



WHIN 2008 SYMPOSIUM SPEAKERS

in order of appearance

Sue Iles

Principal, On Purpose Facilitation

Sue Iles is the Principal of “On Purpose Facilitation” providing consulting services to leadership teams on leadership skills, governance and Accreditation. She is a member of the Western Health Improvement Network and has served as Vice President of the board for the past 2 years. After a 35 year career in health care, Sue opted to retire from the Vancouver Island Health Authority where she was the Senior Quality Improvement and Accreditation Advisor to teams and leaders at all levels in the Vancouver Island Health Authority (VIHA).

Sue is a Certified Health Executive (CHE) with the Canadian College of Health Service Executives (CCHSE) and has undergraduate degrees in Occupational Therapy and Health Care Administration at the Universities of Manitoba & Saskatchewan. She also has a Masters in Health Administration from the University of Colorado and graduated from the Royal Roads University program in Executive Coaching.

Kirk Mitchell

Executive Director for WHIN

Kirk Mitchell has been the Executive Director for WHIN since 2005. He works as a strategic leadership consultant across Canada and internationally and teaches extensively at the BC Institute of Technology in the School of Health Sciences; at UBC in the Faculty of Medicine; at Royal Roads University in Centre of Applied Leadership and Management; and at Trinity Western University (TWU) in the Masters of Arts in Leadership. Currently, he is co-leading the development of a TWU Masters degree in business leadership for China,

Kirk is a certified health executive with the Canadian College of Health Services Executives. He served as a Regional Systems Surveyor for the Canadian Council on Health Services Accreditation and is a member of the editorial board for the *Management Forum*, the publication of the Canadian College of Health Services Executives.

Dr. Jan Davies

Professor, Faculty of Medicine at the University of Calgary

Professor Jan Davies is a consultant anesthesiologist at the Foothills Medical Centre, in the Calgary Health Region and teaches in the Faculty of Medicine and the Department of Psychology at the University of Calgary.

Since 1983 she has worked and undertaken research in system safety, in healthcare and industry. She served as an expert in quality assurance, human error and human factors to the Pediatric Cardiac Surgery Inquiry, Winnipeg, Manitoba. She is the co-author of a book for the public about anaesthesia and of The Canadian Patient Safety Dictionary. Her current research includes development of performance review methodology, human factors analysis of medical devices and drug labels, and refinement of proactive interrogation and reactive investigation models for system safety. She is the co-chair of the annual Halifax Healthcare Safety Symposia and helped organize the Canadian Patient Safety Institute's first Executive Patient Safety Series conference for hospital CEO's, Vice Presidents and Board Chairs

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Joseph R. D’Cruz

Professor, Strategic Management, Rotman School of Management, University of Toronto

Dr. D’Cruz teaches courses in Strategic Management, Industry Analysis, Country Analysis, Strategy Formulation, Strategy Implementation, Business Policy, Marketing of Natural Resources and International Business. In addition, he performs research in international competitiveness and business strategy.

Dr. D’Cruz is a member of the Business Council on National Panel of Economic Advisors on their study of Canadian Competitiveness. He is a frequent commentator in the Canadian National Press and electronic media on issues of Canada’s international competitiveness. He completed his Doctorate in Business Administration at Harvard University and his MBA degree at Karachi University.

Dr. John Cowell

Chief Executive Officer, Health Quality Council of Alberta

He has consulted widely on health policy and services and occupational health and safety. Throughout most of the 1990s, Dr. Cowell served as President and Chief Executive Officer of the Workers’ Compensation Board - Alberta. Prior to the WCB, he was Vice President of Health, Safety and Environment for Nova Corporation of Alberta and as Medical Director for General Electric.

Dr. Cowell graduated from the University of Toronto with a Doctor of Medicine in 1970. He is certified in Occupational Medicine by the Royal College and started practice in Toronto as a family physician with a part-time involvement in Occupational Medicine. He is a clinical professor with the Department of Community Health Sciences in the Faculty of Medicine at the University of Calgary.

Michael Marchbank

Executive Vice President, Quality Management, Performance Improvement & Innovation, Provincial Health Services Authority (PHSA) in BC.

In this leadership role, Michael is responsible for quality and safety, academic development & research coordination, strategic planning, transformation & change support, public performance reporting, information management, decision support and system analysis. Previously, he was PHSA’s Executive Vice-President responsible for PHSA’s core corporate services as well as the BC Centre for Disease Control, the BC Transplant Society, BC Renal Agency, and Cardiac Services BC. Prior to joining PHSA, Michael held the positions of Interim CEO of the Fraser Health Authority and as CEO of the Fraser Valley Health Region.

Scott Livingstone

Executive Director, Health Information Solutions Centre, Government of Saskatchewan

Scott Livingstone provides leadership, vision and strategy for E-health projects in the province of Saskatchewan, including the Electronic Health Record. Working with industry partners and healthcare organizations, Scott’s team uses information technology to improve results for those who provide health care and those that receive it. Scott has worked in a range of diverse capacities in the health system within government and the private sector over the last 20 years. He has played a lead role in shaping health information technology developments at the provincial and national level. His current role offers a number of continued challenges in building strong information solutions in our health sector. Scott’s experiences have exposed him to challenges across several different public sector and private sector portfolios including hospital and community pharmacy, information systems, social sector policy and executive program management roles. Scott graduated from the University of Saskatchewan with a Bachelors Degree in Pharmacy in 1988. He also has a Masters of Science in Clinical Pharmacy and a Masters in Business Administration.

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Dr. Rob Robson

Chief Patient Safety Officer, Winnipeg Regional Health Authority

Rob is responsible for coordinating patient safety programs and initiatives throughout the region. He is a member of the Board of the Manitoba Institute for Patient Safety and is Chair of the Information and Communications Advisory Committee of the Canadian Patient Safety Institute. He is co-Chair of one of seven working groups in the Safety Competencies project. Dr. Robson is also a member of the Faculty of the Patient Safety Officer training course sponsored by CPSI.

Rob is a specialist emergency physician who continues to practice, having worked in community hospital and tertiary care emergency departments in Quebec, Ontario, British Columbia, and most recently in an urgent care setting in Manitoba. Rob has a significant background and experience in the field of healthcare risk management, liability assessment, and litigation management issues. He has participated in external reviews of various organizations and facilities at the federal, provincial and municipal levels. Rob is currently enrolled in a distance learning Master's program (Human Factors and System Safety) from Lund University.

Shelagh Maloney,

Executive Director, External Liaison, Canada Health Infoway

In her current role at Canada Health Infoway Shelagh leverages national and international partnerships and alliances with both the private and public sectors to identify and develop new business opportunities and raise the profile and impact of Canada Health Infoway.

Prior to joining Infoway, Shelagh held a number of senior management roles in both the private and public sector. She was instrumental in establishing Canada's first remote health information management services organization. In her role as Director, Information Management at the Canadian Institute for Health Information (CIHI) Shelagh was responsible for the development and maintenance of CIHI's national databases in addition to leading the Institute's national and international health information technology standards projects including the *Partnership for Health Informatics Standards*. She was founding chair of HL7 Canada and responsible for coordinating Canada's contribution to the International Standards Organization (ISO) Technical Committee on Medical Informatics.

Jeremy Smith

PITO (Physician Information Technology Office) Program Director

Jeremy Smith has worked in the health informatics field for over a decade across Canada and the United States. He took on the PITO Program Director role in July of 2007. Since that time, the Program has established its physical office, staffed the team, launched the PITO pilot projects, selected the first 500 physicians to begin EMR implementation, and initiated the PITO Local Physician Champion program.

Dr. Michael Golbey

Co-Chair, PITO Steering Committee

Dr. Michael Golbey is a family physician in Kelowna. He is co-chair of the PITO Steering Committee and a past president of the BC Medical Association. Dr. Golbey was BCMA President at the time of the creation of PITO.

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Dr. Jeff Harries**Family Physician in Penticton**

Dr. Jeff Harries is the physician lead for the South Okanagan One EMR initiative, one of the PITO Community of Practice groups. He is a physician champion in the Practice Support Program, and also a PITO local physician champion. Dr. Harries had a background in IT prior to becoming a physician, and has an MBA from UBC. He has a strong interest in practice redesign and improvement.

Dr. Stephen Holland**Gastroenterologist in Victoria**

Dr. Stephen Holland has been using an electronic medical record in his practice for several years and is a PITO local physician champion. Dr. Holland is working with a number of specialists in the Victoria area to advance EMR adoption in the specialist community.

Dr. Bryce Kelpin**Family Physician in West Vancouver**

Dr. Bryce Kelpin is President and Medical Director of Continuum Medical Care in West Vancouver. Dr. Kelpin's clinic received a Gold Award of Excellence from the Canadian Information Productivity Awards Program (CIPA) for the impact of their EMR implementation on their practice.

Dr. Bill Cavers,**Family Physician in Victoria, PITO Steering Committee & BCMA Board member**

Dr. Bill Cavers is a family physician in Victoria. He is a member of the PITO Steering Committee, co-chair of BC's Practice Support Program, and a member of the BCMA Board of Directors.

Dr. Daniel O'Connell, Ph.D.**Principal, Training, Coaching and Consultation**

Dr. Daniel O'Connell is a clinical psychologist who lives in Seattle, Washington. Over the last 25 years, Dr. O'Connell has worked as an educator, consultant, clinician, department chair and executive director in medical, behavioral health and educational settings. He is a consultant to The Institute for Healthcare Communication and serves on the faculty of the Foundation for Medical Excellence. He teaches in the Residency Programs at the University Of Washington School of Medicine and maintains a coaching and consulting practice working primarily with healthcare organizations and individual providers on all aspects of the psychology of medicine and professional interactions.

Penny Washington**Partner, Health Care Litigation, Bull, Houser & Tupper LLP**

Penny Washington practises in the fields of health law, administrative law, human rights and professional liability litigation. She became a lawyer in 1985 and has been a Partner in Bull, House & Tupper LLP's Health Law Group since 1995. Penny regularly advises hospitals and health authorities on all aspects of law that affect their operations, including alternative service delivery contracts with private providers. She advises Medical Directors and Hospital Boards on credentialing, on-call compensation and service contracts, and other physician issues, including appeals of privileging decisions to the Hospital Appeal Board.

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Barbara Webster-Evans

Lawyer, Risk Management subject matter expertise & formerly Supervising Counsel, Health Care Protection Program

Barbara Webster-Evans was called to the B.C. bar in 1984, and has practiced since that time. She was most recently supervising counsel for the Health Care Protection Program, where for the past 15 years she was responsible for overseeing all claims against Health Authorities in the province of BC. Ms. Webster-Evans has a strong background in medical malpractice and personal injury and has just returned to private legal practice in Richmond, BC with Webster & Associates where she is now using her skills and knowledge to represent seriously injured plaintiffs.

Reverend Fred Koning,

Director of Ethics Services at Providence Healthcare

Fred Koning has served as the Director of Ethics Services at Providence Health Care since 2005. He holds a Master of Divinity Degree, a Master of Theology Degree and is completing work towards a Ph. D in theological ethics. He is an ordained Christian minister and holds certification as a clinical teaching supervisor with the Canadian Association for Pastoral Practice and Education. Fred engages in research in the areas of health and spirituality and health care policy evaluation. He has collaborated in the publication of articles in pastoral care and health care ethics. Prior to joining Providence, Fred served as a Senior Chaplain, at the University Health Network in Toronto, and Hamilton Health Sciences, Hamilton Ontario. His work at Providence includes clinical and organizational ethics consultation, health care ethics education as well as end of life policy development.

Dr. Lynn Stevenson

Chief of Professional Practice & Nursing, Vancouver Island Health

Dr. Lynn Stevenson joined the Vancouver Island Health Authority in November 2005. As Chief of Professional Practice and Nursing, Dr. Stevenson is responsible for providing leadership to ensure a coordinated and inter-professional effort in the promotion of safe, competent, and ethical practices. She also works in partnership with the Chief Medical Officer to co-lead the Quality and Safety and Research and Academic portfolios.

Dr. Stevenson has a PhD in nursing with a research focus on organizational change, leadership and practice, is a Certified Health Executive (CHE) and has completed a CHSRF Extra fellowship. She holds Adjunct Assistant Professor positions at both the University of Victoria and University of British Columbia.

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Judith Shamian, RN, PhD, LLD (hon), DSci (hon)
President and CEO, Victorian Order of Nurses (Canada)

Judith was President of the Registered Nurses Association of Ontario and was the Executive Director of the Office of Nursing Policy for 5 years. Prior to that she was Vice President of Nursing at Mount Sinai Hospital in Toronto for 10 years and has held various academic positions since 1989.

As President and CEO of VON Canada, Judith has guided that 110 year old organization through a time of great transition and transformation. VON Canada is the largest, not-for-profit, charitable home and community care provider in the country. Dr. Shamian completed her PhD from Case Western Reserve, Cleveland, Ohio; her Master's in Public Health from New York University; and her Baccalaureate in Community Nursing from Concordia University in Montreal.

Peter Holle
Founding President, Frontier Centre for Public Policy

Peter has worked extensively with public sector reform and has provided advisory services to various governments across Canada and the United States. As a senior policy advisor during the 1980s he was closely involved with regulatory reform and the privatization of government services and assets in Saskatchewan. Between 1993 and 1995 he was the founding director of the Manitoba Taxpayers' Association and was instrumental in helping design Manitoba's balanced budget legislation. His publications have appeared in various newspapers and journals including the Winnipeg Free Press, the National Post and the Wall Street Journal. He has a Masters of Business Administration from the University of Wisconsin at Madison. He is a member of various organizations including the Mont Pelerin Society, an international organization of classical liberals. He has headed the Frontier Centre for Public Policy since its formation in 1997.

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