

The logo features the year '2018' in blue, centered within a circular graphic composed of three overlapping rings in orange, purple, and blue.

INFOWAY PARTNERSHIP CONFERENCE

Driving Access to Care

November 13-14, 2018 • Westin Montreal • Montreal, QC

@Infoway
#ThinkDigitalHealth



A Digital Health Week Event
November 12-18, 2018

PRE-CONFERENCE

Monday, November 12, 2018

7:00 – 9:00 pm

Screening of *Falling Through The Cracks: Greg's Story*

Infoway is pleased to support [Greg's Wings Projects](#) through a special screening of [Falling Through The Cracks: Greg's Story](#) prior to the commencement of the 2018 Infoway Partnership Conference. Greg Price was 30 years old when he began developing health issues. He was diagnosed with testicular cancer, and ultimately succumbed to a blood clot. Throughout Greg's journey, there were a number gaps in his continuity of care leading to delays in treatment, which may have contributed to his untimely passing. The Health Quality Council of Alberta (HQCA) launched an investigation into Greg's Story, which resulted in a [report](#) recommending 18 changes be implemented to better deliver care – including a province-wide personal patient portal and e-referral system. The Price Family and their not-for-profit organization, Greg's Wings Projects, have created the film, which is directed by [Dean Bennett](#) (director of CBC's [Heartland](#) series). This impactful, short film (29 minutes) about Greg Price's journey through the health care system is intended to inspire positive change and improvement in the health care system.

Location: Centre Phi - 407 Rue Saint-Pierre Montreal, QC H2Y 2M3

This screening is complimentary to Partnership Conference delegates. Click [here](#) to register.



PROGRAM-AT-A-GLANCE

Tuesday, November 13, 2018	
7:30 - 8:30	Breakfast & Registration
8:30 - 9:00	WELCOME
9:00 - 9:25	OPENING KEYNOTE Simon Kennedy
9:25 - 9:50	Break
9:50 - 10:30	LEADERSHIP SESSION Julie Drury
10:30 - 10:35	session change
10:35 - 11:25	LEADERSHIP SESSION Explore Quebec's New Citizen Health Portal
11:25 - 11:30	session change
11:30 - 11:45	PROTALK
11:45 - 1:00	Lunch
1:00 - 1:40	LEADERSHIP SESSION Digital Future of Health and Care - Canada Amongst the Leaders
1:40 - 1:45	session change
1:45 - 2:35	LEADERSHIP SESSION Making the Case for a National Gateway
2:35 - 2:40	session change
2:40 - 2:55	PROTALK Exploring "Why": Digital Storytelling as a Health Care Quality Improvement Tool
2:55 - 3:15	Break
3:15 - 4:00	LEADERSHIP SESSION ePrescribing's Role in the Fight Against the Opioid Crisis
4:00 - 4:05	session change
4:05 - 4:50	CLOSING KEYNOTE Tim Kelsey
4:50 - 5:00	REFLECTIONS
5:00 - 7:00	EVENING RECEPTION & INDUSTRY SHOWCASE Cinq à Sept

Wednesday, November 14, 2018

7:00 - 7:30	Breakfast & Registration			
7:30 - 8:30	Breakfast & Registration	BREAKFAST SPONSORED SEMINAR BY IRON MOUNTAIN Mission Possible – Health Care Information Governance in Canada	BREAKFAST SPONSORED SEMINAR BY ORION HEALTH Moving EHRs Towards a Transactional System: Lessons from New Brunswick, Quebec, and Alberta	BREAKFAST SPONSORED SEMINAR BY MCKESSON CANADA Adoption of a Provincial PHR: How Hard Can it Be to Sell a “No-brainer”?
8:30 - 8:45		Break		
8:45 – 9:00	WELCOME			
9:00 – 9:50	OPENING KEYNOTE Bringing Canadian Health Care into the 21st Century: Infoway’s Bold New Vision			
9:50 – 10:00	~ flow between sessions ~			
10:00 – 10:30	CONCURRENT SESSION The ACCESS Alliance: Empowering the Ecosystem through Partnership		CONCURRENT SESSION Patient Engagement in Digital Health: Beyond the Focus Group	CONCURRENT SESSION How do Canadians obtain and fill medication prescriptions? Some findings may surprise!
10:30 – 10:40	~ flow between sessions ~			
10:40 – 11:10	CONCURRENT SESSION Opening the Door to the ACCESS Gateway		CONCURRENT SESSION Connecting for Mental Health	CONCURRENT SESSION Interprofessional Education about e-Prescribing and e-Medication Reconciliation
11:10 – 11:30	Break			
11:30 – 12:00	CONCURRENT SESSION Building a Framework for Trust		CONCURRENT SESSION Drivers for Digital Health in First Nations	CONCURRENT SESSION Evolving Towards More Mature EMRs in Quebec
12:00 - 12:15	~ flow between sessions ~			
12:15 - 1:05	CLOSING KEYNOTE To be announced shortly!			
1:05 - 1:15	REFLECTIONS & CLOSING REMARKS			
1:15	Lunch			

DETAILED PROGRAM

Tuesday, November 13th

7:30 – 8:30

Breakfast & Registration

Location: Montreal Foyer & Ballroom (11th floor)

8:30 – 9:00

WELCOME

Location: Montreal Ballroom (11th floor)

Shelagh Maloney

Executive Vice President, Digital Health Engagement and Marketing, Canada Health Infoway

Shelagh Maloney is responsible for managing key stakeholder relationships at Infoway, including those with patients, clinicians and the standards community as well as coordinating engagement strategies across the organization. She is also responsible for coordinating and executing communication and marketing efforts in support of Infoway products and services. Prior to joining Infoway, she held a number of executive positions in the public and private sectors where she honed her relationship management and business development skills. Shelagh holds a B.Sc. in Applied Health Sciences from the University of Waterloo and is a Certified Professional in Health Information & Management Systems (CPHIMS-CA). She has held a numerous board positions at the international, national and local levels, including Vice Chair of SNOMED International and Board Chair of Digital Health Canada. In 2017, Shelagh received the inaugural Women Leaders in Digital Health Award. This award was created to celebrate the top 10 female visionaries who are harnessing the power of IT to transform health and health care in Canada.



Richard Audet

Associate Deputy Minister of Information Technology, Ministry of Health and Social Services

Mr. Richard Audet has held the position of Associate Deputy Minister of information technology at the Ministry of Health and Social Services (MSSS) since June 10, 2013. After graduating with a Bachelor's degree in industrial relations from Laval University, Mr. Audet occupied various management positions at CSST (Commission de la santé et sécurité au travail) and at RAMQ (Régie de l'assurance maladie du Québec) where he served as Executive Vice-President of information technology. His extensive experience in government administration, particularly in the information technology, is a major asset to carry out the mandates he is entrusted at the MSSS.



Please note: part of this session will be presented in French

9:00 – 9:25

OPENING KEYNOTE

Location: Montreal Ballroom (11th floor)

Simon Kennedy

Deputy Minister of Health, Health Canada

Simon Kennedy was named Deputy Minister of Health effective January 21, 2015. Since he joined the department, Health Canada has taken on a national leadership role in responding to the opioids crisis; negotiated agreements with the provinces and territories to allocate \$11 billion in new funding to home care and mental health services; and launched important reforms to pharmaceutical pricing, nutrition labelling, vaping, and tobacco product packaging. Mr. Kennedy has also overseen Health Canada's leadership of the government's initiative to legalize and regulate cannabis, including passage of the *Cannabis Act*.



9:25 – 9:50

Break

Location: Montreal Foyer & Ballroom (11th floor)

9:50 – 10:30

LEADERSHIP SESSION

Location: Montreal Ballroom (11th floor)

Julie Drury

Chair, Patient and Family Advisory Council, Ontario Ministry of Health and Long-Term Care

Julie Drury is the inaugural Chair of the Minister's Patient and Family Advisory Council for the Ontario Ministry of Health and Long-Term Care. Julie is passionate about the patient / family / professional partnership and experience in health. In her role, she facilitates and provides the patient and family perspective in health care policy and decision making. As the mother of a child who was diagnosed with SIFD, a rare form of mitochondrial disease, Julie has particular experience in system navigation, complex care, care coordination, palliative care and patient safety. Julie is a patient advisor, chair, board member with several organizations including; MitoCanada Foundation, MitoNet Patient Partnership Council, Digital Health Ontario, Rare Disease Foundation, Family Advisory Council for the Ontario Provincial Pediatric Palliative Care Steering Committee, Bridge to Home Quality Improvement Initiative with CFHI, Health Quality Ontario, and the Ontario Provincial PFAC Leadership Table. Julie's educational background is in the field of health sciences. As a patient and family advisor she consults and speaks to organizations, government and not for profits regularly on patient engagement, patient partnership, and patient leadership. Julie lives in Ottawa with her husband and son.



10:30 – 10:35

~ session change ~

10:35 – 11:25

LEADERSHIP SESSION

Explore Quebec's New Citizen Health Portal

This session will feature an introduction and live demonstration of Carnet Santé, Quebec's recently launched citizen health portal, which provides consumers with secure access to their health information and other services such as electronic booking of appointments with a family doctor. The demonstration will be followed by a moderated panel discussion that will explore multiple perspective on the experience to date, lessons learned and the evolution of this exciting new service.

Location: Montreal Ballroom (11th floor)



Please note: part of this session will be presented in French

Introduction: Gaël Segal

Vice President, Information Technology Services, Régie de l'assurance maladie du Québec (RAMQ)



Annie Descoteaux

Project Manager, Direction collaboration et partenariat patient (DCPP), Faculty of Medicine, University of Montreal

After her daughter suffered a severe kidney disease, Annie Descoteaux learned about self care management and the importance of being involved in medical decision-making. She is mostly interested in how patients living with chronic diseases develop specific skills and expertise. Annie completed a master's degree in Education and she is a project manager at the *Direction collaboration et partenariat patient* (DCPP) at the Faculty of Medicine of the University of Montreal since 2014. Among other things, she is responsible for managing the expertise of patient partners collaborating on education with the DCPP.



Rose-Marie Bouchard
Régie de l'assurance maladie du Québec

Julien Roy

11:25 – 11:30

~ session change ~

11:30 – 11:45

PROTALK

To be announced shortly!

Location: Montreal Ballroom (11th floor)

11:45 – 1:00

Lunch

Location: Montreal Foyer & Ballroom (11th floor)

1:00 – 1:40

LEADERSHIP SESSION

Digital Future of Health and Care - Canada Amongst the Leaders

Dr. Charles Alessi, Chief Clinical Officer at HIMSS, will broaden the horizon through his international perspective by highlighting the importance of adopting cloud technology and data driven decisions across borders to encourage adoption of more personalized health and care.

Location: Montreal Ballroom (11th floor)

Dr. Charles Alessi

Chief Clinical Officer, HIMSS and Senior Advisor, Public Health England

Charles is a globally recognized and trusted leader in health care. He brings to HIMSS a wealth of experience, particularly around health systems and the interface between health care, social care and the personalization of wellness. He is a physician in south-west London, with more than 25 years of experience in all aspects of clinical practice in the United Kingdom (UK) National Health Service (NHS). Most recently, he served as the Chairman of the National Association of Primary Care, part of the NHS confederation, where he was at the heart of the recent health and social care reforms. Charles presently is the Senior Advisor to Public Health England, leading the dementia program, targeting early diagnosis and care as well as fulfilling key roles in management of air quality, antibiotic prescribing, and digital interventions, particularly those that involve behavioral change. He forms part of the World Health Organization (WHO) Expert Panel that is formulating new guidelines around risk reduction in dementia globally and also leads thought leadership around productive healthy aging. He has extensive experience in military medicine, being a past Medical Director and Director of Clinical Governance for the British forces in Germany and was recently appointed to serve on the Reference Committee tasked with renewing military medicine in the UK.



1:40 – 1:45

~ session change ~

1:45 – 2:35

LEADERSHIP SESSION

Making the Case for a National Gateway

Canadians want and deserve access to their health data and electronically delivered health care services. This is within reach if we create an ecosystem to harness Canadian innovation and promote effective collaborations. The ACCESS Gateway is an ambitious national undertaking designed to change the way Canadians interact with the health care system. This panel will consider the case for creating a national gateway to tackle Canadian health care challenges at national scale and to explore the role of private-public sector co-operation to make it happen.

Location: Montreal Ballroom (11th floor)

Lynne Zucker

Executive Vice President, ACCESS Health, Canada Health Inforoute

Lynne Zucker is responsible for ACCESS Health, a national initiative to give Canadians access to their health information and digitally enabled health services. Prior to joining Infoway in 2009, Lynne worked for more than 20 years in the IT industry, including leadership roles at Sun Microsystems and Apple Computer. She is a professional engineer, holding a BSc in systems design engineering and a MSc in the management of technology, both from the University of Waterloo.



Panelists to be announced shortly!

2:35 – 2:40

~ session change ~

2:40 – 2:55

PROTALK

Exploring "Why": Digital Storytelling as a Health Care Quality Improvement Tool

In many health care quality improvement initiatives, effectively communicating *why* an initiative is important to the lives of patients and families is as important as explaining *what* should be improved and *how* these improvements should be made. Digital Stories are short, first-person "mini-movies" created by patients, family members, and health care providers using their own photos, videos, and voice. These stories can be a compelling way to communicate the "why" of health care QI initiatives with the public, frontline health care workers, administrators, funding organizations, and other health care stakeholders.

Location: Montreal Ballroom (11th floor)

Mike Lang

Filmmaker & Health Services Researcher, Mike Lang Stories

Mike Lang is a health narrative specialist, researcher, filmmaker, and PhD student at the University of Calgary. He has directed and produced three feature length documentaries and two web series in addition to publishing academic research articles and facilitating the creation of over 400 Digital Stories with a diverse cross-section of patients, families and health care providers. Mike's professional and academic focus is on using both Digital Storytelling and documentary filmmaking in a research, quality improvement, advocacy, and therapeutic capacity within health care systems.



2:55 – 3:15

Break

Location: Montreal Foyer & Ballroom (11th floor)

3:15 – 4:00

LEADERSHIP SESSION

ePrescribing's Role in the Fight Against the Opioid Crisis

Our country is facing the greatest public health emergency in recent history and requires every tool and resource to stop the sweeping opioid epidemic. In this session, Bobbi Reinholdt, EVP, PrescriberIT™ sits down with Paul Uhrig, Chief Administrative, Legal and Privacy Officer, Surescripts to examine how national e-prescribing can be part of a comprehensive solution to changing the course of the crisis and what lessons can be learned from the United States' pathway to mandatory e-prescribing of both controlled and non-controlled substances.

Location: Montreal Ballroom (11th floor)

Roberta (Bobbi) Reinholdt

Executive Vice President, PrescriberIT™, Canada Health Inforoute

As a Senior Executive with over 25 years of experience in the pharmacy/drug retail industry, Bobbi has executive experience in pharmacy, operations, information technology and human resources. She has lead a number of planning initiatives, leading organizational transformations, building strong teams with successful outcomes. Bobbi was the Senior VP, Pharmacy at Loblaw Companies Ltd. and prior to that she held a number of positions with Shoppers Drug Mart as Senior VP, National Operations, CIO and Senior VP, Corporate Development. Bobbi has a B.Sc., Pharmacy and began her career as a pharmacist.



Paul L. Uhrig
Chief Administrative, Legal & Privacy Officer, Surescripts

Paul Uhrig is the Chief Administrative, Legal and Privacy Officer for Surescripts. He is responsible for a number of critical corporate functions, including governmental, regulatory, and policy affairs; legal affairs; privacy; security; internal audit; and certification compliance. Prior to joining Surescripts in 2006, Mr. Uhrig represented Surescripts since its inception as its outside general counsel while at Akin Gump Strauss Hauer & Feld. Mr. Uhrig works to bring change to the health care industry and drive interoperability outside of his role at Surescripts by serving as the Vice-Chairman of the Board of Directors of the Sequoia Project, and as a member of the Board of Directors of Enli Health Intelligence, the eHealth Initiative, and the eHealth Initiative Foundation. Until June 2018, he was Chairman of the Board of Directors of DirectTrust. Mr. Uhrig received his law degree from the American University, Washington College of Law, and his Bachelors of Arts in Economics from The University of Notre Dame.



4:00 – 4:05

~ session change ~

4:05 – 4:50

CLOSING KEYNOTE

Location: Montreal Ballroom (11th floor)

Tim Kelsey
Chief Executive, Australian Digital Health Agency

Tim Kelsey is Chief Executive of the Australian Digital Health Agency which is responsible for all national digital health services and systems, with a focus on engagement, innovation and clinical quality and safety. He was formerly National Director for Patients and Information in NHS England – a role which combined the functions of chief technology and information officer with responsibility for patient and public participation. He took up the post in 2012 after serving as the British government's first Executive Director of Transparency and Open Data. He was also National Information Director for health and care in England and Chair of the National Information Board which advises the Secretary of State on national priorities for data and technology. Tim is a leading advocate of a popular knowledge revolution in health and care and, in 2000, was co-founder of Dr Foster, a company which pioneered publication of patient outcomes in health care. He is also an internationally regarded expert in digital transformation of the customer experience in health care. In 2007, he launched NHS Choices, the national online health information service (www.nhs.uk) which now reports around 40 million users per month. In 2014 Tim was named one of the 500 most influential people in the UK by The Sunday Times.



4:50 – 5:00

REFLECTIONS

Location: Montreal Ballroom (11th floor)

17:00 – 19:30

EVENING RECEPTION & INDUSTRY SHOWCASE

Cinq à Sept

Welcome to Montreal: a place known for its diversity, highest number of restaurants per capita in Canada, some of the world's largest festivals and events, and the popular poutine. Montreal is also known for a tradition called Cinq à Sept, a social gathering that takes place after work and prior to the dinner hours (roughly between the hours of 5 pm – 7 pm). Join us for the Partnership Cinq à Sept to indulge in some traditional French hors d'oeuvres and conversations with your fellow conference delegates.

Location: Grande Place (8th floor)

Wednesday, November 14th

7:00 – 8:30

Breakfast & Registration

Location: Grande Place (8th floor)

7:30 – 8:30

BREAKFAST SPONSORED SEMINAR BY IRON MOUNTAIN



Mission Possible – Health Care Information Governance in Canada

With your digital health objectives looming, how is your organization protecting, maintaining and governing information? Join us to review an industry leading best practice adoption model for Information Governance in Health Care. Iron Mountain and the American Health Information Management Association (AHIMA) will present the IG HealthRate™ Information Governance Adoption Model (IGAM). Integrated with data governance and IT governance, the goal is to break down the silos that contribute to insufficient and ineffective information resources that do not adequately support decision-making or mitigate risk by implementing practical IG strategies based on information value.

Location: Viger (8th floor)

Andrea Bacqué

Director, Solutions – Canada, Iron Mountain

An expert in IM/IT with over 25 years of experience, Andrea Bacqué leads the Canadian Solution division and Innovation for Iron Mountain. She acts as a trusted advisor to health care professionals in the domain of Information Governance, Policy and Records Management best practices. Andrea holds an Executive MBA in IT management, is PMP and Change Management certified.



Kathy Downing

Vice President, Information Governance, Informatics and Standards, American Health Information Management Association (AHIMA)

Kathy Downing, MA, RHIA, CHP, PMP is Vice President, Information Governance, Informatics and Standards at the American Health Information Management Association in Chicago. Kathy most recently led the design of AHIMA's Information Governance Adoption Model™ (IGAM) for health care and the creation of AHIMA's consulting arm for IG - IGAdvisors®. Kathy has over 15 years of HIM experience as an HIM Director, Privacy Officer, and IT System Analyst. She has expertise in EHR and has worked with numerous sites during implementations. Kathy received her Master of Arts in Organizational Leadership and is an adjunct faculty member of the University of Cincinnati HIM bachelors' degree program.



7:30 – 8:30

BREAKFAST SPONSORED SEMINAR BY ORION HEALTH



Moving EHRs Towards a Transactional System: Lessons from New Brunswick, Quebec, and Alberta

Emerging technologies have helped shift the focus of the health system from reactive to more managed, preventative care. In Quebec, for example, Remote Patient Monitoring solutions now bridge gaps in the health care system between users and clinicians and empower patients to take control of their personal health. In New Brunswick, eConsult has helped, family physicians providing direct access to specialists to avoid unnecessary referrals. Another example of enabling technology is with Prescription Monitoring Program eAlerts and eAgreements which helps manage monitored drugs prescriptions by bringing awareness to clinicians about patients' receiving monitored drugs from multiple sources. And in Alberta, integrating physician clinics' EMRs with the provincial Netcare EHR and integration with future AHS Connect Care will breakdown siloed patient data. In this executive breakfast, you will learn more about these use cases that leverage existing infrastructures to provide cost-effective, patient-focused care.

Location: St Antoine (9th floor)

Susan Anderson
Managing Director, Orion Health

Susan Anderson is an accomplished digital health strategist with over 20 years of experience in health care informatics. Previously she was the Assistant Deputy Minister and CIO at Alberta Health, where she played a pivotal role in transforming Alberta's health care system into one of the most digitally connected in North America. Susan is a former Director on the board of Digital Health Canada and the Chair for National Community of Interest for EHR Governance.



Annie Doucet
EHR Business Team Lead, New Brunswick Department of Health

Annie Doucet has over 25 years of health informatics with New Brunswick. Her career started with implementing Hospital information systems and moved to Provincial MIS coordinator and Advisor for Access Management, she has a broad experience in both the IT sector and the Health Business sector. Today she helps guide the EHR component of New Brunswick's One Patient One Record Initiative as EHR Business Team Lead.



Martin Trépanier
Director of Operations, Orion Health

Martin Trépanier has more than 15 years of experience in the health care industry. His career has evolved through multiple roles such as clinician, developer, product manager and program manager to leadership roles. He is dedicated to the health care IT industry and has held various positions at global companies and small entrepreneurial enterprises. Today, Martin is involved in rolling out a remote patient monitoring solution in Quebec.



7:30 – 8:30

BREAKFAST SPONSORED SEMINAR BY MCKESSON CANADA

MCKESSON
Canada

Adoption of a Provincial PHR: How Hard Can it Be to Sell a “No-brainer”?

Nova Scotia announced in 2016 that it would provide a full-featured online personal health record for all its citizens, the first province to do so. The launch followed a successful two-year pilot in which doctors and patients rated the portal highly. Two years after the announcement of MyHealthNS, the majority of citizens had yet to get access. New initiatives are being put in place to move the project forward. We will review barriers to fulfilling the promise of this major IT rollout and how those challenges were met, and discuss why innovation can be so difficult in health care.

Location: Ville-Marie (9th floor)

Dr. Stewart Cameron MD, CCFP, FCFP, MAEd
Physician, Family Medicine & Consultant, MyHealthNS

Dr. Cameron has practiced medicine for 37 years in BC, New Zealand and at the Dalhousie Department of Family Medicine. He earned a Masters Degree in Medical Education in 2008 and was designated an IMEX Scholar in 2015. He has published and presented widely on Health Information Technology, Medical Cannabinoids and Medical Faculty Development. In 2017 he was honoured with a Lifetime Achievement Award in Family Medicine Research by the College of Family Physicians of Canada. He served on the Steering Committee for the pilot project on Nova Scotia's Personal Health Record and currently acts as a consultant for MyHealthNS.



8:30 – 8:45

Break

Location: Montreal Ballroom Foyer (11th floor)

8:45 – 9:00

WELCOME

Location: Montreal Ballroom (11th floor)

9:00 – 9:50

OPENING KEYNOTE

Bringing Canadian Health Care into the 21st Century: Infoway's Bold New Vision

Despite increased spending, Canada's health care systems are fragmented and out-dated. Health care has not kept up with other sectors that are continually innovating to improve the customer experience. Join Michael Green as he talks about the transformation that Infoway is leading to turn things around, and the exciting initiatives that are providing Canadians with better health care experiences, improving health outcomes and contributing to the sustainability of our health care system.

Location: Montreal Ballroom (11th floor)

Michael Green

President & Chief Executive Officer, Canada Health Infoway

Michael Green is a strong leader and a creative, strategic thinker who has an international reputation and a proven track record of transforming health care through the use of digital health. He has leveraged international research and innovation to advance the digital health agenda, create jobs and stimulate economic growth in Canada. Michael has been President and CEO of Canada Health Infoway since August 2014. Michael envisions a future where all Canadians can access their health information and interact with their providers from the device of their choice. As President and CEO of Canada Health Infoway, he is leading a national strategy called Driving Access to Care to realize this vision. ACCESS Digital Health and PrescriberIT™ are aimed at providing citizens with tools to manage their health, eliminating paper and faxes, and modernizing the way doctors prescribe medicines, book appointments and communicate with patients and colleagues.



9:50 – 10:00

~ flow between sessions ~

10:00 – 10:30

CONCURRENT SESSION

The ACCESS Alliance: Empowering the Ecosystem through Partnership

The ACCESS Alliance is a Canada Health Infoway lead initiative aimed at enabling and providing a forum for national multi-disciplinary collaborations between the best and brightest minds in the health care system. It is inclusive of participants drawn from our health care ecosystem which include industry, government and non-government agencies. Its members will collaborate on a shared vision and commitment to accelerate the digital transformation of health care for the benefit of all Canadians. The Alliance will work to provide practical solutions to common issues that challenge its vision. Join us and learn about how you and your organization can participate in our commitment to being bold and actionable in health care!

Location: Ville-Marie (9th floor)

Mark Nenadovic

Group Director, ACCESS Health, Canada Health Infoway

Mark Nenadovic is a Group Director with Canada Health Infoway where his team is focused on collaborating with industry and government to enable the spread and scale of innovative solutions and services as part of Infoway's new ACCESS Health program. Previously, Mark lead four of Infoway's pan Canadian electronic health record programs with investments valued at more than \$1 billion. Throughout his career, Mark has worked extensively with hospitals, regional health authorities, provincial and national governments as well as non-government organizations.



Fanny Sie

Partnerships, ACCESS Health, Canada Health Infoway

Fanny brings over 15 years of experience bringing new products and services to market. She has extensive experience in clinical life sciences, medical devices and digital health assets. She specializes in building business strategies that achieve fast and sustained growth for entrepreneurs and executive-level leaders. Fanny is a Radiation Therapist by training and spent 8 years at Princess Margaret Hospital. In 2009, she became a Clinical Applications Business Analyst for Elekta developing and implementing Oncology based EMRs and image guidance technology globally. She was the founder and CEO of The Digital Health Marketplace, a start-up that would make available the expertise and knowledge of luminary physicians, scientists and digital developers in the form of advanced software applications. Fanny was the head of Imaging, Technology and Venture Development at MaRS Innovation. She also worked as a senior member of the commercial



development team for LifeLabs Inc., one of Canada's largest laboratory services provider. Fanny currently leads Canada Health Infoway's ACCESS Alliance Program, a bold movement which brings thought leaders together from the public and private sector for the purpose of collaborative action. This movement enables multi-disciplinary teams to identify and resolve complex problems which hinder access to the healthcare system by Canadians.

10:00 – 10:30

CONCURRENT SESSION

Patient Engagement in Digital Health: Beyond the Focus Group

Bringing the patient voice to matters of digital health is a growing practice that requires adaptation and innovation from the engagement practices used in other fields. What innovative tools and techniques have been tried? What are the implications for digital health? What might future trends in this area be?

Location: St Antoine (9th floor)

Justin Noble

Patients Lead, Digital Health Engagement and Marketing, Canada Health Infoway

Justin Noble leads the development, delivery and evaluation of patient engagement at Infoway. Since joining Infoway, he has been responsible for almost a dozen innovation challenges, working with clinicians, researchers, and the public to improve care and accelerate the adoption of effective digital health solutions. He has previously worked developing and managing health-related social marketing programs. Justin received a BA from McGill and a Master of Public Health from the University of Waterloo.



Patient Partner to be announced shortly!

10:00 – 10:30

CONCURRENT SESSION

How do Canadians obtain and fill medication prescriptions? Some findings may surprise!

Have you ever damaged a paper prescription in the laundry? Or not filled a prescription because it was lost? You're not alone. Learn about the cost of lost or damaged prescriptions and many other findings obtained through the 2018 Perceptions of Canadians on Obtaining and Filling Medication Prescriptions report. It summarizes Canadians' perceptions and behaviours related to prescriptions and supports the recent launch of PrescriberIT™, Canada's national e-prescribing service.

Location: Montreal Ballroom (11th floor)

Bobby Gheorghiu, BBA, MHSc, CPHIMS-CA

Manager, Trending and Performance, Performance Analytics, Canada Health Infoway

Bobby works with diverse stakeholders in government, academia, private and public sectors to develop and monitor performance targets for pan-Canadian projects to ensure widespread adoption of technology and to demonstrate tangible benefits of investments in digital health. Bobby has Bachelor in Business Administration from the Schulich School of Business, York University and a Master's Degree in Health Policy, Management, and Evaluation from the University of Toronto.



10:30 – 10:40

~ flow between sessions ~

10:40 – 11:10

CONCURRENT SESSION

Opening the Door to the ACCESS Gateway

Join us for an update on our Gateway journey. We'll touch on current status of our Application Programmatic Interface, our consent framework, and the target microservices we'll be deploying in initial phases of the Gateway. As well, we'll cover some of early work on the Gateway Roadmap, key choice points, and a multiyear view of where we see the Gateway might be heading.

Location: Ville-Marie (9th floor)

Brad Keates

Group Director, Innovation and Technology, ACCESS Health, Canada Health Infoway

Brad Keates joined Infoway in August of 2018 as Group Director for Innovation and Technology. He is responsible for leading the group that will be designing, building and launching the ACCESS Gateway. He is also tasked with working closely with key e-service providers, technology and integration suppliers and jurisdiction stakeholders to ensure we deliver a robust Gateway solution. Brad brings Canadian, North American and worldwide experience to the role having worked in senior positions for Hewlett Packard and Sun Microsystems over the past 25 years. Brad has led: multinational teams that have launched global services practices in the cloud, big data, and integration areas, software teams for large scale deployment in the core middleware and operating system spaces and the sales and integration efforts for several large health care projects across Canada and elsewhere. Throughout his career he has also led partner/alliance teams, marketing and public relations groups, and a wide variety of sales and business development organizations. He also holds a BMath Degree in Computer Science from the University of Waterloo and holds several Six Sigma quality designations.



10:40 – 11:10

CONCURRENT SESSION

Connecting for Mental Health

Many Canadians lack timely access to mental health services. E-Mental health offers the potential to alleviate challenges facing the health system, while acknowledging patient preferences for a more responsive service. In this session, Infoway's approach for enabling e-services through its ACCESS Health initiative will highlight the opportunity to scale innovative e-mental health services that can have a significant impact on care delivery, meeting the needs of Canadians and transforming the health system.

Location: St Antoine (9th floor)

Speaker to be announced shortly!

10:40 – 11:10

CONCURRENT SESSION

Interprofessional Education about e-Prescribing and e-Medication Reconciliation

The Canadian Association of Schools of Nursing (CASN) and the Association of Faculties of Pharmacy of Canada (AFPC) have been working in partnership with Canada Health Infoway to increase educational content on digital health solutions in nursing and pharmacy programs. In the past year, CASN has focused on developing resources to support nurse educators about e-prescribing. Nurses are critical to the successful implementation of e-prescribing in Canada: Nurse Practitioners are authorized prescribers of medications and treatments, including controlled drugs and substances; and, Registered Nurses are responsible for patient education when an e-prescribing platform is used within an interdisciplinary context. AFPC is leveraging experience from previous pharmacy education projects about digital health to assist nursing and medicine educators. One initiative is focused on safer medication practices by adapting sections of the AFPC e-resource "informatics for pharmacy students" for use in medical, nursing and pharmacy education. Two new interdisciplinary e-resource chapters on e-medication reconciliation and e-prescribing (highlighting PrescribeIT) have been developed. The second initiative is to assess educator needs for an academic electronic health record solution (aEHR). Both initiatives require consultation with nursing, medicine and pharmacy educators. Presenters will share project process, outputs to date, and previews of ongoing work.

Location: Montreal Ballroom (11th floor)

Janet Cooper

Executive Director, Association of Faculties of Pharmacy of Canada

Janet Cooper is the Executive Director of the Association of Faculties of Pharmacy of Canada. Based in Ottawa, AFPC is the national voice for academic pharmacy in Canada, providing leadership and resources to support pharmacy faculties. Janet obtained her BSc in Pharmacy and hospital pharmacy residency certificate from Dalhousie University in Halifax, Nova Scotia. She was a hospital pharmacist in her early career and was with the Canadian Pharmacists Association for many years before joining AFPC in 2017. Janet has been involved in several e-health and e-prescribing initiatives.



Kristine Crosby
Special Projects Manager, Canadian Association of Schools of Nursing

Kristine Crosby is the Manager of Special Projects for the Canadian Association of Schools of Nursing (CASN), an organization that is the national voice for nursing education, research, and scholarship in Canada. Kristine is the lead on multiple nursing education projects and has worked on four phases of digital health projects in partnership with Canada Health Infoway. Kristine has an M.A. from Queen's University and is completing continuing education in project management.



11:10 – 11:30

Break

Location: Foyer (9th floor) & Montreal Ballroom Foyer (11th floor)

11:30 – 12:00

CONCURRENT SESSION

Building a Framework for Trust

Infoway's ACCESS Health program will empower Canadians to better manage their health and strengthen their care teams by supporting digitally-enabled care and services. Working toward a multi-jurisdiction services to increase Canadians' ability to access their health information on a device of their choice relies on a framework of trust. Considering both the 'rules of the road' and necessary technology enablers to build a trusted gateway this session will explore what the critical elements of a trust framework includes and the critical success factors required to maintain the framework.

Location: Ville-Marie (9th floor)

Abigail Carter-Langford
Executive Director, Health Information Governance & Chief Privacy Officer, Canada Health Infoway

As Executive Director, Health Information Governance & Chief Privacy Officer (CPO), Abigail promotes Canada Health Infoway's commitment to addressing health information governance, including the privacy and security of personal health information, throughout the digital health industry and within Infoway. She is also responsible for Infoway's Risk Management, Compliance, Procurement and Legal functions. Abigail previously served as Vice President, Human Resources and CPO for eHealth Ontario and CPO at the University Health Network. A Certified Information Systems Security Professional (CISSP), Certified Information Systems Auditor (CISA) and Certified Information Privacy Professional (CIPP/C), she also holds a Masters in Health Law from Osgoode Hall Law School.



Speaker to be announced shortly!

11:30 – 12:00

CONCURRENT SESSION

Drivers for Digital Health in First Nations

First Nations organizations and communities across Canada are implementing ground-breaking and successful Digital Health applications, all while facing profound challenges including jurisdictional disputes, underfunding, and geographical remoteness, amongst others. Despite these challenges, First Nations communities are experiencing successes. This presentation will showcase the Northern Saskatchewan First Nations health organizations have recently been accessing provincial health systems such as the eHR Viewer and EMR system. While the benefits are clear, the environment in which First Nations typically provide health services is challenging and become the drivers that leverage Digital Health innovation.

Location: St Antoine (9th floor)

Charles Bighead
eHealth Advisor, Northern Inter-Tribal Health Authority

Charles Bighead has been involved with Saskatchewan First Nations eHealth systems since 2000 where he began as the Regional Network Administrator for Health Canada. In 2005, Charles joined the Northern Health Strategy project to address jurisdictional barriers affecting health services. In 2007 joined the Northern Inter-Tribal Health Authority (NITHA) where he is currently their eHealth Advisor



Donna I. Williams, RN, BScN
President, Keesic Health Strategies

Donna Williams is president of Keesic Health Strategies, a firm specializing in First Nations eHealth projects. Donna is an Anishinabe-Qwe from Curve Lake First Nation and is committed to First Nation leadership, direction and values. Donna also leads the Digital Health file at the Assembly of First Nations. In addition to her nursing education, she has completed her certification in Project Management and Diploma in Business Management. Donna lives in Red Lake, Ontario (her mother and grandmother's territory) with her husband and two children.



11:30 – 12:00

CONCURRENT SESSION

Evolving Towards More Mature EMRs in Quebec

EMR solutions have evolved along the years. Initially designed with a billing objective, EMRs contribute more and more within the doctor's practice by providing invaluable information and by supporting the MD day-to-day practice. A few examples in Quebec: integration with the domains of the provincial EHR (= 'DSQ'), e-Referral to specialized services, and more to come...

Location: Montreal Ballroom (11th floor)

Dr. Richard Belley MD, B.Sc
Family Medicine Physician

Dr. Richard Belley is a family medicine physician in practice since 1995. Dr. Belley graduated from the faculty of medicine at Laval University in Quebec City and is still a clinical professor at the same university. Dr. Belley has always been proactive in regard to new technology and is a leader in the implementation of new computer technologies through his medical practice in complex wound care and family medicine. In 2013, he supervised the implementation of an EMR in his Family Practice Unit. Dr. Belley is always on the lookout for new technological innovations, especially if they increase productivity and quality of patient care.



12:00 – 12:15

~ flow between sessions ~

12:15 – 1:05

CLOSING KEYNOTE

To be announced shortly!

Location: Montreal Ballroom (11th floor)

1:05 – 1:15

REFLECTIONS & CLOSING REMARKS

Location: Montreal Ballroom (11th floor)

1:15

Lunch

Location: Grande Place (8th floor)

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