

Quality on the Frontlines: Understanding the Impact of Innovative Quality Improvement Initiatives – Morning Session

Featured Speakers:

Amir Afkham



Amir Afkham has been working as the Senior Project Manager at the Champlain LHIN in Ottawa since 2009. His primary focus is on application of technologies to improve efficiency and effectiveness of processes, as well as overall collaboration amongst healthcare providers. Amir is involved with development and implementation of eHealth strategies and solutions to address regional needs, and ensuring alignment with provincial strategies. He has been the implementation and operations lead for the Champlain BASE eConsult service since inception. Amir holds a Bachelor of Electrical Engineering (Hnrs) and Minors in Computer Science and Business Administration from McGill University.

Catherine Wang



Catherine Wang is the Executive Director for the Joint Department of Medical Imaging for University Health Network, Sinai Health Systems and Women's College Hospital. Previous to this role, she was the Director of Integrated Program Development for UHN, responsible for leading a number of key clinical transformation strategies for the hospital and the province. She has served the McGuinty government as the Senior Policy Advisor for Cabinet Office as well as worked within the Ministry of Health. Her focus throughout her career has been on quality improvement for patients at the hospital and system-level.

Dr. Heidi Roberts



Dr. Roberts is a radiologist in the cardiothoracic division of the Joint Department of Medical Imaging (JDMI) at UHN/MSH/WCH. In 2003, she started the Lung Cancer Screening Study as part of the International Early Lung Cancer Action Program; she is the local PI of the Pan-Canadian Early Lung Cancer Detection Study. More than 5000 individuals have been screened under her supervision. Since 2007, Dr. Roberts is the Site Director for Medical Imaging at WCH. Since 2010 she is head and director of operations of the chest section in JDMI, and Professor of Radiology at the University of Toronto.

Joanne Maxwell



Joanne Maxwell is Project Manager, Clinical Adoption at Holland Bloorview Kids Rehabilitation Hospital in Toronto. Joanne has held a number of operations and project management leadership positions in healthcare. In her current role, Joanne leads the activities related to improvement and enhancement of the Electronic Health Record with a focus on change management and interprofessional collaboration. Joanne is currently leading the implementation of Holland Bloorview's consumer health portal, *connect2care*, which allows clients and families online access to their health information and supports their engagement in care. Joanne has a clinical background in Occupational Therapy and is a certified Project Management Professional.

Laura Williams



Laura Williams is the Director of Client and Family Integrated Care at Holland Bloorview Kids Rehabilitation Hospital. Laura has worked extensively in the field of healthcare in adult and pediatric settings in both frontline and leadership roles. She has successfully implemented new programming in several healthcare settings, with a specialty in family supports and family-centred care integration. Laura is the Co-Chair of the Canadian Family Advisory Network and co-ordinates the annual symposium on family-centred care in pediatric health systems. Laura was a 20 Faces of Change Recipient in 2015.

Mark Fam



Mark Fam, MHA, CHE, is the Director of Strategy and Diagnostics at North York General Hospital, and an Adjunct Lecturer at the University of Toronto. In addition, Mark serves as the Project Director for the North York Central Health Link and the hospital's strategies that are focused on better connecting primary care, community services and the hospital to enhance care for patients. In support of his hospital and past consulting work, Mark has demonstrated a commitment to the health care industry through his MHA, recognition as a CHE, and active participation in CCHL on various committees.

Melanie Rebelo



Melanie Rebelo has been the Regional eConsultation Specialist at Winchester District Memorial Hospital since 2013. She is responsible for the operations of the Champlain BASE eConsultation service, including providing onboarding, training and technical support to a user-base of over 1,000 primary care providers, specialists and their delegates. Melanie has over eight years of experience providing outstanding client support to a diverse range of health care professionals. Prior to joining Winchester, she was employed at the Champlain Local Health Integration Network (LHIN) in Ottawa, where she worked on implementing various technological initiatives to support corporate functions.

Tai Huynh



Tai Huynh is Campaign Manager of Choosing Wisely Canada. He was previously the director of the Excellent Care for All Strategy at the Ontario Ministry of Health and Long-Term Care, where he oversaw the development of the Excellent Care for All Act, and the consolidation of several organizations to create Health Quality Ontario. He has an MBA from York University and a Master of Design from OCAD University. He is also Creative Director of UHN OpenLab, a healthcare design and innovation shop located at the University Health Network.

Wendy Nicklin



As the President and Chief Executive Officer of Accreditation Canada, Wendy Nicklin is a recognized health care leader across Canada and internationally. She has led a significant renewal of the approach to and value of accreditation. She participates in many provincial and national initiatives, and serves on several boards. She is a member of the Institute of Corporate Directors and is an active member of the International Society for Quality in Health Care (ISQua). Wendy has academic appointments to Queen's University and the University of Ottawa.