# Healthcare Infrastructure Conference

Build an integrated digital healthcare infrastructure that connects healthcare providers and services focused on Access, Experience, and Outcome

## Post-Event Report

**Tuesday, October 3, 2023**
Sheraton Centre Toronto Hotel, Toronto, ON
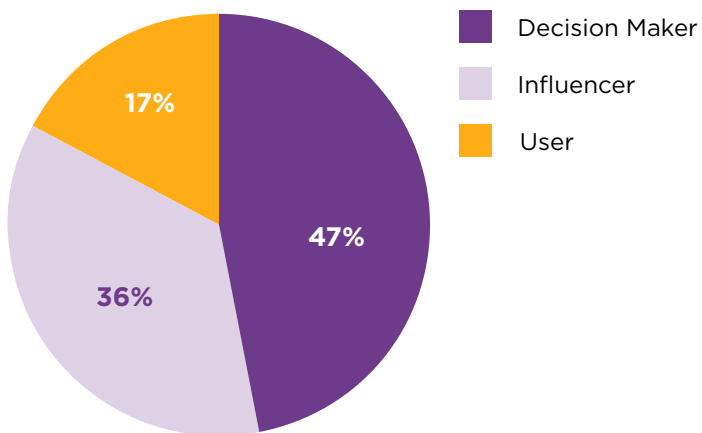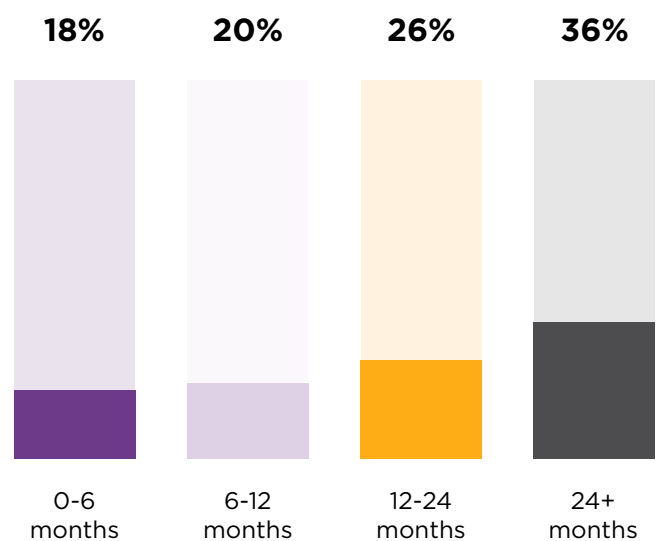
# Event Statistics

**335**
Registrations

**42**
Speakers

**25**
Partners

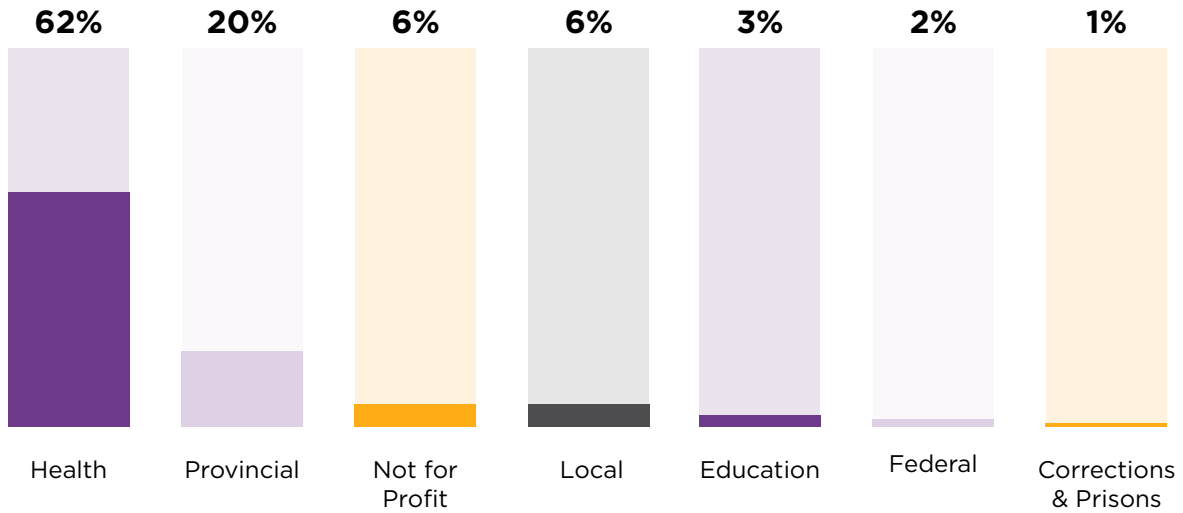# Delegate Profile

## Attendee Role

- Decision Maker
- Influencer
- User

47%
36%
17%

## Investment Timeframe

| 18% | 20% | 26% | 36% |
|-----|-----|-----|-----|

0-6 months | 6-12 months | 12-24 months | 24+ months

# 2023 Survey

## A snapshot of trends happening in the Canadian Public Sector

## 216 ATTENDEES PARTICIPATED IN THIS SURVEY

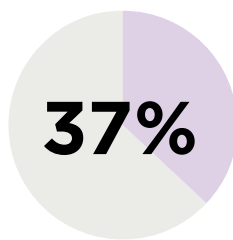| 62% | 20% | 6% | 6% | 3% | 2% | 1% |
|---|---|---|---|---|---|---|
| Health | Provincial | Not for Profit | Local | Education | Federal | Corrections & Prisons |

**What is your organization, department or function's top priority over the next 12-24 months?**

**What are the biggest barriers to building a culture of continuous innovation within your agency/department?**

**How is your agency working to overcome the talent challenge across government?**

### 24%
said becoming more data driven in decision making

### 37%
said budget constraints
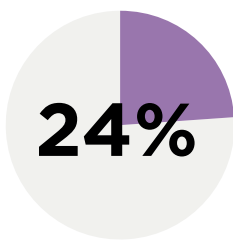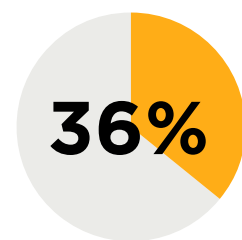
### 36%
said focusing on career paths and upskilling

## TOP 3 FOCUS AREAS
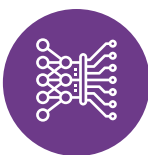
AI

Big Data

Electronic Health Record

# Poll Report

## What is your organization, department or function's top priority over the next 12-24 months?

| Priority | |
|---|---|
| Becoming more data driven in decision making | **24%** |
| Transforming and automating processes | **21%** |
| Investing in new technology and digital services | **21%** |
| Modernizing data and cyber security processes | **11%** |
| Collaborating with other departments/tiers of government | **11%** |
| Updating workplace culture and upskilling the workforce | **6%** |
| Building resiliency and improving business continuity plans | **6%** |

## What are the biggest barriers to building a culture of continuous innovation within your agency/department?

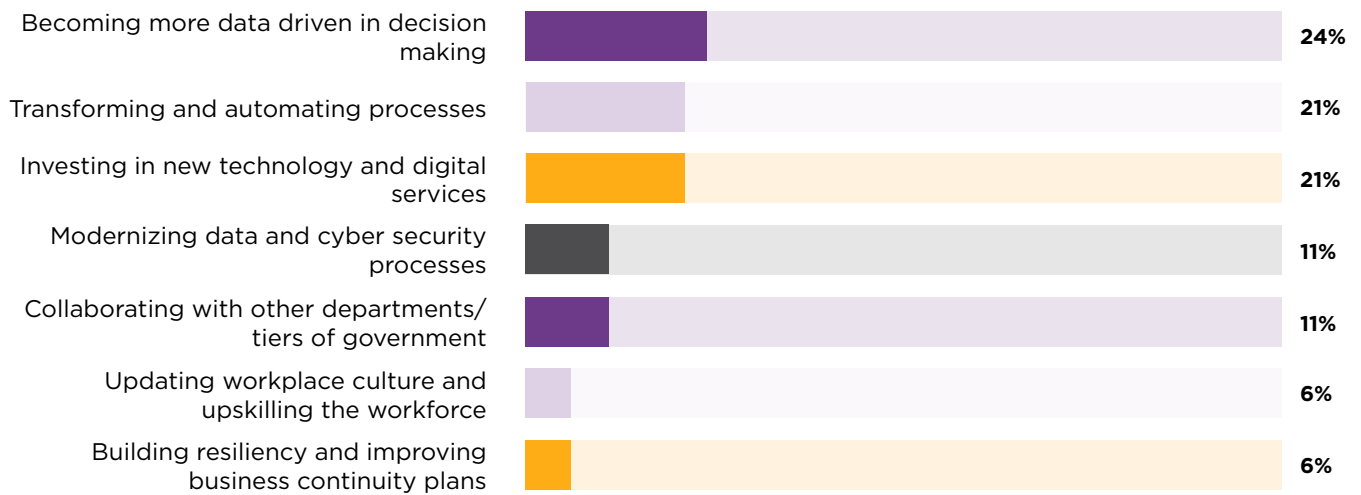| Barrier | |
|---|---|
| Budget constraints | **37%** |
| Digital capabilities | **17%** |
| Policy and processes (red tape!) | **13%** |
| Change management | **13%** |
| Establishing a shared vision | **10%** |
| Talent/Skill shortage | **8%** |
| Leadership buy-in | **2%** |

# Poll Report

## How is your agency working to overcome the talent challenge across government?

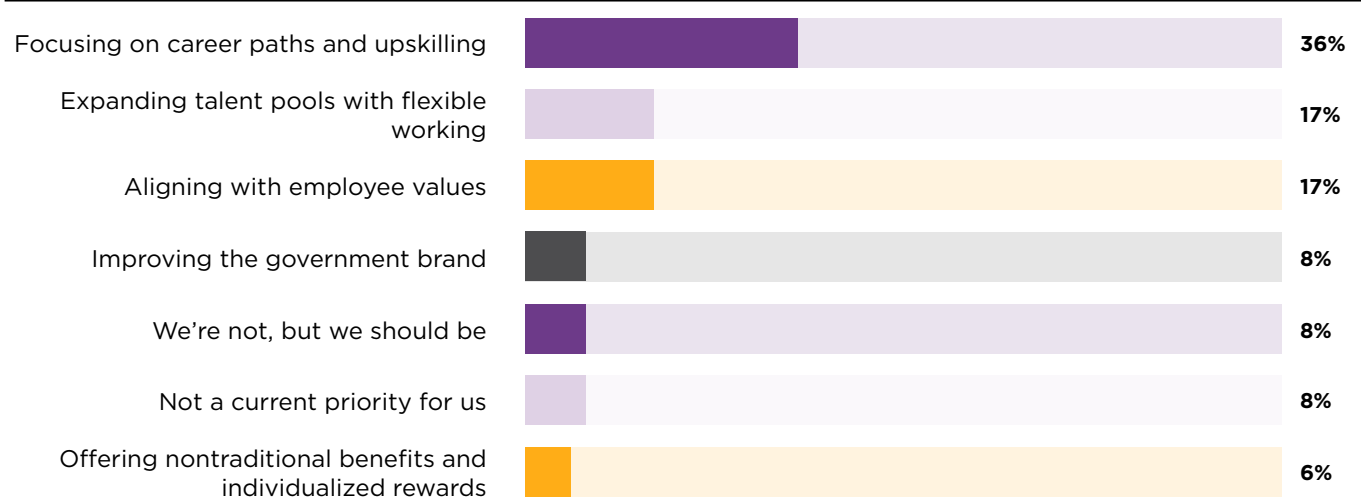| Category | Percentage |
|----------|-----------|
| Focusing on career paths and upskilling | 36% |
| Expanding talent pools with flexible working | 17% |
| Aligning with employee values | 17% |
| Improving the government brand | 8% |
| We're not, but we should be | 8% |
| Not a current priority for us | 8% |
| Offering nontraditional benefits and individualized rewards | 6% |

## What do you believe is the #1 change that can help Government meet modern user expectations?

| Category | Percentage |
|----------|-----------|
| Cross agency & cross sector collaboration | 33% |
| Talent attraction & retention strategies | 21% |
| Expanding digital services | 15% |
| Improved data democratization and utilization | 15% |
| Workforce upskilling | 8% |
| Other | 8% |
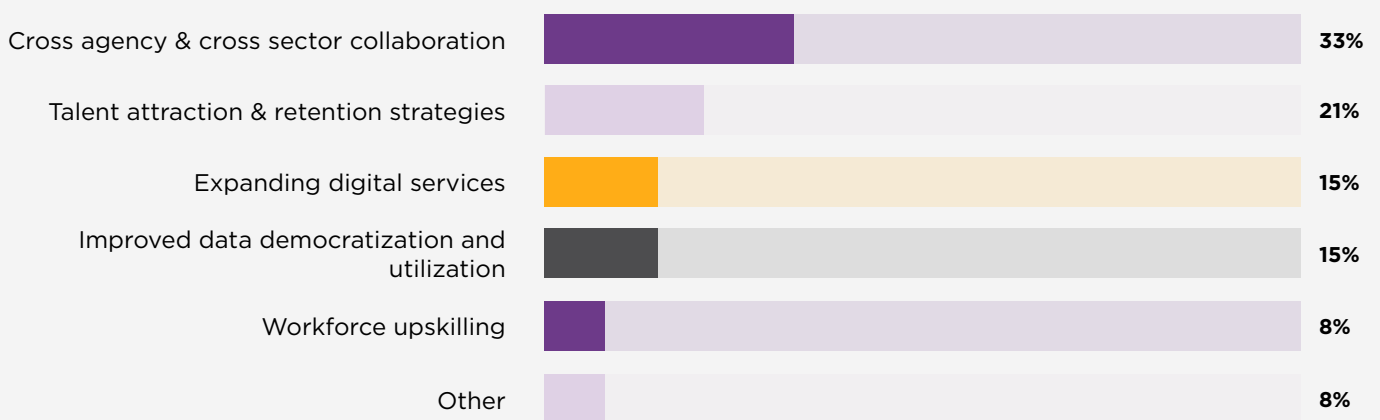
## What do you see as the biggest challenge facing the Public Sector in Ontario?

| Category | Percentage |
|----------|-----------|
| Economic – budgets and competing priorities | 41% |
| Technological – digital divide and rate of change | 25% |
| Workforce - talent attraction and retention | 16% |
| Social – accessibility and equal access for all | 8% |
| Demographic – population expectations & citizen trust | 6% |
| Security - cybersecurity and information security | 4% |
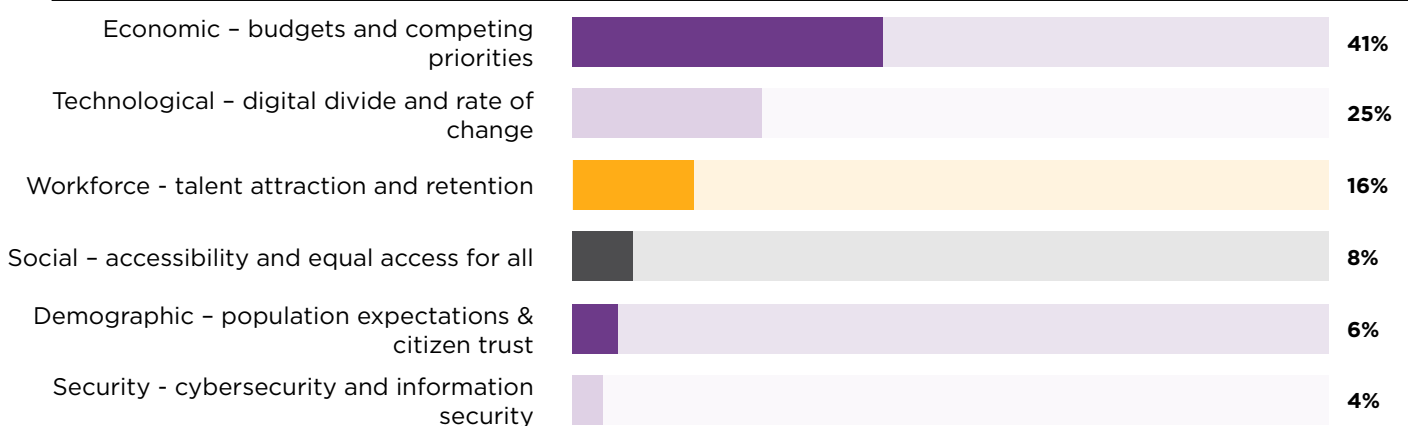
# Poll Report

**Who would be main users of artificial intelligence in healthcare in the future?**

| | |
|---|---|
| Hospitals | 38% |
| Consumers | 35% |
| Government | 15% |
| Physicians | 12% |
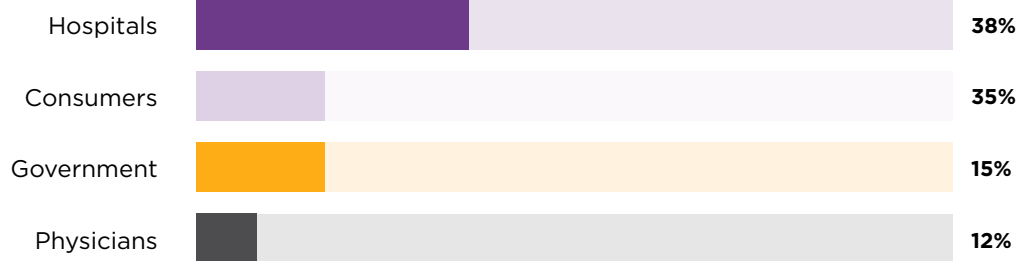
**Which of the following do you think is most important for successful health innovation?**

| | |
|---|---|
| Cross-team collaboration | 21% |
| Financial resources | 11% |
| Access to efficiency technology | 8% |
| Status of current health landscape | 6% |
| All of the above | 54% |
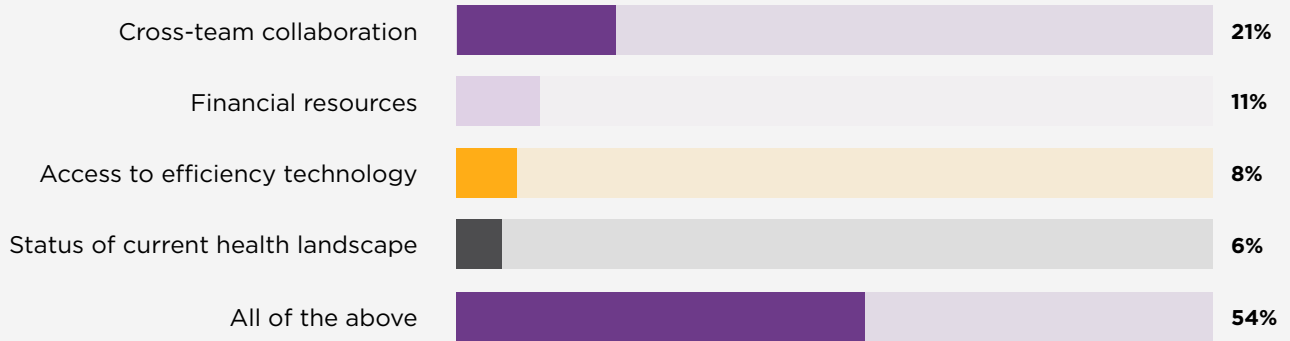
**Which of the following do you think is the most important element for large-scale health care system transformation?**

| | |
|---|---|
| Key people leading change and collective leadership | 38% |
| Supportive organizational culture | 26% |
| Politics and environmental policies | 21% |
| Quality and coherence of policy | 13% |
| Managerial clinical relations | 2% |

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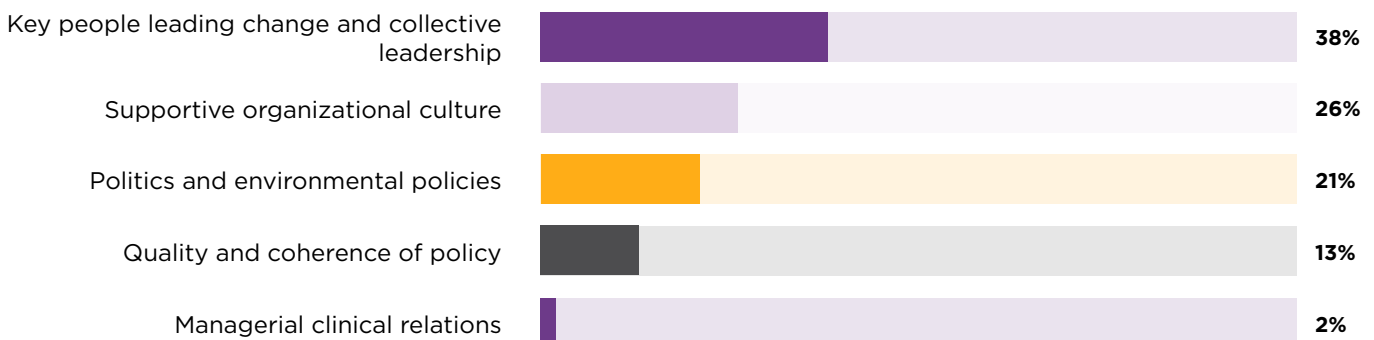
# In Attendance

## Job Titles

Account Executive

Account Executive – Healthcare

Account Manager

Administrative Assistant

Advisor

Advisor, Virtual Care

Analyst

Application Coordinator

Architect

Area Sales Manager

Associate Director

Business Architect

Business Development and Recruiting Specialist

Business Development Director

Business Development Manager

Business Development Manager - Research & Innovation

Business Director

Business Intelligence Lead

Business Manager, Vocera

Canadian Healthcare Lead

Canadian Sales Director

CEO

Cerner Architect

CFO and VP Operations

Chief Business Officer

Chief Clinical Information Officer

Chief Information Officer

Chief Information Security Officer

Chief Innovation Officer

Chief Legal Officer

Chief Medical Officer, Founder

Chief Operating Officer

Chief Planning Officer

Chief Technology Officer

Chief, Research and Analysis

CIO

CIO & VP Information Technology

Client Executive

Client Leader, Central Canada

"Clinical Account Executive Ontario & Atlantic Canada"

Clinical Application Coordinator

Clinical Director

Clinical Director, HealthWorks (PGMH build)

Clinical Engineering

Clinical Research Coordinator

Co-Founder & CEO

Co-Founder & CPO

Construction Coordinator

Consultant

COO

Coop Student

Coordinator

CX Strategy Lead

Cyber Security Lead

Data and Analytics Governance Advisor

Data Project Lead

Deputy Corporate Planning Officer

Deputy Medical Officer of Health

Deputy, CIO

Digital Experience Lead & Senior Project Manager

Digital Health Consultant

Digital Health Lead

Digital Health Program Manager

Digital Lead

Digital Strategy Lead

Director

Director Business Development

Director clinical informatics and virtual health

Director Clinical Information Systems

Director Data Management

Director Health Innovation Programs

Director IT

Director of Clinical Informatics

Director of Data Analytics and Health Information Management

Director of Health Policy

Director of Omnichannel Engagement

Director of Operations

Director of Policy

Director of Product

Director of Sales

Director Solution Engineering

Director, Acute and Ambulatory Care Information Services

Director, Application, Cloud and Transformation

Director, Cloud Center of Excellence

Director, Communications & Government Relations

Director, Consulting Expert

Director, Corporate Performance & Reporting

Director, Decision Support

Director, Digital Health

Director, Digital health - Central Region

Director, Digital Health Information Systems

Director, Digital Health Strategy

Director, Digital Health/Regional Digital Lead

Director, Digital Operations

## Job Titles

Director, Digital Solutions

Director, Digital Transformation & Analytics

Director, EMR Integration

Director, Enterprise Data Architecture

Director, Facilities Operations and Bus. Dev.

Director, Facilities Planning

Director, Finance & Operations

Director, Health Education & Engagement

Director, Information Systems Technology and Integration

Director, Innovation

Director, Interprofessional Practice and Pharmacy

Director, IT

Director, Legal Services - Technology

Director, Operational Excellence

Director, Outpatient Care Transformation

Director, Partner and Channels Sales

Director, Privacy, Risk and Quality

Director, Programs and Services

Director, Strategic initiatives

Director, System Performance

Director, Technology and Infrastructure Services

Endocrinologist, LMC Ottawa, Queensway Carleton Hospital

Enterprise Account Executive

Epic Program Coordinator

EVP Corporate Administration & CFO

Executive Assistant

Executive Communications Lead

Executive Director

Executive Director IT operations

Executive Director of Excellence and Clinical Experience

Executive Director, Digital Product Management

Executive Vice President

Executive Vice President & Chief Financial Officer

Executive Vice President, Digital Transformation and CIO

Executive Vice President, Innovations & Chief Technology Officer

Faculty

Field Chief Technology Officer

Field Marketing Manager

Finance Manager

Financial Advisor

Financial Analyst

Head of Operations, Canada

Health Data Analyst

Health Executive

Health Network Market Lead

Health Policy Analyst

Healthcare Risk Management Specialist

Informatics advisor

Information Measurement Specialist

Integrated Care Manager

Interim Director of Primary Care

Interim VP & Chief Digital Officer, Strategy, Digital & Insights

IT Partner Manager

IT Project Manager

IT/DS Analyst

Lead

Lead Access Solutions

Lead Client Accountable Executive

Lead Project Manager

Lead, Central Waitlist Management

Lead, Clinical Guidance, Virtual Care Appropriateness

Lead, Digital Health

Lead, Digital Health and Transformation

Lead, Digital Health Toronto Region

Lead, Digital Innovation & Transformation

Lead, Patient Reported Measurement

Lead, Performance and Accountability

Lead, Performance and Accountability, Population Health

Lead, Policy and Analytics

Lead, Quality Division - Data and Analytics

Lead, Quality Improvement and Integrated Care

Lead, System Capacity Planning

Manager

Manager - Digital Health Projects

Manager - Facilities Planning and Space Management

Manager Health Records & facilities

Manager Information & Technology

Manager IS/IT & Building Services

Manager of Clinical Programs

Manager of Digital Health Projects

Manager of Program Quality Measurement and Improvement

Manager of Stakeholder and Member Relations

Manager OHT Development and Care Integration

Manager Policy and Program Management Benefits and Pension

# Job Titles

| Job Titles |
| --- |
| Manager, Central Canada |
| Manager, Clinical and Quality Standards |
| Manager, Clinical Engineering |
| Manager, Corporate Performance & Reporting/Ministry Liaison |
| Manager, Data Standards |
| Manager, Digital Health |
| Manager, Digital Health Projects |
| Manager, Grants & Awards |
| Manager, Health Education & Engagement |
| Manager, Health Information Management Services |
| Manager, Information Technology |
| Manager, Information Technology & Infrastructure |
| Manager, Infrastructure and Operations |
| Manager, Infrastructure and Planning |
| Manager, Integrated Care |
| Manager, Modelling Development, Funding Unit |
| Manager, Office of Capital Management |
| Manager, Patient & Family Learning Centres |
| Manager, Patient and Provider Experience Unit |
| Manager, Patient Experience |
| Manager, Policy, Planning & Compliance |
| Manager, Primary Care |
| Manager, Procurement |
| Manager, Strategy |
| Manager, Transformation & Change Management |
| Marketing |
| Media Services |
| Medical Director |
| Medical laboratory Technologist/ Scientist |
| Member Board of Director |
| NA |
| National Associate Director |
| National Sales Director |
| National Sales Leader |
| National Software Sales Lead |
| National Strategic Transformation Advisor |
| National Strategist Canada |
| Nurse Practitioner/ Director of CaNVAS-IBD |
| Nursing Informatics Specialist |
| Palliative Clinical Nurse Specialist |
| Partnerships Lead |
| Patient Experience Consultant |
| Performance Manager, Information Technology |
| Performance Measurement Specialist |
| Pharmacy Inventory Operations Leader |
| PM, MHA |
| Policy Advisor |
| Policy Analyst |
| Practice Leader, Government & Providers |
| President |
| President & CEO |
| President and Chief Executive Officer |
| Primary Care Lead |
| Principal Solutions Architect |
| Principle Enterprise Architect |
| Privacy Lead |
| Product Manager |
| Professional Practice - Project Lead |
| Program Consultant |
| Program Director |
| Program Lead – Analytics, Healthcare Informatics, and AI |
| Program Lead, Patient-Reported Outcome Measures |
| Program Manager |
| Project Consultant |
| Project Coordinator |
| Project Director |
| Project Director - ICAT New South Niagara Hospital |
| Project Lead |
| Project Manager |
| Public Health Nurse |
| Regional Sales Director |
| Regional Sales Manager |
| Regional Sales Manager - Ontario Public Sector |
| Registered Nurse |
| Sales Development |
| Sales Director |
| Sector Advisor |
| Sector Development Officer, Life Sciences |
| Security Analyst |
| Senior Account Executive |
| Senior Advisor |
| Senior Analyst |
| Senior Analyst, Homecare Operations |
| Senior Analyst, Integrated and Value Based Care |
| Senior Analytics Specialist |
| Senior Application Specialist |
| Senior Business Analyst |
| Senior Change Management Consultant |
| Senior Clinical Informatics Specialist |
| Senior Consultant |
| Senior Coordinator |
| Senior Digital Analytics Engagement Manager |
| Senior Digital Health Lead |

# Job Titles

| | | |
|---|---|---|
| Senior Digital Health Strategist | Senior Program Consultant | Tea Lead IS |
| Senior Director | Senior Program Manager | Team Lead |
| Senior Director - Office of Population Health Management & Health System Partnerships | Senior Project Manager | Team Lead, IT Network Administration |
| Senior Director Business Operations | Senior Regional Healthcare Executive | Technical Advisor, Emerging Platforms |
| Senior Director Enterprise Architect | Senior Regional Marketing Manager | Technical Alliance Partner Manager |
| Senior Director Market Access | Senior Sales Account Manager | Technical Project Manager |
| Senior Director, IT | Senior Sales Manager, Enterprise Vertical Lead  - Healthcare & Education | Training Officer |
| Senior Director, Patient Experience | Senior Sector Advisor (Digital Health) | Treasury Officer |
| Senior I&IT Project Manager | Senior Sector Policy Advisor | Vice President |
| Senior Lead Market Access | Senior Solutions Engineer | Vice President Digital Health, and Chief Information Officer |
| Senior Manager | Senior Specialist, Clinical Improvement & Informatics | Vice President Finance & Technology |
| Senior Manager Clinical Information Systems | Senior Specialist, Strategic Sourcing | Vice President Patient Care Services, CNE |
| Senior Manager of Operations, Clinical Research Services | Senior Strategic Sourcing Specialist | Vice President, Ambulatory Care, Quality and Informatics, Chief Information Officer |
| Senior Manager, Business Architecture | Senior Vice President – Canada | Vice President, and Chief Financial Officer |
| Senior Manager, Health Business Consulting | Solution Architect | Vice President, Community Engagement |
| Senior Manager, Information Security | Solutions Engineer | Vice President, Digital Health & Diagnostics |
| Senior Manager, Investment & Performance | Specialist, Digital Health (Change Management) | Vice President, Finance & Chief Financial Officer |
| Senior Manager, myUHN Patient Portal and Virtual Care Operations | Sr. Client Executive, Ontario Government | Vice President, Growth |
| Senior Manager, Primary Care | Sr. Policy Analyst | Vice President, Quality and CCIO |
| Senior Manager, Project Management Office | Sr. Sale Engineer | Vice President, Redevelopment |
| Senior Manager, Sourcing | Strategic Leadership Council Volunteer | Vice-President and CFIO |
| Senior Manager, Supply Chain Decision Support | Strategic Relationship Manager - Health Systems | Vice-President Business Development |
| Senior Methodologist | Strategic Sourcing Specialist | Virtual Care Advisor |
| Senior Platform Solutions Architect | Strategic Sourcing System | VP , Finance and Chief Financial Officer |
| Senior Policy, Planning & Strategy Specialist | Strategy Intern | VP and General Manager |
| | Student | VP Business Development |
| Senior Product Manager | SVP Digital Health and Cardiac Technology | VP Corporate Services and CFO |
| | Talent Specialist | VP Digital Health & CIO |
| | Tanzu Labs Sales Executive | |

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# Job Titles

VP Information Services, CIO,CPO

VP of Sales, Canada

VP, Clinical and Capacity, Access and Flow

VP, Customer Experience and Business Integration

VP, Data and Analytics

VP, Information Systems and CPO

VP, Value-Based CARE

# In Attendance

## Organizations

| | | |
|---|---|---|
| Accerta | Children's Hospital of Eastern Ontario and Ottawa Children's Treatment Centre | Hero Care |
| Access Alliance | City of Toronto | HH Angus (Angus Connect) |
| Across Boundaries | Cloudflare | Holland Bloorview Kids Rehab Hospital |
| Agota Health | Complete Health Collective | Hospice Niagara |
| Alberta Health Services | Data Ad | Hospital General De Hawkesbury, and District General Hospital |
| Auxita Inc | Deep River and District Hospital, Four Seasons Lodge Long-Term Care, North Renfrew Family Health Team | Humber RIver Hospital |
| Baxter | | Huron Health System |
| Baycrest Centre | Denodo | ICAP in Ethiopia |
| Bayshore Healthcare | Dexcom Canada Co. | iMD Health |
| Bluewater Health | Durham Community Health Centre | Information and Privacy Commissioner of Ontario |
| Brightshores Health System (Previously GBHS) | East Toronto Health Partners | Infrastructure Ontario |
| Bruyere Continuing Care | eCampusOntario | IQVIA |
| Cambridge Memorial Hospital | eHealth Africa | Joseph Brant Hospital |
| CAMH | eHealth Centre of Excellence | Kemptville District Hospital |
| Canada Health Infoway | Emerging Leader Forum | Kemptville District Hospital - Kemptville, ON |
| Canadian Institute for Health Information | ESI Technologies | Kids Health Alliance |
| Canadian Medical Association | Fero International Inc. | Lakeridge Health |
| Canadian Mental Health Association | George Brown College | London Health Sciences Centre |
| Canadian Mental Health Association Durham | Gleamer | London Health Sciences Centre, Office of Population Health Management & Health System Partnerships |
| Canadian Mental Health Association York, Region South Simcoe | Government of Canada, Provincial Health Services Authority | |
| | Government of Ontario | Mackenzie Health |
| Canadian Mental Health Association, Peel Dufferin | Grand River Hospital | Medavie Health Services |
| Canadian Mental Health Association, York Region | Grand River Hospital & St. Mary Hospital | Medavie Inc. |
| Canadian National Institute for the Blind | Grey Bruce Health Services | Michael Garron Hospital |
| Catholic Health Association of Ontario | Halton Region Public Health | Ministry of Children, Community and Social Services |
| | Hamilton Health Sciences | |
| Centre for Addiction and Mental Health | Health Canada | Ministry of Economic Development, Job Creation and Trade |
| | Health Sciences North | |
| CGI | Healthcare Excellence Canada | Ministry of Economic Development, Job Creation, and Trade |
| Children's Hospital of Eastern Ontario | Healthcare Insurance Reciprocal of Canada | |

## Organizations

| | | |
|---|---|---|
| Ministry Of Health | RxFood | Unity Health Toronto |
| Ministry of Public and Business Service Delivery | RxFood Corp | University Health Network (UHN) |
| Mount Sinai Hospital | Samsung | University of Calgary |
| Netskope | Scarborough Family Physicians Network | University of Ottawa Heart Institute |
| Niagara Health System | Scarborough Health Network | University of Toronto |
| North York General Hospital | Scarborough Ontario Health Team | VHA Home HealthCare |
| Northumberland Hills Hospital | Schneider Electric | Vibrant Healthcare Alliance |
| Novo Healthnet Limited | SHS | VMware |
| NTT Data Services | SickKids | VMware Tanzu |
| Okta | Sinai Health | Waypoint Centre for Mental Health Care |
| Ontario Health | Southlake Regional Health Centre | William Osler Health Systems |
| Ontario Health North | St George Physiotherapy Clinic | Women's College Hospital |
| Ontario Hospital Association | Stevenson Memorial Hospital | WoodGreen |
| Ontario Ministry for Seniors and Accessibility | Strata Health Solutions | York University |
| Ontario Ministry of Economic Development Job Creation and Trade | Stryker | Zscaler |
| Ontario Ministry of Health | Sunnybrook | |
| Ontario Public Service | Sunnybrook Health Sciences Centre | |
| Oracle Health | Sunnybrook Research Institute | |
| Oracle Health, Canada | Supply Ontario | |
| Parkinson Canada | Surrey Place | |
| Perley Health | Tectonic Advisory Services | |
| Petal Health | Tectonic Advisory Services Inc. | |
| Peterborough Regional Health Centre | TELUS Health | |
| Premier institute of Health and Management Sciences | The Hospital for Sick Children | |
| Privacy Analytics | The Ottawa Hospital | |
| Provincial Health Services Authority | The Royal Ottawa Helathcare Group | |
| Public Health Agency of Canada | Thorvin Electronics Inc | |
| Public Health Ontario | Toronto Public Health | |
| Quinte Health | Toronto Public Service | |
| Regional Municipality of Niagara | TransForm Shared Service Organization | |
| Renascent Fellowship | Treasury Board Secretariat | |
| Rogers | Trillium Health Partners | |
| Rubrik | Triton | |
| | Uniguest | |

PUBLIC SECTOR NETWORK

# Audience Testimonials

**"Great job, pleasantly surprised!"**

University Health Network

**"Event was very successful."**

Oracle Cerner

**"Thanks for having me! Great topics and some useful info for all in attendance."**

Sinai Health

**"Another very well orchestrated event - collaboration was on point, and the marketing was well done."**

CGI

**"Very happy to congregate with industry and Canadian jurisdictional counterparts at today's Public Sector Network (Certified B Corp)'s Healthcare Infrastructure Conference. Great insights and real world examples of how we are collectively transforming the digital underpinnings of Healthcare."**

Health Canada

**"Thank you for the opportunity to participate, the dialogue and takeaways were great!"**

Northumberland Hills Hospital

# 2023 Partners

ORACLE Health

rubrik public sector

zscaler | okta

dexcom

TELUS Health

Schneider Electric

CLOUDFLARE PUBLIC SECTOR

ESi TECHNOLOGIES | denodo

PETAL

AUXITA

CGI

HERO CARE

IMD

IQVIA

stryker

TRITON

Uniguest

Agota Health

MEDAVIE

Strata Health

netskope

accerta

vmware | intel

Baxter

SAMSUNG

# About Us

Public Sector Network connects government organizations across the globe.

Our mission is to give public sector professionals a single place to come together, share ideas, and get free, unlimited access to the latest information about critical topics that are transforming the government landscape.

Our government-only network helps members find relevant international content and case studies that are critical to your work and can help you save time, and money. For those who are looking to network at a deeper level, we hold insightful online and in-person events, ranging from conferences and exhibitions, to intimate training courses and forums across major cities around the world.

The Public Sector Network (PSN) is a certified B Corporation, a business that meets the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose.

The goal of the B Corps is to accelerate a global culture shift to redefine success in business and build a more inclusive and sustainable economy.

Public Sector Network events, like the Public Sector Innovation Show, limit waste where possible. Initiatives like using reusable dishware instead of plastic disposable options and limiting paper through use of our event app are only small examples of our commitment to sustainability.

# Become a Supplier

We understand that government need to partner with private sector, but this can often be a crowded, noisy market.

Our network is designed for public sector professionals only as it maintains the credibility of our content for our government members.

In order to help our members connect with private sector, we have created Public Sector Network's Marketplace where solution and service providers can create free profiles showcasing their business. Our members can easily search for any requirement and connect directly with you.

If you want to get exposure to our ever-growing membership, then start your free page today.

→ Set up a supplier page here

## CONNECTING GOVERNMENT
# WWW.PUBLICSECTORNETWORK.COM

**CANADA**
**P** +1 (647) 459 8904
**E** contact@publicsectornetwork.co

**USA**
**P** +1 (510) 556 0789
**E** hello@publicsectornetwork.com

**AUSTRALIA / NEW ZEALAND**
**P** +61 2 9057 9070
**E** info@publicsectornetwork.co