

ROADSHOW



Healthcare



Navigating to a Better Future in Healthcare

April 28 - June 19

BC | NS | ON | AB

Publicsectornetwork.com

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Navigating to a Better Future in Healthcare

The healthcare sector has embraced a few years of turbulence as they dealt with immense pressure to be sustainable and resilient. The pandemic has placed a spotlight on the healthcare sector by making the key challenges of this industry top of mind for all citizens. Employee burnout, increasing turnover, rising concerns for equality and accessibility to primary/virtual care, and the rapid growth of the aging Canadian population is only the tip of the problems faced in the industry.

Growing collaboration between public and private sector has introduced new areas of collaboration which can help this sector pivot into becoming more prepared to provide preventative and personalized care. The growing suites of services can help alleviate and provide remedies for some of the current challenges, but it introduces concern for privacy among citizens. How can healthcare leaders identify promising areas of opportunities to innovate and deliver improved patient outcomes at lower costs?

To help you on this journey, Public Sector Network brings together the **Healthcare Roadshow 2023** where trailblazers and leaders will share their best practices and key lessons highlighting how they are navigating their organization through turbulent times.

REGISTER NOW



Benefits of Attending



Explore **current trends, opportunities, and challenges to the future of patient-centered care**



Discover key strategies that can help **accelerate healthcare transformation to provide more personalized and preventive patient care at lower costs**



Hear from healthcare leaders on **how best practices and tips to keep in mind to be better prepared for future disruptions**



Delve into **how virtual care can shape the future of healthcare across Canada**

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
- Customer
- Consumer & Patient Experience
- Strategy
- People & Culture
- Workforce
- Telehealth
- Data & Analytics, Performance and Continuous Improvement, Emergency Department
- IT

Your Guide

See what your city has in store

 Half-Day Event  Full-Day Event



Day 1

Halifax, NS

Friday, April 28

**DoubleTree by Hilton
Dartmouth**

101 Wyse Rd, Dartmouth,
NS B3A 1L9



Day 2

Toronto, ON

Tuesday, May 2

**Ontario Bar Association
Conference Centre**

20 Toronto St., Toronto,
ON M5C 2B8



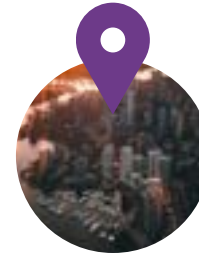
Day 3

Ottawa, ON

Wednesday, May 3

**University of Ottawa
Desmarais Building**

55 Laurier Ave E, Ottawa,
ON K1N 6N5



Day 4

Vancouver BC

Wednesday, May 10
(Full Day)

Pinnacle Hotel Harbourfront

1133 W Hastings St,
Vancouver, BC V6E 3T3



Day 5

Edmonton, AB

Monday, June 19

Delta Edmonton South
4404 Gateway Blvd NW,
Edmonton, AB T6H 5C2

2022 Snapshot



226

Registrations



47

Speakers



8

Partners



4

Cities



April 28, 2023
8:30AM - 1:00PM



KRISTA JANGAARD
 President and CEO
IWK



PAUL-CHARIFE ALLEN
 Director, IT Security Risk
 Management & Digital
 Infrastructure Information
 Management & Technology
 (IM/IT) Business Service &
 Strategy
Nova Scotia Health



KRISTA ANDERSON
 Provincial Virtual Care
 Lead
**Nova Scotia Health
 Authority**



JENNIFER SHEILS
 Vice President Strategy,
 Transformation & Chief
 Innovation Officer
Horizon Health Network



DIANE GUTIW
 VP Consulting Expert
CGI



JOE WARD
 Regional Sales
 Manager, Public Sector
 (Healthcare)
Okta



DENISE LALANNE
 Director Digital & Client
 Services
IWK Health



KAREN HAY
 Digital Health
 Transformation Lead,
 Global Public Sector
Salesforce



ELIZABETH KELLER
 National Business
 Development,
 Healthcare
**Amazon Web Services
 (AWS)**



NEVILLE ASHLEIGH
 SVPCS & BU Leader
CGI



KRISHNA RAJ KUMAR
 Director Consulting
 Services
CGI

Thank You to our Partners

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okta

 **Health Cities**



For partnership opportunities, contact [Andrew Cowan](#) for more information.

DoubleTree by Hilton Dartmouth | 101 Wyse Rd, Dartmouth, NS B3A 1L9

8:30am Registration and Networking Coffee

9:00am Welcome from Public Sector Network

9:10am Welcome from Chair
Diane Gutiw, *VP Consulting Expert, CGI*

9:35am **Opening Keynote: Co-creation with Patients and Families: Leveraging Person-Centered Care for the Future of Health**



- Designing health infrastructure and services with patients and families to improve access, flow and patient experience
- Understanding needs of diverse populations using person-centered approaches

Krista Jangaard, *President and CEO, IWK*

10:00am **Platinum Partner Session: How to Deliver Personalized Patient Experiences and Better Healthcare Outcomes**

Keeping up with the pace of change and healthcare innovation is an enormous challenge for provincial health ministries, especially following a global pandemic. AWS and Salesforce are continuing to build joint solutions to help healthcare customers accelerate innovation and time-to-value. Join this session to learn how healthcare organizations In Canada and around the globe are harnessing the power of the cloud to deliver personalized experiences while driving improved patient outcomes.

Karen Hay, *Digital Health Transformation Lead, Global Public Sector, Salesforce*

Elizabeth Keller, *National Business Development, Healthcare, Amazon Web Services (AWS)*

10:25am **Government Keynote: Privacy and Security: Navigating a Leading Challenge in Healthcare**



- How can you develop proactive strategies to protect your organization against a crippling cyber attack
- How can legacy systems increase the vulnerability of your organization and what are the opportunities to innovate?
- How can you increase the cyber vigilance in a tired work force?

Paul-Charife Allen, *Director, IT Security Risk Management & Digital Infrastructure Information Management & Technology (IM/IT) Business Service & Strategy, Nova Scotia Health*

10:50am Morning Coffee and Networking Break

11:10am 3 Concurrent Roundtable Discussions

Breakout into specialized conversation areas and join engaging discussions to deep dive into innovation priorities

Topics:

- Protecting Healthcare Sector Against Cyber Threats
 - Fostering Innovation Culture in Healthcare
 - Improving Accessibility to Electronic Patient Records
-

12:10pm Panel Discussion: Exploring the Impact of Virtual Care



- How is virtual care impacting how patients are receiving care from their physicians?
- How can virtual care alleviate the stress in hospitals?
- How is the patient experience measured to ensure the true impact of virtual care?

Panel Moderator: Diane Gutiw, *VP Consulting Expert, CGI*

Jennifer Sheils, *Vice President Strategy, Transformation & Chief Innovation Officer, Horizon Health Network*

Joe Ward, *Regional Sales Manager, Public Sector (Healthcare), Okta*

Denise Lalanne, *Director Digital & Client Services, IWK Health*

Krista Anderson, *Provincial Virtual Care Lead, Nova Scotia Health Authority*

12:50pm Closing Remarks from Chair

Diane Gutiw, *VP Consulting Expert, CGI*

Neville Ashleigh, *SVPCS & BU Leader, CGI*

1:00pm Networking Lunch



TED SCOTT
CIO
Hamilton Health Sciences



MEHDI SOMJI, MHI, CHE
Director, Innovation & Partnerships
Trillium Health Partners



JEFF CURTIS
CPO
Sunnybrook Health Sciences Centre



**LAURA DESVEAUX
PHD, PT (SHE/HER)**
Scientific Lead, Institute for Better Health & Learning Health System
Program Lead, Trillium Health Partners
Adjunct Scientist, Women's College Hospital
Assistant Professor, Institute of Health Policy, Management and Evaluation, University of Toronto
Executive Director, Women Who Lead



KELLIE SCOTT
Vice-President of Consulting
CGI



AMELIA HOYT
Chief Information Officer
Michael Garron Hospital



KAREN HAY
Digital Health Transformation Lead, Global Public Sector
Salesforce



SHAWN ROSEMARIN
Vice President of R&D, Customer Engineering
Pure Storage



IAN MAYNARD
CEO & Co-Founder
RealTime Medical Inc.



ELIZABETH KELLER
National Business Development, Healthcare
Amazon Web Services (AWS)



BENJAMIN GOLDBERG
Director Consulting Services
CGI



KARAM BAINS
Director Consulting Expert
CGI



GINA JOHAR
Vice President & Chief Digital Officer
Quinte Health Care

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For partnership opportunities, contact [Andrew Cowan](#) for more information.

Ontario Bar Association Conference Centre | 20 Toronto St., Toronto, ON M5C 2B8

8:30am Registration and Networking Coffee

9:00am Welcome from Public Sector Network

9:10am Welcome from Chair

Kellie Scott, *Vice-President of Consulting, CGI*

9:30am **Opening Keynote: Empowering Patients and Providers using a Novel Perioperative, Virtual Nursing Station care model based on Research Evidence**



- How remote monitoring of vital signs and patient-reported outcomes drive patient engagement and better surgical outcomes.
- Examining the role of perioperative physicians in reducing surgical complications.
- Sharing perspectives on the use of escalation protocols and nursing practice.

Ted Scott, *CIO, Hamilton Health Sciences*

9:50am **Platinum Partner Session: How to Deliver Personalized Patient Experiences and Better Healthcare Outcomes**

Keeping up with the pace of change and healthcare innovation is an enormous challenge for provincial health ministries, especially following a global pandemic. AWS and Salesforce are continuing to build joint solutions to help healthcare customers accelerate innovation and time-to-value. Join this session to learn how healthcare organizations in Canada and around the globe are harnessing the power of the cloud to deliver personalized experiences while driving improved patient outcomes.

Karen Hay, *Digital Health Transformation Lead, Global Public Sector, Salesforce*

Elizabeth Keller, *National Business Development, Healthcare, Amazon Web Services (AWS)*

10:10am **Government Keynote: A Learning Health System Approach to Transformational Innovation!**



Mehdi Somji, *MHI, CHE, Director, Innovation & Partnerships, Trillium Health Partners*

Laura Desveaux PhD, PT (she/her), *Scientific Lead, Institute for Better Health & Learning Health System Program Lead, Trillium Health Partners &, Adjunct Scientist, Women's College Hospital & Assistant Professor, Institute of Health Policy, Management and Evaluation, University of Toronto & Executive Director, Women Who Lead*

10:30am Gold Partner Session: Improving Patient Outcomes by Simplifying your Data Estate

Shawn Rosemarin, *Vice President of R&D - Customer Engineering, Pure Storage*

10:50am Morning Coffee and Networking Break

11:10am 3 Concurrent Roundtable Discussions

Breakout into specialized conversation areas and join engaging discussions to deep dive into innovation priorities

Topics:

- Protecting Healthcare Sector Against Cyber Threats
 - Hospital Business Continuity Planning (BCP) in a Post-Pandemic World
 - How to Reduce Wait Times and Increase Health System Throughput?
 - Fostering Innovation Culture in Healthcare
-

12:10pm Panel Discussion: Privacy and Security: Navigating a Leading Challenge in Healthcare



- How can you develop proactive strategies to protect your organization against a crippling cyber attack
- How can legacy systems increase the vulnerability of your organization and what are the opportunities to innovate?
- How can you increase the cyber vigilance in a tired work force?

Panel Moderator: Ben Goldberg, *Director Consulting Services, CGI*

Jeff Curtis, *CPO, Sunnybrook Health Sciences Centre*

Gina Johar, *Vice President and Chief Digital Officer, Quinte Health Care*

Ian Maynard, *CEO & Co-Founder, RealTime Medical Inc.*

Amelia Hoyt, *Chief Information Officer, Michael Garron Hospital*

12:50pm Closing Remarks from Chair

Ben Goldberg, *Director Consulting Services, CGI*

1:00pm Networking Lunch





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



DR. ALAN FORSTER
Executive Vice President
& Chief Innovation and
Quality Officer
The Ottawa Hospital



ALI REZAEI
Director Consulting
Expert
CGI



COLLEEN FERRIS
Director of Innovations
and Strategic
Development
Healthcare Excellence
Canada



GARY MILLER
Vice President, Canada
Cybersecurity
CGI



JOY ARDANAZ
Subject Matter Expert
CGI



DEANNA ROTHWELL
Director of Analytics
The Ottawa Hospital



MELANIE HENDERSON
Vice President, Clinical
and Support Services
/ Partnerships &
Integration
Pembroke Regional
Hospital



JENNIFER PROULX
Vice President, Child
Development and
Community Services
CHEO



JAMES MCGIBBON
VP Consulting Services
CGI



CHRIS JOYCE
Director Consulting |
Space Sector Lead
CGI



ANNIE MARTIN
Health Beyond Portfolio
Manager
Canadian Space Agency

Thank You to our Partners

Chair

Host

Marketing Partner



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University of Ottawa, Desmarais Building | 55 Laurier Ave E, Ottawa, ON K1N 6N5

8:30am Registration and Networking Coffee

9:00am Welcome from Public Sector Network

9:10am **Opening Remarks from University of Ottawa**
Anne-Chantal Soucie, *Associate Director - Professional Development Institute, University of Ottawa*

9:15am Welcome from Chair

Annie Martin, *Health Beyond Portfolio Manager, Canadian Space Agency*
Chris Joyce, *Director Consulting | Space Sector Lead, CGI*

9:40am **Government Keynote: Wait Lists and the Referrals Backlog - A View From a Quaternary Care Center**



- Enhancing access and streamlining responses using eConsults and Virtual Care
- Navigating the complexities of specialized referrals processing
- Exploring AI based triaging and medical directives
- Readiness for post quantum cryptography and decentralized technologies

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

10:05am **Government Keynote: A Call to Action: Supporting Transformation in Healthcare**



- A new approach to accessing health data is necessary to support transformation
- An open innovation philosophy is critical for healthcare to achieve its goals
- It is necessary to create new ways together in pursuit of healthcare innovation

Dr. Alan Forster, *Executive Vice President & Chief Innovation and Quality Officer, The Ottawa Hospital*

10:30am Morning Coffee and Networking Break

11:00am 3 Concurrent Roundtable Discussions

Breakout into specialized conversation areas and join engaging discussions to deep dive into innovation priorities

Topics:

- Protecting Healthcare Sector Against Cyber Threats
 - Addressing the Workforce Shortages in Healthcare
 - Artificial Intelligence and Machine Learnings Impact in Healthcare
-

12:00pm Panel Discussion: Crystal Ball Gazing: The Future of Health in Canada



- How has the pandemic impacted innovation within the healthcare sector?
- What are the trends shaping the future of technology in healthcare?
- Where do you see more opportunities to increase collaboration for better results?
- What are the key factors that should be considered for healthcare sector to thrive in the new normal?
- What are the key takeaways and tips from 2022 that can help Healthcare leaders to be better prepared and respond to future disruptions

Panel Moderator: James McGibbon, VP Consulting Services, CGI

Colleen Ferris, Director of Innovations and Strategic Development, Healthcare Excellence Canada

Deanna Rothwell, Director of Analytics, The Ottawa Hospital

Melanie Henderson, Vice President, Clinical and Support Services / Partnerships & Integration, Pembroke Regional Hospital

Jennifer Proulx, Vice President, Child Development and Community Services, CHEO

12:50pm Closing Remarks from Chair

James McGibbon, VP Consulting Services, CGI

1:00pm Networking Lunch

BC

MAY 10, 2023 8:00AM - 4:30PM



IAN RONGVE
ADM
Ministry of Health



AMY GILL-SIDHU
Executive Director,
Leadership & Talent
Fraser Health Authority



HEATHER RICHARDS
Executive Director,
Performance,
Partnerships and
Methodologies Branch
Ministry of Health



ELIZABETH BORYCKI
Director at Global
Laboratory Digital Health
Innovation, School of
Health Information
Science
University of Victoria



ANDRE KUSHNIRUK
Director at the School
of Health Information
Science
University of Victoria



SARAH CRAWFORD-BOHL
Executive Director-
Clinical Service Delivery
Vancouver Island Health
Authority



HEATHER BOERSMA
Regional Director –
Virtual Health
Vancouver Coastal
Health



LISA HOLLOWAY
Project Director -
Strategic Initiatives,
Primary Care,
Community & Acute
Vancouver Island
Health Authority



**ABELARDO
MAYORAL-FIERROS**
Director, System
Optimization
Fraser Health
Authority



TINA COSTA
Director, Clinical
Adoption &
Integration, Office of
Virtual Health
Provincial Health
Services Authority



CLAIRE DOHERTY
Leader, Virtual Health
Providence Health
Care



AMANDA SMITH
Executive Director,
Transformation
Leadership Office
PHSA



DIANE GUTIW
VP Consulting Expert
CGI



KAREN HAY
Digital Health
Transformation Lead,
Global Public Sector
Salesforce



SHAWN ROSEMARIN
Vice President of R&D,
Customer Engineering
Pure Storage



FRANK WUEST
Country Managing
Director
Edwards Lifesciences
(Canada) Inc.



AMANDA SCARBRO
Director of Consulting
Services
CGI



FARID FOROUD
Global Public Affairs
Associate Vice
President,
Health & Life
Sciences, Western
Canada



ERIN O'HALLORAN
Healthcare Lead,
Western Canada
AWS



CHERYL WALKER
Director - Health
Analytics
CGI



DUNCAN SALT
Vice President of
Client Outcomes
and Canada Sales
Operations
Nuance



REID CONANT
MD, FACEP, CMIO
Nuance



DANA CAVE
Account Executive
ThoughtExchange

Pinnacle Hotel Harbourfront | 1133 W Hastings St, Vancouver, BC V6E 3T3

8:00am Registration and Networking Coffee

9:00am Welcome from Public Sector Network

9:10am Welcome from Chair

Diane Gutiw, *VP Consulting Expert, CGI*

9:30am **Government Keynote: Exploring the Current Landscape of Canadian's Healthcare**



- Adoption of patient-centered care, a first step for patients to increase their control, accessibility, and involvement of their care
- Leveraging technology to improve healthcare access and patient experience
- Key strategies that can help deliver efficient and improved patient outcomes

Ian Rongve, *ADM, Ministry of Health*

9:50am **Platinum Partner Session: How to Deliver Personalized Patient Experiences and Better Healthcare Outcomes**

Keeping up with the pace of change and healthcare innovation is an enormous challenge for provincial health ministries, especially following a global pandemic. AWS and Salesforce are continuing to build joint solutions to help healthcare customers accelerate innovation and time-to-value. Join this session to learn how healthcare organizations In Canada and around the globe are harnessing the power of the cloud to deliver personalized experiences while driving improved patient outcomes.

Karen Hay, *Digital Health Transformation Lead, Global Public Sector, Salesforce*

Erin O'Halloran, *Healthcare Lead, Western Canada, Amazon Web Services (AWS)*

10:10am **Government Keynote: Strategies to Attract and Retain Healthcare Talent**



- Identifying the pain points of the system
- Leveraging technologies to reduce burnout and employee turnover
- Examining opportunities and top tips to elevate labor shortages in the healthcare system

Amy Gill-Sidhu, *Executive Director, Leadership & Talent, Fraser Health Authority*

10:30am **Platinum Partner Session: Reducing Clinician Burnout with Speech AI**

Duncan Salt, *Vice President of Client Outcomes and Canada Sales Operations, Nuance*

10:50am Morning Coffee and Networking Break

11:20am Emerald Partner Session: Fact-Finding and Listening

Dana Cave, *Account Executive*, ThoughtExchange

Amanda Smith, *Executive Director, Transformation Leadership Office*, PHSA

11:35am Government Keynote: Leveraging Analytics to Understand Population Health Needs and System Performance



Heather Richards, *Executive Director, Performance, Partnerships and Methodologies Branch*, Ministry of Health

11:55am Gold Partner Session: Innovative Solutions to Improve Access to Surgical and Critical Care

- Enhancing access to reduce burden on patients and the healthcare system

Frank Wuest, *Country Managing Director*, Edwards Lifesciences (Canada) Inc.

12:15pm Panel Discussion: Crystal Ball Gazing: The Future of Health in Canada



- How has the pandemic impacted innovation within the healthcare sector?
- What are the trends shaping the future of technology in healthcare?
- Where do you see more opportunities to increase collaboration for better results?
- What are the key factors that should be considered for healthcare sector to thrive in the new normal?
- What are the key takeaways and tips from 2022 that can help Healthcare leaders to be better prepared and respond to future disruptions?

Panel Moderator: Amanda Scarbro, *Director of Consulting Services*, CGI

Heather Boersma, *Regional Director - Virtual Health*, Vancouver Coastal Health

Lisa Holloway, *Project Director - Strategic Initiatives, Primary Care, Community & Acute*, Vancouver Island Health Authority

12:45pm Networking Lunch

1:45pm 5 Concurrent Roundtable Discussions

Breakout into specialized conversation areas and join engaging discussions to deep dive into innovation priorities

Topics:

- Protecting the Healthcare Sector Against Cyber Threats
 - Improving Accessibility to Electronic Patient Records
 - Artificial Intelligence and Machine Learnings Impact in Healthcare
 - Fostering Innovation Culture in Healthcare
 - Is Surgical Wait Time a Red Herring?
-

2:45pm Government Keynote: Bringing Primary Care to All Communities by Increasing Accessibility for Patients Through Virtual Care



- Innovative tech allows bring primary healthcare to be brought to rural communities to reduce healthcare gaps
- Understanding why virtual care is underutilized and where the opportunity lies

Elizabeth Borycki, *Director at Global Laboratory Digital Health Innovation, School of Health Information Science, University of Victoria*
Andre Kushniruk, *Director at the School of Health Information Science, University of Victoria*

3:05pm Gold Partner Session: Improving Patient Outcomes by Simplifying your Data Estate
Shawn Rosemarin, Vice President of R&D - Customer Engineering, Pure Storage

3:25pm Panel Discussion: Exploring the Impact of Virtual Care



- How is virtual care impacting how patients are receiving care from their physicians?
- How can virtual care alleviate the stress in hospitals?
- How is the patient's experience measured to ensure the true impact of virtual care?
- How can expansion into virtual care optimize system efficiency?
- How could virtual health investments transform infrastructure and capacity investments?

Panel Moderator: Amanda Scarbro, *Director of Consulting Services, CGI*

Abelardo Mayoral-Fierros, *Director, System Optimization, Fraser Health Authority*

Tina Costa, *Director, Clinical Adoption & Integration, Office of Virtual Health, Provincial Health Services Authority*

Claire Doherty, *Leader, Virtual Health, Providence Health Care*

Sarah Crawford-Bohl, *Executive Director- Clinical Service Delivery, Vancouver Island Health Authority*

3:55pm Closing Remarks from Chair, followed by Networking Drinks
Diane Gutiw, *VP Consulting Expert, CGI*

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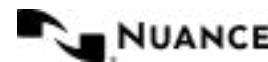
Chair



Emerald



Platinum



Gold



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AB

JUNE 19, 2023 8:30AM - 1:00PM



ANDREA LOCKE
CGI Director, Contulging
Services
CGI



TIM MURPHY
Vice President, Health
Alberta Innovates



REG JOSEPH
CEO
Health Cities



CONNYP AVILA
Chief Innovation Officer
Covenant Health
Canada



PATTY WICKSON
Executive Director,
Innovation Evidence
Evaluation & Impact
Alberta Health Services



KAREN HAY
Digital Health
Transformation Lead,
Global Public Sector
Salesforce



FRANK WUEST
Country Managing
Director
Edwards Lifesciences
(Canada) Inc.



ROBERT GORDANIER
Chief Technologist -
Canadian Public Sector
IBM



ERIC JOHNSON
Partner - Client Partner,
Western Canada, Public
IBM



FARID FOROUD
Global Public Affairs
Associate Vice President,
Health & Life Sciences,
Western Canada



ERIN O'HALLORAN
Healthcare Lead,
Western Canada
AWS



GISELE BACKFAT
Senior Practice
Consultant, Health Link -
Indigenous Support Line
Alberta Health Services



BRINDA NARAYAN
CGI Vice President, Contulging
Services
CGI



ADAM MCMATH
Director Consulting Expert
CGI

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ABDUL LAWAL
CGI Director, Contulging
Services
CGI

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Delta Edmonton South | 4404 Gateway Blvd NW, Edmonton, AB T6H 5C2

8:30am Registration and Networking Coffee

9:00am Welcome from Public Sector Network

9:10am Welcome from Chair
Brinda Narayan, *CGI Vice President, Consulting Services Health, CGI*

9:30am Opening Keynote: Indigenous Support Line



- From project development to implementation success, this project will demonstrate how Indigenous listeners answers questions and help Indigenous peoples receive culturally appropriate care and help guide callers each step of their healthcare journey.
- This Line has been recognized as the top health diversity and equity innovation service across Canada at the [i4 Launchpad competition](#) 2022 curve with new technology

Gisele Backfat, *Senior Practice Consultant, Health Link - Indigenous Support Line, Alberta Health Services*

9:50am Platinum Partner Session: How to Deliver Personalized Patient Experiences and Better Healthcare Outcomes

Keeping up with the pace of change and healthcare innovation is an enormous challenge for provincial health ministries, especially following a global pandemic. AWS and Salesforce are continuing to build joint solutions to help healthcare customers accelerate innovation and time-to-value. Join this session to learn how healthcare organizations In Canada and around the globe are harnessing the power of the cloud to deliver personalized experiences while driving improved patient outcomes.

Karen Hay, *Digital Health Transformation Lead, Global Public Sector, Salesforce*
Erin O'Halloran, *Healthcare Lead, Western Canada, Amazon Web Services (AWS)*

10:10am Government Keynote: A Call for Help - Improving Healthcare Providers' Holistic Health



- Leveraging technologies to reduce burnout and employee turnover
- Examining opportunities of labour mobility to elevate the shortage

Tim Murphy, *Vice President, Health, Alberta Innovates*

10:30am Gold Partner Session: Innovative Solutions to Improve Access to Surgical and Critical Care

- Enhancing access to reduce burden on patients and the healthcare system

Frank Wuest, *Country Managing Director*, Edwards Lifesciences (Canada) Inc.

10:50am Morning Coffee and Networking Break

11:10am 4 Concurrent Roundtable Discussions

Breakout into specialized conversation areas and join engaging discussions to deep dive into innovation priorities

Suggested Topics:

- Protecting Healthcare Sector Against Cyber Threats - Facilitated by CGI
 - Fostering Innovation Culture in Healthcare Facilitated by AWS/Salesforce
 - Generative AI and Potential Impacts on the Healthcare Workforce - Facilitated by IBM
 - Is Surgical Wait Time a Red Herring? - Facilitated by Edwards Lifesciences
-

12:10pm Panel Discussion: Driving Healthcare Digital Transformation to Improve Patient Accessibility and Experience



- What are the barriers to adoption of technology in healthcare and how can that be overcome?
- How has the pandemic impacted digital transformation within the healthcare sector?
- How are legacy systems making your organizations more vulnerable and how can we address this?
- How can you embed a risk averse culture in healthcare?
- What are the key elements to enable a successful roll out of new technologies and digital health initiatives that minimize risk and disruption?

Moderator: **Andrea Locke**, *CGI Director, Consulting Services*, CGI

Conny Avila, *Chief Innovation Officer*, Covenant Health Canada

Reg Joseph, *CEO*, Health Cities

Robert Gordanier, *Chief Technologist for the Canada Public Sector*, IBM

Patty Wickson, *Executive Director, Innovation Evidence Evaluation & Impact*, Alberta Health Services

12:50pm Closing Remarks from Chair

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

1:00pm Networking Lunch
