

# Patient Experience Measurement: Building a Strategy for Ontario

Featured Speakers:

## Anna Greenberg



Anna Greenberg, Vice-President, Health System Performance at Health Quality Ontario. Prior to joining HQO, Ms. Greenberg was Director, Strategic Policy at the Ministry of Health and Long-Term Care where she led a branch of policy professionals in the development of policy in a wide variety of areas including mental health and addictions, healthcare quality and safety, clinical and social service integration, and reproductive technology. She previously spent over a decade in leadership roles in the cancer system, spearheading initiatives such as Ontario's first publicly reported cancer system performance measurement tool, and cancer system planning and policy development, and knowledge management at Cancer Care Ontario,

Princess Margaret Hospital/University Health Network, and the Canadian Partnership Against Cancer.

## Kim Baker



Kim Baker, Chief Executive Officer of the Central LHIN, has led planning, funding, coordination and integration of health care services for the 1.8 million people in the Central LHIN. As an energetic system thinker with a focus on quality, engagement, and improving the patient experience, Kim has led teams to create innovative solutions and deliver results, bringing leadership and experience from both the private and public sectors. In addition to a background in respiratory therapy and professional practice, Kim holds a Master of Health Science in Health Administration from the University of Toronto. She is also a Certified Health Executive (CHE) through the Canadian College of Health Leaders and is a Chartered Director

(C.Dir.) through the Degroote School of Business at McMaster University. Kim is also a member of the Human Services Planning Board of York Region.

## Lena Cuthbertson



For over a decade Lena has led British Columbia's strategy for measurement and reporting of patient-centred care, responsible for scientifically rigorous, province-wide, coordinated surveying of patient experience of care. Previously, Lena was the Picker Institute (USA) Fellow, exploring loneliness, helplessness and boredom in residential care. Lena sits on the Canadian Partnership Against Cancer's Person-Centred Perspective Measurement Steering Committee and supports their Survivorship survey development project, is a coach for CFHI's Partnering with Patients for QI Collaborative, is an expert advisor for an international collaboration to develop a measure of care coordination, and a Patient Survey Methodology Expert for the Bureau of Health Information in NSW,

Australia.

## **Paul Taylor**



Paul Taylor is a patient navigation advisor at Sunnybrook Health Sciences Centre in Toronto. As part of his duties, he writes a blog in which he answers questions from patients and their family members. Previously, he played a key role in The Globe and Mail's health, first as a medical reporter and later as the paper's health editor. He was responsible for launching The Globe's first weekly Health Section in 1998. Taylor has received numerous journalism awards, including the Connaught Medal for Excellence in Health Research Journalism and two awards sponsored by the Canadian Science Writers' Association and received an honorable mention from the Roland F. Michener Award for Public Service in Journalism.