



# National Insights - Spring Edition

Personalised and Intuitive Healthcare with Technology

Online → Wednesday, April 27, 2022 | 12pm - 2:45pm ET & 9am - 11:45am

## Your Inspiring Speakers



**DR. TED SCOTT, PH.D.,  
MAPPSC, CPHIMS-CA**  
Vice President Research &  
Chief Innovation Officer  
**Hamilton Health Sciences**



**LISA S. JENSEN RD, MBA**  
Corporate Director, Acute  
Care Services Integrated  
Access  
**Covenant Health**



**EMILY PRIDHAM**  
Long-term Care Director  
for COVID-19 Response  
**Island Health**



**ANDRIANA LUKICH**  
Director Digital Solutions  
**St Joseph's Healthcare  
Hamilton**



**ALEXIS VILLA**  
Senior Program Director,  
Digital Health & Strategic  
Program Delivery  
**University Health  
Network**



**VIN SINGH**  
VP Information Systems  
and Technology Circle of  
Care  
**Sinai Health**



**DREX DEFORD**  
Executive Healthcare  
Strategist  
**CrowdStrike**



**JEFF CURTIS DBA, MBA,  
MSC, CGEIT, CRISC,  
CISSP, CISM**  
Chief Privacy Officer  
**Sunnybrook Health  
Sciences Centre**



**PENNY LONGMAN,  
CISSP, CISA, CDPSE,  
CIPP/C, ITIL**  
Director, Information  
Security & Data  
Stewardship  
**Fraser Health  
Network**



**MATTHEW  
RADCLIFFE**  
AVP Healthcare  
**SailPoint**



**JONATHAN  
WIERSMA**  
Practice Leader,  
Government  
**IQVIA**



**MIKE BURGOWNE**  
Industry Lead -  
Healthcare  
**Ricoh Digital  
Services**



**ANGELA  
LIANOS, MHSC**  
Senior Director,  
Healthcare  
Advisory  
**PwC**

## Benefits of Attending



**Understand how to enable connected care across service providers** and overcome issues of distance and isolation to improve services and provide better outcomes



**Leverage the experience of other healthcare providers** to set the vision and roadmap for the future



**Equip yourself with the cyber tools and digital solutions case studies** to improve technology strategy implementation and for increasing demands inpatient experience and outcomes

**CLICK HERE TO REGISTER**



## Personalised and Intuitive Healthcare with Technology

We've faced a radical two-year disruption for the Canadian Health Care Sector in an unprecedented global post-pandemic age. The risk of not exponentially advancing becomes more significant than the risk of "doing things the way they've always been done." The rapid evolution of global health systems, patient-centric design, and digital enablement is no longer in "the future"; it is in "the now."

With higher pressure on resources, shifting population needs, growth in healthcare expenditures, and evolving consumer expectations for better patient experience and outcomes, the emphasis is on delivering more value with less.

**Q2 National Insights – Spring Edition** is about working towards an entirely digitally enabled and integrated healthcare system in Canada in a COVID-19 world. With a focus on technology, analytics, and data, this event allows you to meet with public sector health leaders as they share their strategies for creating digitally transformed, patient-centric health systems

Join this exclusive event to discuss the power of technology and foster innovation to achieve high-quality, sustainable healthcare for all today and into the future.

### Who You'll Meet

**Executive Directors/Directors/Clinical Directors/Leaders/Heads/Managers of:**

- |                             |                                 |
|-----------------------------|---------------------------------|
| ● Health Departments        | ● Public Hospitals              |
| ● Locals Hospital Networks  | ● Nursing                       |
| ● Allied Health Providers   | ● Medical                       |
| ● Nurse Practitioners       | ● Clinical                      |
| ● Community Health Services | ● Consumer & Patient Experience |



**12:00pm ET  
9:00am PT**
**Welcome from Public Sector Network**
**12:05pm ET  
9:05am PT**
**Welcome from Chair**
**Angela Lianos, MHSC**, Senior Director, Healthcare Advisory, **PwC**
**12:20pm ET  
9:20am PT**
**Government Keynote:**
**Setting the Vision and Developing Your Digital Health Strategy to Create an Interconnected Healthcare System**
**Dr. Ted Scott, Ph.D., MAppSC, CPHIMS-CA**, Vice President Research & Chief Innovation Officer, **Hamilton Health Sciences**
**12:35pm ET  
9:35am PT**
**Platinum Keynote:**
**Cybersecurity Transformation: The Critical Connection to Digital Health Innovation**

The past couple years have been a nearly perfect storm for cyber criminals, costing the healthcare industry billions in downtime, and millions in breached records. Drex will review a brief history on how we moved into the crosshairs of cybercriminals, dive into the specialization and sophistication of today's e-crime adversaries, and identify some of the actions necessary to transform cybersecurity programs to support the requirements of modern digital health delivery. The goal is to leverage their experience to assist healthcare executives seeking to create a solid foundation for their organizations digital, clinical and business initiatives.

**Drex DeFord**, Executive Healthcare Strategist. **CrowdStrike**
**12:50pm ET  
9:50am PT**
**Panel Discussion:**
**Creating a Culture of Innovation in Healthcare**

- How can we best utilize new healthcare technologies during times of public crisis?
- How can we safely utilize data and analytics for insight-based decision-making?
- What are some best practices for integrating telehealth into your healthcare settings?
- What key elements enable a successful rollout of new technologies and digital health initiatives that minimize disruption and allow a smooth transition?
- What role has culture and effective change management played in ensuring your initiatives are embedded successfully?
- What is one action item you would like to share with everyone on the line today to help them improve their culture of innovation?

**Andriana Lukich**, Director Digital Solutions, **St Joseph's Healthcare Hamilton**
**Alexis Villa**, Senior Program Director, Digital Health & Strategic Program Delivery, **University Health Network**
**Vin Singh**, VP Information Systems and Technology Circle of Care, **Sinai Health**
**Mike Burgoyne**, Industry Lead – Healthcare, **Ricoh Digital Services**
**1:20pm ET  
10:20am PT**
**Government Case Study:**
**Designing a Hospital-Based Integrated Operations Centre (IOC) to Manage Patient Flow**

- The IOC is a co-located team led by a site decision-maker empowered by real-time situational awareness and data to make patient flow and resources decisions. Strong role clarity, business processes, trigger and decision points, and escalation pathways guide the site IOC. The IOC will monitor critical operational processes and activate escalations at defined thresholds to maintain optimal site and resource utilization.
- The Site IOC consistently anticipates bed capacity and resource needs for the hospital and works with all stakeholders to remove barriers and meet the needs of the patients transitioning in and out of acute care

**Lisa S. Jensen RD, MBA**, Corporate Director, Acute Care Services Integrated Access, **Covenant Health**
**1:35pm ET  
10:35am PT**
**Government Case Study:**
**COVID-19 Response in Long-term Care: How We Used Simulation to Increase Preparedness**

This session will share some of the challenges overcome by Island Health teams, and how system-level simulations were used to build a robust, dynamic outbreak response process

**Emily Pridham**, Long-term Care Director for COVID-19 Response, **Island Health**

1:50pm ET  
10:50am PT

### Gold Spotlight:

#### Connecting Data, Technology and Expertise to Drive Better Health Insights and Health Outcomes

- With a mandate to be a true partner to the health system, IQVIA is here to support healthcare transformation by intelligently connecting insights, technology and people.
- Understanding the factors that drive healthcare costs is key to balancing financial pressures with better access to therapies for citizens
- Public sector groups can better prepare for what's ahead by having a comprehensive view of health system performance when public data can be married to other healthcare databases
- This presentation will highlight some of the innovative projects we have worked on with other public organizations, as well as give insight into what we will be doing in 2022 and beyond.

**Jonathan Wiersma**, Practice Leader, Government, **IQVIA**

2:05pm ET  
11:05am PT

### Break

2:10pm ET  
11:10am PT

### Panel Discussion:

#### Ensuring You Have Robust Cyber Measures in Place and creating a Cyber Threat Prevention Culture

- What is your vision in terms of improving cyber security? What will the next few years look like for you to roll this out?
- What impact has COVID-19 had on cyber threats? How has it changed your approach to risk management, if at all?
- How have you gone about meeting these demands and incorporating them into your existing framework?
- What has been the most challenging aspect of rolling out enterprise-wide security across your organization, and what hurdles are you consistently coming up against?
- How have you gone about creating and sustaining the right culture?
- What is one action item you would like to share with everyone on the line today to help them improve their risk management capabilities?

**Jeff Curtis DBA, MBA, MSc, CGEIT, CRISC, CISSP, CISM**, Chief Privacy Officer, **Sunnybrook Health Sciences Centre**

**Penny Longman, CISSP, CISA, CDPSE, CIPP/C, ITILv4**, Director, Information Security & Data Stewardship, **Fraser Health**

**Matthew Radcliffe**, AVP Healthcare, **SailPoint**

**Moderated by: Angela Lianos, MHSc**, Senior Director, Healthcare Advisory, **PwC**

2:40pm ET  
11:40am PT

### Closing Remarks from the Chair

**Angela Lianos, MHSc**, Senior Director, Healthcare Advisory, **PwC**

2:45pm ET  
11:45am PT

### Virtual Event Adjourns

## Thank you to our Event Partners

Platinum

Gold

Silver

Chair



What's On Next

Healthcare Roadshow

Toronto

May 9, 2022

For partnership opportunities, contact **Andrew Cowan** for more information.