

# Healthcare Leadership for Physicians

## ~Fundamentals~

### May 3 - AM Session:

**Dr. Raisa Deber** is a professor of Health Policy at the Institute of Health Policy, Management and Evaluation, Dalla Lana School of Public Health, University of Toronto. Born in Toronto, she received her a PhD in Political Science from Massachusetts Institute of Technology. In 2018, Dr. Deber was elected to the Royal Society of Canada (RSC), one of the highest honours an individual can achieve in the Arts, Social Sciences and Sciences. She is also a Fellow of the Canadian Academy of Health Sciences. Among her many publications are "Treating Health Care: How the Canadian System Works and How it Could Work Better," (U of T Press, 2018) and "Case Studies in Canadian Health Policy and Management" (2nd edition, U of T Press, 2014), co-authored with over 130 students (largely mid-career professionals) who took her case studies course. Professor Deber's current research centers on Canadian health policy. Her research projects, conducted with colleagues and students, include: implications of the distribution of health expenditures and public/private roles for financing and delivery of health services (including primary care); examination of where nurses and other health professionals work and the factors associated with differential "stickiness" across sub-sectors; issues associated with the movement of care from hospitals to home and community; approaches to accountability; and factors affecting patient engagement and the role patients wish to play in making treatment decisions.

### May 3 - AM Session:

**Dr. Teal McAteer** is a business consultant who specializes in the areas of management, leadership, strategic human resource management, motivation, career planning and development, change, stress and time management, as well as health and wellness. She counsels on an individual basis and consults to a variety of organizations. As a Professor at the DeGroote School of Business at McMaster University in Hamilton, Ontario, Dr. McAteer teaches undergraduate (B.Com.), graduate (MBA), and

executive (EMBA) level courses in organizational behavior, human resource management, leadership, organizational & individual level change, and business ethics. Dr. McAteer has taught within the Director's College, a joint program of McMaster University and the Conference Board of Canada.

With her Bachelor of Commerce from Queen's University, a Masters in Industrial Relations and Ph.D. in Business from the University of Toronto, and with years of practical experience, Dr. McAteer maintains her own consulting practice offering a wide variety of services in the HRM field with a particular focus on Leadership Coaching. Dr. McAteer helps her clients articulate their goals for change in their personal and professional lives, establish specific action steps with time lines, anticipate barriers to change, initiate measures to ensure accountability for actions, and embed progress measures to reach change success.

Given her continued research interests in transformative learning experiences, the relationship between stress and health, the importance of maintaining strong self-efficacy, the power of productive/healthy versus unproductive/unhealthy thinking styles, and stress management strategies - Dr. McAteer is familiar with both the theory and practice of creating a healthy and motivated company team. Dr. McAteer comes to you as a true practicing professional. Her experience and approach to simplifying training concepts generates a productive learning environment.

### Jun 21 - AM Session (3 speakers):

**Jeanie Lacroix** is the Manager of Performance Improvement and Capacity Building at the Canadian Institute for Health Information (CIHI). She has over 15 years' experience leading and managing health research initiatives in the areas of health services research and performance measurement. Her recent work has focused on working with stakeholders to identify priority health system performance measures including: the development of the first pan-Canadian patient experience measures in acute care, developing innovative reporting tools and capacity building initiatives to support uptake and use of health system.

**Sheril Perry** has been with CIHI for almost 20 years, and has worked in the specialized care, health system analysis and emerging issues, and case mix departments. She leads the production

of CMG+ ELOS and RIW measures and is leading the development of additional case mix reporting variables. She was involved in the development of CMG+, CIHI's decision support guide in 2009, and has worked extensively with Canadian Patient Cost Data. Prior to joining CIHI as a senior analyst in 2000, Sheril worked at the Bruyere Research Institute. Sheril holds an undergraduate and master's degree in health science.

**Imtiaz Daniel** is the Director, Financial Analytics and System Performance at the Ontario Hospital Association and an Adjunct Professor at the University of Toronto and Ryerson University. He serves on the Board of Directors at Ontario Shores Centre for Mental Health Sciences, a public teaching hospital providing a range of specialized assessment and treatment services to those living with complex and serious mental illness. A significant part of his 30-year career was spent developing health system performance metrics and working on hospital funding methodologies. As Research Director at Ontario Health Quality Council, Imtiaz lead a team to develop performance reports on the status of Ontario's health system and the first for the long-term care sector.

As Strategist on Quality Based Procedures (QBP) at Health Quality Ontario, Imtiaz was instrumental in the initial development of the QBP program used to improve quality of care in Ontario through funding aligned to clinical best practices. Through the Ontario Joint Policy and Planning Committee, he worked on the development of casemix systems including the National Rehabilitation System, the System for Classification of Inpatient Psychiatric Patients (SCIPP), and the Classification of Ambulatory Care System (CACS). Presently, he serves on various provincial and pan-Canadian advisory committees on health system funding and performance measurement and co-chairs the Hospital Service Accountability Agreement Indicators Working Group, Rehab Care Alliance System Evaluation Advisory Group and various funding methodology task groups for the Ontario Ministry of Health.

In addition to his provincial and academic work, Imtiaz has worked as a senior administrator in various hospitals throughout Ontario. Imtiaz has a PhD from the University of Toronto in Health Services Research, a Masters in Health Administration, a Bachelor of Science in Electrical Engineering and is a Certified Professional Accountant (CPA, CMA).

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## June 21 - PM Session:

After the culmination of a fulfilling 32-year career in senior roles, **Linda Marshall** is now the proud President of Marshall Connects, TV Host of Business Wellness aired on Cable 14, and Author of 'Giving Back, How to Find Your Personal Joy and Make a Difference to Others'.

As a speakers expert, Linda facilitates workshops, consulting services and offers motivational speaking to organizations and businesses looking to fully engage their staff and team. Emotional Intelligence, Employee Engagement, Social Awareness, Relationship Management, and Work-Life Balance are vital components of every successful business.

As a member of the Canadian Association of Professional Speakers, (CAPS), and certified as Emotional Intelligence Instructor (EITC) and Personality Dimensions Facilitator®, Linda brings her on-the-ground experience to help businesses succeed in developing and maintaining strong leadership and team dynamics. Her certification in EQ-i and EQ 360 is an internationally recognized talent assessment, communication and change management tool. A lead consultant and facilitator, Linda brings over 30 years' experience developing emerging leaders, teams and individuals.

## Sept 27 - AM Session:

**Kate Crawford** is a partner in Borden Ladner Gervais' Health Law Group, whose practice includes civil litigation with a focus on complex medical malpractice actions, administrative law with a special focus on physician credentialing issues, and class action defense.

Kate also acts as general counsel to hospitals, long term care facilities and retirement homes, providing strategic day-to-day advice on risk management and policy issues. As an advocate, she also represents health care clients before tribunals, public inquiries, inquests and other types of proceedings.

## Sept 27 - PM Session:

**Dr. Terry Flynn** is an Associate Professor of Communications Management in the Department of Communication Studies & Multimedia, and Director of the Master of Communications Management (MCM) degree program in partnership with Syracuse University. Terry joined McMaster University in 2004 after a 20-year communications consulting career, having built an international reputation specializing in crisis and risk communications and having worked with such organizations as: the Town of Walkerton, Ontario (e-coli crisis); the U.S. Navy Public Health Agency (leukemia cluster); the U.S. Army Centre for Health Promotion and Preventive Medicine (base closures and environmental cleanups); the Chemical Manufacturers' Association; the American Gas Association; Toyota Motor Manufacturing Canada; and the Vinyl Council of Canada.

His advice and counsel has also been internationally recognized by: the Canadian Public Relations Society; the International Association of Business Communicators; the Community Relations Awards; and the United States Secretary of Defense Environmental Restoration Award. Terry's scholarly work has been published in the Journal of Public Relations Review, Corporate Communications, Public Relations Journal and Journal of Professional Communications and has also been recognized by the Association for Educators in Journalism and Mass Communications and the Arthur W. Page Society International Case Study.

Dr. Flynn is also an award-winning teacher having won a number of student teaching awards for his engaging, challenging and stimulating communication courses

As a speakers expert, Linda facilitates workshops, consulting services and offers motivational speaking to organizations and businesses looking to fully engage their staff and team. Emotional Intelligence, Employee Engagement, Social Awareness, Relationship Management, and Work-Life Balance are vital components of every successful business.

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## Nov 22 - Full Day:

After the culmination of a fulfilling 32-year career in senior roles, **Linda Marshall** is now the proud President of Marshall Connects, TV Host of Business Wellness aired on Cable 14, and Author of 'Giving Back, How to Find Your Personal Joy and Make a Difference to Others'.