

Session 1

Care Coordination through the Eyes of the Patient: A Health Links Opportunity

Karen Hall Barber, BSc (Hons), MD, CCFP, MSc HQ (Candidate)



Karen Hall Barber is a passionate advocate for the importance of quality and safety in primary care. She completed a Biology degree at Bishop's University before heading to Ottawa for her medical training, and then Dalhousie for her residency. After completing her training, she spent nine years practicing rural family medicine in Indiana.

She joined the Department of Family Medicine at Queen's University in 2007 as an Assistant Professor. She is also the Physician Lead (and QI champion!) for the Queen's Family Health Team and in August 2013, she began her studies in the MSc in Healthcare Quality at Queen's

Dr. Jocelyn Charles



Dr. Charles is Chief of the Department of Family & Community Medicine and Medical Director of the Veterans Centre at Sunnybrook Health Sciences Centre. She is also an Associate Professor in the Department of Family and Community Medicine at the University of Toronto. Dr. Charles has provided primary care in the Family Practice Unit at Sunnybrook, including house calls to her local homebound patients, for over 20 years.

Her clinical and academic work has been focused on older patients with complex chronic disease and developing models of care to meet the needs of these patients both in the community and in long term care.

Sherri Elms, BSc (Pharm), RPh ACPR, MSc HQ (Candidate)



Sherri Elms has a special interest in medication safety in primary care, particularly with respect to issues of medication reconciliation and information technology. She completed her Pharmacy degree and Residency in Hospital Pharmacy Practice at Dalhousie University and she has over 25 years of pharmacy experience in a variety of settings.

Sherri joined the Department of Family Medicine at Queen's University in 2007 as a Pharmacist for the Queen's Family Health Team and has been an Instructor in the Department since 2010. In August 2013, she also began her studies in the MSc in Healthcare Quality at Queen's.

Hugh MacLeod



Prior to joining CPSI in 2010, Hugh held a number of senior positions with the Government of Ontario. As associate deputy minister-executive lead Premier's Health Results Team, was responsible for a provincial surgical wait time strategy, a provincial primary care strategy, and the creation of local health integration networks.

Hugh has also held a number of senior executive positions in British Columbia, including senior vice-president of Vancouver Coastal Health and senior vice-president of the Health Employers Association of British Columbia. Hugh's professional activities include appointments at four Universities.

Eleanor Rivoire



Eleanor Rivoire is a senior healthcare executive with more than 30 years of experience within the clinical, education and administrative domains of professional practice. She has a keen interest and expertise in transforming the patient experience with a focus on patient- and family- centred care and patient engagement, as well as with models of interprofessional practice and education.

She is engaged in managing changes that bring about policy and process improvements within healthcare and professional practice, and result in improved quality and safety outcomes.

Kimindra Tiwana, BSc. Pharm, ACPR



Kimindra Tiwana has been a practicing pharmacist since 2001. The majority of Kimindra's clinical experience comes from working at University Health Network. In 2008, she joined Mount Sinai's informatics team and was involved with the implementation of a computerized physician order entry system. In 2010, Kimindra joined the Institute for Safe Medication Practices Canada.

Her focus at ISMP Canada has primarily been on medication reconciliation, including assisting health care teams implement medication reconciliation at various transition points, the development of a medication reconciliation app for patients (MyMedRec) and developing a "Best Possible Medication History" training program for pharmacy technicians. Her other area of focus has been on knowledge translation of safe use insulin interventions.