

Session 4

Primary Care Performance Measurement Framework: Challenges & Opportunities

Susan Fitzpatrick



Susan Fitzpatrick is the Assistant Deputy Minister, Negotiations and Accountability Management Division, Ministry of Health & Long-Term Care.

Susan has held a number of roles in the Ontario Public Service, including Manager, Director of Provider Services Branch and Executive Director, Negotiations and Accountability Management. Susan is responsible for a large health care programs portfolio with transfer payments of more than \$13.1 billion and 350 staff. She has developed strategies to address key government priorities and negotiate innovative performance-based funding arrangements, restructuring relationships, and transforming the way business is conducted.

Susan has a BA, Honours Business Administration from the University of Western Ontario and a Master of Public Administration from Queen's University.

Dr. Richard Glazier, MD, MPH, CCFP, FCFP, ABMP



Rick Glazier is a Family Physician and Senior Scientist and Program Lead of Primary Care and Population Health at the Institute for Clinical Evaluative Sciences (ICES). He is a staff physician at St. Michael's Hospital and a Scientist in its Centre for Research on Inner City Health. At the University of Toronto, Dr. Glazier is a Professor in the Department of Family and Community Medicine.

His research interests include evaluating health system transformation, primary care health services delivery models, health of disadvantaged populations, management of chronic conditions, HIV/AIDS and population-based and geographic methods for improving equity in health.

Dr. Sholom Glouberman, PhD



Sholom Glouberman is President of the Patients' Association of Canada. He is also Philosopher in Residence at the Kunin-Lunenfeld Applied and Evaluative Research Unit of Baycrest Centre for Geriatric Care. He gained much of his interest in the health field, first caring for his dying father and then as a planner in the trenches at the Royal Victoria Hospital in Montreal and the King's Fund in London England.

For the past 25 years he has applied philosophical methods and conceptual analysis to systems. He has focused increasingly on the area of health as the single most challenging and little-charted frontier.

Caroline Heick



Caroline Heick is Executive Director, Ontario, Quebec and Primary Health Care Information, at the Canadian Institute for Health Information (CIHI). In this role, she provides executive leadership for CIHI's stakeholder relationships in Ontario and Quebec as well as overseeing CIHI's Primary Health Care Information program.

Previously, Caroline served as a Director at CIHI, overseeing portfolios such as standards (technical and clinical), data quality, acute care databases, and CIHI's analytical portal. From 1994 to 2001, Caroline was a consultant with PricewaterhouseCoopers (PwC).

Caroline holds a BA in psychology and an MBA.

Dr. Brian Hutchison



Brian Hutchison is a Professor Emeritus in the Departments of Family Medicine and Clinical Epidemiology and Biostatistics at McMaster University, Co-Chair of the Canadian Working Group for Primary Healthcare Improvement and Senior Advisor for Primary Care to Health Quality Ontario.

He was Director (2002-2005) of the McMaster University Centre for Health Economics and Policy Analysis (CHEPA) and served as founding Editor-in-Chief of *Healthcare Policy* (2004-2009) and President of the Canadian Association for Health Services and Policy Research (2010-2011). He practiced family medicine for five years in a fee-for-service group practice, followed by 25 years in a McMaster University academic family practice.

Dr. Wei Qiu, MD, PhD, MBA



Dr. Qiu is currently the Special Advisor to the CEO at eHealth Ontario; prior to that, he was the Director of EMR Adoption and Benefit Realization at eHealth Ontario, overseeing Ontario's EMR Adoption strategy and benefit realization to support accelerating EMR adoption and effective use in Ontario. Dr. Qiu brings over 15 years experiences in the global healthcare environment from a variety of capacities and leadership positions.

His areas of expertise include health system strategy, policy, health information technology, clinical service planning, health quality improvement, healthcare economics and outcome evaluation. In addition to his medical credential, Dr. Qiu also holds a PhD from Boston University and an MBA from the Ivey Business School.