



# Peer-to-Peer Thought Leadership Roundtable

Direct Engagement presents the roundtable in sponsorship with Rogers Business Solutions.



## Healthcare Roundtable: Wednesday, September 28th, 2005

### Discussion Theme:

*Choosing a Vendor: Picking a Partner for Stability, Business Strategy & Potential. What do healthcare providers from Hospitals, Care Givers to Public Agencies and Associations look for and want?*

<b>Venue Information Address</b>	Rogers Communications Inc. Head Offices, Toronto, Ontario, Canada For Information on the <a href="#">Format of the Roundtables</a> 333 Bloor Street, East (at Mt. Pleasant Road). <a href="#">Map</a>
<b>Time &amp; Event Schedule</b>	<ul style="list-style-type: none"> <li>▪ 8:00 - 8:30: Registration, Breakfast Buffet Served, Meet &amp; Greet</li> <li>▪ 8:30 - 10:00: Roundtable Convenes</li> <li>▪ 10:00 - 10:15: Refreshment Break</li> <li>▪ 10:15 - 11:30: Roundtable Re-Convenes</li> <li>▪ 11:30: Roundtable Adjourns</li> </ul>

### Registration

The registration fee is \$75 (CDN) per person plus applicable taxes. Payment can be made online or by check.

### Who should attend?

Any healthcare professional involved in needing, acquiring or working with third party organizations be they consulting firms, business services or information technology vendors.

Vendors who wish to better understand the unique environment of the healthcare industry in order to address the industry's issues and concerns while trying to forge a relationship and promote their services and products into this market.

### Information

## Panelists Bio's:

### **Andrew Brearton**, Director, Information Services, St. Joseph's Health Centre

SJHC is a community teaching hospital serving the 500,000 residents of southwest Toronto. It is an acute care hospital with 350 in-patient beds. The key areas of service are: Family, Community and Emergency Medicine; Surgery; Medicine; Mother and Child (Pediatrics, Family Birthing Centre, NICU); Mental Health. SJHC today is actively moving its services directly into the community it serves. Andrew is involved in a number of enterprise initiatives which involve sourcing and procuring the services of multiple vendors with the requirement that they meet the organizational standards and strategic plan of the hospital. One of these initiatives presently ongoing is the implementation of WiFi throughout the hospital. His commitment to the hospital's catchment's area sees Andrew volunteer his extensive experience by meeting with and assisting community healthcare professionals in improving the efficiencies of their workflows and assisting with their networking into SJHC.

### **Tommy Cheung**, Director, eHealth & Pharmacy Innovation, Ontario Pharmacists' Association

The Ontario Pharmacists' Association (OPA) represents the views, interests and professional advocacy of all pharmacists in Ontario and is dedicated to quality care and better health outcomes of Ontarians. Under its operation, the Drug Information and Research Centre (DIRC) is one of the largest pharmacist-staffed drug information centre in North America. DIRC provides medication advice and specialty services to pharmacists, health care providers, pharmaceutical companies, government and the public across Canada.

As a member of the senior management team, Tommy is responsible for the procurement and operation of IT in order to fulfill the requirements of the programs, continued education service, information centre and other functions carried out at the association. OPA also has a strategy to better utilize IT to advance the pharmacy profession and is working closely with the pharmacy industry, vendors and other stakeholders in the development of standards and implementation of various e-Health initiatives across the province.

### **Debbie Fischer**, Sr. VP, Operational Development & Strategic Projects, Mount Sinai Hospital

Ms. Fischer is responsible for organizational development and strategic projects, a portfolio aimed at fostering quality and supporting a healthy work environment. She is responsible for human resources, learning, diversity, occupational health and safety as well as corporate planning and strategy, quality and performance measurement and community development.

Ms. Fischer previously held the position of Chief People Officer at Cap Gemini Ernst & Young Consulting Canada, a technology professional services firm. Prior to that role, she consulted in strategy, public policy, organization development and organizational effectiveness to the health care, life sciences and government sector with Ernst & Young. She has a Masters in Health, a Bachelor of Science and holds a CHRP designation.

Ms. Fischer is also on the board of Hospital Business Services, a shared services organization for business office functions for 14 hospitals. In her current role and previous experience, she has had several opportunities both to assess and work with vendors and to be on the vendor side.

Mount Sinai Hospital is recognized nationally and internationally for its excellence in the provision of compassionate patient care, teaching and research. Its key priority programs are Women's and Infants' Health, Surgical Subspecialties and Oncology, Internal Medicine and Subspecialties, and the world renowned Samuel Lunenfeld Research Institute. It is a University of Toronto-affiliated patient care, teaching and research centre.

#### Information

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## **Cara Flemming, Director, Risk Management & Management Decision Support, UHN**

Cara Flemming is the Director of Risk Management and Management Decision Support, as well as a Controller at the University Health Network (UHN), one of Canada's largest teaching hospitals in Toronto, Ontario. Included within the Risk Management and Management Decision Support portfolio are the departments of Performance Measurement, Data Quality, Coding and Abstracting, Radiation Safety, Environmental Management, Privacy, Emergency Preparedness and Health Records, along with Risk Management. In addition, as the Controller for the Shared Information Management Services (SIMS) and Medical Imaging directorates, she is responsible for operating and capital budgets. Annual expenditures for these two directorates total over \$100 million.

Until May 2004, Ms. Flemming held the position of Director of Operations for UHN where she was responsible for ensuring reliable operations and infrastructure for the information systems directorate.

Ms. Flemming has been involved in several successful vendor selection processes, including negotiating a six-year renewal of UHN's IT outsourcing contract with Hewlett-Packard Canada and selecting McKesson Information Solutions and Lason Canada to provide a combined scanning and viewing system for the 2.8 million pieces of paper that are generated annually for patients' health records.

A native of Halifax, Nova Scotia, Ms. Flemming is a graduate of Acadia University's Bachelor of Business Administration program and received a Master degree in Health Services Administration from Dalhousie University. Prior to joining UHN in

## **Wayne Mills, Vice President & Chief Information Officer, Trillium Health Centre**

Wayne has navigated 35 years in Information Technology (IT), in areas such as financial services, telecommunications, consulting and health care. He is now providing innovative leadership as the Vice President & CIO of Trillium Health Centre (Trillium), one of Canada's largest community hospitals.

Trillium Health Centre is a two-site facility that serves a population of over one million residents in Mississauga, south Etobicoke and the surrounding region. Wayne is overseeing Trillium's \$100 million THINK initiative (Transforming Healthcare into Integrated Networks of Knowledge). The THINK initiative is a consortium of a number of vendors that will identify new and innovative ways to use technology to deliver information and support safe and effective care. THINK will enable the realization of a Community Care Services Model (CCSM) that promotes a coordinated process for patients and their families, regardless of where they receive care.

## **Steve Noyes, Director, Information & Communication Technology, Mount Sinai Hospital**

Steve Noyes has years of experience in discerning the needs-based requirements and vetting vendors to fulfill the various needs of the hospital. The experience includes not only procuring services and products but the working relationship from implementation to ongoing maintenance and support. Steve therefore brings an extensive knowledge and breadth to the roundtable discussion.

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**Bill Pascal, Chief Technology Officer, Canadian Medical Association**

Mr. Pascal is the Chief Technology Officer for the Canadian Medical Association where he has responsibility for shaping the strategic direction and policy for the CMA's e-Health agenda.

He has worked in the economic policy and social policy sectors at the Federal government level as well as run operations in regional and headquarter environments. Mr. Pascal has developed air, railway and marine transportation policies as well as built airports throughout the north and negotiated ferry service contracts on both coasts of Canada. He has been responsible for communications policy while at the Privy Council Office and in Health Canada. He has developed health policies and managed the Central Region operations for Health Canada which included Ontario, Manitoba and Saskatchewan. He has managed several large projects, most notably, the Federal government's involvement at Expo 86 in Vancouver and at the 1988 XV Olympic Winter Games in Calgary. Most recently he was the Director General, Office of Health and Information Highway which had responsibility for co-ordinating, facilitating and managing health infostructure-related activities both within Health Canada, with other Federal government departments, with all the provinces and territories and other stakeholders. His work led to an agreement on Information Technology investments in the health care sector in Canada with all provinces and territories and the creation of Canada Health Infoway.

He is an electrical engineer, certified management accountant and urban planner by academic training.

In 2001 he received the Lieutenant Governor's Medal of Distinction in Public Administration for his work as Chair of the Federal Council in Ontario.

**Mike K. Rigo, National Industry Executive, Canada Health Infoway Inc.**

As the National Industry Executive for Canada Health Infoway, Mike is responsible for Infoway's relationship with the private sector. He provides programs to inform healthcare IT vendors about Infoway's strategy and investment approach. He also ensures private sector involvement with the various initiatives around standards and the development of the Blueprint Architecture.

Prior to joining Infoway, Mike was the Vice President of Infrastructure Management Services within CapGemini's Toronto Service Delivery Centre where he was responsible for all aspects of computing and network services and vendor management. He joined CapGemini as part of a long term outsourcing agreement from HydroOne where he was Vice President of Enterprise Technology Services. Before joining HydroOne in November of 1999, Mike was with IBM for over 22 years in various positions in the marketing, services and sales divisions.

Mike holds a B.A.Sc. from the University of Waterloo. He is a professional engineer and a member of the Project Management Institute (PMI), Canadian College of Health Service Executives (CCHSE), and Healthcare Information and Management Systems Society (HIMSS).

**Linda Weaver**, Chief Technology Officer, Smart Systems for Health Agency

Linda Weaver is the Chief Technology Officer of Smart Systems for Health Agency in Ontario (SSHA). She is responsible for developing, delivering and operating SSHA's infrastructure products and services. This includes a secure and reliable private network; secure messaging and public key infrastructure services; and highly secure and available data centre services for hosting health applications.

Linda's has over 20 years experience with healthcare technology, with a focus on applying existing and emerging information technologies. She began her career as a clinical engineer, using her engineering expertise to assist health providers with selecting and safely using clinical technologies. In the last 15 years, she has focused on the strategic implementation of emerging health information technologies, including e-Health, telehealth and telemedicine, and diagnostic imaging. Most recently, she has turned to developing and implementing the core underlying information technologies needed to support the success of e-Health and electronic health records.

Over her career, Linda has worked in all sectors of the health community - hospitals as a clinical engineer, not-for-profit with a provincial health association, in the private sector as the Chief Technology Officer in a telehealth service delivery business, and in the public sector in a number of project and leadership roles associated with SSHA. This unique combination of technology, clinical and business experience gives her an appreciation of the strategic drivers in each area and allows her to create collaborative and successful solutions.

Linda is well recognized as an industry thought leader. She has been featured in publications including *CIO Canada* and *Canadian Women Invent!* Linda has won the Canadian Progress Club's Woman of Excellence Award in the Innovator/Entrepreneur Category, and she was a regional finalist in both the Canadian Women Entrepreneur of the Year Award and Canadian Entrepreneur of the Year Award. She is a fellow and past-president of the Engineering Institute of Canada and a past-president and director of IEEE Canada (Institute of Electrical and Electronic Engineers).

**Moderator: Bob Horwood**, Executive Vice President, ITAC

Robert Horwood brings to this position an extensive background of computer and entrepreneurial experiences.

A graduate of McGill University, Mr. Horwood's early career began with positions as a programmer, and an operations research analyst at ALCAN. He held the post Chief Systems Programmer at the Université de Montréal and was head of the Computer Systems Division for the National Energy Board in Ottawa.

Mr. Horwood was the co-founder and President of Computel Systems Ltd., Canada's first computer stock to be listed on the TSE. When Computel was acquired by Royal Trust, Mr. Horwood became its Vice-President, Information Systems and continued as President of Computel.

Later Mr. Horwood was also the founder and President of Access ATM Network Inc. a company which was also listed on the TSE and which introduced the concept of shared Automated Banking Machines in retail locations in Canada under the name Magicbanc.

Mr. Horwood is a past National President of the Canadian Information Processing Society.

### Partial List of Roundtable Audience Attendees to Date:

- AstraZeneca
- Computer Associates
- Microsoft
- Siemens Business Services  
Canada
- GlaxoSmithKline
- Pfizer
- Nortel Networks
- La Roche
- Accenture
- Deloitte & Touche
- Agfa Healthcare
- Hewlett-Packard Co.
- 3M
- PricewaterhouseCoopers
- IBM
- University of Pennsylvania
- Dell
- NexInnovations
- Cisco Systems
- Kasten Chase Applied  
Research
- Goodman & Carr
- RegencyCare
- EnTrust
- Healthtech Inc.
- Bell Canada
- Telus
- Agility Recovery Solutions
- St. Mary's General Hospital
- Teranet
- StorageTek
- Cancer Care Ontario
- Toronto East General
- Smart Systems for Health  
Agency
- Mount Sinai Hospital
- ESRI Canada
- Peterborough Regional Health  
Centre
- WIMcare
- UNIS Lumin
- York Central Hospital
- Northwestel Inc.
- Ontera
- Hamilton Health Sciences
- Oracle
- Ministry of Health & Long  
Term Care
- Rogers Wireless
- Princess Margaret Hospital
- BCE Emergis
- Ontario College of Family  
Physicians
- Cambridge Memorial Hospital
- Bridgepoint Hospital
- Sunnybrook & Women's  
College Health Sciences  
Centre
- Ministry of Health & Long  
Term Care
- Cassels Brock & Blackwell
- Getronics Canada Inc.
- Royal Victoria Hospital
- Ajilon Consulting
- Fasken Martineau DuMoulin
- Heart & Stroke Foundation
- St. Joseph's Health Centre
- Bell Mobility
- Towers Perrin
- Parkinson Society of Canada
- Credit Valley Hospital
- cStar Technologies Inc.
- William Osler Health Centre
- Symphonic Data Corp
- University of Toronto
- Ontario Bar Association
- Epilepsy Ontario
- Centricity Software Inc.
- Sudbury Regional Hospital
- University Health Network
- HiramTech
- St. Michael's Hospital
- Bayshore Home Health
- Heenan Blaikie
- ITAC
- Baycrest Centre for Geriatric  
Care
- EMC
- McAfee Inc.
- Lakeridge Health
- GSI Group
- Kingston General Hospital
- Ian Martin Information  
Technology
- Guelph General Hospital
- Niagara Health Systems
- SeaBoard Group
- Med Strat Inc.
- Humber River Regional  
Hospital
- Allstream Inc.
- Trillium Health Centre
- RCM Technologies Canada  
Corp.
- North York General Hospital
- Hospital for Sick Children
- West Park Healthcare Centre
- The Arthritis Society
- xWave Solutions
- Canadian Treatment Council
- Pediatric Oncology Group of  
Ontario
- Standing Senate Committee  
on Social Affairs, Science &  
Technology

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