging population in Canada will cause healthcare costs to grow substantially. These pressures mean that it's even more critical to share best practices, collaborate, and benchmark to solve problems.

Join the leading healthcare professionals in the public service when they convene at the Public Sector Network's **Healthcare Roadshow 2022** to share their key learnings and initiatives to advance digitally enabled, patient-centric healthcare.

## Benefits of Attending



Build integrated care systems in the hybrid workplace that effectively track the journey of each patient and provide better quality of care



Learn how collaborative efforts coupled with innovation and creativity can overcome system interoperability issues



Understand how emerging technological augmentations and interventions can reduce digital health connectivity variations within the departments and provinces

## Who You'll Meet

**Executive Directors, Directors, Clinical Directors, Leaders, Heads and Managers from provincial health departments, local hospital networks and public hospitals, allied health providers, nurse practitioners, community health services, and Public Health Networks (PHNs) charge:**

- Nursing
- Medical
- Clinical
- Information
- Digital
- Transformation
- Innovation
- Data & Analytics
- Customer
- Consumer & Patient Experience
- Strategy
- People & Culture
- Workforce
- Telehealth
- IT
- Performance & Continuous Improvement
- Emergency Departments

# Your Inspiring Speakers

Toronto



**ATLATF STATIONWALA**  
President and CEO  
Mackenzie Health

Toronto



**NANCY LEFEBRE**  
Senior Vice President  
SE Health

Toronto



**KASHIF PARVAIZ**  
CISSP, CISM, MBA, PMP,  
P.ENG Chief Information  
Security Officer, RSOC  
Program Director  
University Health

Toronto



**STEPHEN BECKWITH**  
Executive Director  
South East Toronto  
Family Health Team

Toronto



**MARK RAJACK**  
Director, Healthcare  
CGI

Toronto



**RODNEY BURNS**  
CIO  
Alliance for Healthier  
Communities

Ottawa



**JONATHAN WIERSMA**  
Practice leader,  
Government  
IQVIA

Toronto



**MARYAM HASSANI**  
Business Development  
Manager, Canada HHS  
Teladoc Health

Toronto



**HARSHA  
KASTURIRANGAN**  
Director  
PwC Canada

Toronto



**MANOJ HARIHARAN**  
Digital Health  
Transformation Leader &  
Strategist  
IQVIA

Toronto



**ARIF SIDDIQUI**  
Director  
PwC Canada

Toronto



**CHARLES ECKERT**  
Director  
PwC

Toronto



**BEN GOLDBERG**  
Director, Consulting  
Services  
CGI

Ottawa



**NADINE REPPLE**  
Director Consulting  
Services  
CGI

Ottawa



**MIKE NESS**  
Director, Healthcare  
Communications  
Data Ad

Ottawa



**ALEJANDRO MARTINEZ,  
MHA, CHE**  
Director, Corporate  
Redevelopment, Space  
Planning & Business  
Development  
Bruyère

Ottawa



**MELANIE HENDERSON**  
Director, Clinical  
Support Services  
The Ottawa Hospital

Ottawa



**NOOR-AMIN NOORANI**  
Executive Director,  
Division of Cardiology  
University of Ottawa  
Heart Institute

Ottawa



**DR. GLEN GEIGER**  
Chief Medical  
Information Officer  
Ottawa Hospital

Ottawa



**ROBERT FALZON**  
Head of Engineering  
Office of the CTO,  
Check Point Software  
Technologies

Ottawa



**HASSAN MIR MD, FRCPC,  
FRCPC**  
Cardiology and  
Echocardiography, Division  
of Cardiology and Division  
of Cardiac Prevention &  
Rehabilitation | Assistant  
Professor, Department of  
Medicine  
University of Ottawa Heart  
Institute | University of Ottawa

Ottawa



**HAL TIERNEY**  
Data Science & AI  
Practice Lead, Director  
and Healthcare Leader  
CGI

Ottawa



**ARTUR LESZCZYNSKI**  
CGI Canada Marketing  
CGI

Ottawa



**JACKIE DESROCHERS**  
Manager of Client &  
Family Relations  
The Royal

# Your Inspiring Speakers

Vancouver



**JOANNA HARRISON**  
MSCM, BSC

Executive Director,  
Seniors Specialized Care  
Transformation  
**Interior Health**

Vancouver



**AMIR RASHEED**

Senior Director,  
Provincial Partnerships  
and Clinical Innovations,  
Office of Virtual Health  
**Provincial Health  
Services Authority**

Vancouver



**BRUCE DAVIDSON,**  
MSC

Director, Data  
Management Analysis  
& Reporting, System  
Optimization  
**Fraser Health**

Vancouver



**AMANDA SCARBRO**

Director, BC Health  
**CGI**

Vancouver



**MAY TUASON**

Director, Clinical  
Architecture &  
Innovation, Digital  
Health Strategy Office  
**Provincial Health  
Services Authority**

Vancouver



**LEANNE THAIN, RN,**  
BSCN, MHS

Director Strategic  
Initiatives  
**ServiceBC: Ministry  
of Citizen Services,  
Government of BC**

Vancouver



**ARIADNA MCKENNA**

Director, Health  
Informatics & Clinical  
Solutions  
**Fraser Health**

Vancouver



**DR. DIANE GUTIW**

Vice President,  
Atnalytics and AI  
**CGI**

Vancouver



**KYLE ECKHARDT**  
M.ENG., P.ENG.

Special Projects Director  
**Lower Mainland Medical  
Imaging**

Vancouver



**ELIZABETH KELLER**

National Healthcare  
Business Development  
Lead, Canadian Public  
Sector  
**AWS**

Vancouver



**PAVEL MEDVEDEV**

Lead Solution Engineer  
- Public Sector Health  
**Salesforce**

Vancouver



**BRIAN FAUST**

Senior Account  
Executive, Public Sector  
**Salesforce**

Edmonton



**KIM WIERINGA**

Assistant Deputy  
Minister, Health  
Information Systems  
**Government of Alberta**

Edmonton



**ANDY RIDGE**

Assistant Deputy  
Minister, Health  
Standards, Quality and  
Performance  
**Government of Alberta**

Edmonton



**KRISTA BROWER,**  
PHD, CE

Director, Evaluation &  
Quality Improvement  
**Edmonton Oliver  
Primary Care Network**

Edmonton



**SHANNON BERG**

Executive Director,  
Primary and Community  
Health, Health  
Workforce Planning and  
Accountability Division  
**Alberta Health**

Edmonton



**BRINDA NARAYAN**

Vice President,  
Consulting Services  
**CGI**

Edmonton



**JESSE BHONDI, MBA,**  
BSC.

Director, Consulting  
**CGI**

Edmonton



**ROB SKRYPNEK**

Senior Program Officer,  
Primary Health Care  
and Senior Provincial  
Director, PHC  
Integration Network  
**Alberta Health Services**

Edmonton



**MAURO CHIES**

President and CEO  
**Alberta Health Services**

Edmonton



**QUIINN MAH**

Executive Director,  
Information  
Management  
**Alberta Health**

Edmonton



**ERIN O'HALLORAN**

Healthcare Lead,  
Western Canada  
**AWS**

Edmonton



Major Account  
Executive, Public Sector  
**ForgeRock**

## Your Guide



### Day 1

Toronto

Sheraton Centre Toronto

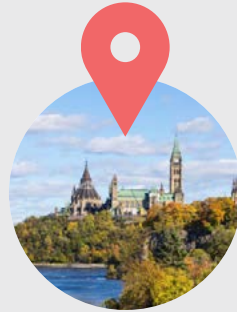
May 9

### Day 2

Ottawa

Innovation Centre at Bayview  
Yards

May 10



### Day 3

Vancouver

Blue Horizon Hotel

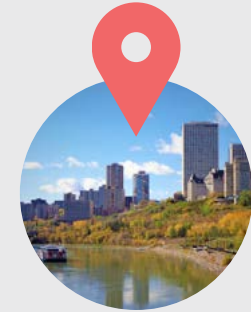
May 12

### Day 4

Edmonton

MacEwan University

May 13



## // Thank You to our Partners

Host

The logo for CGI, consisting of the letters 'CGI' in a bold, red, sans-serif font.

Platinum

The logo for Amazon Web Services (AWS), featuring the word 'aws' in a lowercase, black, sans-serif font with a curved orange arrow underneath.

The logo for Salesforce, featuring the word 'salesforce' in a lowercase, white, sans-serif font inside a blue cloud shape.

Gold

The logo for PwC, featuring the letters 'pwc' in a bold, black, sans-serif font with a colorful bar chart icon above the 'c'.

Silver

The logo for Check Point, featuring a stylized pink and black icon above the words 'CHECK POINT' in a bold, black, sans-serif font.

The logo for Teladoc Health, featuring the word 'Teladoc' in a bold, black, sans-serif font and 'HEALTH' in a smaller, blue, sans-serif font below it.

Bronze

The logo for ForgeRock, featuring a stylized blue and orange icon above the word 'ForgeRock' in a bold, black, sans-serif font.

The logo for IQVIA, featuring a stylized blue icon above the word 'IQVIA' in a bold, blue, sans-serif font.

## Explore the Agenda - Toronto

[CLICK HERE TO REGISTER](#)

Monday, May 9, 2022

**8:30am Registration and Networking Coffee**

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**9:00am Opening from Public Sector Network**

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**9:10am Welcome from Chair:  
Canada's Future Health Landscape**

- Creating a digitally enabled patient-centric health system
- Driving value from healthcare data

**Mark Rajack, Director, Healthcare, CGI**

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**9:25am Government Keynote:  
Leveraging Digital Care**

- EMR impact on patient outcomes
- Big Data and Health analytics
- Digital integration with Ontario Health Teams

**Atlaf Stationwala, President and CEO, Mackenzie Health**

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**9:50am Government Keynote:  
The Future of Health is Digital: From Best Practice to Next Practice**

- Embedding co-design into our culture
- Digital assistants
- Shaping the future

**Nancy Lefebvre, Senior Vice President, SE Health**

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**10:15am Gold Partner Session:  
Optimizing Workforce Planning through Data and Analytics**

**Harsha Kasturirangan, Director, PwC Canada**  
**Arif Siddiqui, Director, PwC Canada**

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**10:40am Morning Tea and Networking Break**

Public Sector Network will closely monitor COVID-19 regulations in accordance with the advice from the Canadian Government and local health authorities to ensure the safety of everyone attending the event physically. In addition, we will be working closely with the venue to ensure precautionary measures are in place.

11:05am

## Concurrent Roundtable Discussions

### Roundtable 1

#### **Robust Cyber Security Approach to Prevent Threats on Patient Privacy, Clinical Outcomes and Hospital's Financial Resources**

With the recent cyber-attacks on healthcare and hospitals, this roundtable will focus on key strategies that can help you to protect of electronic medical records and assets from unauthorized access, use and disclosure and prevent any ransomware attacks.

**Facilitated by: Charles Eckert**, *Director, PwC Canada*  
**Kashif Parvaiz CISSP, CISM, MBA, PMP, P.Eng**, *Chief Information Security Officer, RSOC Program Director, University Health Network*



### Roundtable 2

#### **Effective Data-Driven Analytics for Better Patient Care Through Collaboration and Interoperability**

As healthcare continues to recognize the value of data and digital transformation, many organizations are relying on the cloud to make their future-forward and data-centric thinking a reality. This roundtable will focus on having the right cloud-based solution propel healthcare organizations to be more data-driven - creating better outcomes for everyone.

**Facilitated by:**  
**Manoj Hariharan**, *Digital Health Transformation Leader & Strategist, IQVIA*  
**Rodney Burns**, *CIO, Alliance for Healthier Communities*

### Roundtable 3

#### **Tackling the Healthcare Workforce Shortage: How hospitals and health systems are responding with simple technology and “doing more” with current and retired FTEs.**

Some 20-30% of healthcare workers globally have left the profession in the past year, and there is an estimate that another 20-25% are planning to leave. This unprecedented shortage of healthcare workers is exacerbating the already strained healthcare system, causing more delays and wait times for services, as well as severely affecting the morale of those health workers still hanging on! Technology helps labor and capital do more - better, faster, smarter and more efficient. Clinical leaders within health organizations are looking to their Chief Digital and Innovation Officers for suggestions and ideas to solve the problem.

This roundtable will kick off with a short overview of a case study from St. Luke's hospital system in the US where a creative solution called the “virtual nursing station” helped alleviate nurse shortages on hospital wards, by using retired nurses from the system and simple technology investments. Participants will then engage in discussion on other ways the digital industry can help alleviate workforce shortage challenges, and share with one another top use cases from their experience.

**Facilitated by: Maryam Hasani**, *Business Development Manager, Canada HHS, Teladoc Health*



## 12:05pm Panel Discussion:

### **Perfecting People, Process, and Technology to Improve Patient Flow, Decrease Wait Times and Achieve Patient-Centricity**

- What are the biggest challenges you've faced, and how have these been addressed?
- What are the strategies to ensure Interoperability? (Healthcare data can be transferred easily and securely across providers and platforms for the efficient collection and aggregation of data)
- What transformation has been spurred by COVID-19 and the way you operate?
- How have existing technology capabilities helped in your response to COVID-19?
- What has been the most significant barrier to achieving patient flow/ decreasing wait times, and how have you worked to overcome this? What results have you experienced?

**Maryam Hasani**, *Business Development Manager, Canada HHS, Teladoc Health*  
**Stephen Beckwith**, *Executive Director, South East Toronto Family Health Team*  
**Rodney Burns**, *CIO, Alliance for Healthier Communities*  
**Moderated By: Ben Goldberg**, *Director, Consulting Services, CGI*

## 12:50pm Closing remarks from Chair and Networking Lunch

Tuesday, May 10, 2022

**8:30am Registration and Networking Coffee**

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**9:00am Opening from Public Sector Network**

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**9:10am Welcome from Chair:  
Canada's Future Health Landscape**

- Creating a digitally enabled patient-centric health system
- Driving value from healthcare data

**Hal Tierney**, *Data Science & AI Practice Lead, Director and Healthcare Leader, CGI*

**Artur Leszczynski**, *CGI Canada Marketing*

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**9:25am Fireside Chat:**



**Creating Client and Family Centred Care Environments**

- Understanding the decisional environment of patients as a shaped by personal history and experience in a dynamic social world
- Helping patients and supportive others clarify the values and emotions underpinning preferences among healthcare options
- Digitally-enabling patients' capacity to be autonomous

**Jackie Desrochers**, *Manager of Client & Family Relations, The Royal*

**Dr. Hassan Mir MD, FRCPC, FRCPC**, *Cardiology and Echocardiography, Division of Cardiology and Division of Cardiac Prevention & Rehabilitation | Assistant Professor, Department of Medicine, University of Ottawa Heart Institute | University of Ottawa*

**Moderated By: Nadine Repple**, *Director Consulting Services, CGI*

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**9:50am Government Keynote:**



**Streamlining the Patient Journey: An Insight into the Latest Initiatives at Our Hospital**

**Dr Glen Geiger**, *Chief Medical Information Officer, Ottawa Hospital*

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**10:15am Gold Partner Session:**

**Delivering Personalized, Patient-Centric Healthcare Through Data and Analytics**

**Jonathan Wiersma M.Sc.**, *Practice Lead - Government & Healthcare Providers, Canada, IQVIA*

**Mike Ness**, *Director, Healthcare Communications, Data Ad*

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**10:40am Morning Tea and Networking Break**

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11:05am **Concurrent Roundtable Discussions**

**Roundtable 1**

**Robust Cyber Security Approach to Prevent Threats on Patient Privacy, Clinical Outcomes and Hospital's Financial Resources**



With the recent cyber-attacks on healthcare and hospitals, this roundtable will focus on key strategies that can help you to protect of electronic medical records and assets from unauthorized access, use and disclosure and prevent any ransomware attacks.

**Facilitated by:**

**Robert Falzon**, *Head of Engineering, Office of the CTO, Check Point Software Technologies*

**Roundtable 2**

**Effective Data-Driven Analytics for Better Patient Care Through Collaboration and Interoperability**

As healthcare continues to recognize the value of data and digital transformation, many organizations are relying on the cloud to make their future-forward and data-centric thinking a reality. This roundtable will focus on having the right cloud-based solution propel healthcare organizations to be more data-driven – creating better outcomes for everyone.

**Facilitated by:**

**Manoj Hariharan**, *Digital Health Transformation Leader & Strategist, IQVIA*

**Melanie Henderson**, *Director, Clinical Support Services, The Ottawa Hospital*

12:05pm **Panel Discussion:**

**Perfecting People, Process, and Technology to Improve Patient Flow, Decrease Wait Times and Achieve Patient-Centricity**



- What are the biggest challenges you've faced, and how have these been addressed?
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- How have existing technology capabilities helped in your response to COVID-19?
- What has been the most significant barrier to achieving patient flow/ decreasing wait times, and how have you worked to overcome this? What results have you experienced?

**Alejandro Martinez, MHA, CHE**, *Director, Corporate Redevelopment, Space Planning & Business Development, Bruyère*

**Noor-Amin Noorani**, *Executive Director, Division of Cardiology, University of Ottawa Heart Institute*

**Melanie Henderson**, *Director, Clinical Support Services, The Ottawa Hospital*

**Robert Falzon**, *Head of Engineering, Office of the CTO, Check Point Software Technologies*

**Moderated By: Hal Tierney**, *Data Science & AI Practice Lead, Director and Healthcare Leader, CGI*

12:50pm **Closing remarks from Chair and Networking Lunch**

Thursday, May 12, 2022

**8:30am Registration and Networking Coffee**

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**9:00am Opening from Public Sector Network**

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**9:10am Welcome from Chair:  
Canada's Future Health Landscape**

- Creating a digitally enabled patient-centric health system
- Driving value from healthcare data

**Dr. Diane Gutiw**, *Vice President, Analytics and AI, CGI*  
**Amanda Scarbro**, *Director, BC Health, CGI*

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**9:25am Government Keynote:  
Virtual Reality for Seniors Health and Well-being**



- Leveraging virtual reality as a technology for seniors in long term care homes
- Promoting health and wellbeing during the COVID-19 Pandemic
- Sharing the experience and findings to date from the use of virtual reality in long term care homes

**Joanna Harrison MscM, Bsc**, *Executive Director, Seniors Specialized Care Transformation, Interior Health*


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**9:50am Platinum Partner Session:  
Leveraging Digital Solutions That Facilitate Better Healthcare Access, Continuity of Care and Collaboration Between Providers and Patients**

**May Tuason**, *Director, Clinical Architecture & Innovation, Digital Health Strategy Office, Provincial Health Services Authority*  
**Brian Faust**, *Senior Account Executive, Public Sector, Salesforce*  
**Erin O'Halloran**, *Healthcare Lead, Western Canada, AWS*

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**10:15am Government Keynote:  
Virtual Health Technologies and Its Impact During COVID And Beyond**



- Overview of virtual health and role since COVID
- Evaluate the impact of virtual health solutions based on the principles of quadruple aim

**Amir Rasheed**, *Senior Director, Provincial Partnerships and Clinical Innovations, Office of Virtual Health, Provincial Health Services Authority*

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**10:40am Morning Tea and Networking Break**

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**11:05am Concurrent Roundtable Discussions**  
**Roundtable 1**



**Developing a Secure, Modern Patient-centric Approach to Prevent Threats on Patient Privacy, Clinical Outcomes, and Hospital's Financial Resources**

With the constant security and privacy breaches affecting healthcare and hospitals, this roundtable will focus on key strategies that can help you protect patients' personal health information, electronic medical records and hospital assets from unauthorized access and disclosure.

**Facilitated by:**

**Markus Lincoln**, Major Account Executive, Public Sector, **ForgeRock**

**Roundtable 2**

**Effective Data-Driven Analytics for Better Patient Care Through Collaboration and Interoperability**

As healthcare continues to recognize the value of data and digital transformation, many organizations are relying on the cloud to make their future-forward and data-centric thinking a reality. This roundtable will focus on having the right cloud-based solution propel healthcare organizations to be more data-driven – creating better outcomes for everyone.

**Facilitated by: Elizabeth Keller**, National Healthcare Business Development Lead, Canadian Public Sector, **AWS**

**Pavel Medvedev**, Lead Solution Engineer - Public Sector Health, **Salesforce**

**12:05pm Panel Discussion:**



**Perfecting People, Process, and Technology to Improve Patient Flow, Decrease Wait Times and Achieve Patient-Centricity**

- What are the biggest challenges you've faced, and how have these been addressed?
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**Bruce Davidson, MSc**, Director, Data Management Analysis & Reporting, System Optimization, **Fraser Health**

**Leanne Thain, RN, BScN, MHS**, Director Strategic Initiatives, **ServiceBC: Ministry of Citizen Services, Government of BC**

**Ariadna McKenna**, Director, Health Informatics & Clinical Solutions, **Fraser Health**

**Kyle Eckhardt M.Eng., P.Eng.**, Special Projects Director, **Lower Mainland Medical Imaging**

**Moderated By: Amanda Scarbro**, Director, BC Health, **CGI**

**12:50pm Closing remarks from Chair and Networking Lunch**

Friday, May 13, 2022

**8:30am Registration and Networking Coffee**

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**9:00am Opening from Public Sector Network**

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**9:10am Welcome from Chair:  
Canada's Future Health Landscape**

- Creating a digitally enabled patient-centric health system
- Driving value from healthcare data

**Dr. Diane Gutiw**, *Vice President, Analytics and AI, CGI*  
**Brinda Narayan**, *Vice President, Consulting Services, CGI*

---

**9:25am Government Keynote:  
Creating a Digitally-Enabled Patient-Centric Health System**



- Undergoing back, middle and front office transformation to create a truly interconnected healthcare system
- Successfully rolling out virtual hospitals, patient portals, and telehealth technologies
- Empowering staff to deliver safe, high quality, and reliable care

**Kim Wieringa**, *Assistant Deputy Minister, Health Information Systems, Government of Alberta*

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**9:50am Platinum Partner Session:  
Leveraging Digital Solutions That Facilitate Better Healthcare Access, Continuity of Care and Collaboration Between Providers and Patients**

**Quinn Mah**, *Executive Director, Information Management, Alberta Health*  
**Pavel Medvedev**, *Lead Solution Engineer - Public Sector Health, Salesforce*  
**Erin O'Halloran**, *Healthcare Lead, Western Canada, AWS*

---

**10:15am Government Keynote:  
Building Health System Sustainability - Learnings from the Pandemic**



- The evolving role of data and analytics to inform policy
- Open access, real-time information - the influence of armchair experts
- Patient-centered health system priorities - innovation in virtual, electronic and digital solutions

**Andy Ridge**, *Assistant Deputy Minister, Health Standards, Quality and Performance, Government of Alberta*

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**10:40am Morning Tea and Networking Break**

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**Pavel Medvedev**, Lead Solution Engineer - Public Sector Health, **Salesforce**

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**Krista Brower, PhD, CE**, Director, Evaluation & Quality Improvement, **Edmonton Oliver Primary Care Network**

**Shannon Berg**, Executive Director, Primary and Community Health, Health Workforce Planning and Accountability Division, **Alberta Health**

**Rob Skrypnek**, Senior Program Officer, Primary Health Care and Senior Provincial Director, PHC Integration Network, **Alberta Health Services**

**Moderated By: Jesse Bhondi, MBA, BSc.**, Director, Consulting, **CGI**

**12:40pm Closing remarks from Chair and Networking Lunch**

**Mauro Chies**, President and CEO, **Alberta Health Services**

**Dr. Diane Gutiw**, Vice President, Analytics and AI, **CGI**

**Brinda Narayan**, Vice President, Consulting Services, **CGI**