



How Can We ACE the Patient Experience *June 21, 2011*

S P E A K E R B I O S

BARBARA BALIK (keynote speaker)
Senior Faculty, Institute of Healthcare Improvement
CEO, Common Fire Healthcare Consulting

Barbara Balik, RN, EdD is Senior Faculty at the Institute of Healthcare Improvement and the Principal of Common Fire Healthcare Consulting. Her areas of expertise include leadership and adaptive systems for quality and safety, patient-and-family centered care and patient experience, policy/systems development to improve transitions in care and creating systems that excel in transforming care before an electronic health record implementation or with optimization. She works with leaders to develop adaptive systems to excel and innovate in complex organizations and assure sustained improvement and innovation every day in care settings.

Her recent publications include: the book, *The Heart of Leadership: Inspiration and Practical Guidance for Transforming Your Health Care Organization*, a study of ten transformational healthcare leaders; *Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care*, an Institute for Healthcare Improvement Innovation Series White Paper; *10 years After To Err is Human: Are We Listening to Patients and Families Yet?* National Patient Safety Foundation and *A Guide for Field Testing: Creating an Ideal Transition to a Skilled Nursing Facility*, an Institute for Healthcare Improvement resource. She holds a BS and MS in nursing and a doctorate in educational leadership. Her previous roles include: at Allina Hospitals and Clinics, MN—Executive VP of quality, safety, and technology; Hospital and clinic CEO at United Hospital; VP of Patient Care/CNO at United Hospital; System CNO Council Chair; at Minneapolis Children's Medical Center—VP of Patient Care/CNO; Pediatric nurse practitioner; maternal-child health nurse.

ROSS BAKER
Prof. Health Policy, Management & Evaluation
U o T

Ross Baker is a professor in the Department of Health Policy, Management and Evaluation at the University of Toronto where he teaches and carries out research on patient safety, quality improvement strategies and leadership and organizational change. Ross Baker, together with Dr. Peter Norton of the University of Calgary, led the Canadian Adverse Events study which was published in the Canadian Medical Association Journal in 2004. Baker and Norton were awarded the Health Services Research Advancement Award for their work on patient safety and quality improvement by the Canadian Health Services Research Foundation in May 2009.

Ross was a member of the National Steering Committee on Patient Safety whose report in 2002 led to the creation of the Canadian Patient Safety Institute. He co-chaired a working group on methods and measures for patient safety for the World Health Organization from 2006 to 2010 and chaired the Advisory Committee on Research and Evaluation for the Canadian Patient Safety Institute from 2005 to 2010. Ross led a study of effective governance practices in improving quality and patient safety in 2009. Results from this study have been published in *Healthcare Quarterly* and this report served as the basis for the Governance Toolkit (Effective Governance in Quality and Patient Safety) and a course for trustees developed by the Canadian Patient Safety Institute and Canadian Health Services Research Foundation.

In October 2008 Ross published a book, *High Performing Healthcare Systems: Quality by Design*, that analyzes leadership and organizational strategies in seven health-care systems that have been successful in using improvement tools and knowledge to

transform outcomes. Ross is also Associate Editor of Healthcare Quarterly and has edited 5 issues of Patient Safety Papers, a special edition of Healthcare Quarterly. Ross is currently chairing an Advisory Panel on Avoidable Hospitalizations for the Ontario Ministry of Health and Long-Term Care and serves as a member of the King's Fund (London, UK) Commission on Leadership and Management in the NHS.

LILLIAN BAYNE

*Facilitator, Meeting of the Minds
CEO, Lillian Bayne and Associates*

Lillian Bayne is an independent consultant working in the field of health policy, planning and research. In 2001/2002 Lillian served as Associate Executive Director and Special Advisor to the Commission on the Future of Health Care, the Romanow Commission. Lillian was Regional Director General for Health Canada's BC/Yukon Region from 1999 until she joined the Commission. Prior to that, Lillian was an Assistant Deputy Minister with the BC Ministry of Health where she has held portfolios including community health, Aboriginal health, mental health and forensic psychiatric services, legislation and professional regulation, and intergovernmental health relations. Lillian has extensive committee experience, including as Chair of the federal provincial territorial Advisory Committee on Health Services, as Secretary Treasurer of the BC Health Research Foundation, and as a member of the BC Health Professions Council. She is the BC Regional Officer for the Canadian Health Services Research Foundation.

This is the third time Lillian is facilitating of The Change Foundation's Meeting of the Minds.

LEA BRYDEN

*VP, Citizen Engagement and Accountability,
Capital Health, Halifax*

Lea leads the work at Capital Health to create a culture of public participation and shared accountability between health-care providers and citizens. She has been instrumental in transforming Capital Health's culture of leadership and in creating a more open and transparent organization. Twice an international

award winner for health-care communication, Lea was a 2009 recipient of Halifax's Woman of Excellence award and of the CEO's award for health-care innovation and leadership in the region. Most recently, work she has led has been selected as a finalist for programs sponsored by the International Association of Public Participation and the Canadian Institute of Public Administration. On a national level, Lea serves on the Board of Directors of the Canadian Healthcare Leaders Network and locally is most proud of her role as chair of the health-care division for the annual United Way campaign.

JOHN DENNIS

*Retired Engineer, Business man and Cancer
Patient*

John Dennis is a retired engineer, business man and cancer survivor from Sudbury, Ontario. He has battled skin cancer and chronic lymphocytic leukemia for the last three years, and is presently in remission.

He has lent his professional expertise as a member of the Board of Governors to guide the construction of the Northern Ontario School of Medicine, Laurentian University. He has a Bachelor of Science in civil engineering from the Michigan Technological University and is president of Dennis Consultants Ltd. He is an active community member, serving on the Board of Regents at the University of Sudbury, the Sudbury General Hospital Building Committee and the St. Josephs Villa Project.

John is married to Madeleine Dennis.

MADELEINE DENNIS

Retired Nurse, Caregiver, Wife, Mother

Madeleine Dennis is a retired nurse, caregiver, wife and mother from Sudbury Ontario who currently sits as member on the Board of Health for the Sudbury and District Health Unit.

Madeleine is the primary caregiver for her husband, John Dennis (see above), who has been battling skin cancer and chronic lymphocytic leukemia for the last three years. He has had chemotherapy and is presently in remission.

During her career, Madeleine worked at various hospitals in Manitoba and Ontario. She holds an occupational health nursing diploma from Cambrian College. She serves on many community boards including: the YMCA, Sudbury Memorial Hospital and Laurentian University Alumni. She is also a member of Occupational Health Nurses' Association.

MICHAEL EVANS

*Director/Staff Physician/Associate Professor
Dept. of Health Design Lab St. Michael's
Hospital/Family Medicine & Public Health, U of T*

Dr. Michael Evans received his Bachelor of Arts in English Literature from McGill University and his MD from McMaster University. He is a family physician and runs a busy inner-city practice and is an Associate Professor in the Department of Family Medicine & Public Health, University of Toronto.

Michael is currently launching The Health Media & Innovation Lab at the new Li Ka Shing Knowledge Institute of St. Michael's Hospital. This will be the first centre of its kind in Canada and will bring together leaders in innovation, design, media, technology and marketing with clinicians and researchers to improve patient education and self-care.

He is the health columnist for the Life section of the Globe & Mail, a regular commentator on the CBC Newsworld and the Chief Editor of the Province of Ontario's health website for the public, HealthyOntario.com, which won the "Webby" award for "best government website in the world".

Michael launched the renowned Mini-Med School at the University of Toronto in 2004. The Mini-Med School graduates 1000 laypeople annually after attending five interactive weekly sessions with the University's best speakers on medicine. He holds many past and current positions regarding knowledge translation to front-line clinicians, consumers, and policy makers. He is a founding member of the Centre for Effective Practice, was chair of the provincial guideline service (OPOT), Scientific Officer for Knowledge Translation and Exchange at the Canadian Institute for Health Research, is a member of the Canadian Expert Drug Advisory Committee

and Vice-Chair of the Canadian Optimal Medication and Utilization Service. Finally, he is also Chief Editor of the 2006 Mosby Family Practice Sourcebook, the fastest selling textbook for front-line clinicians in Canada, and founder of Health Knowledge Central.

CATHY FOOKS

President & CEO The Change Foundation

Cathy Fooks joined The Change Foundation as President and Chief Executive Officer in January 2007, bringing with her proven leadership skills at a national level and more than 20 years experience in health policy research. Cathy took on the task of working with the Board of Directors to implement its ambitious strategic plan and transform the Foundation from a granting agency into a respected health policy think tank focused on health integration and patient outcomes. Prior to her position at the Foundation, Cathy was the first Executive Director of the Health Council of Canada where she was responsible for implementing the Council's mandate of reporting to Canadians about health-care renewal.

Cathy has also served as the Director of the Health Network with the Canadian Policy Research Networks, and in senior roles with the College of Physicians and Surgeons of Ontario, the Institute of Clinical Evaluative Sciences (ICES), the Premier's Council of Health, Well-Being and Social Justice, and the Premier's Council on Economic Renewal. She was a senior policy advisor to two Ministers of Health and has served on a number of government health-care committees.

The author of numerous articles and reports on the Canadian health system, Cathy holds a Masters degree in political science from Queen's University and an undergraduate degree in political science and economics from Trent University. She has also completed an Executive Program in Change Management at the Rotman School of Management, University of Toronto and the Executive Program in Strategic Perspectives in Nonprofit Management at the Harvard Business School.

COLIN LAY

Retired Professor / Patient/Caregiver

Colin Lay is a retired professor from the University of Ottawa who taught in the Master of Health Administration Program from 1973 until he retired in 2005. His primary teaching interests included health-care financial management, management information systems, statistical analysis, and health-care planning.

In the past few years he has been a patient, a caregiver, and a friend of people with various diseases or conditions, including several forms of cancer, heart disease, diabetes, addictions and dementia. Several relatives and friends have died, and others are still coping with their own condition, or their loved-ones' illness or death.

LYNNE MAHER

Director for Design and Innovation, NHS Institute for Innovation and Improvement, UK

Lynne leads work on innovation specifically focusing on the design and redesign of health services to improve quality and efficiency within the NHS. She has a particular focus in translating learning from service design and other industries to inspire the NHS. This has led to the development of Experience Based Design, a ground breaking method of co-designing health services with patients based upon their actual experience of the service provided

Lynne is a Fellow at the Health Service Management Centre, Birmingham University and a Fellow of the Royal Society of Arts. She is an advisory board member for the Design Council and is also part of the faculty for US based Kaiser Permanente's Improvement Leaders Course.

KELLY MCQUILLEN

Director of Patients as Partners, Primary Healthcare Branch BC Ministry of Health

Kelly McQuillen is the Director of Patients as Partners, Primary Health Care Branch, with the BC Ministry of Health Services. Kelly has 18 years experience as a director and strategic health-care professional working for the federal, territorial (Yukon) and provincial

(Manitoba and British Columbia) governments. She is a registered dietician who has an in-depth knowledge of public health, primary health care, health promotion and nutrition. Kelly is committed to patient and family-centered care as an innovative approach to the planning, delivery, quality improvement and evaluation of health care because it is grounded in mutually beneficial partnerships among individuals, families, communities and providers. Her current position enables and facilitates patient and family voice, choice and representation in the care, quality improvement and system redesign of primary health care in BC.

SUSAN PIGOTT

VP, Communications and Community Engagement, CAMH & Board member, The Change Foundation

Susan Pigott is the Vice President, Communications and Community Engagement at the Centre for Addiction and Mental Health (CAMH) in Toronto. She trained as a nurse at the Wellesley Hospital School of Nursing in Toronto and then worked as a registered nurse for 10 years in Toronto, Australia and Papua New Guinea.

In 1978, Ms. Pigott earned a master's degree in social work at the University of Toronto. Since then and over the last 25 years, she has worked in the non-profit human services field. Prior to CAMH, she was the Chief Executive Officer of St. Christopher House, a community-based, multi-service agency that operates in the west end of Toronto. Prior to that, she spent seven years at the United Way of Greater Toronto, first as Allocations Director and then as Vice President of Fundraising. In 2006–07, she took a leave of absence from St. Christopher House to serve as the Executive Lead for Citizen Engagement, supporting the Ontario Citizens' Assembly on Electoral Reform.

An active volunteer, Ms. Pigott has served on several boards including the Community Social Planning Council, the Hospital for Sick Children and Soulpepper Theatre Company. Currently, she is a board member of the Greater Toronto CivicAction Alliance, The Change Foundation, and Workman Arts.

NEIL SEEMAN

CEO, Health Strategy Innovation Cell, U of T

Neil Seeman is CEO of the Health Strategy Innovation Cell. He works to inspire new ideas to try to solve old health policy problems. He has authored over 800 essays, editorials, and journal articles. Neil is the co-author of four books, including *Better Medicine: Reforming Canadian Health Care*, *Psyche in the Lab*, and *Psychosis: Discovery of the Antipsychotic Receptor*. A founding editorial board member of the *National Post*, his new book is *XXL: Obesity and the Limits of Shame* (University of Toronto Press, March 1, 2011). His writing and research focus on: patient-led change, policies to nudge commercial innovation in health care, health-care governance, mental health policy and information transparency. His research publications have appeared in a wide variety of health-care journals. He is a regular contributor to national and international media and is a weekly essayist for Longwoods Publishing.

In a Cell collaboration with The Change Foundation, Neil is Primary Investigator of the "Using Online Dialogue to Drive Health-care Improvement Project". He is also part of a new collaborative research team studying patient engagement practices in Canada and around the world, funded by The Canadian Health Services Research Foundation, the Health Council of Canada and the Max Bell Foundation. Neil is a member of the Patients' Association of Canada and a new board member of the Canadian Obesity Network. He advises health-care companies, Foundations and non-profits around the world.

MICHAEL SHERAR

President & CEO, Cancer Care Ontario

Michael Sherar is President & CEO of Cancer Care Ontario. From 2006 to 2011, he was the provincial agency's Vice-President, Planning and Regional Programs, leading the development of Regional Cancer Programs, including capital planning for cancer services across the province. Most recently, Michael was responsible for developing the new Ontario Cancer Plan 2011-2015.

Michael is also a Professor of Medical Biophysics, University of Toronto and Senior Scientist at the Ontario Cancer Institute/Princess Margaret Hospital. In 2001 Michael was selected as one of Canada's Top 40 under 40 for achievements in leadership. He was previously Regional Vice President, Cancer Services, London for Cancer Care Ontario and Vice President, London Regional Cancer Program (LRCP), London Health Sciences Centre (LHSC). He managed the integration of LRCP with LHSC in 2003/04 and founded the Regional Cancer Services Alliance for southwestern Ontario, a partnership of 37 healthcare agencies and hospitals, focused on improving the quality of cancer care in Southwest Ontario.

Michael received a BA in Physics from Oxford University in 1985 and his PhD in Medical Biophysics from University of Toronto in 1989.

NEIL STUART

Health-care Consultant & Board member, The Change Foundation

Neil Stuart joined The Change Foundation board in June 2008. He is an experienced health-care consultant with particular experience in health services restructuring and strategic change in health-care organizations. He has worked for Price Waterhouse, PricewaterhouseCoopers, and most recently IBM. He has published widely, and has served on the editorial board of the *Healthcare Management Forum*. He has an adjunct appointment in the University of Toronto's Faculty of Medicine and also taught in the University of Ottawa's Masters of Health Administration program. Neil is a member the Advisory Board of the Health Industry Management Program at the Schulich School of Business, York University. He serves on the boards of VON Canada, and the Patients' Association of Canada and in June 2010, he was appointed chair of Cancer Care Ontario's board. He has a Ph.D. from Brandeis University where he was a fellow in the University's Health Policy Centre.