

# Health Infrastructure - Digital & Patient Experience Conference 2024

Forging the Future: Uniting Providers and Services in  
the Digital Healthcare Ecosystem for Enhanced Patient  
Access, Experience, and Outcomes

**Thursday, September 26, 2024**

Toronto, Ontario

## Agenda at a Glance

Welcome to the Health Infrastructure - Digital and Patient Experience Conference, where we explore the digital transformation of healthcare facilities and the evolution of patient experiences in Canada. Our conference serves as a catalyst for innovation and action, guiding us in shaping the future of healthcare facility digitalization, planning, and redevelopment.

Our agenda serves as a roadmap for navigating this dynamic landscape, fostering exploration, collaboration, and actionable insights. Esteemed delegates and industry leaders will convene to address pressing issues, exchange ideas, and spark initiatives aimed at enhancing the quality, accessibility, and sustainability of digital healthcare facilities in Toronto and beyond.

From visionary keynote addresses to interactive panel discussions featuring experts from diverse backgrounds, our program offers a rich tapestry of perspectives and experiences. Attendees will engage in thought-provoking dialogues, participate in hands-on workshops, and forge valuable connections with peers and collaborators.

As we navigate the complexities of healthcare infrastructure in the digital age, we invite you to immerse yourself in the wealth of knowledge, inspiration, and innovation that defines this conference. Together, let us harness the power of collaboration to drive positive change and elevate the patient experience across Canada. Welcome to a transformative journey that will shape the future of healthcare facilities for generations to come.

[VIEW THE WEBSITE](#)



## Who You'll Meet

This series is designed for:

- Chief Health Information Officers
- Vice Presidents
- Presidents
- Chief Technology Officer
- Finance Officers
- Project Managers
- Chief Facility Managers
- Chief Nursing Officer
- Chief Information Security Officer
- Chief Learning Officer

## Benefits of Attending



Discuss the balance between patient-care, digital technologies, and structural priorities for optimized service delivery.



Engage in live and interactive Q&A panel sessions to unlock ways to drive value from healthcare data and improve patient centricity



Navigate through the challenges of meeting the dynamic demands for healthcare of citizens.



Explore various methods of, and technologies for, engaging patients for improved outcomes.



# Your Inspiring Speakers

## Plenary



**ALEXIS VILLA**

Senior Director, Digital  
Health and Program  
Delivery

**Altum Health –  
University Health  
Network**

## Track One (Digital Health)



**MICHAEL PAGE**

Director, Artificial  
Intelligence  
Commercialization  
**Unity Health Toronto**



**DARLENE DASENT**

Executive Vice President  
**University Health  
Network**



**EMERSON RAJARAM**

CISO  
**Wellington-Dufferin-  
Guelph Public Health  
Agency**

## Track One (Digital Health)



**SONIA MARLIN**

President & CEO  
**Clinical Trials Ontario**



**JOSH COOPER**

President & CEO  
**Baycrest Foundation**



**NIMIRA DHALWANI,  
MBA, PMP**

CTO and Director eCHN  
**The Hospital for Sick  
Children**



**PRATHIBA HARSHA**

Interim Director of  
Clinical Informatics &  
Solutions Delivery  
**Hamilton Health  
Sciences Corp.**



# Agenda at a Glance

**8:00am** Registration and Networking Breakfast

---

**8:30am** Welcome from the Public Sector Network

---

**8:40am** Welcome from the Chair

---

**9:00am** Opening Keynote: **Transforming Healthcare Facilities: Integrating Digital Infrastructure with Sustainability Measures**

- Explore how digital technologies can synergize with sustainability measures in healthcare facilities, highlighting the potential to enhance efficiency while minimizing environmental impact.
- Discuss the broader benefits of integrating sustainability, such as creating healing environments, improving patient experiences, and fostering a culture of environmental responsibility among stakeholders.
- Emphasize the crucial role of technology partners in driving this integration, stressing the need for collaborative innovation and scalable solutions to empower healthcare providers on their sustainability journey.

---

**9:20am** Platinum Partner Session: **Revolutionizing Healthcare Infrastructure: Leveraging Digital Technology and IIoT for Transformative Impact Across Stakeholders**

- Explore how digital technology and IIoT solutions can revolutionize patient care delivery, including remote patient monitoring, telemedicine, personalized treatment plans, and predictive analytics for early intervention.
- Highlight the potential for improved care coordination, communication, and collaboration among multidisciplinary teams through digital platforms and connected devices.
- Explore how digital technology and IIoT optimize operational efficiency within healthcare facilities, including asset management, inventory tracking, facility maintenance, and resource utilization.
- The role of real-time alerts, remote monitoring, and predictive analytics in identifying potential safety hazards, preventing adverse events, and maintaining high standards of quality and patient safety

---

**9:40am** Panel Discussion: **Charting the Course: A Holistic Approach to Healthcare Enterprise Risk Management**

- Highlight the need for strategic risk assessment methodologies that consider the interdependencies and potential cascading effects of risks across different areas of healthcare operations, enabling informed decision-making and prioritization of risk mitigation efforts.
- Explore proactive risk mitigation strategies such as process improvements, staff training, technology upgrades, and contingency planning, emphasizing the importance of preventive measures to minimize the likelihood and impact of adverse events.
- Addressing environmental- and infrastructure-based hazards to ensure the safety and well-being of patients, staff, and visitors within healthcare facilities.

---

**10:10am** Refreshment Break

---

Track One (Digi Health)	Track Two (Patient Experience)
<p><b>10:30am</b> Welcome from Track: <b>Navigating Mindset Change and Challenges in Shifting to Digital Healthcare Delivery</b></p> <ul style="list-style-type: none"> <li>• Discuss the impact of cultural factors, organizational inertia, and regulatory constraints on the pace and success of digital transformation efforts in healthcare.</li> <li>• Showcase strategies and best practices for overcoming challenges in the shift to digital healthcare delivery, including leadership commitment, stakeholder engagement, and change management approaches.</li> <li>• Explore the importance of fostering a culture of innovation, experimentation, and collaboration to drive mindset change and overcome resistance to digital transformation.</li> </ul>	<p>Welcome from Track: <b>Adapting to Change: Agile Strategies for Healthcare Workforce in Meeting Dynamic Citizen Needs</b></p> <ul style="list-style-type: none"> <li>• Showcase agile strategies and practices that empower healthcare workforce to meet dynamic citizen needs, such as cross-training, skill development, and flexible staffing models.</li> <li>• Highlight the value of interdisciplinary collaboration, team-based care, and patient-centered approaches in delivering responsive and personalized healthcare services.</li> <li>• Discuss the role of technology in enabling agility, including telemedicine, mobile health apps, and digital health platforms that facilitate remote care delivery and patient engagement.</li> </ul>
<p><b>10:50am</b> Panel Discussion: <b>Cybersecurity in Healthcare: Safeguarding Patient Data Across Organisations</b></p> <ul style="list-style-type: none"> <li>• Discuss strategies for navigating regulatory frameworks, establishing trust relationships, and overcoming legal barriers to effective information sharing and collaborative cybersecurity initiatives.</li> <li>• Explore common cybersecurity risks and threats affecting healthcare organisations</li> <li>• Discuss the potential impact of cyberattacks on critical infrastructure, financial systems, government operations, and public safety, highlighting the cascading effects and interconnected nature of cyber risks.</li> </ul> <p><b>Emerson Rajaram</b>, <i>CISO</i>, Wellington-Dufferin-Guelph Public Health Agency</p>	<p>Panel Discussion: <b>Human-Centered Healthcare: Balancing Technology with Empathy and Collaboration in Healthcare Infrastructure Evolution</b></p> <ul style="list-style-type: none"> <li>• <b>Emphasizing Human-Centered Design:</b> Prioritize the development and implementation of technology solutions that prioritize the needs, experiences, and well-being of patients, healthcare professionals, and other stakeholders.</li> <li>• <b>Promoting Collaborative Decision-Making:</b> Advocate for inclusive and participatory approaches to technology adoption, ensuring that all stakeholders have a voice in shaping healthcare infrastructure solutions and policies.</li> <li>• <b>Fostering Empathy and Connection:</b> Highlight the importance of maintaining human connections and empathy in healthcare delivery, even as technology plays an increasingly prominent role, to ensure that patients feel valued, supported, and understood throughout their healthcare journey.</li> </ul> <p><b>Sonia Marlin</b>, <i>President &amp; CEO</i>, Clinical Trials Ontario</p> <p><b>Josh Cooper</b>, <i>President &amp; CEO</i>, Baycrest Foundation</p> <p><b>Nimira Dhalwani</b>, <b>MBA, PMP, CTO and Director eCHN</b>, The Hospital for Sick Children</p>

Track One (Digi Health)	Track Two (Patient Experience)
<p><b>11:20am</b> Gold Partner Session: <b>Empowering the Next Generation: Innovations in Healthcare Education and Training</b></p> <ul style="list-style-type: none"> <li>• Technology-enabled patient engagement solutions drive active participation, shared decision-making, and personalized healthcare experiences, improving outcomes and satisfaction.</li> <li>• Overcoming barriers like limited access to information and communication gaps, these solutions foster collaboration between patients and providers, promoting trust and reducing disparities.</li> <li>• Embracing data-driven approaches and personalized care models, stakeholders can measure impact, refine strategies, and prioritize patient empowerment, reshaping healthcare delivery for the future.</li> </ul>	<p>Gold Partner Session: <b>Empowering Patients, Transforming Healthcare: The Role of Technology Partners in Driving Patient Engagement</b></p> <ul style="list-style-type: none"> <li>• Showcase specific digital tools such as patient portals, mobile apps, and wearable devices that enable patients to actively participate in their care journey, access health information, and communicate with healthcare providers.</li> <li>• Solutions that overcoming barriers like limited access to information and communication gaps, fostering collaboration between patients and providers, and promoting trust and reducing disparities.</li> <li>• Discuss the role of data analytics and feedback mechanisms within digital platforms to measure the effectiveness of patient engagement initiatives, track key metrics such as patient satisfaction and health outcomes, and drive continuous improvement for enhanced healthcare delivery.</li> </ul>
<p><b>11:40am</b> Government Keynote: <b>Analyzing Success Metrics: Assessing the Financial Impact of Digital Tools on Patient Experience, Safety, and Business Performance</b></p> <ul style="list-style-type: none"> <li>• Exploring methodologies for quantifying the financial impact of digital tools on healthcare facilities.</li> <li>• Identifying key performance indicators (KPIs) and metrics for evaluating the ROI of digital investments.</li> <li>• Leveraging data analytics and predictive modeling to forecast the long-term financial benefits of digital initiatives.</li> </ul> <p><b>Darlene Dasent</b>, <i>Executive Vice President</i>, University Health Network</p>	<p>Government Keynote/Case Study: <b>Navigating the Nexus: Synergizing Clinical Needs, Technological Innovations, and Infrastructure Development in Modern Healthcare</b></p> <ul style="list-style-type: none"> <li>• Incorporate advanced technologies to enhance care quality, improve efficiency, and facilitate remote patient monitoring.</li> <li>• Develop flexible, sustainable infrastructure through stakeholder collaboration, ensuring adaptability to evolving healthcare demands while optimizing operational efficiency.</li> </ul> <p><b>Krista Jangaard</b>, <i>President &amp; CEO</i>, IWK</p>
<p><b>12:00pm</b> Gold Partner Session: <b>Transformative Partnerships: Accelerating Innovation in Healthcare through Collaboration</b></p> <ul style="list-style-type: none"> <li>• Discuss the benefits of collaboration between technology partners and healthcare organizations, such as access to expertise, resources, and cutting-edge technologies.</li> <li>• Highlight successful examples of partnerships that have resulted in groundbreaking solutions and improved healthcare outcomes.</li> <li>• Explore the current challenges and opportunities within the healthcare industry, including the shift towards value-based care, increasing demand for digital health solutions, and evolving regulatory landscape.</li> </ul>	<p>Gold Partner Session: <b>Empowering Patient-Centric Care: Technology Partnerships Driving Innovation in Healthcare Delivery</b></p> <ul style="list-style-type: none"> <li>• Explore how technology partnerships enable innovative healthcare delivery by leveraging digital solutions such as electronic health records, telemedicine platforms, and mobile health apps to empower patients, improve care coordination, and enhance the overall patient experience.</li> <li>• Advocate for collaborative partnerships between technology companies and healthcare providers, focusing on co-designing solutions, overcoming barriers, and measuring impact through patient-reported outcomes and quality improvement metrics to drive continuous improvement in patient-centric care delivery.</li> </ul>

Track One (Digi Health)	Track Two (Patient Experience)
<p><b>12:20pm</b> Government Keynote: <b>AI-Powered Insights: Transforming Early Detection and Addressing Healthcare Inequities</b></p> <ul style="list-style-type: none"> <li>Emphasizing the need for culturally sensitive approaches, patient-centred care models, and partnerships with community organizations to ensure equitable access to early detection services.</li> <li>Address the ethical considerations surrounding using AI for early detection, including concerns related to data equity, algorithmic bias, and potential exacerbation of healthcare disparities.</li> <li>Explore future directions and opportunities for leveraging AI-powered insights to advance health equity, including the integration of social determinants of health data to meet the needs of diverse populations.</li> </ul> <p><b>Michael Page</b>, <i>Director, Artificial Intelligence Commercialization</i>, Unity Health Toronto</p>	<p>Government Keynote: <b>Revolutionizing Healthcare: The Power of Patient Engagement Solutions in a Digital Era</b></p> <ul style="list-style-type: none"> <li>Explore the role of patient engagement in promoting shared decision-making, fostering trust between patients and providers, and reducing healthcare disparities.</li> <li>Discover the impact of socioeconomic factors, health literacy levels, and cultural considerations on patient engagement efforts.</li> <li>Highlight the importance of fostering a culture of transparency, empathy, and respect in patient-provider interactions.</li> </ul> <p><b>Prathiba Harsha</b>, <i>Interim Director of Clinical Informatics &amp; Solutions Delivery</i>, Hamilton Health Sciences Corp.</p>
<p><b>12:40pm</b> <b>Networking Lunch</b></p>	
<p><b>1:40pm</b> <b>Roundtables</b>   Breakout into specialized conversation areas and join engaging discussions to deep dive into innovation priorities</p> <ol style="list-style-type: none"> <li>Unlocking the Power of Data Integration: Strategies for Seamlessly Connecting Healthcare Systems</li> <li>Data Governance and Security: Ensuring Trust and Compliance in Integrated Healthcare Data Systems</li> <li>Ensuring Data Availability and Redundancy: The Role of Multi-Cloud in Healthcare Disaster Recovery Planning</li> <li>The Human Factor: Addressing Insider Threats and Educating Healthcare Staff on Cybersecurity Best Practices</li> <li>Balancing Accessibility and Security: Ensuring Secure Remote Access to Healthcare Systems and Telemedicine Platforms</li> <li>Risk Management and Contingency Planning: Mitigating Uncertainty in Multi-Stakeholder Healthcare Projects</li> <li>Agile Methodologies in Healthcare: Adapting Project Management Approaches to Dynamic and Evolving Needs</li> </ol>	
<p><b>2:40pm</b> <b>Welcome back from the Chair</b></p>	
<p><b>3:00pm</b> Government Keynote: <b>Balancing Clinical Needs with Healthcare Digitalisation</b></p> <ul style="list-style-type: none"> <li>Optimize digital solutions like EHRs and telemedicine for streamlined clinical workflows without compromising quality.</li> <li>Ensure patient-centered care by implementing personalized communication channels, patient portals, and virtual care options.</li> <li>Address data privacy, promote interdisciplinary collaboration, and invest in digital literacy to effectively navigate healthcare digitalization.</li> </ul> <p><b>Alexis Villa</b>, <i>Senior Director, Digital Health and Program Delivery</i>, Altum Health – University Health Network</p>	



- 
- 3:20pm** Platinum Partner Session: **Tailored Healthcare Solutions: Personalizing Patient Care Through Innovative Technology**
- Utilize comprehensive patient data to tailor care plans and treatment recommendations to individual preferences and needs.
  - Offer diverse communication channels and digital tools to engage patients actively in their care and decision-making process.
  - Ensure patient data privacy, security, and ongoing evaluation of personalized care interventions to optimize outcomes and satisfaction.

- 
- 3:40pm** Panel Discussion: **Breaking Down Barriers: Advancing Health Equity through Innovative Healthcare Delivery**
- Discuss systemic factors contributing to health disparities, such as socioeconomic status, racial and ethnic discrimination, geographic location, and access to healthcare resources.
  - Explore strategies for addressing structural inequities within healthcare systems, including workforce diversity initiatives, anti-racism training, and policies promoting equitable resource allocation
  - Examine the importance of culturally responsive care, language access services, and patient-centered communication in promoting equitable healthcare delivery.
  - Explore evidence-based interventions for improving health outcomes among marginalized populations, including chronic disease management, preventive care, and mental health support.

---

**4:10pm** **Closing Remarks from the Chair, followed by Networking**

# Testimonials

**“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

**“Event was very successful.”**

Oracle Cerner

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

Northumberland Hills Hospital

# Event Schedule

## OCTOBER

Public Sector Innovation Show - Alberta	AB
Alberta Government Cybersecurity Showcase	AB
Digital Government & CX Roadshow	BC   MB   NS   ON

## NOVEMBER

EduTech Showcase	ON
------------------	----

## DECEMBER

Public Sector Innovation Show - British Columbia	BC
British Columbia Government Cybersecurity Showcase	BC
Canadian Security Showcase	ON





CONNECTING GOVERNMENT  
**WWW.PUBLICSECTORNETWORK.COM**

**USA / CANADA**

**P** +1 (510) 556 0789

**E** [contact@publicsectornetwork.com](mailto:contact@publicsectornetwork.com)

**AUSTRALIA / NEW ZEALAND**

**P** +61 2 9057 9070

**E** [info@publicsectornetwork.com](mailto:info@publicsectornetwork.com)