



CANADIAN COLLEGE OF
HEALTH LEADERS
COLLÈGE CANADIEN DES
LEADERS EN SANTÉ

CCHL Hamilton and Area Chapter

Disruptive Innovation in the Ontario Healthcare Delivery System

DATE: Thursday, May 9, 2013
PLACE: Geraldo's at LaSalle Park (Bayshore Room)
50 North Shore Blvd. E.
Burlington, ON
TIME: 6:00pm-8:30pm

TOPIC: Disruptive Innovation in the Ontario Healthcare Delivery System

Disruptive innovations cause fundamental paradigm shifts in the way we think and behave in complex adaptive human systems. Instead of tinkering on the edges with simple structural reforms as we have been doing in Ontario, redesigning our core healthcare delivery system processes at the service delivery level—with a strategic focus on patient/family care—will create the fundamental shifts that will be required for us to save Medicare, if we embrace it fully within the next two to five years. Are we capable of such change? Do we have the political will to make it happen? Do we have the tools to build such a system? Will the government actually fund such a strategy? Are our governance Boards, CEOs and LHINs ready to become catalysts for the patient/family-focused care revolution that taxpayers and voters want?



SPEAKER: **Ted Ball**, Partner at Quantum Transformation Technologies
ball@quantumtransformationtechnologies.net

Ted Ball is well-known in the Canadian healthcare system for his thought-provoking essays on organizational transformation, leadership, governance, balanced score carding and the design of complex adaptive systems. He has worked as a speech writer, policy advisor and Chief-of-Staff to Ontario Ministers of Health from all three political parties. He has operated as a transformation coach to CEOs of hospitals, CCAC's, community services and Think Tanks as well as a facilitator for high performance teams developing strategy, creating knowledge products, shifting corporate culture designing new governance processes and reconfiguring whole service delivery systems. Ted works in collaboration with Art Frohwerk, the original inventor of customer experience design methodology at Disney's Imagineering Corporation which has now been utilized in leading-edge healthcare delivery organizations around the world to design the patient experience.

AGENDA:	6:00-6:30	Registration	COST:	Members	\$70.00
	6:30-7:15	Dinner		(incl. HST) Non-members	\$90.00
	7:15-7:30	AGM		Students	\$40.00
	7:30-8:30	Educational Session		Mentorship Program	\$40.00

Please register online by May 2, 2013 at www.cchl-ccls.ca

To contact the CCHL Hamilton & Area Chapter about this event, please call Bryan Herechuk, CHE at St. Joseph's Healthcare Hamilton – 905.522.1155 ext. 32760 or email at cchlhamiltonandarea@gmail.com



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MAINTENANCE OF CERTIFICATION

Attendance at this program entitles certified Canadian College of Health Service Executives members (CHE / Fellow) to **1.0 Category I credits** toward their maintenance of certification requirement.

Refund and Cancellation Policy: For refunds, all cancellations must be received no later than seven (7) days prior to the scheduled event. No refunds will be issued for cancellations after that date. Substitutions for persons attending can be made up to the start of the event without charge.
