

# Techniques for Improved Care Coordination in Ontario's Health Links

Featured Speakers:

## Aleem N. Bhanji



Aleem Bhanji is a catalyst for accelerating health system improvement by developing and translating strategic priorities into measurable outcomes and deliverables. With over ten years of experience in management, strategy and project execution, Aleem is currently a strategic project manager with the Toronto Central CCAC, developing and facilitating health system integration for complex populations, supporting the regional primary care integration strategy and the CCAC strategic project lead for the TC-LHIN Health Links program. Aleem holds an honours degree in Bioinformatics from the University of Waterloo and a Health Sciences Master's degree from the Institute of Health Policy, Management and Evaluation at the University of Toronto. Aleem is also a Certified Health Executive (CHE) and Project Management Professional (PMP).

## Dipti Purbhoo



Dipti is a registered nurse with over 15 years of experience in home and community health, encompassing several roles. In her current role Dipti has responsibility for the delivery of high quality care and, each year, supports to over 75,000 clients in their homes and communities in Toronto. Notably, she implemented a new population-based model of home care that changed more than 50 years of home care history, aligning services and supports to specific client groups. She has also lead and implemented new models of care such as tele-home care, integrated palliative care and neighborhood-based care.

## Lee Fairclough



Lee Fairclough is HQO's Vice-President, Quality Improvement. Previously, Lee was Vice-President of Strategy, Knowledge Management & Delivery at the Canadian Partnership Against Cancer (CPAC) and member of the executive team that established the organization in 2007. She served as Director of the Toronto Regional Cancer Programme, and Director of Informatics and Administration, Clinical Research Unit at Princess Margaret Hospital, UHN. Ms. Fairclough was also a member of the Advisory Board of the Institute of Health Services and Policy Research (IHSPR), and a Board member with a number of community agencies. Currently, Lee is also adjunct professor with the Institute for Health Policy Management and Evaluation (IHPME) at the University of Toronto.

## Nancy Snobelen



Nancy has over 30 years of experience in the Ontario healthcare system. She is a registered Speech-Language Pathologist. As Director of Regional Partnerships and System Integration at Chatham-Kent Health Alliance, she serves as the co-chair of the Chatham-Kent Health Link Oversight Committee, the Erie-St. Clair Rehabilitation Network Advisory Committee, and as a member on other LHIN level advisory committees. Her passion is a responsive rehabilitation system of high quality care to ensure the best possible patient experience and outcomes; healthy, knowledgeable and respected staff experts; and financial viability and sustainability. Nancy is currently completing her dissertation work in the Doctor of Health Administration Program at Central Michigan University, Mount Pleasant, Michigan, USA studying the role and competencies of the Registered Practical Nurse in Rehabilitation.

**Dr. Philip Ellison**



Dr. Philip Ellison is a Family Physician in the Department of Family and Community Medicine (DFCM) at the University Health Network (UHN) and an Associate Professor in the Faculty of Medicine, University of Toronto. He currently is a physician advisor to the Toronto Central Local Health Integration Network (LHIN) and the Toronto Central LHIN's Community Care Access Centre. Since 2010 he has been the Director of the Quality Improvement Program, DFCM. In 2013 Dr. Ellison was selected as the Fidani Chair, Improvement and Innovation from the Department of Family and Community Medicine.