THE CENTRE FOR THE FUTURE OF HEALTH (CFH)

Transforming Health Care Through Digital Innovations

With Digital Health Week occurring on November 13-19, the Centre for the Future of Health will be focusing on the value of and opportunities with digital health innovation from a systems perspective.

Digital health refers to the use of information technology, including electronic communication tools, services and processes, to deliver health services or to facilitate better health. From electronic medical records to personal wireless devices, digital health technologies have and continue to be an important tool in improving health care system functioning and in empowering individual Canadians to manage their own health and wellness.

This meeting will convene Canadian though leaders and all those who share a vision in making Canadians healthier through innovative digital health solutions.

Objectives

- Learn from Canadian experts and leaders on their experiences in achieving value with health innovation and transformation specifically through digital technology;
- Engage in conversations with leaders on the role of digital technology to improving systems’ integration, and how it can enable high-quality, ‘connected care’;
- Identify areas of opportunity to optimize innovation in health and health care through digital technologies for value from a patient-care, outcomes, system efficiency, and sustainability perspective;
- Explore where we want to go with digital health and what we expect to achieve by optimizing its use.
Locations

**Reception and Dinner Talk - November 8:**
Sidedoor Restaurant
18 York Street 'b'
Ottawa, ON K1N 5T5
Directions - Sidedoor Restaurant

**Meeting - November 9:**
The Conference Board of Canada
255 Smyth Road
Ottawa, ON K1H 8M7
Directions – The Conference Board of Canada

Agenda

**Day 1 Schedule – November 8**

5:30 PM  
**Networking Reception and Dinner**

6:00 PM  
**Welcome Remarks**

Louis Thériault  
Vice-President, Industry Strategy and Public Policy  
The Conference Board of Canada

6:05 PM  
**Dinner Talk and Q&A**  
*Lessons Learned, and Defining a Way Forward*

In the next decade, digital technologies, e-health and artificial intelligence will transform how we design our health system and deliver health care services. New technologies will help break-down silos, eliminate waste and inefficiencies and engage and empower patients and families.

However, the true potential and promise of these technologies will not lead to a sustainable health system without strong leadership and change. In this session, attendees will hear how lessons learned from the past can help define a way forward to create a high performing, sustainable health care system in Canada.

Dr. Jack Kitts  
President and Chief Executive Officer  
The Ottawa Hospital

**Day 2 Schedule – November 9**

8:00 – 8:30 AM  
**Registration and Breakfast**

8:30 – 9:00 AM  
**Welcome Remarks from the Co-Chairs and Introductions**  

Louis Thériault  
Vice-President, Industry Strategy and Public Policy  
The Conference Board of Canada

Patrick Dicerni  
Assistant Deputy Minister  
Strategic Policy and Planning Division  
Ontario Ministry of Health and Long-Term Care
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>9:00 – 9:30 AM</td>
<td><strong>Moving the Dial: International Lessons for Canada</strong></td>
<td>Dr. Zayna Khayat</td>
<td>Innovation Sherpa in Chief REshape Health Innovation Centre, Radboud University Medical Centre, The Netherlands (via video-conference)</td>
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<td>Dr. Zayna Khayat is on secondment to the Netherlands, working on national and international efforts to accelerate innovation in complex health systems. She will reflect on things she has seen working with innovation teams and health systems in the Netherlands, Sweden, Belgium, Denmark, Norway, the UK, Singapore and the US. Zayna will inspire the group with concrete examples of approaches that could translate the Canadian context. These include: how to build capacity for innovation at scale? How to modernize health systems through digital enablement? How to (really) be a ‘Patients Included’ system or organization? The emerging power of the entrepre-nurse?</td>
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<td>9:30 – 10:30 AM</td>
<td><strong>Optimizing Health System Integration and Transformation through Digital Innovation</strong></td>
<td>Discussants:</td>
<td>Panellists will discuss how digital health can be used to improve integration and collaboration within the health care system, and approaches to achieving health system goals in a more digital world, while addressing the risks, such as privacy concerns and public trust.</td>
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<td>Digital technologies have provided an opportunity for improve health care system functioning on various levels and purposes. From EMRs to telehealth, digitizing health has and will continue to enable improved integration and transformation of the health care system and connect people and organizations to deliver effective and efficient care. Digital technologies play an important role in health system transformation, including enabling the integration of community care into the traditional health care system, and to increase access for vulnerable populations including Canadians living in rural and remote communities.</td>
<td>Elliot Fung</td>
<td>Waterloo Wellington Local Health Integration Network</td>
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<td>Geneviève Lavertu</td>
<td>Medtronic Canada</td>
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<td>Marc Leduc</td>
<td>Alberta Health Services</td>
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<td><strong>Led by:</strong></td>
<td>Joyce Drohan</td>
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<td>Healthcare Practice Leader, British Columbia</td>
<td>PwC</td>
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<td>10:30 – 10:45 AM</td>
<td><strong>Break</strong></td>
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<td>10:45 – 11:30 AM</td>
<td><strong>New Models of Care in the Digital Age: How to Build Capacity for Improvement and Innovation</strong></td>
<td>Dr. Onil Bhattacharyya</td>
<td>Digital health and care integration are major opportunities for health care organizations, but taking</td>
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advantage of them requires both improving existing processes and developing entirely new services.

Onil will summarize the core skills for health service development, and use case examples from leading US health systems to present different organizational designs for innovation. It will also describe a range of methods used to build capacity for innovation in health care, and their relevance to the Canadian system.

Participants will also have an opportunity to reflect on their current investments improvement and innovation and how they might enhance their ability to use digital tools to build better services and stronger organizations.

11:30 – 12:30 PM  
**Telemedicine: Connecting Canadians to Better Health Care**

Telemedicine is leading the evolution in connecting people to enable improved access to essential health care services, improvements in health care system efficiencies, and enhance patient experiences. It allows for remote care, such as diagnosis and treatment of health conditions, and enables collaboration across providers and organizations.

Although the list of telemedicine applications worldwide is lengthy, a picture of how it is being applied across the Canadian health care system is still relatively unclear. Many would argue that enhancing the use of telemedicine across the system will pay dividends for patients, service providers, researchers, and payers (individuals, governments, and private insurers). As new technologies, such as wireless devices, make their way into common practice, these approaches could reduce unnecessary hospitalizations and improve quality of life for many.

Panellists will discuss innovations in telemedicine, examples of how it’s being applied across the system, and the value of expansion from a patient, provider, systems, and societal perspective.

12:30 – 1:15 PM  
**Networking Luncheon**

1:15 – 2:30 PM  
**SOAR Facilitated Working Session - Digital Technology in Health and Health Care**

- **Strengths:** What are the benefits experienced so far with digital health and health care in Canada?
- **Opportunities:** What are some areas for improvement/how can we address the challenges?

**Discussants:**
- Payam Pakravan
  - Vice-President, Strategy and Planning
  - Ontario Telemedicine Network
- Dr. Raj Bhatla
  - Chief of Staff and Psychiatrist-in-Chief
  - The Royal Ottawa Health Care Group
- Jim Murphy
  - Vice-President, Healthcare Strategy and Business Development
  - Sykes Assistance Services Corporation

**Led by:**
- Dr. Thy Dinh
  - Director, Health Economics and Policy
  - The Conference Board of Canada
O Aspirations: Where do we want to go with digital technologies? What is the vision for digital health and health care?

O Results: What outcomes do we expect to achieve? What are the metrics or outputs by which we can benchmark progress in achieving these aspirations?

2:30–3:45 PM The Vision for Digital Health in Canada

Discussions to date have focused on the promises of digital health and the value of innovation in health technologies in improving how the health care system functions as well as to support person empowerment for better health outcomes. However, as many have noted, Canada still remains a “land of pilot projects” whereby systemic application of smaller-scale solutions is yet to be realized.

Panellists will discuss what digital health means for different stakeholders, including patients, providers, industry, government, and health care organizations, Canada’s vision for digital health should be.

Led by:
Joyce Drohan
Health Care Practice Leader, British Columbia
PwC

Discussants:
Stephen Frank
President and Chief Executive Officer
Canadian Health and Life Insurance Association

Fraser Ratchford
Director, Consumer Health and Innovation
Canada Health Infoway

Mary Lou Ackerman
Vice-President, Innovation
Saint Elizabeth Health Care

Claudia Krywiak
Vice-President, Corporate Planning, Development and Strategic Initiatives
Ontario Centres of Excellence

3:45 – 4:00 PM Roundtable Discussion and Closing Remarks

Patrick Dicerni
Assistant Deputy Minister
Strategic Policy and Planning Division
Ontario Ministry of Health and Long-Term Care

Louis Thériault
Vice-President, Industry Strategy and Public Policy
The Conference Board of Canada

REGISTRATION AND ACCOMMODATION

Register with Shannon at cripps@conferenceboard.ca.

Centre for the Future of members and the Canadian Alliance for Sustainable Health Care members receive complimentary registration to these meetings/events and members of the Conference Board’s other health-related networks may receive a discount.

(space is limited – we recommended registering at your earliest convenience). A hotel block is available with a special rate for all participants, for a limited time.

To make your reservation, please contact the hotel directly at:
ALT Hotel
185 Slater Street
Ottawa, ON K1P 0C8
1-844-258-6882
http://www.althotels.com/en/ottawa/