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National Awards Program

Celebrating Leading Practices



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2020 National Awards Program Sponsors

The Canadian College of Health Leaders would like to thank the 2020 National Awards Program sponsors.



Introducing the 2020 National Awards Program Recipients – Congratulations to Our Difference Makers!

The Canadian College of Health Leaders, alongside our award sponsors, is delighted to recognize the individuals, teams and organizations that make a difference. The College's National Awards Program recognizes the importance of leadership, commitment, and performance. We are proud to showcase these Difference Makers, not just for winning their respective awards, but for making a difference to their communities, organizations and, most importantly, patients and their families.

The College is a community. We have designed the enclosed leading practice guide to allow everyone in our community to share in the knowledge and lessons learned from our Award Winners. Enclosed you will find examples of leading practices that can be replicated in your organization or community.

Do you know of any outstanding accomplishments in your organizations? There is no better time than the present to consider individuals, teams and programs worthy of recognition in the 2021 National Awards Program. For nomination information please visit the awards section of our web site: www.cchl-ccls.ca.

Sincerely,



Alain Doucet, MBA

President and Chief Executive Officer
Canadian College of Health Leaders

Congratulations to all award recipients!

On behalf of HIROC, we offer our most sincere congratulations to all the CCHL National Awards Program recipients who are making a difference in their communities.

At HIROC, we value listening to our Subscribers and the entire healthcare community – Learning how we can adapt and co-create solutions from the many healthcare change makers out there.

As an Educational Partner of the College, we are delighted to be a partner of this leading practice guide to promote lessons learned, knowledge sharing, and to provide recognition to the award recipients.

Thank you for inspiring us and congratulations again!



Catherine Gaulton

Chief Executive Officer
HIROC



Advisory Committee

The College would like to thank the members of the National Awards Advisory Committee for their guidance and support.

Karen Mumford, CHE (Chair)
Past Senior Director QEII
Redevelopment
Nova Scotia Health Authority

Shirin Abadi
Clinical Specialist, Leader,
Educator & Researcher
BC Cancer Agency

Cathy Bailey
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Ambulatory Care,
Endoscopy & Respiratory Therapy
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Alberta Health Services

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Saskatchewan Health Authority

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Regional Director, Long Term
Care Program
Eastern Health

Jennifer Proulx, CHE
Director, Integrated Care
Delivery Systems
Children’s Hospital of Eastern Ontario

Francine St-Martin (Ex-officio)
Director, Conferences and Events
Canadian College of Health Leaders

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3M Health Care Quality Team Awards

This award recognizes four important elements: innovation, quality, patient/family engagement, and teamwork, and provides Canadian health leaders with an excellent opportunity to recognize team members who have applied the quality process to create measurable benefits in their network of services and programs.

Full descriptions of all award nominees can be found in the 3M Health Care Quality Team Awards Executive Summaries booklet, available at: www.cchl-ccls.ca.



SELECTION COMMITTEE

QUALITY IMPROVEMENT INITIATIVE(S) ACROSS A HEALTH SYSTEM

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John Andruschak, CHE
Principal
Andruschak Consulting

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Dean, School of Nursing and Health Sciences
Saskatchewan Polytechnic

Wendy Hansson, CHE
President & Chief Executive Officer
Sault Area Hospital

Drew McCallum (Ex-officio)
Business Manager
Medical Markets Centre
3M Canada

Kelli A. O'Brien
Vice President, Long Term Care and Rural Health
Western Regional Health Authority

Chris Power, CHE
Chief Executive Officer
Canadian Patient Safety Institute

Victoria Schmid
Executive Director
Quality, Safety and Improvement
Vancouver Island Health Authority

AWARD RECIPIENT

QUALITY IMPROVEMENT INITIATIVE(S) ACROSS A HEALTH SYSTEM

Mackenzie Health

Improving Stroke Outcomes Utilizing Data and Technology

Mackenzie Health's Stroke Team leveraged a multidisciplinary approach by utilizing EMR technology and data-driven process improvements as an enabler to achieve better functional outcomes for stroke patients. As a winning case - Improving Stroke Outcomes Utilizing Data and Technology - for the HIMSS Davies Award 2019, the Stroke Team demonstrated critical quality improvement initiatives focused on health system redesign in stroke care delivery. Customized electronic orders set improved clinical workflow for all team members in the hyperacute stroke process. Digital reports could be generated using standardized documentations, which provided the team with relevant and important analytics.

Data driven decision making processes combined with high stakeholder collaboration culminated in sustained results that could never have been achieved in a paper-based workflow. As a result of a series of incremental redesigns and optimizations that were implemented, time to Tissue Plasminogen Activator (tPA) administration (Door-to-needle, DTN time) was drastically reduced by 50% (53.5 minutes to 27 minutes) in an 18-month period. Likewise, the time between patient arrival and when the left MH to be transported to an Endovascular thrombectomy (EVT) centre (Door-in-Door-out, DIDO time) significantly decreased from 97.5 minutes to 71 minutes, resulting in a 27% improvement. By reducing the DTN and DIDO times, the team saw improved patient outcomes and an overall estimated cost avoidance of \$360,326 per year. Optimizing technology within the EMR allowed the team to gather important metrics to greatly improve and redesign workflow that ultimately improves patient outcomes.

CONTACT:

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10 Trench Street, Richmond Hill ON L4C 4Z3

905-883-1212 x 7490 | publicaffairs@mackenziehealth.ca

3M Health Care Quality Team Awards

This award recognizes four important elements: innovation, quality, patient/family engagement, and teamwork, and provides Canadian health leaders with an excellent opportunity to recognize team members who have applied the quality process to create measurable benefits in their network of services and programs.

Full descriptions of all award nominees can be found in the 3M Health Care Quality Team Awards Executive Summaries booklet, available at: www.cchl-ccls.ca.



SELECTION COMMITTEE

QUALITY IMPROVEMENT INITIATIVE(S) WITHIN AN ORGANIZATION

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Scarborough Centre for Healthy
Communities

Dalyce Cruikshank, CHE

Jamie MacDonald, MBA, CHE
Chief Administrative Officer
Health PEI

Drew McCallum (Ex-officio)
Business Manager
Medical Markets Centre
3M Canada

Scott McIntaggart, CHE
Senior Vice President
University Health Network

Patricia O'Connor, FCCHL
Consultant,
Clinical Improvement Advisor at CFHI

Rebecca Repa
Executive Vice President,
Clinical Support and Performance
University Health Network

Brenda Weir, CHE
Vice President, Chief Nursing Executive
Peterborough Regional Health Centre

AWARD RECIPIENT

QUALITY IMPROVEMENT INITIATIVE(S) WITHIN AN ORGANIZATION

Island Health

Prevention & Reduction of Open Heart Surgical Site Infections

Island Health's Heart Health Program has catalyzed continuous quality improvement to reduce surgical site infections after open heart surgery in response to patient needs. The Heart Health Quality Management Team created a multi-disciplinary learning community to address infection rates and implement evidence-based standards. They collaborated to identify and agree on key data metrics and adopted REDCap, an innovative new data management tool that enables real-time data acquisition and reporting (not previously used for quality improvement). High-quality data and customized reports now meet the needs of all team members, and the system enables ongoing and rapid assessment of outcomes and immediate course corrections as required to provide the best possible care.

Due to their innovative, patient-led, and interdisciplinary approach, the team has improved patient outcomes and experience and enhanced sustainability by reducing organizational costs. Prior to this initiative, the infection rate per 100 procedures for all open heart wound infections was 7.7%, well above the national benchmark. In the first year of the initiative, that rate dropped to 2.7% and is currently at 2.3%. Before implementation, surgical site infections after open heart surgery cost Island Health nearly \$900,000/year. After implementation, costs have been reduced to less than \$400,000/year. The team has achieved results that will continue to improve over time through a learning health system model, converting relevant data to actionable knowledge that is immediately applied into clinical practice in a continuous cycle.

CONTACT:

Mr. Ryan Davis, Director, Heart Health, Island Health
1952 Bay Street, Victoria, BC V8R 1J8
250-370-8324 | ryan.davis@viha.ca

Award of Excellence in Mental Health and Quality Improvement

This award honours a hospital, health authority, community based mental health and addictions program/service, or a leader in the field that demonstrates evidence-informed and sustained quality improvements (QI) in the area of mental health and addictions.

Sponsored by:



Mental Health
Commission
of Canada

Commission de
la santé mentale
du Canada

SELECTION COMMITTEE

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Vice President, Patient Care &
Ambulatory Innovation
Women's College Hospital

Dr. Pierre Beauséjour
Full Professor
University of Sherbrooke

Jean Daigle (Excused)
Vice President, Community
Horizon Health Network

Barbara C. Hall, CHE
Chief Executive Officer
Maxxcare Solutions

Yasmin Jetha
Vice President, Community Services
Vancouver Coastal Health Authority

Louise Bradley, CHE (Ex-officio)
President and Chief Executive Officer
Mental Health Commission of Canada

Mark Snaterse, CHE
Executive Director, Addiction
and Mental Health, Edmonton Zone
Alberta Health Services

AWARD RECIPIENT

Hôpital Montfort

In recent years, the management at Hôpital Montfort has completely revised its approach to mental health in order to provide a Francophone therapeutic environment focused on recovery. This approach has even been designated as an expected result under the 2021 Strategy.

This change, which now puts the person's recovery first, as well as the implementation of the Safewards model, have completely transformed the Mental Health Program. The changes presented and the results obtained were possible thanks to:

- The person's involvement in their care process;
- The use of patient-partners in the creation of new tools and knowledge;
- The participation of peer helpers in the therapeutic process;
- Employee collaboration in a context of major change management;
- Revised staff training;
- Adapting the skills required upon recruitment; and
- The development of tools adapted to the needs of patients.

In order to demonstrate our full support for improving the quality of mental health care, the CEO of Montfort signed a declaration of commitment to the recovery, in May 2019, during the second edition of the mental health awareness walk, which attracted 165 walkers.

CONTACT:

Mrs. Annie Boisvert, Directrice clinique, Hôpital Montfort
713 Montréal Road, Ottawa, ON K1K 0T2
613 746-4621 x 3120 | aboisvert@montfort.on.ca

Celebrating the Human Spirit Award

This award recognizes and honours the meaningful contributions of individuals and teams for acts of caring and compassion that go above and beyond the call of duty, inspire others and have a profound and lasting impact.

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SELECTION COMMITTEE

Kenneth W. Baird, CHE (Chair)
Vice President, Quality Performance
and Clinical Supports
Eastern Regional Health Authority

Don Ford, CHE
Past Chief Executive Officer
Central East Community Care Access
Centre

Cheryl L. Harrison, CHE
Vice President of Regional Programs
Orillia Soldier's Memorial Hospital

Dr. Barbara Mildon, CHE
Chief Executive Officer
Community Care City of Kawartha Lakes

Kelli A. O'Brien (Excused)
Vice President, Long Term Care
and Rural Health
Western Regional Health Authority

Justin Simard (Ex-officio)
Director, National Accounts
Stericycle Healthcare Companies
Solutions

Janice M. Skot, CHE
President and CEO
Royal Victoria Regional Health Centre

Moyra Vande Vooren, CHE

AWARD RECIPIENTS

Maryann Murray & Sandi Kossey, CHE

Maryann Murray and Sandi Kossey, CHE, are championing and improving medication safety in Canada and globally. Their collective efforts continue to have significant impact on patients, providers, leaders and communities.

Maryann, as a volunteer with Patients for Patient Safety Canada, has generously dedicated thousands of hours to improving medication safety after the death of her daughter Martha in 2002. Maryann is playing a key role in shaping the World Health Organization's (WHO) Medication Without Harm global challenge and implementing the campaign in Canada. Maryann surveyed the public to contribute evidence of unsafe medication use to Health Canada's Plain-Language Labelling Committee. She also helped create a national petition in support of plain-language labelling regulations which was tabled in the House of Commons. Maryann also helped advance public education regarding Vanessa's law. Her relentless focus on clear communication helps ensure patient safety is having an impact.

Sandi, as Senior Director with the Canadian Patient Safety Institute and Director of the WHO Collaborating Centre on Patient Safety and Patient Engagement, is the most determined promoter of patient engagement in improvement. She has facilitated the inclusion of patient partners in many decision-making forums in Canada and globally. While there is general agreement to engage patients, often the know-how and buy-in are not fully present. In a compassionate and respectful way, Sandi coaches and leads by example to create environments where patients, providers, and leaders meaningfully partner to improve medication safety. Her personal leadership and influence on patient engagement in healthcare transformation are making a difference.

CONTACTS:

Ms. Maryann Murray, Volunteer, Patients for Patient Safety Canada
Ms. Sandi Kossey, CHE, Senior Director, Strategic Partnerships & Priorities
Canadian Patient Safety Institute
#1400, 10025-102A Avenue, Edmonton, AB T5J 2Z2
780-721-2114 | SKossey@cpsi-icsp.ca

Chapter Award for Distinguished Service

This award provides an opportunity for chapters to recognize locally and nationally the individuals who have made a significant contribution to their chapter.



AWARD RECIPIENTS

BC INTERIOR

Gregory Marr, CHE

Regional Director, Medical Affairs
Northern Health

BC LOWER MAINLAND

Dr. Randy Gilbert, FCCHL

Regional Director Informatics
BC Lower Mainland Medical Imaging

BLUENOSE

Colin Stevenson, CHE

Vice President, Quality and System
Performance
Nova Scotia Health Authority

EASTERN ONTARIO

Dr. Bernard Leduc

President & CEO
Hôpital Montfort

GREATER TORONTO AREA

Taylor Martin, CHE

Manager, Nursing Resource Team
and New Nursing Initiatives
Michael Garron Hospital

HAMILTON AND AREA

Keith McGlone

Vice President, IPC
Prescientx

MANITOBA

Jennifer Spencer, CHE

Interim Director of Centralized Home
Care Operations & Palliative Care
Winnipeg Regional Health Authority
(WRHA)

NEW BRUNSWICK

Nancy Roberts, CHE

New Brunswick Director, CCHL

NEWFOUNDLAND AND LABRADOR

Maria Rotondi, CHE

Division Manager, Rehabilitation,
Geriatrics & Palliative Care Program
Eastern Health

NORTHERN ALBERTA

Sandi Kossey, CHE

Senior Director, Strategic Partnerships
& Priorities
Canadian Patient Safety Institute

QUÉBEC

Anca Andreia Ghiran, CHE

Adjointe au directeur général adjoint
Direction générale adjointe – Santé
physique générale et spécialisée
Centre intégré universitaire de santé et
de services sociaux du Centre-Sud-de-
l'île-de-Montréal

SOUTHERN ALBERTA

Dwight Nelson, CHE

Chief Operating Officer
Carewest

SOUTHWESTERN ONTARIO

Jennifer Peckitt, CHE

Chief Nursing Executive
and Site Director
South Huron Hospital Association

VANCOUVER ISLAND

Matthew Miller

Director, Brand, Digital
Engagement & Innovation
Island Health

CCHL Distinguished Leadership Award

The CCHL Distinguished Leadership Award honours a Champion of Performance Improvement. Winners of this Award will be passionate and visionary leaders who have led transformative change, demonstrated exemplary engagement and collaboration and a dedication to building leadership capacity.

Sponsored by:

stryker

AWARD RECIPIENT

Graham Dickson, PhD

Graham Dickson is Professor Emeritus at Royal Roads University (RRU). While at RRU, Graham helped to develop the Master of Arts in Leadership and was founding Director of the Centre for Health Leadership and Research. As a result, “disciples of Dickson” are scattered throughout Canada’s healthcare systems, and senior echelons of health organizations including CCHL chapters. Currently, he is an advisor to CCHL, the Canadian Health Leadership Network and the Canadian Society of Physician Leaders. Often cited as the “Father of LEADS”, Graham was the principal investigator in a cross-Canada research project resulting in LEADS; the most used leadership framework in Canada’s health system.

Graham is constantly in search of more compelling evidence that leadership is essential to both innovation and better patient centred care. As Chair of CHLNet’s Research & Evaluation Working Group he continues to work with academics and decision makers to better understand the emerging discipline of health leadership and how it can impact system performance. He has been co-editor of three special edition Emerald Journals, dedicated to medical leadership and has published in many journals, including Healthcare Management Forum. His career began in teaching, and it remains one of his great passions. Dr. Dickson continually emphasizes that everyone is a leader – leadership is a function of one’s mindset and approach to work not one’s formal position. He believes that together, we can achieve a better system comprised of healthy workplaces with the patient and family caregiver at the centre of all we do.

CONTACT:

Dr. Graham Dickson

Professor Emeritus, Royal Roads University

Principal, LEADS Global

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778-977-5970 | Graham.Dickson@RoyalRoads.ca | graham@leadsglobal.ca

Energy and Environmental Stewardship Award

This award recognizes a progressive healthcare organization that has implemented programs that demonstrate environmental responsibility through the reduction of energy usage, the preservation of natural resources and effective waste diversion solutions.

Sponsored by:



SELECTION COMMITTEE

Tony Dagnone, FCCHL, FACHE

(Chair)
Past President and CEO
London Health Sciences Centre

Kenneth W. Baird, CHE

Vice President, Quality Performance and
Clinical Supports
Eastern Regional Health Authority

James Hanson (Excused)

Vice President, Operations and
Support Services
Island Health

Mike Hickey

President
MF Hickey Consulting

Jo-anne Marr, CHE

President & CEO
Markham Stouffville Hospital

Andrew Neuner, CHE

CEO
Health Quality Council of Alberta

Ron Noble, FCCHL, FACHE

President and CEO
Catholic Health Association of Ontario

Luis Rodrigues (Ex-officio)

Vice President, Energy Services Group
Honeywell

AWARD RECIPIENT

Island Health

Sustainability & Business Continuity Department

Island Health is committed to minimizing its environmental impact, in order to support the health of their patients, staff, and communities. Over the past decade, the BC health authority has shown its commitment by advancing energy and environmental stewardship best practices throughout the organization.

Since 2007, Island Health's energy use intensity declined over 11%, with a cumulative impact of 3.5 million dollars in annual cost savings. As Island Health reduces energy consumption and electrifies building systems, greenhouse gas emissions have reduced by 18% from peak levels in 2011. In addition, water use is decreasing year after year.

Island Health ensures new major capital projects are designed with a high-level of efficiency and achieve LEED certification. These projects enhance indoor environmental quality, providing benefits to patients and staff. To further decrease Island Health's footprint, the organization promotes environmental stewardship with recycling programs, electric fleet vehicles, tree-free paper, and many more initiatives. Environmental awareness diffuses across the organization through staff and community engagement.

Senior leadership reaffirmed Island Health's commitment to energy and environmental stewardship by making it a key objective in the organization's five-year strategic framework. Island Health will continue striving for progress in the pursuit of a healthier environment, so that the people we serve can live and thrive in healthier communities.

CONTACT:

Ms. Deanna Fourt, Director, Sustainability & Business Continuity
Island Health - Sustainability & Business Continuity Department
6551 Aulds Road, Unit 201, Nanaimo, BC V9T 6K2
250-740-2674 | Deanna.Fourt@viha.ca

Excellence in Diversity & Inclusion Award

This award honours a forward-thinking healthcare organization that has demonstrated leadership in creating and promoting diversity and inclusion to improve the environment for its employees, and to better service their customers/patients, and the community.

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SELECTION COMMITTEE

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Chief Operating Officer
Carewest

Dr. Brendan Carr, CHE
President & CEO
Nova Scotia Health Authority

Brenda Flaherty
Healthcare Consultant

James Gouthro, CHE
Clinical Social Worker
IWK Health Centre

Jim Hornell
CEO
e-Health Saskatchewan

Scott Jarrett
Executive Vice President and
Chief of Clinical Programs
Humber River Hospital

Norman Peters, CHE
Vice President,
Regional Care Integration
Fraser Health Authority

Normand St-Gelais (Ex-officio)
Director of Corporate Responsibility
Sodexo Canada

AWARD RECIPIENT

Alliance for Healthier Communities

The Alliance for Healthier Communities is the voice of a vibrant network of community-governed primary health care organizations that serve diverse, often marginalized and underserved communities across Ontario. The Alliance works with members and partners to identify and eliminate barriers for people and communities at risk of poor health, with a special focus on Indigenous people, Francophones, racialized and Black communities, and Two Spirit and LGBTQ+ communities.

The Alliance for Healthier Communities is recognized as a leader in advancing health equity, diversity and inclusion within the organization, among members and broader health system. The Alliance has led several initiatives to ensure the diversity of the communities Alliance members serve is reflected at all levels: Board of Directors, leadership, management, staff, students and volunteers. It supports members to ensure they have the necessary resources to provide equitable, culturally safe services and build healthier, inclusive communities.

The Alliance's commitment to building a more equitable health system and contributing to a more inclusive society is embedded in its brand promise: health equity through comprehensive primary health care. It is prioritized in its strategic plan and brought to life in its foundational documents: Health Equity Charter, Model of Health and Wellbeing and Model of Wholistic Health and Wellbeing (for Indigenous organizations).

As a result of Alliance advocacy, the preamble to the Connecting Care Act includes a commitment to health equity. The Alliance is currently working with members and decision-makers in the emerging Ontario Health Teams to ensure health equity is integral in their development.

CONTACT:

Ms. Adrianna Tetley, CEO, Alliance for Healthier Communities
970 Lawrence Ave West Suite 500, North York, ON M6A 3B6
416-236-2539 | adrianna.tetley@allianceON.org

Excellence in Patient Experience Award

This award is focused on honouring organizations and individuals who have set in place innovations that improve the human experience in healthcare. The Excellence in Patient Experience Award will highlight and recognize innovations that have made a change to how patients and their families experience healthcare services.

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Lead PMH
University Health Network

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General Manager, Studer Group Canada

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Vice President Patient Experience and
Pandemic Response
Fraser Health Authority

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Arnprior Regional Health

Victoria Kaminski
(Excused)
Healthcare Consultant

Janet Knox, CHE

Arden Krystal, CHE
President & CEO
Southlake Regional Health Care

Marc LeBoutillier, CHE
Chief Executive Officer
Hawkesbury General Hospital

AWARD RECIPIENT

Hamilton Health Sciences

Hospital to Home Team

Hamilton Health Sciences (HHS) is transforming how patients, caregivers and families experience the delivery of health services. Committed to operating as one seamless system, both within and beyond our walls – HHS' Hospital to Home (H2H) Team partners with patients to co-design integrated, coordinated care plans (CCP) focused on, what is most important to the patient and what is most concerning to the patient about his or her health. The use of non-judgemental curiosity, trauma informed care and motivational communication strengthens partnerships between patients, caregivers, families, health and social care providers resulting in achievement of the Quadruple Aim – improved patient and provider experience, improved health of the population, improved utilization of health care resources.

H2H patients often have multiple chronic health conditions and high utilization of healthcare resources. Patients are frequently challenged by functional impairment (physical or cognitive), social isolation, low income, inadequate nutrition or housing, poor health literacy, and poor self-management skills. This population of patients often fall through the cracks of the traditional health care system.

Approximately 1300 patients have participated in the H2H model of care and results of evaluation indicate patients feel listened to by their healthcare team (97%), are involved in decision-making about their care (86%), and are linked to services when needed (93%). Additionally, sustained reductions up to 24 months following the initiation of coordinated care planning include emergency department visits (43% decrease), in-patient visits (57% decrease), 30 day readmissions (63% decrease), and in-patient visits for ambulatory care sensitive conditions (47% decrease).

CONTACT:

Ms. Kelly O'Halloran, Director, Community and Population Health Services
Hamilton Health Sciences - Hospital to Home Team
Room E1-13, 699 Concession Street, Hamilton, ON L8V 5C2
905-527-4322 x 46734 | ohalk@hhsc.ca

Excellence in Patient Safety Award

This award recognizes individuals and/or teams that are committed to improving patient safety within the healthcare environment, through leadership, culture, best practices, innovation, and change management expertise.

Sponsored by:



SELECTION COMMITTEE

Arden Krystal, CHE (Chair)
President & CEO
Southlake Regional Health Care

Barbara C. Hall, CHE
President and CEO
Maxxcare Solutions

Janice Kaffer, CHE
President & CEO
Hotel Dieu Grace Healthcare

Lori Korchinski, CHE
Director
Vancouver Coastal Health

Derek McNally
Executive Vice President Clinical
Services & Chief Nursing Executive
Niagara Health System

Wendy L. Nicklin, CHE, FACHE
President (Board Chair)
International Society for Quality
in Health Care

Sheri Whitlock (Ex-officio)
Director, Global Marketing
BD Canada

AWARD RECIPIENT

Markham Stouffville Hospital

Of common importance to healthcare organizations is an emphasis on reducing falls rates and establishing falls prevention measures through working groups and projects. Yet unique to one acute care organization is a niche Falls Prevention Project (FPP) led by a Falls Prevention Working Group (FPWG) task force to address the rate of harmful falls across all inpatient clinical programs. Harmful falls are identified along a spectrum between mild harm (level 2) and death/permanent disability (level 5). Establishing baseline falls data, the FPWG initially targeted specific inpatient units where harmful falls rates were frequently occurring.

Through a multi-factorial falls prevention strategy approach, the FPWG was able to reduce the rate of harmful falls by 30% across various inpatient clinical units. Although the average number of falls per month remained relatively consistent post FPP intervention, the number of harmful falls have steadily decreased monthly from 37.5% in the 2017-2018 fiscal year to 28.4% in the following 2018-2019 fiscal year.

Through education to staff internally and community members externally on safe falls prevention practices, this multi-factorial FPP has recently been recognized by Health Quality Ontario as a leading practice to reduce harmful falls and has been added to the Health Standard's Ontario leading practice library. Use of an information-technology tracking system has ensured that FPP is a sustainable model for clinical leaders and managers to locally monitor rates of harmful falls to ensure falls prevention best practices are put in place for all patients identified at high risk for harmful falls.

CONTACT:

Michelle Samm MHS, CHE, Director, Quality & Patient Safety,
Patient Relations & Experience, and IPAC, Markham Stouffville Hospital
381 Church Street, Markham, ON L3P 7P3
905-472-7373 x 6916 | msamm@msh.on.ca

HMF Article of the Year Award

This award recognizes an article published in Healthcare Management Forum in the preceding year which has helped to advance knowledge in the practice of health leadership.

Sponsored by:



AWARD RECIPIENT

Gertie Mai Muise, MAL, CNHP

The Canadian College of Health Leaders is pleased to announce that Gertie Mai Muise has been named the recipient of the first Healthcare Management Forum Article of the Year Award for her article entitled “Enabling cultural safety in Indigenous primary healthcare”. This new award, created with the support of SAGE Publishing, is focused on honouring a journal author whose article has helped to challenge the traditional notions of health leadership and motivate transformational behaviour.

One of the most downloaded articles in 2019, her article was chosen for the award because it is a perfect example of how to inspire meaningful reform based on real-world experience. Ms. Gertie Mai Muise, MAL, CNHP, is the Inaugural Executive Director of the Nova Scotia Mi’kmaq Health and Wellness Authority and is a dedicated and respected leader in Indigenous health organizational development and systems change management. She has more than twenty years of experience collaborating with provincial and federal governments, LHINs and First Nation and indigenous governed Health Service providers.

CONTACT:

Ms. Gertie Mai Muise

St. George’s, Newfoundland and Labrador
226-927-6626 | gertiemai@gmail.com

Mentorship Award

This award is presented to a leader in the healthcare system who demonstrates exemplary, sustained commitment to mentoring, and inspiring healthcare leadership.

Sponsored by:



SELECTION COMMITTEE

Katherine Chubbs, CHE (Chair)

Chief Zone Officer
Alberta Health Services

Dianne Doyle, FCCHL

President
St. Thomas More Collegiate

François Drolet (Ex-Officio)

Director, Public Affairs
Roche Canada

Wolf Klassen, CHE

Vice President, Program Support
Toronto East Health Network

Nancy M. Lefebvre, FCCHL

Chief Clinical Executive and Senior
Vice-President, Knowledge & Practice
Saint Elizabeth Health Care

Collette Smith, CHE

Vice President, Clinical Services,
Chief Nurse and Human Resources
Eastern Health

David Thompson, CHE

Ila Watson

VP Transformation and Chief Human
Resources Officer
Sault Area Hospital

AWARD RECIPIENT

Tom Maston, CHE

Tom Maston has demonstrated extraordinary commitment, professionalism and effectiveness as both a health leader and mentor over the course of his 28 years of dedicated public service in New Brunswick. In October 2019, Tom officially retired after serving almost 6 years as Deputy Minister of Health. Prior to that, he was an Assistant Deputy Minister for over 5 years, a Vice President at both River Valley Health (7 years) and NB's Extra-Mural Program (10 years) and had also worked in the private sector (9 years).

With a career spanning various levels and sectors of the health system, Tom's influence and leadership have had a significant impact on many of those within it. He has served as a positive role model, supporting and inspiring the professional development and leadership capacity of many with whom he worked, both within NB and beyond. For example, at River Valley Health, he advocated for and supported a corporate commitment to CCHL and to mentoring and encouraging staff leadership development.

Tom led with integrity and by example. His approachable, steady and respectful style cultivated trust and confidence, enabling him to form positive, effective relationships that fostered personal and professional growth. He made himself readily accessible to many, always willing to share his insights and knowledge and provide constructive feedback to support others' career development. In part to his role-modelling and mentorship, many of his staff also advanced as senior health leaders over the years, including three direct reports moving onto Deputy Ministers and one to Assistant Deputy.

Tom is an active CCHL member, attaining his CHE designation in 1994. Despite a demanding Deputy Minister position, he has served as CCHL-NB Chapter Treasurer since 2013.

Tom has created a recognized legacy of inspired leadership. As expressed by the current and past two Health Ministers at Tom's retirement, the health system in NB is better off today because of Tom's dedicated leadership and support – to both the system and those working within it.

CONTACT:

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Nursing Leadership Award

The Nursing Leadership Award builds on the themes of patient-centered care and nursing leadership, and honours those who demonstrate an ongoing commitment to excellence in these areas.

Sponsored by:



SELECTION COMMITTEE

Alice Kennedy, FCCHL (Chair)
CEO and Registrar
Newfoundland and Labrador Council for
Health Professionals

Vanessa Burkoski
Chief Nursing Executive & Chief,
People Strategy
Humber River Hospital

Dr. Rhonda Crocker Ellacott
Chief Executive Officer
North West Local Health Integration
Network

Dr. Doris Grinspun
Chief Executive Officer
Registered Nurses Association of Ontario

Barbara Steed, CHE
Executive Vice President Patient
Services and Chief Practice Officer
Markham Stouffville Hospital

Lucie Tremblay, CHE
Directrice des Soins infirmiers
CIUSSS Ouest de l'Île de Montréal

Debbie Walsh, CHE
Executive Director Regional Medicine,
Surgery and Perioperative Programs
Eastern Health

Michael Weber (Ex-officio)
Vice President, Health Systems
Baxter Corporation

AWARD RECIPIENT

Dr. Sharon Goodwin

As Senior Vice President, Home and Community Care and lead nurse for the Victorian Order of Nurses (VON), Dr. Sharon Goodwin (RN, MN, DHA) has led VON's frontline transformation to a thriving and adaptable provider of home and community care.

Accomplishments include:

- Building VON's Practice, Quality and Risk team to provide leadership and guidance to front line and management;
- Establishing a quality improvement framework that instilled best practices leading to VON's achievement of Exemplary Standing through Accreditation Canada for two consecutive cycles;
- Establishing a VON model of care in 2006 with multiple internal and external stakeholders and experts that is still in use in daily operations;
- Establishing our Nurse Practitioner Centre of Excellence; and
- Enhancing operational quality and performance through her commitment to Lean methodology among 5,000 operational and frontline staff under her leadership, leading to needed turnaround in our operations in Ontario (2012) and Nova Scotia (2014).

Sharon was also a key member of VON's senior team through very difficult financial restructuring in 2015. External championship of VON and of excellence in nursing and business practices includes:

- Surveyor, Accreditation Canada (Canada, Europe, Middle East);
- Board member, Ontario Community Support Association;
- Participant, Ontario Health ministry's Home and Community Care Advisory Committee;
- Past director, Canadian Patient Safety Institute;
- Contributor, vision of the future of nursing (led by Chief Nurse for Ontario and Bloomberg School of Nursing);
- Author, presenter and researcher (topics: quality improvement, operational turnaround, operational excellence); and
- Champion for wound care specialists, palliative care, primary care Nurse Practitioners and care system navigation.

CONTACT:

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President's Award for Outstanding Corporate Membership in the College

This award recognizes a corporate member who has consistently, over a period of several years, helped the College achieve its mission, vision and strategic directions.



AWARD RECIPIENT

Hillrom

Hillrom, a global medical technology leader, has been a corporate member of the College since 1990. Their primary representative, Michael Hamilton, is a member of the Corporate Advisory Council.

Through their financial support, Hillrom was instrumental in the relaunch of the annual CEO Forum in 2019, an event co-hosted by the College and HealthCareCAN. Hillrom has a long record of supporting CCHL activities such as national and exclusive HPRS™ events, sponsoring our BCHLC and NHLC conferences and participating in Ad-hoc committees.

Hillrom and their 10,000 employees have a single purpose: enhancing outcomes for patients and their caregivers by advancing connected care. Around the world, their innovations touch over 7 million patients each day. They help enable earlier diagnosis and treatment, optimize surgical efficiency and accelerate patient recovery while simplifying clinical communication and shifting care closer to home.

CONTACT:

Mr. Michael Hamilton, Vice President & General Manager, Hillrom
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Recognition in Delivering Value-based Healthcare

This recognition aims to increase the profile and understanding of value-based healthcare by honouring an organization, or team, that is deliberate in changing the way that care is delivered, resulting in improved patient outcomes. This means that patients are being optimally cared for at the right time, in the right setting, and at the right cost.

Recognition made possible by a grant from:



SELECTION COMMITTEE

Elma Heidemann, FCCHL

(Acting Chair)
Founding Co-chair,
Canadian Health Leadership Network
(CHLNet)

Dr. Robert Halpenny

Consultant

Brock Hovey, CHE

VP, Corporate Services, Accountability
and Quality
Ontario Health (Central Region), Central
West LHIN

Melicent Lavers-Sailly (Ex-officio)

Communications & Corporate Marketing,
Senior Manager
Medtronic Canada

Janet Newton

Vice President and Site Lead
University Health Network

Jo-Anne Palkovits, CHE

President and CEO
St. Joseph's Health Centre (Sudbury)

Shirlee M. Sharkey, CHE

(Chair, Excused)
President and CEO
Saint Elizabeth Health Care

Howard Waldner, CHE

Dean, School of Health and
Public Safety Southern Alberta
Institute of Technology

AWARD RECIPIENT

Women's College Hospital

Women's College Hospital's Total Joint Replacement Program has been an innovative initiative which has led to implementation in other healthcare organizations. It started as a pilot project, working collaboratively with the LHIN, and has led to excellence in delivering value-based healthcare.

The aim of this program is to deliver effective, efficient, patient-centred care for individuals with hip and knee arthritis. The team developed a process which shifted the traditionally delivered in-patient procedure to an out-patient model where post-procedure recovery is delivered through a virtual-based support system.

This system allows patients to return home the same day as surgery so that they can recover in the comfort of their home. This value-based service helps alleviate the burden on the healthcare system, while at the same time, demonstrates active engagement in patient care, augmented exposure to the care team and ultimately improves patient outcomes.

CONTACT:

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Robert Wood Johnson Awards

Established in 1956, the Robert Wood Johnson Awards are presented to one student from six Canadian universities offering a Master of Health Administration. Recipients are selected by their respective faculty for their individual achievements and promising contributions to health services management.

Sponsored by:



AWARD RECIPIENTS

Peter Richard, Dalhousie University

Peter Richard, a Nova Scotian native, obtained his Bachelors of Science in Biology from Dalhousie University before obtaining his Masters of Health Administration at the same institution. His interest in the Canadian healthcare system is rooted within his family's involvement with the healthcare sector, and was further enhanced while working for the Health Information Services Department at the Nova Scotia Health Authority. While enrolled in the MHA Program, Peter was elected to be a First-Year Student Representative and later elected as President for Dalhousie's Association of Health Administration Students. Peter also volunteered as a Junior Volunteer at the Halifax Outreach Prevention Education Support (HOPES) Health Clinic during his first-year of the MHA Program, then sat on the HOPES Board of Directors during his second-year. He completed his MHA Residency with the Occupational Health and Safety Unit within the Regulatory Operations and Enforcement Branch at Health Canada, where his passion for team functioning, interprofessional collaboration, and leadership was enhanced. Peter is keen on advancing the Canadian healthcare system and wants to gain expertise in quality improvement and project management.

Yvonne Huang, University of British Columbia

Yvonne graduated with a Bachelor of Science in Pharmacy in 2013 from UBC and completed her pharmacy residency with the Lower Mainland Pharmacy Services in 2014. Upon completion of her training she has primarily worked as a clinical pharmacist at Surrey Memorial Hospital in the emergency department. During this time she has been involved with various interdisciplinary pilot projects in the emergency and with the infectious diseases program. Since starting the UBC MHA program she has transitioned into an interim position as a Pharmacy Dispensary/Parenteral Services Supervisor. In this capacity she has grown her experience in hospital pharmacy operations, quality assurance projects and implementation of pharmacy processes for expanded services including in injectable opioid agonist therapy.

AWARD RECIPIENTS

Lucy Schneider, *Université de Montréal*

Lucy Schneider has always been interested in the field of health. She began her career by studying nutrition at the Geneva University of Health, graduating with a Bachelor of Science in 2015. She then worked as a clinician in various healthcare institutions in Switzerland for more than two years. In parallel to her professional activities, Lucy was actively involved in promoting health as vice-president of the Dietician's Association of Geneva. In this role, Lucy worked to promote balanced diets and regular physical activity as key prevention of non-communicable diseases throughout the region. Lucy has continually sought to improve care practices, starting with her own. Following in this vein, she undertook a Master's degree in Health Services Administration at the Montreal School of Public Health in order to acquire the tools that would help her improve health care systems. This training enabled her to gain essential knowledge and skills to face the numerous challenges confronting our health systems. The enriching experiences of studying abroad, working as a research assistant for the University of Montréal and completing a master's internship, have broadened her outlook and offered new perspectives to bring into her role as a future administrator. Today, her goal is to integrate decision-making structures that contribute to the optimization of health institutions' operations while remaining alert to imminent future issues like sustainable development or social inequalities in health. Overall, Lucy is dedicated to the value of each individual, as well as the responsibility and commitment of the next generation to attend to progressive improvements in health systems.

Anya Marion, *University of Ottawa*

After a few years of providing maternal and newborn care as a registered midwife, Anya Marion shifted her focus to the challenge of reducing burnout rate for health care providers. Recognizing the need to address this health human resources issue, Anya attended the Telfer School of Management Master of Health Administration program, at the University of Ottawa to build her leadership toolkit in order to tackle this challenge. Anya combines her health care provider background with her new knowledge from her education in her role as a HR Business Leader at The Ottawa Hospital. She is currently working with the human resource leadership team supporting staff so that they can deliver world class care. She is excited by the opportunities to advance health human resource planning in this next phase of her career.

Jordyn Baldry, *University of Alberta*

After graduating with her Bachelor of Science in 2018, Jordyn decided to pursue a graduate degree in public health as a way to combine her interests in psychology, health, project management, law, and philosophy. During her time at the University of Alberta's School of Public Health, she volunteered for the Canadian Mental Health Association and created an engagement framework for the Injury Prevention Centre in collaboration with a small group of other students. Following this, she relocated to British Columbia and completed a practicum with BC Mental Health and Substance Use Services. During this time, she developed a provincial evaluation plan and took part in many project management activities related to the BC Crisis Line Enhancement Project. As a recent graduate of the University of Alberta, Jordyn is working as a project coordinator for the Provincial Health Services Authority in British Columbia. Her current interests involve expanding her knowledge and experience in project implementation, project evaluation, and stakeholder consultation.

Phoebe Smith-Chen, *University of Toronto*

Phoebe Smith-Chen is currently Program Lead of Patient Experience at the Ontario Hospital Association. Previously, Phoebe worked in Patient Experience at Michael Garron Hospital in Toronto and was a speech-language pathologist for over ten years in rehabilitation, palliative care and acute care settings. In addition to her University of Toronto IHPME Health Administration degree, Phoebe holds Master's degrees in Bioethics and Speech-Language Pathology, and certificates in health law and leadership. She is dedicated to improving the health of Canadians through creative and effective collaboration. Phoebe is honoured to receive the 2020 Robert Wood Johnson Award, named after a health leader who had profound impact on world health through innovation and dedicated public service. In his spirit, she aims to diligently work towards improving the health and wellbeing of others in ways that are most meaningful to them.

The Robert Zed Young Health Leader Award

This award is presented to a young Canadian healthcare leader who has demonstrated leadership in improving the effectiveness and sustainability of Canada's health system.

Sponsored by:



SELECTION COMMITTEE

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Vice-President, Growth
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Lucy Brun, CHE

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e-Health Saskatchewan

Altaf Stationwala

President and CEO
Mackenzie Health

Andrew Williams, CHE

President and CEO
Huron Perth Healthcare Alliance

AWARD RECIPIENT

Mehdi Somji, CHE

Mehdi Somji is an exceptional leader with a record of accomplishment for delivering many impactful initiatives that have improved, and continue to improve the health system. He reflects the values of compassion, professionalism and respect, and is known both within and outside the hospital for his strong leadership and collaborative approach, most recently leading the development of the North Western Toronto Ontario Health Team with thirteen organizations across multiple sectors.

Mr. Somji is a transformational leader with the ability to innovative meaningful and impactful solutions. Most notably, he led the development and implementation of iPlan, an innovative technology that was implemented across five hospitals and home care from October 2017 to July 2019. At Humber River Hospital, iPlan has saved 12 acute inpatient beds one-year post implementation, with results sustained. iPlan was recognized as a Leading Practice by the Health Standards Organization (Sept 2018 to Sept 2020) and won the 2019 ITAC Ingenious Award, Large Public Sector. Mr. Somji has shared this work in many forums including Hospital News, Health Achieve, Health Quality Transformation, the Institute for Healthcare Improvement, eHealth Ontario, Achieving Excellence Together and more.

Mr. Somji has held progressive leadership positions, and holds a Master of Health Informatics, Masters Certificate in Healthcare Leadership, and is a Certified Health Executive (CHE). He is a sought-after expert in health system integration, clinical operations, quality improvement, technology, and data and analytics.

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