

# Canadian College of Health Leaders – Eastern Ontario Chapter Spotlight Profile

## *Mrs. Jennifer Proulx, M.A., MHA, CHE*

Director, Quality & Program Evaluation

Champlain Community Care Access Centre (CCAC)

*Chair, Executive Committee – Canadian College of Health Leaders, Eastern Ontario Chapter*

### **What are some of the challenges & opportunities in your current role?**

A: With the passing of Bill 41: Patients First, this is a time of significant change for home care in Ontario. In Champlain we are seeing unprecedented demand for home care services and I am looking forward to continued collaboration with our partners and patients to provide quality care together.

### **What will the next 5 years in healthcare bring?**

A: I'm excited to see what will happen in the field of personalized medicine. It is a burgeoning area and we're likely to see its impact in how our system provides health care screening, prevention and intervention.

### **What milestones, events or people have brought you to where you are today?**

A: There hasn't been one particular milestone or event that

has led me to where my career is today. I have, however, been consistently and extremely fortunate to have worked with incredibly supportive leaders. Each leader has acknowledged and fostered my areas of interest, provided me with stretch opportunities when possible, and encouraged me to seek out new opportunities to continue to advance in my career.

### **Any advice for those new to leadership in healthcare?**

A: Take initiative and ask to be involved in projects, committees, or working groups that you are interested in or which may provide you with opportunities to expand your knowledge and your network. Seek out a mentor or someone that you can have honest conversations with regarding your leadership skills, areas for development, and how to achieve your leadership goals. The concept of Emotional Intelligence (EI) is critical to

## *Biography in-brief*



Mrs. Proulx has been the Director, Quality & Program Evaluation at the Champlain CCAC for the past 3.5 years. Prior to that she held various roles over 12 years at The Ottawa Hospital and The University of Ottawa Heart Institute. In 2009, she was one of six graduate students from across Canada to receive the Robert Wood Johnson Award as the most likely to contribute valuable service to health services management. Jennifer is an armchair quarterback for the NFL and enjoys family time with her daughter, husband and two dogs.

leadership. Leaders at all stages in their careers should be able to understand their own EI, how they can refine it, and the impact it can have on leading effectively.

*Thank you very much Mrs. Proulx for sharing your knowledge and expertise with the Eastern Ontario Chapter!*