

20
23

National Awards Program

CELEBRATING LEADING PRACTICES



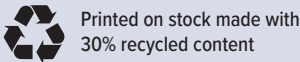
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HEALTH LEADERS
COLLÈGE CANADIEN DES
LEADERS EN SANTÉ

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2023 National Awards Program Sponsors

The Canadian College of Health Leaders would like to thank the 2023 National Awards Program sponsors.



Introducing the 2023 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.

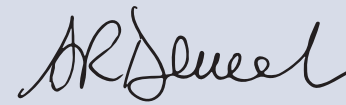
We would like to thank all the dedicated College members, health workers, industry partners and leaders who continue to manage difficult healthcare challenges.

The College is a community. We have designed the enclosed leading practices 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 2024 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

CANADIAN COLLEGE OF
HEALTH LEADERS



COLLÈGE CANADIEN DES
LEADERS EN SANTÉ

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.

Jennifer Proulx, CHE (Chair)
Vice President of Child Development
and Community Services
Children's Hospital of Eastern Ontario

Kate Butler
Executive Director Energy
Management
Service NB Health Services

Bonnie Conrad, CHE
Health Services Manager, Community
Mental Health and Addictions
Nova Scotia Health Authority

Christian Coulombe (Ex-officio)
Vice-President, Marketing &
Membership
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Jaime M. Cleroux (Ex-officio)
Executive Vice President
Canadian College of Health Leaders

Alain Doucet, MBA (Ex-officio)
President and CEO
Canadian College of Health Leaders

Melicent Lavers-Sailly, CHE
Director, OU (business) & HIS
(services) Communications/Global
Regions, Medtronic

Andrew S. MacDougall, CHE
Executive Director, Community Health
& Seniors Care
Health PEI

Jennifer Sheils
Chief Information Officer
Horizon Health Network

Mehdi Somji, CHE
Director, Innovation & Partnerships
Trillium Health Partners

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

Alisha Thaver
Director, Strategic Initiatives &
Stakeholder Relations
Covenant Care/Covenant Living

Sheri Whitlock
Vice President, Corporate Accounts,
Strategic Marketing, Communications
BD-Canada

Jennifer Wilks
Regional Manager
Vancouver Coastal Health

Kathryn York
Founding Partner
CCIG Solutions - Collective Change
and Innovation Group

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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

Mark Fam, CHE (Chair)

Vice President, Programs
Michael Garron Hospital a division
of the Toronto East Health Network

John Andruchak, CHE

Principal
Andruchak Consulting

Sandra Blevins, CHE

Health Care Consultant

Anita Ellis (Ex-officio)

Divisional Leader - Canada
Medical Solutions Division,
3M Healthcare Business Group

Asmita Gillani, CHE

Executive Director
Accreditation Canada

Wendy Hansson, CHE

Principal | Chief Strategist
Innovative Health

Kelli O'Brien

President and CEO
St. Joseph's Care Group

Victoria Schmid

CEO
SWITCH BC

AWARD RECIPIENT

Quality Improvement Initiative(s) Across a Health System

Nova Scotia Health

VirtualCareNS

Despite being a foundational need and a right to access, many Nova Scotians are experiencing significant challenges in accessing primary care services including many without a primary care provider. The pandemic despite its many negative impacts has accelerated ability to rapidly innovate, and to "test and try" new solutions. The pandemic has also shone the light on the importance of integrating virtual and digital health solutions as part of overall care and access. VirtualCareNS is a novel access to primary care service to meet the low-acuity primary care needs for Nova Scotians implemented to reduce high use of ED services and increasing challenges related to access to primary care. This uniquely designed virtual care solution for Nova Scotians was implemented in record time, 3 months from design to implementation given high needs for access to primary care.

The novel elements include access to virtual and in-person follow up, access to lab and diagnostic services and access to specialists. This rapid implementation has taken the "test and try" and QI approach to implement many positive changes including bringing access in library locations for those without access to computer or internet services. To date, over 130,000 without access to primary care can use this service with overwhelmingly positive response (4.6/5 average rating to date) and over 300+ visit requests per day, and reduction in ED utilization and cost savings for patients and the system. This service will continue to be front door access to primary care. "It is about time" - users

CONTACT

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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) Within an Organization

Patricia O'Connor, FCCHL (Chair)
Consultant, Faculty and Improvement
Advisor
HEC - Healthcare Excellence Canada

Tracy Buckler, CHE (Excused)
Retired Health Leader

Annette Elliott Rose
Vice President Clinical Care &
Chief Nurse Executive
IWK Health Centre

Anita Ellis (Ex-officio)
Divisional Leader - Canada
Medical Solutions Division,
3M Healthcare Business Group

Sandy Jansen, CHE
Vice President, Patient Care
and Risk Management
St. Joseph's Health Care London

Jamie MacDonald, MBA, CHE
(Excused)
Chief Administrative Officer
Health PEI

Colin Stevenson, CHE
Chief of System Integration
Nova Scotia Department of Health
and Wellness

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

AWARD RECIPIENT

Quality Improvement Initiative(s) Within an Organization

St. Joseph's Care Group

The Hogarth Riverview Manor Transformation Journey

In October 2017, Hogarth Riverview Manor (HRM) was placed under a mandatory management order by the Ministry on the grounds of "ongoing non-compliance with resident care requirements, protecting residents from abuse, not following plans of care and not meeting reporting obligations to the director (of the long-term care inspections branch)". The Home underwent a transformational journey to restore resident, family, staff, public and Ministry confidence and trust in our ability to deliver high quality, safe, client-centred care. Through the implementation of iCare, its operational excellence program, resident quality and safety outcomes improved, compliance increased, accountability increased, staff experience improved and HRM emerged from the multi-year mandatory management order in 2021.

This large-scale organizational improvement initiative has been recognized with two Leading Practice Awards from Health Standards Organization and was shortlisted for 2022 Global Opex Award for Business Transformation Leader of the Year Award. The shared vision of operational excellence was enabled through leadership, management practices and infrastructure. Through the establishment of a quality management system that embraces problem solving capability at the frontline, the development of leaders as coaches and embedding quality improvement into the fabric of the home, cultural change and the relentless pursuit of excellence continues to be sustained. Even during the midst of COVID-19, this team was able to make the seemingly impossible possible through their steadfast focus on excellence, client-centred care and quality improvement.

CONTACT

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Award of Excellence in Mental Health and Addictions 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.

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SELECTION COMMITTEE

Darryl Yates, CHE (Chair)
Executive Director, Brain and Mental Health Services
The Hospital for Sick Children (SickKids)

Dr. Pierre Beauséjour
Full Professor of Psychiatry
University of Sherbrooke

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

Barbara C. Hall, CHE
Board Chair
Northwood

Yasmin Jetha
Vice President, Community Services
Vancouver Coastal Health Authority

Michel Rodrigue, CPA, CMA, MBA (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

Waypoint Centre for Mental Health Care | Ontario Structure Psychotherapy Program

The Ontario Structured Psychotherapy Program – Central North implemented a quality improvement project aimed at increasing the quality and volume of services provided to people from the program's Priority Populations. This regional Quality Improvement initiative targeted the needs of individuals most represented in the community of Central-North Ontario (people who are Indigenous, Francophone, and members of 2S-LGBTQ+ community). This quality improvement project involved eliciting feedback from the OSP Client Advisory Committee, the Indigenous Evaluation Circle, OSP's Francophone Engagement Committee, and OSP Service Providers. Based on stakeholder feedback, regional data, and research evidence, the OSP team implemented training, communication strategies, and service modifications aimed at improving the accessibility and quality of service provision.

Throughout this quality improvement project, all staff working for OSP-CN completed Indigenous Cultural Safety Training and Safer Spaces Training (focused on working with clients from the 2S-LGBTQ+ community). OSP-CN also maintains a Client Advisory Committee, an Indigenous Evaluation Circle, and a Francophone Engagement Committee aimed at developing and evaluating advances in service provision. The implementation of this quality improvement project increased referrals and successfully increased the number of people accessing CBT in the region, provided positive clinical outcomes to CBT participants, increased number of clients served from the identified Priority Populations and contributed to the advancement of continuous quality improvement initiatives across the OSP program provincially.

CONTACT

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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, Transition
Eastern Regional Health Authority

Brenda Badiuk
President & COO
Seven Oaks General Hospital

Michael Gardam, CHE
Chief Executive Officer
Health PEI

Catherine Gaulton (Ex-officio)
Chief Executive Officer
HIROC - Health Insurance
Reciprocal of Canada

Cheryl L. Harrison, CHE
President and Chief Executive Officer
Muskoka Algonquin Healthcare

Kelli O'Brien
President and CEO
St. Joseph's Care Group

Stefanie Ralph, CHE
Executive Director, Patient Experience
Yukon Hospital Corporation

Talya Wolff, CHE
Manager, Patient Services and
Experience
University Health Network

AWARD RECIPIENT

Katherine Chubbs, CHE

As a passionate Indigenous leader, Dr. Katherine Chubbs exemplifies the obligation to set a positive example and be that spark of change. Paraphrasing her comments, "If you don't do it, no one else will either, so it must start with you". Consequently, Dr. Chubbs can be found spending countless hours as a volunteer to support those most vulnerable in society. She is particularly dedicated to supporting Indigenous and other marginalized populations as it pertains to issues with addictions and mental health, housing, and community reintegration. Another example of Dr. Chubbs' community engagement that assists in fostering understanding and bridge-building is Good Samaritans work in supporting the Coldest Night of the Year (CNOY) campaign. CNOY is a national initiative that rallies around a winter family-friendly walk to raise money and awareness for local charities that serve people experiencing hurt, hunger, and homelessness.

Dr. Chubbs also role models the importance of cultivating meaningful relationships with First Nations and Indigenous organizations. With a posture of servanthood and a desire to learn, Dr. Chubbs has guided Good Samaritan leaders to build strategic relationships that have brought an awareness and educational benefit to the organization. In as much as there is need for reconciliation action, Good Samaritan acknowledges the need to ensure the truth about residential schools is heard and known – therefore, Dr. Chubbs led the organization in making significant strides towards cultivating awareness for the need for reconciliation. These actions go above and beyond the call of duty in our service of care and compassion.

CONTACT

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2023

Awards

AWARD RECIPIENTS

BC LOWER MAINLAND CHAPTER

Dr. Shirin Abadi

Clinical Professor, Faculties of Pharmacy & Medicine, UBC Pharmacy Clinical/Education Coordinator, BC Cancer (Vancouver), PHSA

BLUENOSE CHAPTER (NS AND PEI)

Brent VanBuskirk, CHE

Director, Health Systems Strategies & Government Affairs Medtronic

GREATER TORONTO AREA CHAPTER

Susan Fryer-Keene

Chair, GTA Chapter

NEON LIGHTS CHAPTER

Ila Watson

President and CEO Sault Area Hospital

NEW BRUNSWICK CHAPTER

Tom Maston, CHE

Former Deputy Minister of Health New Brunswick Department of Health (Retired)

NORTHERN ALBERTA CHAPTER

Raymond Cormie

Chief Executive Officer Homeland Housing

NORTHWESTERN ONTARIO CHAPTER

Jessica Logozzo, CHE

VP Regional Transformation and Integration, Thunder Bay Regional Health Sciences Centre

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.

QUÉBEC CHAPTER

Gyslaine Samson Saulnier, CHE/LCS

Consultante-Formatrice, GSS Conseil
Chargée de cours, Université de Montréal, École de Santé publique

SOUTHERN ALBERTA CHAPTER

Ian Woodcock, CHE

Executive Vice President and Chief Operating Officer Intercare Corporate Group Inc.

SOUTHWESTERN ONTARIO CHAPTER

Nicole Robinson, CHE

Vice President System Strategy, Planning, Design and Implementation Ontario Health West

VANCOUVER ISLAND CHAPTER

Lindsay Brookes

Manager, Contacts & Performance, LTC & AL Island Health

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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:



GE HealthCare

AWARD RECIPIENT

John Borody, MBA, FCCHL

John Borody, a CHE and Fellow of the College, has had a distinguished career as a Healthcare Leader. He has proven to be a strong Executive Leader with demonstrated strengths in many areas. He possesses strong interpersonal skills, is an assertive communicator and is highly respected by his superiors, peers and subordinates alike.

John has served in many senior capacities in the not-for-profit health sector in Alberta, Saskatchewan and Manitoba. He served as Executive Director of Addictions Foundation of Manitoba for 12 years and as Marketing Director for Accreditation Canada for two years in Kuwait.

He has contributed on many industry organization's including QNET, Accreditation Canada, and CCHL, as well as non-sector community organizations. He has been a presenter at seminars and workshops on various topics throughout the years. Nationally, John has played a pivotal role serving twice on the CCHL National Board, where he served as Chair of the CCHL Fellows Council and Chair of the CCHL Professional Standards Committee. He has been and is a long-time member of his local chapter assuming leadership roles in education, conference planning, long-term care, mentorship and leadership. John was Chair of the CCHL's Board of Directors from 2008 to 2010.

CONTACT

John Borody, MBA, FCCHL

Director, CCHL Board of Directors

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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

Jo-anne Marr, CHE (Chair)
President & CEO
Oak Valley Health

Dean Anderson
Executive Director,
Facilities Management
Vancouver Island Health Authority

Kenneth W. Baird, CHE
Vice President, Transition
Eastern Regional Health Authority

Mike Hickey
President
MF Hickey Consulting

Andrew Neuner, CHE
Former CEO
Health Quality Council of Alberta

Ron Noble, FCCHL, FACHE
President and CEO
Catholic Health Association of
Ontario

Luis Rodrigues (Ex-officio)
General Manager, Comprehensive
Energy and Infrastructure Solutions,
Canada
Trane Canada

Michael Young
Executive Vice-President, CAO
Sunnybrook Health Sciences Centre

AWARD RECIPIENT

Unity Health Toronto

Unity Health has implemented organizational wide initiatives demonstrating stewardship in sustainability through the reduction of energy usage, the conservation of natural resources, and waste diversion – from energy efficient building systems and solutions, sustainability awareness programs, and waste management initiatives. With Unity Health's aspirational goals, Unity Health is well on its journey towards sustainable and net zero healthcare. The Director of Project Engineering and Energy created an Energy Team in 2019, and since then, Unity Health has had three years of consistent energy savings.

In 2022, some of the major projects, which contributed to significant savings in both electricity and water included: An organization wide LED lighting retrofit; Variable frequency drive installation on pumps; Variable frequency drive installation on fans; Chiller plant optimization; and MRI heat exchanger plate replacement. The following awards were received in 2021 for Unity Health's commitment to sustainability: Save on Energy – Energy Manager of the Year Award to recognize the skill and dedication of the two Unity Health Energy Managers and the organization's commitment to energy-efficiency best practices; The Canadian Coalition for Green Health Care (CCGHC) awarded Unity Health as a top performing Canadian hospital in its peer group in sustainability leadership; The CCGHC awarded Unity Health as top performing Canadian hospitals in their respective peer groups in pollution prevention; and The CCGHC awarded Providence as a top performing Canadian hospital in its peer group in energy.

CONTACT

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Unity Health Toronto
Toronto ON M5B 1W8
416-864-6060 ext. 6689 | katelyn.poyntz@unityhealth.to

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.

Sponsored by:



SELECTION COMMITTEE

Brenda Flaherty (Chair)
Healthcare Consultant

Jim Hornell
Executive Coach & Consultant
Hornell BDS Enterprise

Scott Jarrett
Executive Vice President and Chief
Administration Officer
Trillium Health Partners

Philippe Lubino, CHE
CEO
Phoenix Leadership Coaching inc.

Norman Peters, CHE
Chief Operating Officer
Providence Health Care

Dionne Sinclair, CHE
Vice President, Clinical Care and
Chief Nurse Executive
CAMH

Jackie Schleifer Taylor, CHE
President and Chief Executive Officer
London Health Sciences Centre

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

AWARD RECIPIENT

Good Samaritan Society / Good Samaritan Canada

The Good Samaritan Society and Good Samaritan Canada (Good Samaritan) is committed to upholding the values of equity, diversity, inclusion and anti-racism at all levels throughout the organization, as well as in the delivery of our services. The organization believes that equity, diversity, inclusion and anti-racism involve creating an organizational culture that wholeheartedly welcomes and fosters the individuality of others and represents all people within the communities served. For Good Samaritan, equity means freedom from unfairness as a result of one's identity. The organization believes that dignity, rights, responsibilities, treatment and opportunities as an individual are not dependent on who you are. Diversity is the inclusion of all the ways people are different; age, gender and gender identity, neurodiversity, physical and non-physical ability, race and ethnicity, relation, sexual orientation, socio-economic status and more.

Good Samaritan promotes inclusion to ensure that people feel respected and valued for who they are as individuals. It practises anti-racism as the active process of identifying and opposing racism. Anti-racism is rooted in action. Our collective differences shape our views, outlook and approach, while supporting us to explore these differences in a safe, positive, and nurturing environment. By creating a culture that fosters equity, diversity, inclusion, and anti-racism, Good Samaritan embraces, respects, welcomes and values the differences of all people. Everyone has the right to be treated fairly and justly, and everyone can continue to learn and grow through understanding each other's differences. Building an equitable, diverse and inclusive organization requires that everyone work together.

CONTACT

Good Samaritan Society / Good Samaritan Canada
Edmonton AB T6C 4G8
www.gss.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.

Sponsored by:



SELECTION COMMITTEE

Marnie Escaf, CHE (Chair)

Senior Vice President UHN,
Executive Lead PMH
University Health Network

Bonnie Cochrane, CHE (Ex-officio)

Huron Healthcare Practice,
General Manager for Canada,
Huron Consulting Group

Linda Dempster

Vice President Patient Experience
and Pandemic Response
Fraser Health Authority

Marion Dowling

Executive Director & Professional
Practice, Quality & Patient Experience,
Chief Nursing Officer
Health PEI

Krista Jangaard

President & CEO
IWK Health Centre

Arden Krystal, CHE

President & CEO
Southlake Regional Health Care

Judy O'Keefe, CHE (Excused)

VP Clinical Services
Eastern Health

AWARD RECIPIENT

Provincial Health Services Authority | BC Mental Health & Substance Uses Services

The Patient Experience and Community Engagement (PE/CE) team at BC Mental Health and Substance Use Services (BCMHSUS) was looking for a way to disrupt the traditional model of care in a growing area of patient need, to help a hard-to-reach and hardly reached patient population in dire need of support. They explored the data around their programs and patients and began imagining a new approach, one that moved away from a custodial nature of care, to one that put patient empowerment at the heart of trauma-informed programs and services. This shift in approach placed the power of family and community as an extension of the care team and moved from asking patients, "what's the matter?" to a simple, but profound change in wording: "What matters to you?" The success of this team in their approach has been impressive, both in meaningful process and improved outcomes for patients. A significant part of this new approach has been the quantitative success and replicability of it, enabling teams across the mental health and substance use spectrum to follow in the team's footsteps. From the increased involvement of patient partners across all levels of decision-making, patient and family leadership, and peer worker hiring – and providing staff with the training, coaching and capacity-building to do this work – to rolling out a comprehensive, evidence-informed anti-stigma intervention across BCMHSUS, the team has accomplished a lot in a relatively short timeframe. This can be seen in the patient experience measurements that are now a standard part of treatment.

CONTACT

Kathryn Proudfoot

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Substance Uses Services

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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.

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SELECTION COMMITTEE

Arden Krystal, CHE (Chair)

President & CEO
Southlake Regional Health Care

Lori Korchinski, CHE

Executive Director
Provincial Health Services Authority

Sandi Kossey, CHE

CEO
Alberta Dental Association

Emily Musing, CHE

Inaugural leader-in-residence for
the Faculty of Pharmacy, U of T;
Former VP Clinical and Chief
Patient Safety Officer (retired)
University Health Network

Solange Pomerleau

Clinical Informatics Lead & Clinical
Informatics Content Builder
Alberta Health Services

Bernie Weinstein

Patient Representative
Patients for Patient Safety Canada

Sheri Whitlock (Ex-officio)

Vice President, Corporate Accounts,
Strategic Marketing, Communications
BD-Canada

AWARD RECIPIENT

Mackenzie Health

In November 2019, Mackenzie Health (MH) conducted an organizational safety culture survey as part of its accreditation requirements, which revealed an opportunity to improve patient safety practices. This was exacerbated by anecdotal concerns that safety events were being underreported across the health system. In response, MH began a journey toward adopting a Zero Harm approach to improve the safety culture. To shift quality and safety from “principles” to “practice,” it was determined to operationalize the Zero Harm philosophy by introducing system-wide changes within a rapid timeframe. MH developed a 5-part strategy for cultural and process redesign that included evidence informed methods of 1) engaging stakeholders and leveraging leadership support; 2) developing a quality and patient safety framework; 3) selecting meaningful organizational quality aims; 4) evolving the safety review process to enhance reporting and learning; and 5) creating a comprehensive communication plan. This strategy set the stage to improve the patient safety culture within the organization.

CONTACT

Maya Sinno, RN, EMBA, CPHQ

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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.

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AWARD RECIPIENT

Ivy Bourgeault, PhD

Dr. Bourgeault is a Professor in the School of Sociological and Anthropological Studies at the University of Ottawa and the University Research Chair in Gender, Diversity and the Professions. She leads the Canadian Health Workforce Network and the Empowering Women Leaders in Health initiative. Dr. Bourgeault has garnered an international reputation for her research on the health workforce, particularly from a gender lens.

Her article, co-authored by Jelena Atanackovic, PhD, Kim McMillan, RN, PhD, Henrietta Akuamoah Boateng, PhD, and Sarah Simkin, MD, MSc, inspires meaningful reform through timely, original research involving leaders in several professions including nurses, physicians, midwives and dentists. As a result of COVID-19, an unprecedented level of health leaders are taking leaves of absence. This work calls on those in leadership roles to take an explicit profession- and gender-based approach that recognizes the influence of individual, work, and family circumstances on health worker mental health.

CONTACT

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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)
President and Chief Executive Officer
Good Samaritan Society

Dianne Doyle, FCCHL
President
St. Thomas More Collegiate

François Drolet (Ex-Officio)
Former Executive Director – Access,
Policy and Government Relations
(Retired)

Jeanette Edwards, CHE
Retired Health Leader

Wolf Klassen, CHE
President and CEO, Interim
Michael Garron Hospital

David Thompson, CHE
Senior Consultant
Morgan Place

Ila Watson
President and Chief Executive Officer
Sault Area Hospital

Jodi Younger, CHE
Vice President Patient Care & Quality
St. Joseph's Health Care London

AWARD RECIPIENT

Reece Bearnese, CHE

Reece is the Executive Director of Clinical Operations at The Ottawa Hospital (TOH), and the Regional Vice-President of Cancer Care Ontario. Over a decade ago, Reece created the School of Health Administration's Executive-in-Residence position, which led to the implementation of the ELEMENT Mentoring Program (EMP). This program pairs 15-20+ students annually in mentorship with health leaders across the country. Crediting strong mentorship throughout his career, Reece has demonstrated a personal passion and commitment to mentorship, formally mentoring countless students as well as many other health leaders informally, day-to-day, as part of his role at TOH. His mentees attest to Reece's authentic talent for serving as a leader and mentor.

Reece's development of positive rapport with his mentees translates into psychological safety for students that significantly fosters overall growth. Reece's mentorship with students has included: - Providing constructive feedback in a professional manner for resume building and career goals - Assisting to build professional networks by, connecting students to national health leaders in his network - Providing advice regarding professional development after graduation as best aligns with the respective long-term goals of mentees (i.e. CHE for certain executive positions). This award recognizes Reece Bearnese not only for his unwavering commitment to developing future health leaders, but also for the impact of the mentorship program he helped establish which has benefited countless inspiring health leaders.

CONTACT

Reece Bearnese, CHE

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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

Charleen Austin, CHE
Program Director - Woman &
Child Program
Mackenzie Health

Shahira Bhimani (Ex-officio)
VP, Health System Solutions,
Government Relations
Baxter Corporation

Vanessa Burkoski (Excused)
Former Chief Nursing Executive &
Chief, People Strategy
Humber River Hospital

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

Tim Guest
President
Canadian Nurses Association

Barbara Steed, CHE
EVP Clinical Services & VP Central
Region Cancer Program
Southlake Regional Health Centre

Debbie Walsh, CHE
Vice President and Chief Operating
Officer, NL Health Services
Eastern Health

AWARD RECIPIENT

Kaiyan Fu, CHE

As the Vice-President, Senior's Health, and Chief Clinical Executive at SE Health, Kaiyan Fu sets strategic directions for Professional Practice and Clinical Quality that enable care delivery excellence by 3000+ nurses nationally. While Ms. Fu's contributions to advance nursing are numerous, her leadership in implementing the Attending Nurse Practitioner (NP) role in long-term care (LTC) is a highlight. She was instrumental in optimizing the NP scope of practice for safe and quality care from the facility to the provincial level. She worked collaboratively with the Ontario Medical Association to remove barriers and enable collaboration between medicine and nursing, resulting in the introduction of 75 Attending NPs with Ontario adding 225 NPs to LTC. Her capabilities are illustrated through her actions in leading SE Health's model of care implementation.

Through her participative leadership approach, she is transforming the organizational culture towards a nurse-led, empowered model to optimize nursing practice since March 2021. Under her guidance, continuity of care has increased over each quarter totalling 60%, a remarkable achievement in the pandemic environment. Beyond SE Health, Ms. Fu's commitment to her community has far-reaching impact. She sits on the Board of Governors at North York General Hospital. She also volunteers her time to mentor aspiring nurse leaders imparting her philosophy of teaching how to fish for sustained success. This award justly recognizes Ms. Fu's leadership and dedication to the nursing profession.

CONTACT

Kaiyan Fu, CHE

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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

bioMérieux Canada, Inc.

CCHL is awarding this prize to bioMérieux in recognition of the organization's leadership role in the creation of the inaugural Colloque francophone des leaders en santé conference in September 2022. The creation and delivery of a leadership conference solely in French was long overdue and when the College decided, in collaboration with our Quebec Chapter and our colleagues across francophone Canada, to create the Colloque, bioMérieux stepped up right away as presenting sponsor.

College CEO Alain Doucet remarked "When we create a new conference or service for our members and one of our corporate partners steps up right away to show their support, it really gives the team a huge boost of confidence and momentum. We are very grateful for bioMérieux's support".

A global leader in in vitro diagnostics for more than 60 years, bioMérieux has always been driven by a pioneering spirit and unrelenting commitment to improve patient health and ensure consumer safety in more than 160 countries. Present in Canada for 30 years with over 90 employees, bioMérieux provides diagnostic solutions that deliver actionable diagnostics information addressing public health stakeholders' needs and challenges to improve infection disease management and to fight against antimicrobial resistance (AMR).

CONTACT

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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:

Medtronic

Engineering the extraordinary

SELECTION COMMITTEE

Shirlee M. Sharkey, CHE (Chair)
Former President and CEO (Retired)
SE Health

Dr. Robert Halpenny
Consultant

Elma Heidemann, FCCHL
Founding Co-chair,
Canadian Health Leadership
Network (CHLNet)

Brock Hovey, CHE
Former Vice President Corporate
Services, Accountability and
Quality (Retired)
Home and Community Care Support
Services Central West

Melicent Lavers-Sailly, CHE
(Ex-officio)
Director, OU (business) & HIS
(services) Communications/Global
Regions, Medtronic

Janet Newton
Vice President and Site Lead
University Health Network

Jo-Anne Palkovits, CHE
Retired President and CEO
St. Joseph's Health Centre (Sudbury)

Howard Waldner
Adjunct Professor Faculty of
Medicine, School of Public and
Population Health
University of British Columbia

AWARD RECIPIENT

CIUSSS Centre Ouest de l'Île de Montréal

The H@H model started as a pilot during the 5th wave of the COVID-19 pandemic. A lack of hospital capacity and a decrease in available staff to provide care risked sub-optimal care. In line with our CEOs vision to provide 'Care Everywhere', we initiated a H@H pilot to care for people with COVID. H@H is a range of services that allows hospitalized patients to continue their "hospitalization" in their home environment with their family. Care is provided by an interdisciplinary team supporting the patient both virtually and as needed, by in-person home visits. Patients are monitored 24/7 remotely through a variety of monitoring devices that capture vital signs. Family and caregivers are encouraged to participate in the care.

After a pilot of 12 COVID patients, results demonstrated improvements in clinical and patient-centered outcomes. Therefore, additional pathways were developed aiming to foster care continuity connecting acute needs with chronic care into one integrated pathway spanning hospital and community care settings. Currently, the program has 15 different care trajectories which were designed around specialized medical and surgical conditions, as well as, more a more general medical track to provide for people with multiple conditions. Patient outcomes have demonstrated significant value in the areas of quality of care, access to care, and efficiency of operations, compared to similar in hospital care, with an overall reduction in cost of care.

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:

Johnson & Johnson

MEDTECH

AWARD RECIPIENTS

Daniela Cotes, Université de Montréal

From a young age, Daniela has been passionate about the physical and mental dimensions of health. In 2019, she earned a Bachelor of Arts in Psychology from Concordia University, and after graduating, she was proud to join Sainte-Justine University Hospital's renowned Research Center, located in Montreal. There, she has worked for four years as a research assistant in multiple studies on psychosocial development, supporting research teams through a variety of experimental and administrative activities. Eager to start building a career in which she could pursue her passion for both mental and physical health, Daniela enrolled in the Master of Healthcare Administration program at the University of Montreal, and is now set to graduate in the spring of 2023. During her studies, she became passionate about quality in care. In particular, she developed a profound interest in patients' subjective perception of quality, which she firmly believes to be a crucial element in the ongoing quest for excellence across the healthcare system. As she dives into her career, Daniela hopes to highlight the value of a humanistic approach to the delivery of care, especially for pediatric and senior populations, and to develop strategies aimed at enhancing the experience and satisfaction of citizens by looking at healthcare structure and processes from their perspective. Most importantly, she aspires to become a committed health leader whose work contributes to creating the best possible experience of care for patients of all ages and from all walks of life through kindness, compassion, respect, and dedication.

Kate Mason, Dalhousie University

Kate Mason is a Registered Nurse with a specialization in palliative care. Kate has recently completed her Master of Health Administration degree at Dalhousie University, which helped her secure her current role as the manager of Valley Hospice as well as the Community Palliative Consult Team for southwestern Nova Scotia. Kate is also an active volunteer in the healthcare sector. To support her local not-for-profit hospice during the COVID-19 pandemic, Kate founded a Memorial Bike Ride for Hospice Halifax, which has raised more than \$70,000 over three years. Each year Kate bikes one kilometer in honour of every patient who has died over the previous year at hospice. She is also a patient research partner for several projects aimed at improving the lives of patients with IBD. It was her experience as an IBD patient in her late teens that sparked her curiosity about a career in healthcare. Kate is therefore able to use her experience as both a patient and a front-line nurse when making decisions as a health services manager.

Claire Tizzard, University of Alberta

Claire began her career pursuing her interest in brain health by earning a Bachelor of Science, Honours in Neuroscience and Mental Health from Carleton University in Ottawa. During this time, she gained professional experience working at a non-profit in Newfoundland and Labrador, supporting healthcare professionals in rural and urban settings to provide dementia-informed care. Through this experience, and with mentorship from her professors, she developed a passion for knowledge mobilization and an interest in developing evidence-informed policy to promote Health for All. This led her to pursue the University of Alberta's Master of Public Health (MPH) degree specializing in Health Policy and Management. While pursuing her Master's, Claire worked as a knowledge broker with a public health unit in southern Ontario, supporting community members in response to COVID-19. This work provided insight into the complex interaction of the healthcare, regulatory, and legal systems in Canada that health leaders must navigate. She continued to explore this interaction through her practicum placement, where she researched data governance practices to promote the responsible use of data in program and policy development and evaluation. Claire has enjoyed being an active member of her school community as the communications officer for the School of Public Health Students' Association in 2022. She intends to develop her leadership experience by remaining active in her community. Upon completion of her MPH, Claire will be employed as a Research and Policy Analyst with Alberta Health. She looks forward to expanding her experience and knowledge to promote Health for All.

AWARD RECIPIENTS

Brent Leonard, University of Ottawa

For nearly 20 years Brent has excelled in senior finance roles in the private sector, most recently for a start-up company whose mission it is to foster a holistic approach to healthcare and supporting individuals through their wellness journey. This is a cause that Brent became increasingly passionate about and one that was underscored for him through his own personal health journey and that of a close relative. Focused on improving health navigation for patients and caregivers alike, he completed the Master of Health Administration at the University of Ottawa. It is through this academic journey that Brent's passion for primary care was born. During his residency at Perley Health in Ottawa, he evaluated primary care models in Ontario and designed a unique primary care clinic to be integrated into the long-term care environment. In so doing, Brent worked with more than three-dozen healthcare professionals and organizations, crafting a vision to enhance the local health system and promote physician recruitment and retention in the city of Ottawa. Brent was awarded the MHA Alumni Association Leadership Award from the Telfer School of Management and continues to pursue his passion and project with Perley Health today. Brent actively serves on several Boards of Directors of not-for-profit organizations aimed at supporting and serving patient populations locally and nationally. These activities are all in keeping with his personal mission to improve healthcare services and their management.

Sahand Ensafi, University of Toronto

Sahand Ensafi is an Emergency Medicine Physician Assistant (PA) with 10 years of experience working at the University Health Network (UHN). In 2017, Sahand was elected as the Canadian Association of PAs (CAPA) Ontario Chapter Vice President. In 2019 he was also awarded the Tom Ashman PA of the Year Award for his commitment to providing high-quality patient care and in advocating for the profession across Canada through the engagement of hospital leadership, ministry officials, and elected officials. Sahand's efforts and positive track record, enabled his appointment as the Ontario Chapter Director from 2019-2021. Sahand is a passionate clinical educator with experience educating all members of the Emergency Medicine team. He has also held a variety of positions as faculty at McMaster University and the University of Toronto,

where he teaches and mentors PA students. Sahand hopes to empower patients seeking reliable health information online through the creation of his YouTube channel – DxTx. The channel aims to provide patients with high-yield educational content regarding common health conditions as well as on the inner workings of the healthcare system. In 2021, Sahand was appointed the Medical Lead of Emergency Preparedness at UHN where he provides medical oversight of the program. Sahand and the EP team collaborate with all members of “TeamUHN” to mitigate, prevent, prepare for, respond to, and recover from internal or external events that can significantly impact hospital operations. Sahand looks forward to leveraging the knowledge he gains from pursuing an MHS in Health Administration to help increase health system efficiencies, sustainability, and the continued integration of team-based models of care. Through this work, he also hopes to develop innovative methods for improving provider wellness while supporting the delivery of high-quality patient care.

Jennifer Jun, University of British Columbia

Jennifer graduated from UBC with a Bachelor of Science in 2012, and with a Bachelor of Pharmacy in 2016. She has worked as a pharmacist with Providence Health Care at the frontline of opioid crisis in British Columbia, where she found her passion for providing substance use disorder care to one of the most marginalized populations. In line with her career, Jennifer has interest in substance use research, specifically with pharmaceutical alternatives and treatments (i.e., opioid agonist treatment, prescribed safe supply). She has studied the efficacy of Dexedrine in reducing cocaine use in patients with IV drug use and is currently working on a research project that could inform policy makers of a more wraparound care approach to prescribed safe supply involving pharmacists and their expanded scope of practice. At present, Jennifer is in her second year of the Master of Health Administration program at UBC. With her learning, she wants to work towards better access to culturally safe and trauma-informed care, especially for vulnerable populations in the community, and shift care approaches from reactive to proactive for patients with substance use disorders. Overall, Jennifer hopes to become a mindful leader in healthcare, who works in collaboration with patients with lived experiences as equal partners.

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

Jim Hornell (Chair) (Excused)
Executive Coach & Consultant
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Lucy Brun, CHE
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Director Healthcare Solutions
KPMG

Peter Varga (Ex-officio)
Chief Transformation Officer
HealthHub Patient Engagement
Solutions

Andrew Williams, CHE
President and CEO
Huron Perth Healthcare Alliance

AWARD RECIPIENT

Dr. Kevin Wasko

With a solid clinical background, extensive understanding of Canadian healthcare, strategic vision, and political acumen, Dr. Kevin Wasko draws upon diverse experience to lead large-scale change through collaborative cross-sectoral partnerships. Kevin has been a system leader, mentor, clinical expert, and advocate since the formation of the Saskatchewan Health Authority and through the pandemic response. In 2017, as a member of Saskatchewan's Transition Team on Health System Restructuring, Kevin co-led physician engagement and developed a provincial medical structure. He championed the dyad model as foundational to the SHA. As a Physician Executive from 2017-2022, he co-led clinical operations across rural Saskatchewan in a Dyad Model with his Vice President partner. Dr. Wasko articulated a compelling vision for better patient care and greater system integration through the creation of Health Networks, enabling interdisciplinary team-based care.

Through the pandemic, he co-sponsored the immunization campaign and co-chaired the Clinical Expert Advisory Committee. He promoted innovative, effective and sustainable approaches to delivering vaccines. He served in the Provincial Emergency Operations Centre in the fall of 2021, navigating Saskatchewan's 4th largest wave and leading a system-wide response. He is committed to continuous growth and learning, as a surveyor for Accreditation Canada, a public policy fellow through the Public Policy Forum, and a candidate for the CHE credential. He is currently enrolled in the LEADS Leadership Foundations program through the CCHL. To gain clinical experience in a large urban setting, he has returned to full-time emergency medicine at Trillium Health Partners in Mississauga.

CONTACT

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