

September 2014

## PLENARY SESSIONS

### Keynote Speaker: Hon. Dr. Eric Hoskins

Dr. Eric Hoskins was first elected to the Ontario legislature as the MPP for St. Paul's in 2009. He was re-elected in 2011 and 2014.

Minister Hoskins currently serves as Minister of Health and Long-Term Care. He was appointed as Minister of Economic Development, Trade and Employment in February 2013. He has previously served as Minister of Children and Youth Services and Minister of Citizenship and Immigration.

Minister Hoskins is also a renowned humanitarian, family doctor and a proud Ontarian with a long and dedicated record of public service.

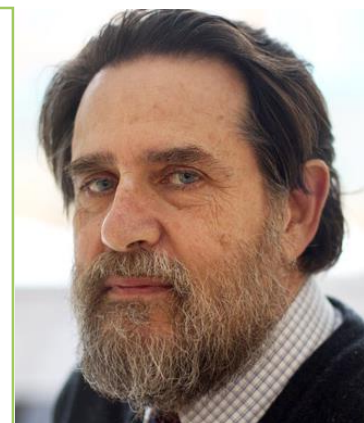


### Opening Plenary: "In Partnership with Patients" – Featuring Sholom Glouberman Wednesday, October 15, 2014 from 12:30 PM to 1:45 PM

#### Speaker Profile: Dr. Sholom Glouberman

Dr. Sholom Glouberman, President of Patients Canada and Philosopher-in-Residence at Toronto's Baycrest Centre for Geriatric Care, will lead conference participants in a thought-provoking exercise designed to prepare you for the conference sessions ahead and challenge you to think differently about how we plan and deliver primary care.

Dr. Sholom Glouberman is a well-respected and knowledgeable health care systems policy analyst and teacher, and he is the president and founder of Patients Canada. In 2005, Sholom underwent a major surgical procedure and became a patient. He thought he could manage his experience as a patient in the system, but he was wrong. He now works to create a whole new education for patients - however sophisticated they are - to cope with the complexities and difficulties posed by being a patient in the system for any length of time. He believes that strengthening the patient voice is critical to improving everyone's healthcare experience.



**Closing Plenary: “In partnership with patients: How far have we come? How far must we go?”  
Thursday, October 16, 2014 from 1:00 PM to 2:30 PM**

Ask the experts: What do patients think about the innovations and knowledge shared at this “In Partnership with Patients” conference? A group of thoughtful and articulate patients will join Sholom Glouberman, President of Patients Canada, and Cathy Fooks, CEO of the Change Foundation and senior health leaders to reflect on what they saw and heard in the conference sessions. From their perspective – Where did they see promising progress? What is their advice for strengthening the patient-provider partnership and optimizing the patient experience?



**Sandra Dalziel**  
Patient/Caregiver Advocate



**Alies Maybee**  
Patient/Caregiver Advocate



**Emily Nicholas**  
Patient/Caregiver Advocate



**Sara Shearkhani**  
Patient/Caregiver Advocate



**Cathy Fooks**  
Change Foundation



**Dr. Tia Pham**  
South East Toronto FHT



**Lisa Priest**  
North East Toronto Health Link

**Sandra Dalziel, Patient/Caregiver Advocate**

Sandra Dalziel's husband, Kevin Leonard lived with Crohn's disease for more than 40 years and he passed away July 15, 2013. A dedicated patient advocate, Kevin believed the healthcare system could be transformed if patients had immediate and timely access to their own health information, allowing them to be more effective in managing their care in partnership with their health providers. Through her experience as Kevin's caregiver, advocate and care team member, Sandra came to understand the significance of her voice and believes it is critical the caregiver voice be acknowledged and valued by health providers.

**Alies Maybee, Patient/Caregiver Advocate**

Alies Maybee's encounters with the healthcare system have contributed to her strong belief that patients need to help drive changes in healthcare. This led her to Patients Canada where she sits on a working group to develop performance measures from the patient perspective. She has represented the patient perspective as a speaker. Alies sits on the Research Management Committee of Technology Evaluation in the Elderly (TVN) and she is also on their patient engagement working group. At her local hospital, Alies participates on an advisory group helping determine the shape of patient participation and is a patient and family advisor on the Hand Hygiene Working Group.

#### **Emily Nicholas, Patient/Caregiver Advocate**

While pursuing what was intended to be a nice straight and narrow path to a career as a physician, Emily Nicholas unexpectedly found herself immersed in the uncharted territory of the patient experience. Emily has been helping Patients Canada bring the patient voice to all levels of health care for five years. Alongside her work with Patients Canada, Emily has worked as a research assistant in the Department of Family and Community Medicine at St. Michael's Hospital in Toronto related to the use of social media as a tool to improve collaboration and communication between health care professionals.

#### **Sara Shearkhani, Patient/Caregiver Advocate**

Sara Shearkhani was a graduate student in economics but had to take a break after her husband was diagnosed with a brain tumour; since then, she has been a family caregiver. She learned to be an advocate for her husband to effectively administer his treatment. This experience led to her advocacy work for patients and family caregivers. Her article, "[An Untold Suffering](#)", was an attempt to give other family caregivers courage to talk about their problems and feelings. She believes in supporting local family caregivers' support groups and promoting self-advocacy for them. She is now trying to change her field of study to health policy.

#### **Cathy Fooks, Change Foundation**

Cathy Fooks is the President and Chief Executive Officer of The Change Foundation, an independent policy think tank, intent on changing the health care debate, health care practice and the health care experience in Ontario. Cathy assumed this position in January 2007, bringing with her proven leadership skills at a national level and more than 20 years' experience in health policy research.

#### **Dr. Thuy-Nga Pham, South East Toronto Family Health Team**

Dr. Tia Pham is an academic family physician and assistant professor at the University of Toronto, serving patients in her clinic, doing home visits, and following patients in the hospital. She is the physician lead of the South East Toronto Family Health Team, which was awarded Family Practice of the Year 2012 by the Ontario College of Family Physicians. South East Toronto Family Health Team is now the lead organization for the East Toronto Health Link. As the deputy chief of the department of family medicine at the Toronto East General Hospital, Tia cares passionately about improving patient experiences as they traverse from primary care into acute care and back again.

#### **Lisa Priest, North East Toronto Health Link**

Lisa Priest is the Director and Patient Engagement Lead of the North East Toronto Health Link at Sunnybrook Health Sciences Centre. Prior to that, she was a health reporter, columnist and editorial writer at The Globe and Mail. Her work on breast cancer detection and treatment twice won the Michener Award, Canada's top honour for public-service journalism. She is the author of three books, including *Operating in the Dark: The Accountability Crisis in Canada's Health Care System*. She is a fellow of Massey College, University of Toronto. She sits on the editorial advisory board of the Canadian Medical Association Journal.