

# MOBILIZING TO RESPOND TO COVID-19



**74%**  
**AGREE**  
(70% IN Q.C.)

**THE FEDERAL  
GOVERNMENT SHOULD  
PLAY A BIGGER ROLE IN  
HEALTHCARE THAN IT  
DOES TODAY**

WHAT'S THE  
NEW NORMAL? **ABACUS DATA**

**HealthCareCAN**  
Leading. Innovation. Together.



**SoinsSantéCAN**  
Leadership. Innovation. Collaboration.

17 York Street, Suite 100  
Ottawa, Ontario, K1N 5S7

1-855-236-0213  
info@healthcarecan.ca  
www.healthcarecan.ca

# 2020 ANNUAL REPORT

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**Rob MacIsaac**  
CHAIR, BOARD OF DIRECTORS

## Message from the Chair of the Board of Directors and the President and Chief Executive Officer of HealthCareCAN

As the only pan-Canadian voice dedicated to representing Canada's healthcare and health research institutions, HealthCareCAN champions the issues of importance to our members with governments and the public. With the COVID-19 pandemic presenting historic challenges to the health care system in Canada and around the world, 2020 was a year like no other.

During this past year of enormous and unpredictable challenges for many in our sector, HealthCareCAN worked to ensure that our members' research was not forgotten in government policy, leadership, or funding. In the face of growing crises, we intervened on numerous occasions with political leaders to remind them of their obligations and to maintain research as a key factor in solutions to overcoming the pandemic and its enormous impact on public health and Canadian society.

We united Canada's health research centres to ensure a government response that recognized our member's needs across the country. The results of this concerted effort were impressive:

- \$450 million in federal funding tailored to the needs of our members, and the continuation, rather than abandonment, of ongoing research.
- \$291 million in COVID-19 research funds.
- Access to the \$3 billion set aside for COVID-19 related infrastructure costs for healthcare institutions and hospitals.

These are but a few of the many priority advocacy issues that we advanced on behalf of members. Throughout the year, HealthCareCAN worked tirelessly to promote and advance many other member issues, helping form health policy, inform government activities and enabling advocacy activities such as meetings with members of Parliament, policymakers and others.

HealthCareCAN is known for its government and policy connections, services and strategic approach. We are small, but we punch well above our weight when it comes to our impact and outcomes.

We hope you enjoy this report, which provides a snapshot of HealthCareCAN's activities on behalf of our members in 2020. We know our job is not finished. Post-COVID there will be much work for HealthCareCAN to do on your behalf, and we look forward to pressing forward to create a brighter future for Canadian healthcare.



**Paul-Émile Cloutier**  
PRESIDENT & CEO

# OUR BOARD OF DIRECTORS



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**CHAIR, BOARD OF DIRECTORS**

PRESIDENT & CEO  
HAMILTON HEALTH SCIENCES CENTRE

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*Newfoundland and Labrador*



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COVENANT HEALTH

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**CO-CHAIR, VICE PRESIDENTS  
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& SCIENTIFIC DIRECTOR, LAWSON HEALTH  
RESEARCH INSTITUTE  
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VANCOUVER COASTAL HEALTH AUTHORITY

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**Dr. Andrew Smith**

PRESIDENT & CEO  
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**Ms. Cathy Ulrich**

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**Dr. Arika Lafontaine**

PRESIDENT-ELECT  
CANADIAN MEDICAL ASSOCIATION  
CHAIR, INDIGENOUS HEALTH ALLIANCE  
MEMBER-AT-LARGE



**Mr. George Weber**

MEMBER-AT-LARGE



# OUR ADVOCACY *IN ACTION*



Throughout 2020, HealthCareCAN has worked tirelessly in the press, with government leaders and alongside our partners to ensure Canada's hospitals, health research institutes, and health organizations receive the urgently-needed federal support to address the challenges brought on by the COVID-19 pandemic and continue their crucial work in keeping Canadians healthy and safe.

**41**

## APPEARANCES IN THE NEWS MEDIA

Including interviews and op-eds in [The Hill Times](#), the [Globe and Mail](#), [The Toronto Star](#), [CBC News](#), [Radio Canada](#), [The Current](#), [iPolitics](#) and [more](#), to call for increased federal funding and leadership in health and health research and to prioritize the mental health and wellbeing of frontline health workers.

**3**

## INVITATIONS TO FEDERAL COMMITTEE MEETINGS

Including the [House of Commons Standing Committee on Health](#) with UHN's VP of Research, Dr. Brad Wouters, and the [House of Commons Standing Committee on Finance](#) with Bruyere's VP of Research, Dr. Heidi Sveistrup, to advocate for increased federal support for the health research community.

**50+**

## LETTERS TO FEDERAL LEADERS

Including letters to [Minister McKenna](#) to advocate for the inclusion of research institutes in federal infrastructure funding programs, as well to [Prime Minister Justin Trudeau](#) to request additional support to increase health system capacity and its ability to recover from the fallout of the pandemic.

**129**

## MEETINGS WITH FEDERAL MINISTERS MPs & LEADERS

Including Patty Hajdu, Kirsty Duncan, Deb Schulte, Nipun Vats, Mona Fortier and Dr. Michael Strong, among many others. These meetings were held to discuss the need for increased funding for health research, addressing health system capacity challenges and access to health infrastructure funding opportunities.

How does this help our members?

**\$450 MILLION**

SECURED IN FUNDING FOR HEALTH RESEARCH

**\$84 MILLION**

IN EXTENDED SUPPORT FOR HEALTH RESEARCH

ACCESS TO

**\$3 BILLION**

INFRASTRUCTURE FUND

...and a better understanding at the federal level that our sector is *fundamental to a healthy and prosperous economy.*

# RESPONDING TO YOUR EVOLVING NEEDS

CHA Learning – HealthCareCAN’s professional development division – is Canada’s only *national* online healthcare learning provider. We know that COVID-19 has had a dramatic impact on HealthCareCAN members. We also know that all resources are quickly being redirected, reprioritized and will be scarce for the foreseeable future. CHA Learning remains committed to empowering the staff at our member organizations, and throughout the entire health system, with the knowledge and skills to lead through difficult times like these, and to serve our members – and all health professionals – in any way we can.

## BREAKING DOWN BARRIERS TO ACCESS E-LEARNING OPPORTUNITIES



### SPECIAL OFFER - LEADS INSPIRED LEADERSHIP PROGRAM

When times got tough, CHA Learning [made it as easy as possible](#) for health professionals to enhance their leadership skills so that they may lead the important changes sure to come.

This meant providing a more flexible, affordable and accessible [LEADS Inspired Leadership Program](#), which included affordable installment payments, an additional four months to complete the program and a \$200 discount toward the Canadian College of Health Leaders’ CHE Select Program.

We are delighted to report that record numbers of healthcare professionals benefited from this exclusive offer to strengthen their organizations’ response to the growing crisis.



### TWO FREE COURSES FOR MEMBERS

As our member organizations were forced to channel all available resources and funds to support critical care needs, CHA Learning kept true to its commitment of serving our members to the best of their ability.

In March 2020, CHA Learning made available, [free of charge](#), two of its most popular Express courses, [Engage To Influence Change](#) and [Time Management](#), knowing they would be of great use to the health system during the crisis.

We were pleased that almost 1,000 learners took advantage of this limited-time offer, and are happy to have contributed to reducing health system expenses during a time of great need.



### 2020 ANNUAL MEMBER SCHOLARSHIP

For many HealthCareCAN members, the annual [CHA Learning Member Scholarship](#) (used towards any CHA Learning program of a Member’s choice) is one of the most valuable benefits of membership. More and more, members are further leveraging the value of this scholarship by using it as part of a strategy to engage staff in their own professional development.

For example, some HealthCareCAN member organizations [conduct a call for nominations](#) to help identify a deserving individual from their organization to grow their knowledge and skills to support innovation and transformation. We encourage, and stand ready to assist, all members in adopting this innovative approach to staff engagement.

## PREPARING LEADERS FOR FUTURE CHALLENGES

### WEBINARS JUST FOR YOU!



#### "WORK 2.0 REBOOT" THE OLD NORMAL IS GONE

HealthCareCAN members have prioritized protecting the health and safety of their incredibly important workforce, and the COVID-19 pandemic has only made this effort more critical. In response to this pressing need, HealthCareCAN partnered with Howatt HR Consulting to offer [an exclusive webinar](#) that provided members with the tools and resources necessary to help address this growing issue, and engage staff in constructive dialogue to ensure a psychologically healthy, safe and productive workforce.

Topics covered included: how employees may cope with change differently, how to evaluate where employees are with respect to their readiness to return to work, factors that negatively impact employee psychological safety and mental health, how to proactively impact employee mental health and how to prepare leaders.

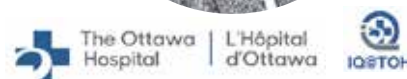
This incredibly popular webinar attracted participants from across Canada and helped our members spark the important conversations needed to safely return to work.

#### BUILDING QUALITY IMPROVEMENT CAPACITY

The Ottawa Hospital (TOH), one of Canada's largest academic health science centres, has created its Innovation Framework, a unique, reliable and evidence-based quality improvement (QI) methodology combining knowledge and wisdom leading methodologies into a comprehensive and practical framework for the healthcare system.

CHA Learning partnered with TOH and one the lead architects of this framework, Samantha Hamilton, Director of Quality, Patient Safety & IPAC to bring this valuable knowledge and skills to health system by launching the Quality Improvement Leadership elearning course in the summer of 2020. They then followed this up by providing a free workshop to help spread awareness and understanding of the framework.

Clinical and non-clinical healthcare professionals of all roles and levels joined the workshop and walked away with a better understanding of common challenges and barriers to successful QI projects and insight into critical leadership skills required to facilitate effective QI projects.



## CHA LEARNING IS GREAT, BUT DON'T TAKE OUR WORD FOR IT...

### FIND OUT WHAT OUR STUDENTS HAVE TO SAY!

*"This was a very positive learning experience. This course had so many learning tools to take away from it that would make your job so much easier. Very easy to follow and understand. Very educational. There were many things in this course that I will take with me to work. GREAT EXPERIENCE!"*

- LEADERSHIP EXPRESS STUDENT

*"My experience with CHA Learning and everyone in the HIM program far exceeded my expectations. I learned so much in the two-year program and am able to apply so much of this knowledge to my workplace. The best part about this program - I was able to continue working full time while completing the program."*

- HEALTH INFORMATION  
MANAGEMENT PROGRAM GRADUATE

*"I would strongly recommend the PCCL course to others in health care because it goes beyond theory and challenges you to think about people-centred care differently and put your learning into practice. The knowledge and experience I have gained through this course so far is both invigorating and humbling."*

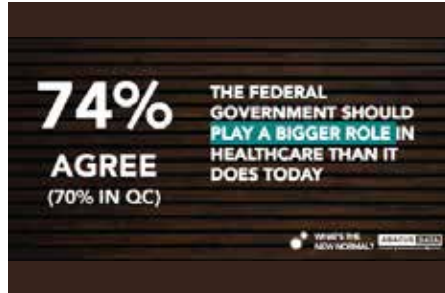
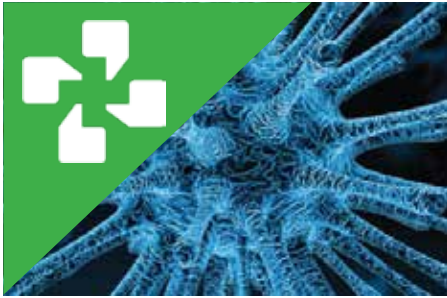
- PEOPLE-CENTRED CARE  
LEADERSHIP PROGRAM GRADUATE

*"Thank you for offering the Food Service and Nutrition Management program in an online, flexible and self-paced format. This program exceeded my expectations! I highly recommend this program for anyone interested in a career in healthcare food service."*

- FOOD SERVICE AND NUTRITION  
MANAGEMENT PROGRAM  
GRADUATE



# IMPROVING POLICY, IMPROVING HEALTH



## HEALTHCARECAN: IN YOUR CORNER

When the World Health Organization declared COVID-19 a pandemic, HealthCareCAN mobilized to help our members respond to the growing crisis.

In a six-part weekly newsletter series, HealthCareCAN provided members with pertinent information related to research, hospital resources, and health policy related to the pandemic.

In this newsletter, we informed members about our advocacy surrounding the need for more federal support to ensure personal protective equipment and testing materials were available as well as other funding to support frontline care and health research.

Members can view the 6-part series below:

[Edition 1](#) | [Edition 2](#) | [Edition 3](#)  
[Edition 4](#) | [Edition 5](#) | [Edition 6](#)

## COVID-19: HARSH LESSONS FOR CANADA'S FUTURE HEALTHCARE

In the fall of 2020, HealthCareCAN [commissioned a poll](#) from AbacusData that reveals that while Canadians believe the health system has responded acceptably to the pandemic, the federal government should play a bigger role in healthcare by providing more resources and sustainable funding for healthcare and health infrastructure and ensuring pan-Canadian standards and guidelines are in place.

The results of the poll were [revealed in a presentation](#) with David Coletto, Founder and CEO of AbacusData, during which Mr. Paul-Émile Cloutier, President and CEO of HealthCareCAN and Mr. Rob MacIsaac, HealthCareCAN's Chair of the Board of Directors answered pressing questions from attendees on the Canadian perspective and the future of care in Canada.

The findings from the poll were used to inform and strengthen our advocacy activities on social media and at the federal level.

## BUILDING A NATIONAL PLAN FOR COVID-19 VACCINE DISTRIBUTION

As the world awaited viable COVID-19 vaccines, Canadian governments were planning for their effective distribution and administering. This included determining vaccine prioritization guidelines, arranging vaccine logistics, and developing communication plans for both healthcare providers and the Canadian public.

HealthCareCAN met with the Public Health Agency of Canada (PHAC) in the fall of 2020 to discuss plans for the distribution and administering of COVID-19 vaccines. In [our policy brief to members](#), we summarized our discussion and outlined our next steps.

As the national voice of hospitals and healthcare organizations, and a respected representative for the health system, HealthCareCAN was also invited to attend several meetings to provide input on this important issue, including the National Cross-Sector Forum on Critical Infrastructure and the Chief Public Health Officer's Health Professional Forum.



## ADDRESSING AND ELIMINATING SYSTEMIC RACISM IN THE HEALTHCARE SYSTEM



HealthCareCAN supports actions to address and eliminate systemic racism in the healthcare system and to improve inequities that undermine the health of Canadians. In 2020 we [provided members with a brief](#) that listed actions and suggestions for healthcare organizations to undertake to address systemic racism and social disparities.

Furthermore, HealthCareCAN was invited to participate in the federal government's first (Fall, 2020) and second (Winter, 2021) *Urgent Meeting to Address Racism Experienced by Indigenous Peoples in Canada's HealthCare Systems*, whose aim was to inform measures that would eliminate systematic racism in the healthcare system. In advance of our participation, HealthCareCAN consulted with members on approaches to recommend that would support health organizations as they work to address this important issue. At the meetings, HealthCareCAN also ensured our members' voices were included in the discussions by profiling their ongoing actions to address anti-Indigenous racism.

And finally, as an important step to work towards achieving a more equitable, diverse and inclusive health and research community in Canada, HealthCareCAN will be instituting an Equity, Diversity and Inclusion policy, currently underway, for its Board of Directors. Read the [HealthCareCAN Statement Against Racism](#) adopted by the HealthCareCAN Board of Directors in June 2020.

## THE RISING USE OF VIRTUAL HEALTH AND INCREASED NEED FOR FEDERAL SUPPORT OF CYBERSECURITY IN HEALTH

The COVID-19 pandemic has led to a welcome increase in virtual care across Canada, with the unfortunate side effect being the healthcare sector is now even more vulnerable to cybersecurity threats. To better understand our members' immediate needs regarding virtual care during COVID-19, HealthCareCAN conducted a poll and found the overarching theme in responses to be the importance of increasing support structures.

To achieve this, HealthCareCAN has strongly encouraged the federal government to: 1) Substantially invest over five years through Canada's research hospitals and academic health sciences centres in order to develop meaningful digital health data platforms and applications; 2) Work with industry, legislators, privacy commissioners, clinicians and patients as well as Canada Health Infoway; and 3) Undertake evaluation of clinical benefits and promote use throughout the health system. HealthCareCAN will continue to press these needs at the federal level to ensure our members have the support required to safely deliver care and conduct research throughout, and beyond, the COVID-19 pandemic. To learn more about our work in this area, read our 2020 policy briefs on [virtual care](#) and [cybersecurity](#).



## HEALTHCARECAN RECOGNIZED AS CHAMPION OF HEALTH RESEARCH ADVOCACY

HealthCareCAN was honoured to be recognized as a [2020 Champion of Health Research Advocacy](#) in the organization category of Research Canada's Leadership in Advocacy award program. HealthCareCAN continues to engage our members on issues ranging from vaccine distribution to leading practices in Indigenous care and workplace mental health and many more. We look forward to working with our members in the new year to accomplish even more and we thank Research Canada for this exclusive award.

The Research Canada Leadership in Advocacy Award recognizes outstanding champions of health research and health innovation. Recognition of Canadian health research—the kind that attracts the necessary public and political support—often comes from the dedicated and tireless efforts of health research advocates who educate policymakers, the media and the public about the social and economic benefits of health research and its promise of future cures and, importantly, a better quality of life for all Canadians.

# INNOVATION THROUGH COLLABORATION



## FRONTLINE FUNDING WITH THE MCCONNELL FOUNDATION

In the spring of 2020, HealthCareCAN partnered with the McConnell Foundation and Nourish to offer a pair of funds to help healthcare organizations meet frontline healthcare needs in light of COVID-19.

HealthCareCAN administered the “[COVID-19 Frontline Healthcare Staff Support Fund](#)”, which provided much-needed supports to frontline staff for childcare, counselling and healthy food, along with meeting patient needs for communications support to connect with their families.

In total, HealthCareCAN and the McConnell Foundation were able to provide over **\$300,000 in funding** to a total of [10 organizations](#), including HealthCareCAN members, Bruyère Continuing Care, the Nova Scotia Health Authority and Baycrest Health Sciences.



## DEFINING QUALITY MENTAL HEALTH CARE WITH THE MHCC

As the co-lead of the Quality Mental Health Care Network (QMHCN) with the Mental Health Commission of Canada (MHCC), HealthCareCAN developed the [Quality Mental Health Care Framework](#). This framework defines quality mental health care and the essential quality dimensions that encompass the provision of quality mental health care and serves to guide health leaders in developing solutions that address comprehensive mental health care for patients while also considering the mental health care needs of the providers.

The QMHCN continues to prioritize and improve mental health care services in Canada and will collaborate on next steps to customize a mental health environment based on the insights gleaned from the key informant interviews and focus groups.



## APPLYING COVID-19 LESSONS FROM EUROPEAN HEALTH SYSTEMS

To help our members address post-COVID-19 challenges, HealthCareCAN partnered with the International Hospital Federation to develop a webinar to discuss issues such as health human resources, managing case backlogs and restarting services as well as how best to prepare for a second wave.

International panelists included Mr. Helmut Kern, CEO of the Hospital of St-John of God in Vienna, Austria, Mr. Cédric Lussiez, CEO of the Nord-Essonne Hospital Group in the Paris Region of France, and Dr. Jordi Altés, Chief Medical Officer at the Hospital Plató in the Barcelona province of Catalonia, Spain.



## LEARNING EDUCATION ADVISORY GROUP

The [Learning Education Advisory Group \(LEAG\)](#) is a key part of HealthCareCAN and CHA Learning's member engagement strategy. Comprised of vice-presidents/senior-directors of 'People' (human resources) and those with leadership roles in learning and leadership development, LEAG provides a valuable and important voice for members to influence and direct the strategic priorities for both CHA Learning and HealthCareCAN.

LEAG has also become critically important to participating members during COVID as a group through which to share knowledge and expertise, and to support each other across the country. Beyond the pandemic, LEAG is also an important and valued networking opportunity for these executives to discuss emerging policy and operational issues and needs related to learning/organizational development within their organizations and regions, to obtain peer support and advice, and to share leading practices with one another.

For more information, or to express interest in joining LEAG, please contact [Dale Schierbeck](#) (VP, Learning & Development).

### GROUP MEMBERS:

#### Steve Ashton

Vice-President, People & Organization Development  
IWK Health Centre

#### Amanda Björn, CO-CHAIR

Executive Vice President, People, Culture & Strategy  
Thunder Bay Regional Health Sciences Centre

#### Sandra Carlton

Joint Vice President & Chief Human Resources Officer  
Providence Care and Kingston Health Sciences Centre

#### Gabriele Cuff

Director, Leadership and Organization Development: Leadership and Talent  
Fraser Health

#### Joni Kent

Executive Vice President, Corporate Services & Chief Human Resources Officer  
Baycrest Health Sciences

#### James Low

Director, People Services & Culture  
Yukon Hospitals

#### Mandy Lowe

Senior Director of Clinical Education  
University Health Network (UHN)  
Strategic Advisor, Centre for Interprofessional Education  
University of Toronto

#### Mike Northcott

Chief Human Resources Officer  
Saskatchewan Health Authority

#### Dale Schierbeck, CO-CHAIR

Vice-President, Learning & Development  
(CHA Learning)  
HealthCareCAN

#### Tanya Tynski

Executive Director, Human Resources & Pharmacare  
Health PEI

#### Elaine Watson

Chief Human Resources Officer  
Covenant Health

#### Peter Youell

Director, Learning & Development and Telemedicine Programs  
Royal Ottawa Health Care Group





## VICE PRESIDENTS OF HEALTH RESEARCH COMMITTEE

Health researchers in Canada work hard to advance understanding and apply new knowledge and HealthCareCAN benefits greatly from the input of its Vice Presidents of Research Committee. This dedicated group, comprising representatives from leading health institutions across the country, provides a critical front-line perspective on the strategic policy issues related to the health research, innovation and commercialization enterprise.

### **Dr. Natalie Banville**

Acting Vice-President of Medical Services, Training and Research  
Vitalité Health Network

### **Dr. Jason Berman**

CEO & Scientific Director,  
Research Institute  
Children's Hospital of Eastern Ontario

### **Dr. Julia Bickford**

Regional Director, Research,  
Evaluation and Analytics  
Northern Health

### **Dr. Gabrielle Boulianne**

Chief of Research (acting),  
Research Institute  
The Hospital for Sick Children

### **Dr. Miguel N. Burnier**

Interim Executive Director &  
Senior Scientist, Research  
Institute  
McGill University Health Centre

### **Dr. Tom Chau**

Vice President, Research and  
Director of the Research Institute  
Holland Bloorview Kids  
Rehabilitation Hospital

### **Ellen Chesney**

Chief Administrative Officer –  
Research  
Provincial Health Services  
Authority

### **Dr. Florence Dzierszinski**

Interim Chief Operating Officer  
& Director, Research Development  
and Partnerships, Institute of  
Mental Health Research  
The Royal

### **Dr. Jack Gaudie**

Vice-President, Research  
St. Joseph's Healthcare Hamilton

### **Dr. David Hill**

Integrated Vice President,  
Research & Scientific Director,  
Lawson Health Research Institute  
St. Joseph's Health Care &  
London Health Sciences Centre

### **Dr. William Hogg**

Acting Vice-President, Research  
Montfort Hospital

### **Dr. Kullervo Hynynen**

Vice President, Research &  
Innovation  
Sunnybrook Health Sciences  
Centre

### **Dr. Kate Keetch**

Director, Department of  
Evaluation and Research Services  
Fraser Health

### **Dr. Nathan Kolla**

Vice-President, Research &  
Academics  
Waypoint Centre for Mental  
Health Care

### **Dr. Robert McMaster**

Vice President, Research  
Institute  
Vancouver Coastal Health  
Authority

### **Vanessa Mercer-Oldford**

Regional Director, Corporate  
Improvement  
Central Health

### **Kelly Meservia-Collins**

Executive Vice-President,  
Research, Quality and Academics  
Thunder Bay Regional Health  
Sciences Centre

### **Kelli O'Brien**

Vice President, Long Term Care,  
Rural Health and Quality  
Western Health

### **Judy O'Keefe**

Vice-President, Research  
Eastern Health

### **Tim Pauley**

Director, Research & Academics  
Ontario Shores Centre for  
Mental Health Sciences

### **Dr. Grant Pierce**

Executive Director, Research  
St. Boniface Hospital

### **Dr. Bruce Pollock**

Vice President of Research  
Centre for Addiction & Mental  
Health (CAMH)

### **Dr. Serge Rivest**

Research Director, Centre  
hospitalier universitaire de  
Québec-Laval Research Center

### **Dr. Paula Rochon**

Vice-President, Research &  
Senior Scientist, Research  
Institute  
Women's College Hospital

### **Dr. Greg Ross**

Vice President, Academic &  
Research Impact  
Health Sciences North

### **Dr. Ori Rotstein**

Vice-President, Research &  
Innovation  
Unity Health Toronto

### **Rosa Rudelich**

Vice President & Chief  
Operating Officer  
Covenant Health

### **Dr. Ted Scott**

Vice President, Research &  
Chief Innovation Officer  
Hamilton Health Sciences

### **Dr. Allison Sekuler**

Vice-President, Research &  
Director, Rotman Research Institute  
Baycrest

### **Dr. Jeannie Shoveller**

Vice President, Research &  
Innovation  
IWK Health Centre

### **Dr. Steve Smith**

President & CEO, Kingston General  
Health Research Institute  
Kingston Health Sciences Centre

### **Dr. Duncan Stewart**

CEO & Scientific Director, Research  
Institute  
The Ottawa Hospital

### **Dr. Heidi Sveistrup**

Vice-President, Research, Scientific  
Director, Research Institute  
Bruyère Continuing Care

### **Dr. Gail Tomblin Murphy**

Vice President, Research &  
Innovation  
Nova Scotia Health Authority

### **Cindy Trytten**

Director, Research & Capacity  
Building  
Island Health

### **Dr. Brandy Winquist**

Executive Director, Academics  
& Learning  
Saskatchewan Health Authority

### **Dr. Jim Woodgett**

Director, Lunenfeld-Tanenbaum  
Research Institute  
Sinai Health System

### **Dr. Bradly Wouters**

Executive Vice-President, Science  
& Research  
University Health Network

# SHARING BEST PRACTICES

## EXCELLENCE IN PATIENT ENGAGEMENT FOR PATIENT SAFETY

HealthCareCAN, the Canadian Patient Safety Institute and Health Standards Organization, with support from Patients for Patient Safety Canada, have partnered to identify, celebrate and disseminate leading practices in patient engagement for patient safety. Each year, two teams, each consisting of a staff member and a patient partner, are selected to present at the National Health Leadership Conference (NHLC). HealthCareCAN was delighted to announce that the winning teams for 2020 were both HealthCareCAN member organizations, Eastern Health and Saskatchewan Health Authority. Both teams showed tremendous leadership and exemplary patient engagement in the redesign of care and service to reduce or eliminate suicides in patients receiving mental health care.



Eastern Health [was recognized for their work](#) to improve the patient experience and patient safety within their organization. The Bedside Handover Project has adjusted the delivery of patient information at the change of nursing shifts away from the nursing desk and brought it to the patient's bedside, resulting in patients feeling that they are more involved in their own care. The change has resulted in significant improvements on patient satisfaction surveys.

*"Due to this project's tremendous success, our patients feel more empowered, respected and have greater confidence in their care – outcomes that can now be applied throughout the region thanks to the hard work and dedication of the Regional Medicine Program team."*

– David Diamond, President and CEO  
Eastern Health



Saskatchewan Health Authority (SHA) [was recognized for developing a leading practice](#) that improves patient safety and reduces harm both for residents and staff in their organization. The leading practice, dubbed "Family Engagement & Co-design in Measuring & Monitoring Safety," has led to a significant drop in both the number of injuries and the use of antipsychotics (without a diagnosis of psychosis).

*"The Saskatchewan Health Authority is working hard to provide a culture of safety that invites patients and families, and expects staff and physicians, to identify and report harmful situations as they are observed. This leading practice work does just that and I am very proud of the accomplishments this team has made to enhance the safety for the residents in long term care in Yorkton."*

– Scott Livingstone, President and CEO  
Saskatchewan Health Authority

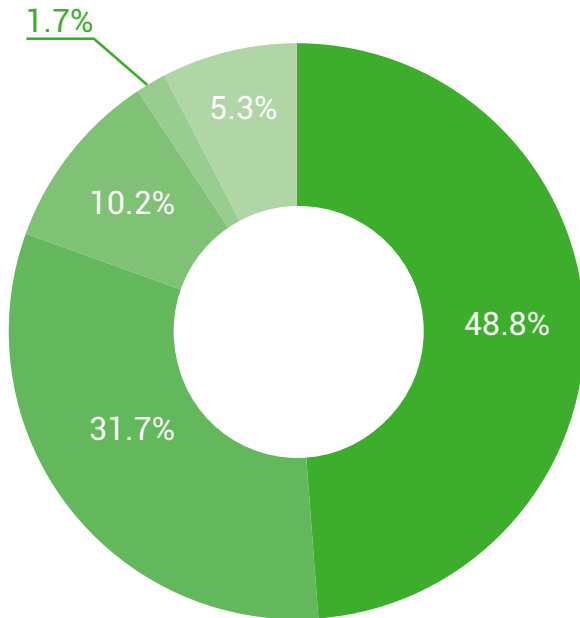
In partnership with:



# FINANCIAL HIGHLIGHTS

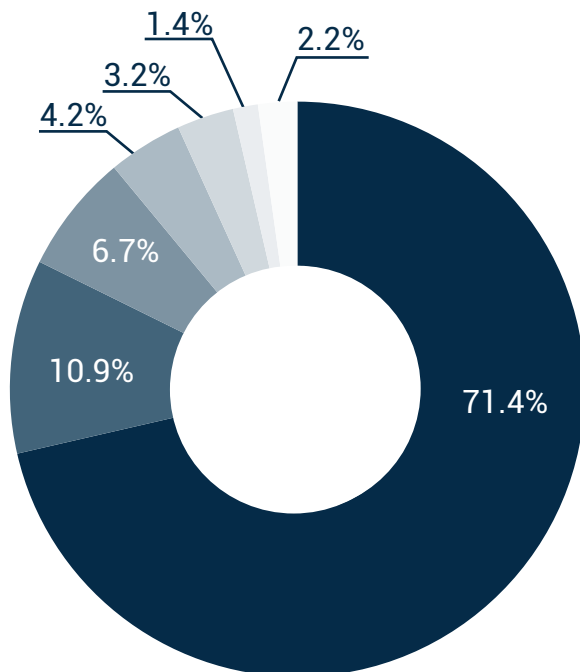
YEAR ENDED DECEMBER 31, 2020

The information below is derived from the 2020 audited financial statements.



## REVENUE: \$3,284,467

Item	\$
Professional development	1,603,580
Membership fees	1,040,150
Rental revenue	333,654
Service Bureau	55,443
Other income	251,640



## EXPENSES: \$3,241,751

Item	\$
Human resources	2,317,832
Professional development	354,816
Property management	215,996
Administration	136,378
Corporate affairs	104,835
Research, policy & communications	44,930
Information technology & other	66,964





# Thank you

*We would not want to end this report without highlighting the exceptional contributions of all those who have worked so hard during the COVID-19 pandemic to ensure the well-being of Canadians during this time of crisis.*

*We can only give thanks and promise you that we will continue to do everything we can to ensure you have the support you need to stay healthy and safe as well. Thank you.*

**HealthCareCAN is on your side.**



**Rob MacIsaac**  
CHAIR, BOARD OF DIRECTORS



**Paul-Émile Cloutier**  
PRESIDENT & CEO

**HealthCareCAN**  
*Leading. Innovation. Together.*



**SoinsSantéCAN**  
*Leadership. Innovation. Collaboration.*

100-17 York Street  
Ottawa, Ontario  
K1N 5S7

1-855-236-0213  
[info@healthcarecan.ca](mailto:info@healthcarecan.ca)  
[www.healthcarecan.ca](http://www.healthcarecan.ca)



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