



## Conference Summary & Highlights

The **2017 Health Innovation Summit: Inspiring Tomorrow's Healthcare** was a day dedicated to bringing a group of stakeholders – with a unique cross-section of expertise, community involvement and experiences within the healthcare system - together to identify the preferred future of health care in our province. The **2017 Summit** worked towards initiating a number of calls to action for all stakeholders – both patients and providers alike - that will build a solid foundation for delivering high quality, safe patient care and answer the questions: what do the people of Saskatchewan want out of their healthcare experience, and how do we grow a meaningful and sustainable patient-centred system?

The **2017 Summit** brought together dynamic and inspirational expert speakers served as the framework for sparking conversation and providing the fundamental and thought-provoking information that will be key in developing a well-rounded, informed, action-oriented strategy.

### Summary:

The overall day was comprised of innovative speakers, a networking luncheon, and an interactive information gathering session (World Cafe) with all participants to help build the basis from which the Health Innovation Steering Committee will develop a comprehensive call to action strategy.

### Keynote Speaker:



Gregg Brown, Change Management Specialist

#### *Change Is Not A Dirty Word: 5 Strategies To Engage In Change*

People are doing more – faster, better and with less. In today's environment, the ability to efficiently and effectively handle change is critical to your success - as an individual and an organization. And with relentless pressure from organizations to continue on this trajectory, things aren't slowing down. So the question begs to ask, how do you keep up? As individuals, we need to enhance our ability to be fluid as there's no end to the continuous changes that happen within an organization and in our lives. The impact of these changes can sidetrack your people and stall your organization. These days, people find it

extremely challenging to keep up with change in their organizations given the relentless pressure to do more, faster and better. Without a high Resilience Intelligence (RQ), it can be difficult to stay on top of all the change and be strategic in our response. In this interactive, powerful, thought-provoking keynote, participants will gain a unique perspective and acquire the critical mindset and skills needed to deal with multiple changes that they can immediately put to use.

To learn more about Gregg , check out his biography in the [Summit Conference Guide](#).

### **World Café:**

World Café is a dynamic and interactive method used to spark diverse conversation, open minds to other views, share ideas and engage in creative and critical thinking.

The inaugural ***Health Innovation Summit was*** an exceptional opportunity to gather innovative ideas and solutions from an unique cross-section of expertise, community involvement and experiences within the healthcare system. The Summit used the conversations created during the World Café to gather input into the future of healthcare in the province. Through these conversations, participants discussed three (3) questions as they related to different aspects of our healthcare system.

1. What do we do well within the current healthcare system?
2. What gaps do you see?
3. What actions or innovations need to be taken, and by whom, to address these gaps?

[Click here](#) to view the notes gathered from the World Café conversations.



# Health Innovation Summit

Inspiring Tomorrow's Healthcare

Queensbury Convention Centre, Regina  
November 15, 2017

[2017healthsummit.ca](http://2017healthsummit.ca)



## Summit Overview

Change provides us with the opportunity to do something amazing, to seize the moment, to be leaders, and to make a difference.

At a time of transformational change in Saskatchewan healthcare, we have before us an opportunity like none other - to transform our healthcare experience. We have an opportunity to be leaders in our own healthcare and to develop an environment that supports and grows innovation, while keeping the patients' needs and experiences at the centre of care.

How do we achieve this? By supporting a largescale mindset shift to look differently at ways to identify what is working, and what changes are possible. We do this by listening to the voices that make up our communities and inspire improvements in the healthcare experience – the patients and their families who seek answers and comfort in their healthcare system, the professionals who see the system in action every day, and the business and community leaders who continue to make this province strong.

Through empathy, empowerment, and leadership, we can develop a system that is streamlined and uncomplicated; a system that is easy for patients and their families to navigate and gain access to the services and information they need; and a system that provides our healthcare professionals the support and resources they require to deliver patient-centred care. It is through this lens we can create positive patient experiences in a true healthcare system, rather than a sick care system.

The *Health Innovation Summit: Inspiring Tomorrow's Healthcare*, is a day dedicated to bringing a group of stakeholders – with a unique cross-section of expertise, community involvement and experiences within the healthcare system - together to identify the preferred future of health care in our province.

The *Health Innovation Summit* will strive to initiate a number of calls to action for all stakeholders – both patients and providers alike - that will build a solid foundation for delivering high quality, safe patient care and answer the questions: what do the people of Saskatchewan want out of their healthcare experience, and how do we grow a meaningful and sustainable patient-centred system?

## Summit Goals

The *Health Innovation Summit: Inspiring Tomorrow's Healthcare* is devoted to:

- Open and transparent conversations regarding what people want out of their healthcare experience.
- Sharing knowledge and insight on how to grow a meaningful and sustainable patient-centred system.
- Developing calls to action for all stakeholders - both patients and providers alike - that will build a solid foundation for guiding delivering high quality, safe patient care.

## Agenda

- 10:30 am** | **Welcome**  
*Greetings from the Ministry of Health, Honourable Jim Reiter*
- 10:45am** | **Transforming the Care Experience**
- *Dr. Marlene Smadu RN EdD, Summit Steering Committee Chair*
  - *Tracy Zambory RN, President, Saskatchewan Union of Nurses*
- 11:00 am** | **Keynote Presentation**  
***Change Is Not A Dirty Word: 5 Strategies For Engaging In Change***
- *Gregg Brown, Change Management Specialist*
- Lunch (provided)**
- 12:15 pm** | **Keynote Presentation**  
***How to Mobilize 100,000 People into the 21st Century***
- *Brenda Huband, Vice-President and Chief Health Operations Officer, Central and Southern Alberta, Alberta Health Services*
  - *Sean Chilton, Vice-President Collaborative Practice, Nursing & Health Professions*
- 1:00 pm** | **Sparkling Conversation to Inspire Change**  
*Showcasing innovative ways to advance the delivery of healthcare.*
- *Immersive Content & Virtual Reality – Mike Wesolowski, Luxsonic Technologies*
  - *Accountable Care: Patient-Centred Collaborative Problem-Solving – Dr. David McCutcheon, Regina Qu'Appelle Health Region & Donna Trainor RN, Saskatchewan Union of Nurses*
  - *Med.Hack(+)* – Adam McInnes
- 2:00 pm** | **Lessons for Better Patient Care**  
*The optimal future for healthcare in Saskatchewan, from the patient perspective.*
- Perspectives Panel:*
- *Bruce Willis, KPMG*
  - *Dr. Dennis Kendel, Vice-Chair, Health Quality Council*
  - *Cindy Dumba, Patient & Family Advisor*
  - *Rachel Desnomie, Registered Psychiatric Nurse (RPN)*
- Moderated by Jennifer Graham, Canadian Press*
- 2:45 pm** | **World Café: Inspiring Tomorrow's Healthcare**
- 4:30 pm** | **Greetings from the Saskatchewan Health Authority, R.W. (Dick) Carter**  
**Next Steps & Closing**

## 11:00 am | Keynote Presentation

### *Change is Not a Dirty Word: 5 Strategies to Engage in Change*

Gregg Brown, Change Management Specialist



People are doing more – faster, better and with less. In today's environment, the ability to efficiently and effectively handle change is critical to your success - as an individual and an organization. And with relentless pressure from organizations to continue on this trajectory, things aren't slowing down. So the question begs to ask, how do you keep up? As individuals, we need to enhance our ability to be fluid as there's no end to the continuous changes that happen within an organization and in our lives. The impact of these changes can sidetrack your people and stall your organization. These days, people find it extremely challenging to keep up with change in their organizations given the relentless pressure to do more, faster and better. Without a high Resilience Intelligence (RQ), it can be difficult to stay on top of all the change and be strategic in our response. In this interactive, powerful, thought-provoking keynote, participants will gain a unique perspective and acquire the critical mindset and skills needed to deal with multiple changes that they can immediately put to use.

#### Biography

Gregg believes we are all leaders regardless of our job titles and we all have the ability to shift people's mindset during change. He is the author of Ready, Set, Change..AGAIN!.

Gregg is passionate about creating great speaking experiences that engage people with practical tools to make their work lives better. A high-energy speaker, Gregg will share ways to break out of status quo thinking and discover people-centric approaches that actually work. His pragmatic focus is grounded in science, leavened with humour and strengthened by his flair for telling it like it is.

Gregg has worked extensively in the health care sector, in urban, rural and remote settings. Gregg began his career teaching life skills to one of the most challenging (yet interesting!) groups of people: prisoners in federal penitentiaries. He transitioned into leading education and organizational change initiatives in large health care organizations, as well as consulting with leaders and executives on individual behavior change.

He holds a Master's Degree from the University of Leicester in the UK, with a focus on organizational psychology, leadership and performance and is an Associate Member of the American Psychological Association.

As part of giving back to the community, Gregg volunteers with the Ontario Palliative Care Network and advocates for improved access to hospice/palliative care for low income seniors.

[www.greggbrown.ca](http://www.greggbrown.ca)

## 12:15 am | Keynote Presentation

### *How to Mobilize 100,000 People into the 21st Century*

Sean Chilton, Vice-President Collaborative Practice, Nursing & Health Professions, Alberta Health Services

Brenda Huband, Services Vice-President and Chief Health Operations Officer, Central and Southern Alberta, Alberta Health Services

Alberta is almost nine years into its transformation into a province wide, fully integrated health system. Brenda Huband and Sean Chilton, two members of Alberta Health Services' Executive Leadership Team, have been involved in this transformation from day one and will share the Alberta experience. Their presentation will cover the organization's early work to amalgamate 12 separate health entities, as well as its ongoing work to get the most out of the province wide model. Brenda and Sean will talk about Alberta's experiences, mistakes and accomplishments related to integration, quality and safety, workforce engagement and financial sustainability.

#### Sean Chilton

In his role as Vice-President of Collaborative Practice, Nursing and Health Professions, Sean Chilton leads the provincial program of Health Professions, Strategy and Practice (HPSP) and Midwifery Services. Sean is a visionary leader with excellent interpersonal and communication skills. He has created sustainable, positive working relationships with diverse stakeholders inside and outside of the health sector and is a well-respected leader in AHS.

Sean graduated from the Royal Oldham School of Nursing as a registered nurse. He was working as a nurse in ICU when he responded to a recruitment ad from Alberta in the early 1990s. Within six months he was in Grande Prairie working in Emergency and Day Surgery at the QEII Hospital. In the 21 years he was based in Grande Prairie, Sean worked as a nurse, program leader, regional manager, director, corporate business officer and vice-president before moving to Edmonton for a short period of time as Senior Vice-President for Regional Hospitals. His clinical and corporate leadership experiences cover a variety of areas, in rural and urban settings, including: clinical operations, medical affairs, quality improvement and patient safety, privacy, emergency response, primary care, and public health programs. For the last five years, Sean served as Chief Zone Officer for South Zone and during that time sought to create an energetic team and re-engage and re-establish positive working relationships with communities, including the local indigenous populations.

#### Brenda Huband

Brenda Huband is currently the Alberta Health Services Vice-President and Chief Health Operations Officer, Central and Southern Alberta which includes accountability for health services delivery to 2.3 million people in Central and Southern Alberta through a staff complement of 38,880 FTE (approx. 54,700 employees) and an operating budget of approximately \$4.3 billion. Brenda is a proven progressive leader with extensive experience in the Alberta health system including rural, regional and urban health settings, focusing on acute care, continuing care, indigenous health, seniors' health, public health and administration.

Born and raised in Alberta, Brenda graduated from the Royal Alexandra Hospital School of Nursing, subsequently earning a Bachelor of Science in Nursing (with distinction) at the University of Alberta and a Master of Science in Administration (Health Services) at the Central Michigan University. Ms. Huband also holds the designation of Certified Health Executive (CHE) with the Canadian College of Health Leaders.



## 1:00 pm | Sparking Innovation to Create Change

### *Showcasing innovative ways to advance the delivery of healthcare*

#### Luxsonic Technologies: Creating immersive medical technologies to improve education, training, & patient care

Mike Wesolowski, Luxsonic Technologies

Luxsonic is a technology company that believes the future of medicine is immersive and is dedicated to enhancing healthcare through the development of pioneering content and applications to make that immersive future a reality. Immersive technologies like virtual reality are set to revolutionize medical education, training, and healthcare delivery.

- Education - Research has shown that the use of immersive technology in teaching environments has a positive impact on learning outcomes.
- Training - In a medical training program, a particular scenario may only be experienced once by the participants. Luxsonic's immersive technologies allow trainees to virtually experience procedures until they get the most out of their training.
- Patient Care - Medical procedures can cause patients stress and anxiety. Luxsonic's immersive technologies allow patients to prepare for procedures in a safe, stress free environment with the goal of improving patient care and experience.

#### Accountable Care: Patient-Centred Collaborative Problem-Solving

Dr. David McCutcheon, Regina Qu'Appelle Health Region & Donna Trainor RN, Saskatchewan Union of Nurses

Based on the past two years of collaborative efforts between their respective organizations, Dr. David McCutcheon and Donna Trainor will share strategies and tools for developing authentic and sustainable partnerships for quality improvement that result in measurable benefits for team performance and healthcare delivery.

Dr. McCutcheon and Donna will highlight practical examples from Accountable Care Units and Synergy in Emergency Departments.

#### Med.Hack(+): Driving Innovation in Healthcare

Adam McInnes, Med.Hack(+)

Med.Hack(+) is changing healthcare by bringing ideas and makers together. People in the OneHealth realm need technology to streamline their work. Med.Hack(+) brings them -- and their ideas -- together with developers, business, and a rapid development model to quickly create innovative solutions.

Med.Hack(+) attracts some of the best developers in the region who, in turn, can create solutions very quickly (in the duration of a weekend!) and have business and law assistance on-hand to ensure that, as ideas are created, the business model is created as well. They have people from the OneHealth field bring their ideas and technological needs to the table, and pair it with the business and development side to create a solution.

By bringing all the necessary parties together, Med.Hack(+) is able to create end-to-end solutions to completion within the duration of a weekend!

## 2:00 pm | Lessons for Better Patient Care: A Perspectives Panel

What does our healthcare system look like through the eyes of the patient? How can we support our patients and their families to better understand and use the healthcare system? What successes can we learn and build from? What actions or innovations need to be taken to address the gaps? How do we build better teams to improve the healthcare experience?

**Moderated by journalist, Jennifer Graham, from the Canadian Press,** the perspectives panel will look at the patient care experience through the eyes of the patient and their family, practitioner, and stakeholder, to spark the conversation around creating the optimal future for healthcare in Saskatchewan.

### *Rachel Desnomie, Registered Psychiatric Nurse (RPN)*



Rachel is a front-line care provider who is passionate about nursing and continuously strives for excellence in her profession. She received her Psychiatric Nursing Diploma from Saskatchewan Polytechnic in 2013. She spent her first year of nursing in Regina General Hospital on acute psychiatry, she then spent the following three years at Parkside Extendicare (Regina) where she found her love for geriatric services before moving to Elmview Quick Response Unit. Since 2015 Rachel has been a Registered Psychiatric Nurses Association of Saskatchewan (RPNAS) council member and is currently serving her second term in that role. She is also a member of the Saskatchewan Federation of Labour Aboriginal Committee. More recently, she was appointed as a RPNAS representative on the University of Regina Senate.

### *Bruce Willis, Partner, KPMG Canada*



Bruce is a Partner and the Leader of KPMG's Advisory Services practice in Saskatchewan. He has over 30 years of professional service experience, focusing on providing assurance and risk-based business advisory services to the public sector, publicly-traded companies and private organizations. Over the past several years, Bruce has also facilitated dozens of consultative sessions with the public, stakeholders, senior management, Board of Directors, and Audit Committees to support strategic planning, business process improvement, risk assessment and risk management projects. Bruce has extensive expertise performing advisory and assurance engagements for public sector entities, including: higher-education, not-for-profits, executive government (i.e., ministries), Crown corporations, special purpose agencies and boards.

### *Cindy Dumba, Patient and Family Advisor*



Cindy's passion to empower patients and their families to have a voice began with her interaction with the healthcare system as the main companion, care giver and advocate for both her parents when they became chronically ill at an early age. Following her own involvement in the system, with a knee replacement, Cindy became active in a patient focus group and first learned *The Patient First* initiative was well underway and that patient voices were being invited and valued in the system. Cindy has been active both at the local, provincial, and national level as a Patient and Family Advisor, focused on providing patients and families a voice and an active role in their own healthcare through communication and education.

### *Dr. Dennis Kendel, Vice-Chair, Health Quality Council*



Dr. Kendel has a deep interest in healthcare quality improvement. At the national level he served in governance roles with the Canadian Health Services Research Foundation and the Health Council of Canada. Provincially he has served on the board of the Health Quality Council since 2002 and is currently the Board Vice-Chair. He served on the three member panel that advanced recommendations for restructuring of our health system in Saskatchewan. One of the key goals of that restructuring plan is better service integration.

## 2:45 pm | World Café: Inspiring Tomorrow's Healthcare

World Café is a dynamic and interactive method used to spark diverse conversation, open minds to other views, share ideas and engage in creative and critical thinking.

The *Health Innovation Summit* is an exceptional opportunity to gather innovative ideas and solutions from an unique cross-section of expertise, community involvement and experiences within the healthcare system. The Summit will use the conversations created during the World Café to gather input into the future of healthcare in the province.

Through these conversations, we hope to answer three (3) questions as they relate to different aspects of our healthcare system.

### Discussion Questions

1. *What do we do well within the current healthcare system?*
2. *What gaps do you see?*
3. *What actions or innovations need to be taken, and by whom, to address these gaps?*

### Discussion Themes

- Communication (between providers, to patient/family, etc.)
- Navigating the system (continuity of care, smooth transitions for patients, etc.)
- Patient/family inclusion and education
- Safe and compassionate care
- Practitioner access to technology
- Social determinants of health
- Culturally safe care
- Quality improvement initiatives
- Quality healthcare workplaces
- Mental health
- Addictions
- Rural and remote access and services
- Long-term care
- Primary healthcare (access to, integration of services, etc.)
- Emergency departments
- Indigenous health
- Home care & Community health
- Palliative care

Participants will have the opportunity to engage in conversations on three (3) different discussion themes.

The information collected during the World Café will help to guide and inform the Health Innovation Steering Committee as they develop calls to action and recommendations to inspire innovation and improvement in our healthcare system.

## Health Innovation Steering Committee

Led by Dr. Marlene Smadu, in partnership with the Saskatchewan Union of Nurses, the Health Innovation Steering Committee brings together healthcare professionals, business and community leaders, with the common goal of identifying opportunities to share ideas and solutions to create high quality, sustainable health care in Saskatchewan.

Visit [2017healthsummit.ca/#committee](http://2017healthsummit.ca/#committee) to learn more about each individual.



**Dr. Marlene Smadu RN EdD**  
*Steering Committee Chair*



**Tracy Zambory RN**  
*President*  
*Saskatchewan Union of Nurses (SUN)*



**Dr. David Gregory RN PhD**  
*Dean, Faculty of Nursing*  
*University of Regina*



**Dr. David McCutcheon**  
*Vice-President*  
*Regina Qu'Appelle Health Region*



**Joanne Petersen RN**  
*President*  
*Saskatchewan Registered Nurses*  
*Association (SRNA)*



**Victor Thomas Madmin. C.Dir**  
*President*  
*Global Bridgeway*



**Dr. Ayman Aboguddah**  
*Cardiologist*  
*Regina Qu'Appelle Health Region*



**Craig Bell**  
*COO, Executive VP Assets*  
*Investment Group*



**Bruce Willis**  
*Partner*  
*KPMG - Canada*



**Sanj Singh MBA**  
*President*  
*LMI*



**Donna Trainor RN**  
*Executive Director*  
*Saskatchewan Union of Nurses (SUN)*



**Amber Alecxe PhD(c)**  
*Director of Government Relations*  
*Saskatchewan Union of Nurses (SUN)*





The 2017 Health Innovation Summit has been hosted by the Saskatchewan Union of Nurses.