



NATIONAL CONFERENCE
CONFÉRENCE NATIONALE

IN-PERSON
JUNE 4-6, 2023



**What got us here won't get us there.
Getting unstuck: The leaders' guide to leaning into
the future of healthcare**

Presenters: Jennifer Zelmer, Helga Bryant,
Claire Snyman and Stephen Samis

@CCHL_CCLS



#CCHLReunited



ChatGPT on Canadians' Top Priorities for Healthcare Reform

1980

- Controlling costs
- Access to primary care
- Needs of rural/remote communities
- Healthcare disparities & equity
- Shortage of health professionals
- Improving quality & safety
- High prescription costs
- Mental health services
- Needs of aging population

ChatGPT on Canadians' Top Priorities for Healthcare Reform

1990

- Controlling costs
- Access to primary care
- Care coordination
- Needs of rural/remote communities
- Increased use of technology
- Improving quality & safety
- Healthcare disparities & equity
- Shortage of health professionals
- Homecare services

ChatGPT on Canadians' Top Priorities for Healthcare Reform

2000

- Reducing wait times
- Access to primary care
- Sustainability of health system
- Improving quality & safety
- Care coordination
- Needs of rural/remote communities
- Increase use of technology
- Social determinants of health

ChatGPT on Canadians' Top Priorities for Healthcare Reform

2010

- Sustainability of health system
- Access to primary care
- Care coordination
- Needs of rural/remote communities
- Improving quality & safety
- Social determinants of health
- Reducing wait times

ChatGPT on Canadians' Top Priorities for Healthcare Reform

2020

- COVID-19 pandemic
- Sustainability of health system
- Access to primary care
- Care coordination
- Needs of rural/remote communities
- Increased use of technology
- Improving quality & safety
- Social determinants of health
- Mental health & addictions services

**What are your
hopes and fears
for health system
transformation?**






We cannot solve our
problems with the same
level of thinking that
created them.


- Attributed to Albert Einstein

**How many
f's are there?**





**From the first, patient safety
has been at the centre of
formal and informal practice
and study of healthcare**



**From the first, patient safety
has been at the centre of
formal and informal practice
and study of healthcare**

Flipping Our Mental Models



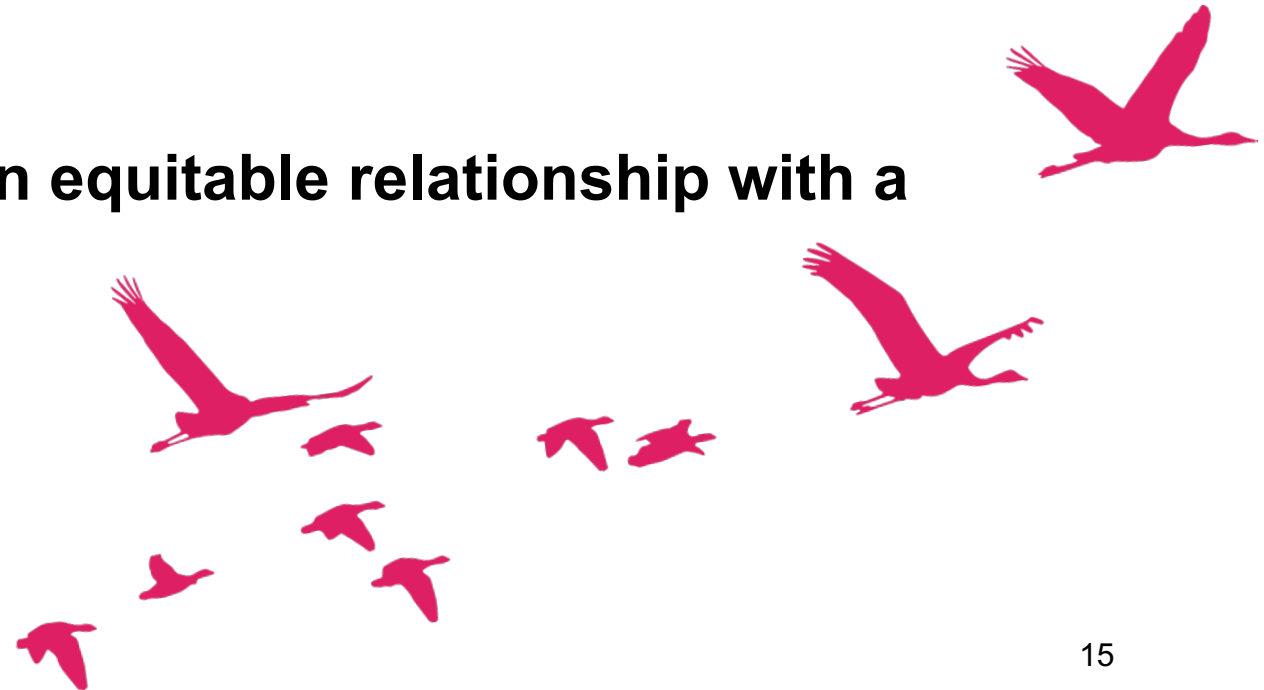
The Case for Evidence-Informed Hope



We Can Change Because We Have

‘SIMPLE RULES’ TO DRIVE TRANSFORMATION OF COMPLEX HEALTH SYSTEMS: TOP RULES FROM THE LEADERS FORUM

- 1 100% of the population has access to a core suite of primary health care services within 24 hours**
- 2 100% of the population has real time access to their personal information by 2026**
- 3 Every person in Canada has an equitable relationship with a primary health care team**





Getting better at getting better together