



## **Virtual BCHLC 2020 – Final Program**

**Thursday, October 29, 2020**

1:45 pm - 5:00 pm EDT = 10:45 am - 2:00 pm PDT

**1:45 - 2:00 – Welcome**

**2:00 - 3:00 – Keynote: Navigating disruption in government**

Today, we are undergoing a paradigm shift. The world is not only changing because of technological innovation, but it has been accelerated because of COVID-19. How can governments navigate a world that has been disrupted?

From leveraging technology, ecosystems and the crowd, Shawn Kanungo paints a vision of how health leaders can be a catalyst to drive innovation. It requires leaders to make bold decisions in a world of uncertainty. And, most importantly, a culture that enables teams to anticipate, adapt to, and navigate disruptive times.

In this high-energy presentation, shot completely in a 750-person empty theatre, Shawn Kanungo provides a bold roadmap for the future. He explores how we can take unexpected approaches to innovation to help government continuously move forward.

### **Speaker**

Shawn Kanungo – Strategy in a World of Disruption

Shawn Kanungo is a disruption strategist who works at the intersection of creativity, business, and technology. He has been recognized nationally and globally for his work in the innovation space after 12 years of working at Deloitte. Kanungo's mandate at the firm was to help corporate executives to better understand and plan for the opportunities and threats associated with disruptive innovation.

Now, as a partner of Queen & Rook Capital, Kanungo helps organizations adopt exponential technologies and more to the digital age. He is a practitioner who has worked hand-to-hand with hundreds of organizations on their journey to digital transformation.

Kanungo's work and interviews have been featured in Forbes, the Globe and Mail, The Guardian, CBC, and CTV. In 2016, he was recognized as Avenue magazine's "Top 40 Under 40". He spoke at TEDx in 2017 and was named to Inc's "100 Most Innovative Leadership Speakers" in 2018.

**3:00 - 3:15 – Break**

### **3:15 - 4:00 – Concurrent Sessions**

#### **1. Use your words (wisely): Coaching, cohesion and collaboration in a virtual environment**

The global response to the SARS-CoV-2 pandemic has accelerated the adoption of virtual/remote healthcare interactions. A question that arises from this world-wide “experiment” world is; how we will collaborate, build team cohesion or foster a healthy culture? Virtual environments are likely here to stay, and effective ways to work with others – from patients, to coworkers, to leaders – can be enhanced with heightening specific skills.

Operating in a virtual environment does not mean that the social needs we have as humans disappear. This workshop will provide an overview of the research and evidence on social needs and teams, identify which are most impacted by moving to a virtual environment, and then identify specific considerations and approaches for successful virtual team collaboration.

In this workshop, participants will:

- Characterize human social needs in the context of virtual care, and identify ways to meet the psychological safety needs of providers and patients alike (Engage Others, Develop Coalitions)
- Assess the translation into virtual practice (Achieve Results)
- Construct one change in practice to take into the workplace, and develop reflective questions to learn from results (Achieve Results)

#### **Speakers**

Margie Sills-Maerov, CHE – Education Program Officer, Office of Lifelong Learning and Senior Director, Thought Architects, Calgary, AB

Tony Mottershead – General Manager, Pinnacle Midlands Health Network, Oakura, NZ

#### **2. Leading integrated systems of care: The experience of the east Toronto health partners**

As our health system shifts to an even greater focus on transforming care through integration across health and social services, we need to be able to navigate the complexity of new partnerships and build our skills to lead systems. This presentation will demonstrate what it takes to build trust and collaborative relationships across a diversity of stakeholders and lead through complex adaptive challenges.

The East Toronto Health Partners were one of the first Ontario Health Teams (a new model for integrated care in local communities in Ontario) to launch in 2019; however, our organizations have been collaborating to advance integrated care in our community for several years. The relationship and trust within our partnership have enabled us to accelerate our integration work, including signing a formal joint venture agreement, redistributing resources, co-designing new approaches to care delivery with patients and caregivers, and supporting the creation of a new network for family physicians.

Leveraging the LEADs framework elements, the presenters will share how we have overcome internal and external challenges to our partnership and developed our systems-level thinking. We will share case examples of how we have managed through situations we faced within the partnership and encourage session participants to use the learnings to reflect on their own challenges and opportunities for managing through complexity.

This presentation will be relevant to system leaders, governors, patient/caregiver advisors and primary care providers who are engaged in partnerships to develop more integrated systems of care.

#### *Speakers*

Sarah Downey – President & CEO, Michael Garron Hospital, Toronto East Health Network

Anne Wojtak - Lead, Integrated Care, Michael Garron Hospital, Toronto East Health Network

#### **4:00 - 4:10 – Break**

#### **4:10 - 4:55 – Keynote: Environmental sustainability**

Healthcare activities make a significant contribution to global climate change and are responsible for unique environmental pollutants. The Canadian healthcare system has the third highest per capita greenhouse gas emissions in the world. Pollution from healthcare activities is adversely affecting the health of Canadians and is an overlooked component of healthcare quality.

This session will shed light on the sources of healthcare pollution and map out a framework for transformational change. This goes beyond green infrastructure to empowering all members of the healthcare community to take meaningful climate action within their clinical spheres. As anchor institutions, hospitals have an opportunity to create health and social value for their local communities by embedding planetary health principles within their business practices. In 2020, climate change poses one of the greatest threats to human health, and the health sector should be at the forefront of mitigation and adaptation efforts.

#### **Speaker**

Dr. Andrea MacNeill – Surgical Oncologist, Vancouver General Hospital and BC Cancer

Dr. Andrea MacNeill is a surgical oncologist at Vancouver General Hospital and BC Cancer, and a clinical associate professor at the University of British Columbia where she specializes in sarcoma and peritoneal malignancies. She holds a Master's Degree in Environmental Change and Management and has published a number of studies investigating the environmental impacts of healthcare activities. She is the international working group lead for sustainable healthcare for CODA, a global health community mobilizing around climate and health issues, and is co-leading a Canadian initiative for a commitment to net zero healthcare emissions. She is working with Vancouver Coastal Health on a transformational planetary health strategy to mitigate the healthcare climate footprint while creating health and social value. She is committed to designing

health systems for optimal planetary health and educating health professionals to be agents of change.

**4:55 - 5:00 – Closing**

## **Friday, October 30, 2020**

1:45 pm - 5:00 pm EDT = 10:45 am - 2:00 pm PDT

**1:45 - 2:00 Welcome**

**2:00 - 3:00 – Keynote: What is unconscious bias? Making a first impression in seven seconds or less**

We all make quick assessments of others without even realizing it even in healthcare. We are not born with bias. Biases are formed by past situations, experiences, background and culture. Unconscious biases typically exist towards gender, race, religion, sexual orientation, age, disability (both physical and mental), and weight. Most of us will say “I see people for who they are” but do we? Unconscious biases affect and impact decision making both professionally and personally with real impact. Having unintentional and unconscious biases can affect healthcare professionals in a variety of ways including patient care and treatment, recruitment, retention and promotion practices as well as professional and personal interaction. Managing and mitigating bias can assist in decreasing systemic health inequities and assist in promoting a diverse, inclusive and equitable environment in healthcare. Promoting diversity and inclusion drives innovation, increases productivity, and stimulates creativity while promoting a healthy, happy, engaging workplace culture.

This is a virtual interactive, highly engaging, relevant and often humorous keynote where attendees will participate in live polling, group chats, slide shares, practical activities and Q and A to promote social inclusivity, engagement and unity.

### **Key takeaways**

- The Neuroscience behind Unconscious Bias (“No blame, no shame”)
- Managing and Mitigating Unconscious Bias in Recruitment, Retention and Clinical Treatment in healthcare
- Breaking Bias – Strategies for Race, Gender, Maternal, Affinity and Ageism in Healthcare
- Sesame Street 2.0 – One of these things is not like the other, one of these things just doesn’t belong... or does it? How Diversity Drives Innovation, Creativity and Productivity
- Why Creating a Culture of Inclusion affects Positivity, Profits and Purpose

### **Speaker**

Tina Varughese, Professional Speaker

Named one of Canada's 10 Notable Speakers by Ignite Magazine, audiences describe Tina as 'dynamic, highly energetic, relevant and hilarious'. She is often rated as 'the best speaker of the conference'. Her interactive approach is insightful yet practical and her delivery is highly entertaining. She breaks down barriers to create a comfortable, inclusive and fun space leaving attendees inspired to think, behave, act or communicate with intention.

Tina's work has been featured in the Toronto Star, TSN, CBC Eyeopener and Alberta Venture Magazine Tina has been the face of diversity, literally, when she was chosen to be in Dove's Campaign for Real Beauty representing beauty in diversity.

Tina is an Indo-Canadian daughter of first generation East Indian parents, which allows her to find 'the best of both worlds' and shed light, knowledge and most importantly universal humour into the intercultural workplace. She draws from her experiences as an entrepreneur, mother, daughter, wife, sister and friend when delivering keynotes on diversity and inclusion-topics which resonate with her both professionally and personally.

**3:00 - 3:15 – Break**

**3:15 - 4:00 – Concurrent Sessions**

**3. Best practices to supporting the physiological safety and wellbeing of healthcare workers through uncertain times**

Description TBC

**Speakers**

Amy Pack – Senior Program Manager leading Psychological Safety and Wellbeing of Healthcare Workers, CPSI

**4. Engendering emotional capacity for innovation & change**

Leading through times of uncertainty requires not only cognitive skill but also emotional capacity. Without such capacity we lack the authenticity to inspire others. The objective of this workshop is to explain how our capacity for change is often blocked by a form of emotional/cognitive confusion that is surprisingly fairly simple to transform with the application of some basic concepts. Ending this confusing feedback loop creates greater self-awareness and an experience of emotional and cognitive clarity that can in turn lead to a frame of mind referred to as Sitting on the Edge of the Unknown by renowned psychotherapist Yvonne Agazarian. In this frame of mind one can feel and embrace the anxiety and excitement of not knowing what is coming next and be truly open to change. This workshop will utilize insights from the Agazarian model along with other older concepts used successfully for many years to assist students in becoming open to new experiences and new perspectives. After being familiarized with the key concepts, and watching a brief film, participants will experience the sorting process themselves through a role play of a business meeting utilizing the concepts. Workshop participants will emerge with a language and a

method suitable for assisting their staff in exploring their own feelings about change and transforming their blockages into excitement. The workshop will conclude with an exploration of how this approach relates to wider corporate cultures, followed by question and answer.

### **Speaker**

Professor Doug Longstaffe – Clinical Pastoral Education Supervisor, Profession Leader, Vancouver Coastal Health

### **4:00 - 4:10 – Break**

### **4:10 - 4:55 – Keynote: The complexity of managing people**

For better or for worse, crises tend to speed up the inevitable. The global pandemic caused by the outbreak of COVID-19 has made our world more volatile, uncertain, complex, and ambiguous than any other period in recent memory. Whether we like it or not, our world has drastically changed. And today's healthcare leaders continue to navigate major shifts in the workplace such as pervasive remote working, heightened ambient stress, and the necessity for continuous innovation.

Leadership in such a dynamic context requires a new model—one rooted in the intertwined values of servitude, innovation, diversity, and empathy. Drawing from his history of creating and leading high-performing and award-winning teams, Hamza Khan will share several strategies for leading the next generation, such as promoting flexibility, creating healthy culture, driving coaching & mentorship, and supporting remote working.

For healthcare leaders keen on shifting their perspectives, Hamza Khan will offer a four-point model to lead people through a period in which the only constant is constant change.

### **Speaker**

Hamza Khan – Multi-award winning marketer, best-selling author and global keynote speaker

Born in New York and raised in Toronto, Hamza Khan is a multi-award winning marketer, best-selling author, and global keynote speaker. He is a top-rated educator, serial entrepreneur, and respected thought leader whose insights have been featured by notable media outlets such as VICE, Adobe's 99U, Business Insider, The Globe and Mail, CBC, Bloomberg TV, and more. Hamza currently serves as the Managing Director of Student Life Network, Canada's most comprehensive resource hub dedicated to empowering over 2.7 million students across the country. He has worked with leading institutions and forward-thinking brands such as Rotman School of Management, Spotify, PepsiCo, Ted Rogers School of Management, Trivago, Deloitte, and more. Early in his career, in under two years, Hamza has helped establish Ryerson University—Canada's leader in innovative, career-focused education—as a national leader in online student engagement. He then made waves as the co-founder of Splash Effect, a boutique higher education-focused digital marketing & creative agency from which he successfully exited. Around this time, Hamza also launched and sold a leadership publication, This Is Year One. Next, Hamza

co-founded SkillsCamp, a soft skills training company which works with leading brands such as Microsoft, LinkedIn, Accenture, Ubisoft, Mercedes-Benz, General Motors, and more. His newly created non-profit, Resilient 100, aims at building resilience capacity in young change leaders. Through his consulting, writing, teaching and speaking, Hamza empowers people and businesses to transform ideas into action. He is a top-rated instructor at Seneca College and Ryerson University, teaching courses on digital marketing and professional communication. From Australia to Egypt, from Colorado to Singapore; from TEDx stages and national conferences to MBA classrooms and Fortune 500 boardrooms, Hamza is regularly invited to deliver keynotes and workshops around the world. He speaks on subjects such as: how to build digital communities, the impact of personal branding, how to master productivity, navigating the multigenerational workforce, building resilience, and more. In 2017, he published his first book, "The Burnout Gamble," which instantly became an Amazon bestseller. Hamza lives in Toronto, Canada, and is currently writing a book on modern leadership and the future of work.

**4:55 - 5:00 – Closing**