

20  
22

*National Awards Program*

**CELEBRATING LEADING PRACTICES**



CANADIAN COLLEGE OF  
HEALTH LEADERS  
COLLÈGE CANADIEN DES  
LEADERS EN SANTÉ

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## 2022 National Awards Program Sponsors

The Canadian College of Health Leaders would like to thank the 2022 National Awards Program sponsors.



## Introducing the 2022 National Awards Program Recipients – Congratulations to Our Difference Makers!

The Canadian College of Health Leaders, alongside our award sponsors, is delighted to recognize the individuals, teams, and organizations that make a difference. The College's National Awards Program recognizes the importance of leadership, commitment, and performance. We are proud to showcase these Difference Makers, not just for winning their respective awards, but for making a difference to their communities, organizations and, most importantly, patients and their families.

We would like to thank all the dedicated College members, health workers, industry partners, and leaders who are actively working diligently to manage the COVID-19 pandemic.

The College is a community. We have designed the enclosed leading practices guide to allow everyone in our community to share in the knowledge and lessons learned from our Award Winners. Enclosed you will find examples of leading practices that can be replicated in your organization or community.

Do you know of any outstanding accomplishments in your organizations? There is no better time than the present to consider individuals, teams, and programs worthy of recognition in the 2023 National Awards Program. For nomination information please visit the awards section of our web site: [www.cchl-ccls.ca](http://www.cchl-ccls.ca).

Sincerely,



**Alain Doucet, MBA**, President and Chief Executive Officer, Canadian College of Health Leaders



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## Congratulations to all award recipients!

On behalf of HIROC, we offer our most sincere congratulations to all the CCHL National Awards Program recipients who are making a difference in their communities.

At HIROC, we value listening to our Subscribers and the entire healthcare community – Learning how we can adapt and co-create solutions from the many healthcare change makers out there.

As an Educational Partner of the College, we are delighted to be a partner of this leading practice guide to promote lessons learned, knowledge sharing, and to provide recognition to the award recipients.

Thank you for inspiring us and congratulations again!



**Catherine Gaulton**, Chief Executive Officer, HIROC



## Advisory Committee

The College would like to thank the members of the National Awards Advisory Committee for their guidance and support.

**Jennifer Proulx, CHE** (Chair)

Director, Integrated Care  
Delivery Systems  
Children's Hospital of Eastern Ontario

**Shirin Abadi**

Clinical Professor, Leader,  
Educator & Researcher  
BC Cancer Agency

**Cathy Bailey**

Vice President, Corporate Services  
and Chief Financial Officer  
North Shore Health Network

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Health Services Manager, Community  
Mental Health and Addictions  
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Vice-President, Marketing  
& Membership  
Canadian College of Health Leaders

**Alain Doucet, MBA** (Ex-officio)

President and CEO  
Canadian College of Health Leaders

**Rosmin Esmail, CHE**

Provincial Trauma Epidemiologist  
Alberta Health Services

**Melicent Lavers-Sailly, CHE**

Director, Communications, Strategy &  
Stakeholder Engagement  
Medtronic Canada

**Andrew S. MacDougall, CHE**

Executive Director, Community Health  
& Seniors Care  
Health PEI

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Board Representative  
Canadian College of Health Leaders

**Mehdi Somji, CHE**

Director, Innovation & Partnerships  
Trillium Health Partners

**Francine St-Martin** (Ex-officio)

Director, Conferences and Events  
Canadian College of Health Leaders

**Sheri Whitlock**

Strategic Customer Group,  
Vice President  
BD-Canada

**Kathryn York**

Founding Partner  
CCIG Solutions - Collective Change and  
Innovation Group

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## 3M Health Care Quality Team Awards

This award recognizes four important elements: innovation, quality, patient/family engagement, and teamwork, and provides Canadian health leaders with an excellent opportunity to recognize team members who have applied the quality process to create measurable benefits in their network of services and programs.

Full descriptions of all award nominees can be found in the 3M Health Care Quality Team Awards Executive Summaries booklet, available at: [www.cchl-ccls.ca](http://www.cchl-ccls.ca).



### SELECTION COMMITTEE

#### Quality Improvement Initiative(s) Across a Health System

**Maura Davies, FCCHL (Chair)**  
President  
Maura Davies Healthcare Consulting Inc.

**John Andruschak, CHE**  
Principal  
Andruschak Consulting

**Sandra Blevins, CHE**  
Health Care Consultant

**Mark Fam, CHE**  
Vice President, Programs  
Michael Garron Hospital a division of the  
Toronto East Health Network

**Wendy Hansson, CHE**  
Health System Executive VP  
Lakeridge Health

**Drew McCallum (Ex-officio)**  
Divisional Leader - Canada  
Medical Solutions Division,  
3M Healthcare Business Group

**Kelli O'Brien**  
President and CEO  
St. Joseph's Care Group

**Victoria Schmid**  
CEO  
BC Health Care Occupational  
Health and Safety Society

### AWARD RECIPIENT

#### Quality Improvement Initiative(s) Across a Health System

### Island Health

#### *STEPS for expedient acute care discharge: Cowichan Short Term Enablement and Planning Suites (STEPS)*

STEPS is an innovative collaboration between community health services, long term care, acute care, and assisted living that creatively repurposes subsidized assisted living spaces into a transitional care unit, supporting acute patient flow. The STEPS unit is the first of its kind on the Island, and improves:

- acute length of stay;
- alternate level of care rates;
- readmission rates;
- clinical outcomes; and
- client and family experience.

Using a transformational leadership approach and quality improvement methodology this team has combined its resources to create a transitional care environment to support individualized, patient centered and culturally safe discharge plans. This integrated and engaged project leadership team, consisting of both internal and external partners, revamped community care processes, communication pathways, billing practices and many other systems.

Collaborative/creative problem solving; ongoing PDSA process improvements and a common vision were critical in creating a viable and sustainable solution. Success of STEPS was demonstrated through evaluation. Specifically:

- a reduction of 5.6 in-patient beds;
- a reduction in cost for each bed day was realized (STEPS cost is 1/3 of an acute bed day);
- provision of highquality patient care in the right place, at the right time;
- alignment to our corporate vision, mission and values and strategic plan;
- expansion from 6 to 10 suites was supported to meet demand; and
- interest in Island wide replication.

STEPS success is testament to the power of collaboration and innovation to support a network of care for the Cowichan community.

#### CONTACT:

**Donna Jouan-Tapp**, Director Cowichan Health and Care Plan, Island Health Authority  
238 Government St, Duncan, BC V9L 1A5  
250-737-2010 | [donna.jouantapp@islandhealth.ca](mailto:donna.jouantapp@islandhealth.ca)



## 3M Health Care Quality Team Awards

This award recognizes four important elements: innovation, quality, patient/family engagement, and teamwork, and provides Canadian health leaders with an excellent opportunity to recognize team members who have applied the quality process to create measurable benefits in their network of services and programs.

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### SELECTION COMMITTEE

#### Quality Improvement Initiative(s) Within an Organization

**Patricia O'Connor, FCCHL**  
(Chair)  
Consultant, Faculty and  
Improvement Advisor  
HEC - Healthcare Excellence Canada

**Tracy Buckler, CHE**  
Retired Health Leader

**Sandy Jansen, CHE**  
Vice President, Patient Care and  
Risk Management  
St. Joseph's Health Care London

**Jamie MacDonald, MBA, CHE**  
Chief Administrative Officer  
Health PEI

**Drew McCallum** (Ex-officio)  
Divisional Leader - Canada  
Medical Solutions Division,  
3M Healthcare Business Group

**Scott McIntaggart, CHE** (Excused)  
Senior Vice President  
University Health Network

**Brenda Weir, CHE**  
Vice President, Chief Nursing Executive  
Peterborough Regional Health Centre

### AWARD RECIPIENT

#### Quality Improvement Initiative(s) Within an Organization

## Humber River Hospital

### *Humber's Elderly Assess and Restore Team (HEART)*

Launched in September 2018, HEART, an innovative mobile service that operates 7 days/week with both inpatient and outpatient components, was implemented to optimize patient function, reduce length of stay, facilitate home discharge, and promote healthy aging in the community.

HEART is comprised of Occupational Therapists, Physiotherapists, Rehabilitation Assistants, and Registered Practical Nurses and serves a subset of "high-risk" seniors that have restorative potential and can benefit from assess and restore interventions. Through the HEART program, patients are screened for eligibility and assessed upon admission. Once enrolled, patients are followed to discharge and receive post-discharge continuity of care. Assessments use validated tools to ensure that HEART services are made available to the most complex and difficult to discharge patients who also have a functional restorative potential.

Electronic capture tools measure key performance indicators and patient and family input is gathered through surveys. From September 2018 to September 2021, HEART served 1109 patients. Of these, 98.3% maintained or improved their functional capacity, with an average 36.7% improvement in function, and 87.7% were discharged home to their baseline. Furthermore, HEART participants had a lower average length of stay when compared to similar non-participants (7.5 vs. 12 days), resulting in savings of 4990 bed days and approximately \$4.6 million in cost savings. 90% of HEART participants reported that they would recommend this program to others. HEART helps patients maintain their independence in the community, improves inpatient capacity, and provides a basis for scale and spread.

#### CONTACT:

**Beatrise Edelstein**, Program Director, Seniors Care, Inpatient Medicine,  
Allied Health & Ambulatory Services, Humber River Hospital  
1235 Wilson Avenue, Toronto, ON M3M 0B2  
416-242-1000 ext. 82131 | [bedelstein@hrh.ca](mailto:bedelstein@hrh.ca)

## Award of Excellence in Mental Health and Addictions Quality Improvement

This award honours a hospital, health authority, community based mental health and addictions program/service, or a leader in the field that demonstrates evidence-informed and sustained quality improvements (QI) in the area of mental health and addictions.

Sponsored by:



Mental Health  
Commission  
of Canada

Commission de  
la santé mentale  
du Canada

### SELECTION COMMITTEE

**Darryl Yates, CHE** (Chair)  
Health Care Executive

**Dr. Pierre Beauséjour**  
Full Professor of Psychiatry  
University of Sherbrooke

**Jean Daigle** (Excused)  
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**Barbara C. Hall, CHE**  
Board Chair  
Northwood People Services

**Yasmin Jetha**  
Vice President, Community Services  
Vancouver Coastal Health Authority

**Rita Notarandrea, CHE**  
CEO  
Canadian Centre on Substance Abuse

**Michel Rodrigue, CPA, CMA, MBA**  
(Ex-officio)  
President and Chief Executive Officer  
Mental Health Commission of Canada

**Mark Snaterse, CHE**  
Executive Director, Addiction  
and Mental Health, Edmonton Zone  
Alberta Health Services

### AWARD RECIPIENT

## Fraser Health Authority

### Urgent Care Response Centre

Surrey's Urgent Care Response Centre (UCRC) is an outpatient mental health centre, located on the campus of Surrey Memorial Hospital, the largest acute care site in the Fraser Health Authority. The UCRC is a great example of creativity in the delivery of healthcare to meet the increasing demands for mental health and substance use services. Ingenuity and teamwork on all levels including frontline staff and leadership have contributed to the success of the service.

The service provides a central point of access for adults who are experiencing mental health and substance use issues and who require urgent care, but do not require hospitalization. It provides easy access for patients to walk-in or self refer themselves on their own schedule as the service is open 12 hours per day, 365 days per year.

The UCRC provides a calm and peaceful environment for patients to address their concerns with professionals in contrast to a busy hospital emergency department environment. Some of the achievements of the program include:

- There were 20,000 referrals to the service over the first 20 months of operation. It has provided 24, 320 assessments and 38,468 sessions.
- The UCRC provides timely service ensuring that patients receive same day treatment; current statistics indicate that 79% of all referrals were assessed on the same day.
- Patients receiving services from the UCRC significantly reduced their emergency department visits, acute admissions and acute bed days.
- The COVID-19 pandemic has exacerbated the mental health and substance use crisis. The UCRC plays an integral part in supporting those in need by providing accessible, timely and effective service.

#### CONTACT:

**Sharan Sandhu**, Manager, Clinical Operations, Fraser Health  
Surrey Memorial Hospital, Charles Barham Pavilion  
13750-96 Avenue, Surrey, BC V3V 1Z2  
778-241-8675 | [sharan.sandhu@fraserhealth.ca](mailto:sharan.sandhu@fraserhealth.ca)

## Celebrating the Human Spirit Award

This award recognizes and honours the meaningful contributions of individuals and teams for acts of caring and compassion that go above and beyond the call of duty, inspire others and have a profound and lasting impact.

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### SELECTION COMMITTEE

**Kenneth W. Baird, CHE** (Chair)  
Vice President, Quality Performance  
and Clinical Supports  
Eastern Regional Health Authority

**Brenda Badiuk**  
President & COO  
Seven Oaks General Hospital

**Catherine Gaulton** (Ex-officio)  
Chief Executive Officer  
HIROC - Healthcare Insurance  
Reciprocal of Canada

**Cheryl L. Harrison, CHE**  
Vice President of Regional Programs  
Orillia Soldier's Memorial Hospital

**Dr. Barbara Mildon, CHE**  
Chief Executive Officer  
Community Care City of Kawartha Lakes

**Kelli A. O'Brien**  
President and CEO  
St. Joseph's Care Group

**Stefanie Ralph, CHE**  
Executive Director, Patient Experience  
Yukon Hospital Corporation

**Talya Wolff, CHE**  
Manager, Patient Services and  
Experience  
University Health Network

### AWARD RECIPIENT

## Safehaven

For over thirty years, Safehaven has provided exceptional care to/advocated for the rights and quality of life of youth and adults with developmental disabilities through leading medical care and non-institutional recreational programming.

Over the past year, Safehaven has gone above and beyond its mandate to support the developmental services sector and broader community. As the Toronto Region's Infection Prevention and Control (IPAC) Collaborative Lead, Safehaven has led 70+ agencies and over 600+ sites in the community, developmental services, Indigenous, youth justice, violence against women, and anti-human trafficking sectors to provide IPAC education and supports, including mask-fit testing, vaccines, rapid antigen testing, and outbreak management. This work has achieved over 10,000 impacts in the Toronto Region, keeping individuals safe and preventing poor outcomes during the pandemic. Safehaven has been recognized provincially/nationally for this exceptional work, with CEO Susan Bisailon named to the City of Toronto COVID-19 Vaccine Accessibility Task Force and the Provincial Network for Vaccine Access in Ontario.

Safehaven's #WeBelong movement champions an inclusive community where individuals with developmental disabilities can break down barriers and change perceptions of what it means to live with a disability. As Safehaven looks towards an inclusive and equitable future, it aims to expand to an affordable and sustainable housing model that grows with clients from childhood through to adulthood, eliminating barriers between pediatric and adult care and empowering individuals through safe and accessible independent living.

#### CONTACT:

**Susan Bisailon, CHE**, CEO, Safehaven  
1173 Bloor Street West, Toronto, ON M6H 1M9  
416-535-8525 | sbisailon@safehaven.to



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Awards

## Chapter Award for Distinguished Service

This award provides an opportunity for chapters to recognize locally and nationally the individuals who have made a significant contribution to their chapter.



### AWARD RECIPIENTS

#### BC INTERIOR CHAPTER

##### **Jason Jaswal, CHE**

Regional Director - Medical Affairs  
Northern Health

#### BC LOWER MAINLAND CHAPTER

##### **Sarah Ashton**

Marketing Director  
BD-Canada

#### BLUENOSE (NS AND PEI) CHAPTER

##### **Lindsay Peach, CHE**

Executive Director  
Tajikeimik | Mi'kmaq Health and Wellness

#### EASTERN ONTARIO CHAPTER

##### **Michele Bellows, CHE**

CEO, Rideau Community Health Services

#### GREATER TORONTO AREA CHAPTER

##### **Talya Wolff, CHE**

Manager, Patient Services and Experience  
University Health Network

#### MANITOBA CHAPTER

##### **Arle Jones**

Director of Primary Health Care –  
Integrated Palliative, Primary & Home  
Health Services  
Winnipeg Regional Health Authority

#### MIDNIGHT SUN CHAPTER

##### **Sean Secord, CHE**

Program and Policy Analyst  
CADTH

#### NEON LIGHTS CHAPTER

##### **Cathy Bailey**

#### NEW BRUNSWICK CHAPTER

##### **Stephanie Smith, CHE**

New Brunswick Liaison Officer CADTH

#### NEWFOUNDLAND AND LABRADOR CHAPTER

##### **Melissa Coish, CHE**

Regional Director  
Eastern Health

#### NORTHERN ALBERTA CHAPTER

##### **Alisha Thaver**

Director, Strategic Initiatives  
and Stakeholders  
Covenant Care/Covenant Living

#### NORTHERN AND CENTRAL SASKATCHEWAN CHAPTER

##### **Leanne Smith, CHE**

Director Maternal Services and  
Children's Intensive Care - Saskatoon  
Saskatchewan Health Authority

#### QUÉBEC CHAPTER

##### **Liette Bernier, PhD**

Directrice des services généraux  
et des partenariats urbains  
CIUSSS du Centre-Sud-de-l'Île-de-Montréal

#### SOUTHERN ALBERTA CHAPTER

##### **Kara Patterson**

Lead, Program Innovation and  
Integration, Provincial Screening  
Programs  
Alberta Health Services

#### VANCOUVER ISLAND CHAPTER

##### **Dr. Dawn Waterhouse, CHE**

Research Business Manager,  
Research and Capacity Building  
Vancouver Island Health Authority

## CCHL Distinguished Leadership Award

The CCHL Distinguished Leadership Award honours a Champion of Performance Improvement. Winners of this Award will be passionate and visionary leaders who have led transformative change, demonstrated exemplary engagement and collaboration and a dedication to building leadership capacity.

*Sponsored by:*

**stryker**

## AWARD RECIPIENT

### Neil Fraser

Neil Fraser joined Medtronic over 35 years ago and became the President of Medtronic Canada in 2004, receiving numerous awards, including Canada's Best Large Workplaces and Top 100 Employer, and various sub-categories that highlight his focus on inclusion, diversity, equity, and the environment.

He is passionate and engaged in helping improve the health outcomes of Canadians, with a focus on access to healthcare technology and improving the efficacy and efficiency of the system. He does this through stakeholder engagement Federally and Provincially, and by driving an innovation agenda that will result in better care for Canadians.

Neil has been an avid supporter of the College since Medtronic joined as a corporate member in 1994, to the extent that they were recognized in 2009 and again in 2013 as the recipient of the College's President's Award for Outstanding Corporate Membership. This recognition was well deserved with Neil's ongoing support towards the HPRS Program (over 25 sessions delivered), National Awards Program sponsorship (since 2014), other event sponsorships (2008 – 2019), and Board and Committee work (since 2012) through representatives from Medtronic.

#### CONTACT:

**Neil Fraser**, President, Medtronic Canada  
99 Hereford Street, Brampton, ON L6Y 0R3  
905-301-6817 | [neil.fraser@medtronic.com](mailto:neil.fraser@medtronic.com)

## Energy and Environmental Stewardship Award

This award recognizes a progressive healthcare organization that has implemented programs that demonstrate environmental responsibility through the reduction of energy usage, the preservation of natural resources and effective waste diversion solutions.

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### SELECTION COMMITTEE

**Jo-anne Marr, CHE** (Chair)  
President & CEO  
Markham Stouffville Hospital

**Kenneth W. Baird, CHE**  
Vice President, Quality Performance and  
Clinical Supports  
Eastern Regional Health Authority

**Mike Hickey**  
President  
MF Hickey Consulting

**Kim Kerrone**  
VP Support Services & CFO  
Vancouver Island Health Authority

**Andrew Neuner, CHE**  
Former CEO  
Health Quality Council of Alberta

**Jeremy Newhook** (Ex-officio)  
Senior Business Consultant  
Honeywell

**Ron Noble, FCCHL, FACHE**  
President and CEO  
Catholic Health Association of Ontario

**Michael Young**  
Executive Vice-President, CAO  
Sunnybrook Health Sciences Centre

### AWARD RECIPIENT

## Institut National de psychiatrie légale Philippe-Pinel

The Institut national Philippe-Pinel has become a leader in environmental health and sustainable development in Québec. They have been recognized by receiving awards of excellence from the Conseil régional de l'environnement de Montréal and from the ministère de la Santé et des Services sociaux du Québec, as well as being granted the ICI ON RECYCLE+ certification from RECYC-QUÉBEC.

Their action plan, to ensure the institution's new sustainable development policy, includes initiatives on various themes ranging from responsible procurement to residual materials management, including energy efficiency, water management, air quality and climate change. All these initiatives, led by the technical services department, are also supported by senior management, who take part in various activities such as tree planting. Patients were also assigned tasks to develop new skills related to their care plan, such as building garden composters and maintaining flower beds.

The energy efficiency projects resulted in an annual reduction of 54% in greenhouse gases (GHG) and 35% in energy consumption. Other waste reduction solutions for several commonly used items such as coffee cups and dishes used by patients have enabled the Institute to reduce its total waste by more than seven tons per year. The organisation's initiatives also included the planting of 3,000 trees, the acquisition of 2 beehives, the installation of a green wall, and the installation of 5 charging stations for electric cars, spaces dedicated to carpooling, and bicycle parking.

#### CONTACT:

**Annie Côté**, Directrice des services techniques et du projet majeur  
Institut National de psychiatrie légale Philippe-Pinel  
10905, boul. Henri-Bourassa Est, Montréal, QC H1C 1H1  
514-648-8461 ext. 1615 | [annie.cote.ippm@ssss.gouv.qc.ca](mailto:annie.cote.ippm@ssss.gouv.qc.ca)

## Excellence in Diversity & Inclusion Award

This award honours a forward-thinking healthcare organization that has demonstrated leadership in creating and promoting diversity and inclusion to improve the environment for its employees, and to better service their customers/patients, and the community.

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### SELECTION COMMITTEE

**Dwight Nelson, CHE** (Chair)  
Former Chief Operating Officer  
Carewest

**Brenda Flaherty**  
Healthcare Consultant

**Jim Hornell**  
Executive Coach & Consultant  
Hornell BDS Enterprise

**Scott Jarrett**  
Executive Vice President and  
Chief Administration Officer  
Trillium Health Partners

**Norman Peters, CHE**  
Vice President,  
Regional Care Integration  
Fraser Health Authority

**Normand St-Gelais** (Ex-officio)  
Director of Corporate Responsibility  
Sodexo Canada

### AWARD RECIPIENT

## Alberta Health Services

Alberta Health Services (AHS) has put people, programs, work groups, and resources in place to ensure all workers within Alberta's healthcare system live its core values — compassion, accountability, excellence, safety, and respect — and have cultural competency training so they have a deeper understanding and appreciation of other cultures and customs.

As Canada's fifth-largest employer — and Canada's largest healthcare provider with over 130,000 employees, physicians, and volunteers, AHS provides care and services to over 4.5 million Albertans. With the support of executive leadership, AHS has a Diversity & Inclusion Council of 25 leaders to guide the work of a Diversity & Inclusion Centre of Expertise with a team of three full-time personnel who assist in implementing programs and policies across the organization.

A cornerstone accomplishment this past year is the Report and Recommendations of the AHS Anti-Racism Advisory Group including the Anti-Racism Position Statement, which affirms our commitment to combat racism and discrimination in all forms. When it comes to Indigenous Health, AHS consults a Wisdom Council of elders which reports directly to its CEO, has created an Indigenous Awareness and Sensitivity Training Program, and produces a monthly Indigenous virtual learning series.

Recent leadership initiatives also include guides to creating safer and more inclusive spaces for sexual and gender minority people, to inclusive language and communication, and educational sessions on topics such as cultural competence, power, and privilege. AHS leads by example as a healthcare organization that's growing its culture to be inclusive, respectful and treat everyone with fairness and equality.

#### CONTACT:

**Marni Panas**, Program Manager, Diversity and Inclusion, Alberta Health Services  
587-786-6373 | [marni.panas@ahs.ca](mailto:marni.panas@ahs.ca)

## Excellence in Patient Experience Award

This award is focused on honouring organizations and individuals who have set in place innovations that improve the human experience in healthcare. The Excellence in Patient Experience Award will highlight and recognize innovations that have made a change to how patients and their families experience healthcare services.

*Sponsored by:*



### SELECTION COMMITTEE

**Marnie Escaf, CHE** (Chair)

Senior Vice President UHN, Executive  
Lead PMH  
University Health Network

**Bonnie Cochrane, CHE**

(Ex-officio)  
Managing Director, Huron  
General Manager, Huron Advisors  
Canada Limited

**Linda Dempster**

Vice President Patient Experience and  
Pandemic Response  
Fraser Health Authority

**Eric Hanna, CHE**

Past President and CEO  
Arnprior Regional Health (Retired)

**Janet Knox, CHE**

Past President and CEO,  
Nova Scotia Health Authority (Retired)

**Arden Krystal, CHE**

President & CEO  
Southlake Regional Health Care

**Marc LeBoutillier, CHE**

Chief Executive Officer  
Hawkesbury General Hospital

**Bernie Weinstein**

Patient Representative  
Patients for Patient Safety Canada

### AWARD RECIPIENT

## Island Health

Island Health's Hospital at Home (HaH) is an innovative patient-centered care model that offers patients and families an acute care alternative by providing 24/7 hospital-level care in the patients' home.

Over the past decades, hospitals have trialed various initiatives to deal with hospital overcapacity – a problem often associated with poor care experiences. These interventions are seldom durable and rarely patient-centred. During an admission, patients may experience fear, separation, and loneliness – experiences exacerbated by COVID-19. HaH allows patients to remain at home close to loved ones, transforming an acute care stay into a more compassionate experience. Recognizing the vital contributions of patients and families, the HaH team invited them to partner with them to co-create, learn, adapt, and scale a more meaningful acute care solution. By leveraging best practices in public and patient engagement, and fostering a culture of inclusion, HaH meets the needs of patients, families, and health care providers.

Fifteen months after its launch, HaH has provided care to just over 600 patients. The majority of HaH staff (93%) rate HaH as an excellent/very good place to work. All patients and family caregivers (100%) who have completed the post-discharge evaluation survey (n=344) stated they would recommend HaH to family and friends. HaH improves patients' acute care experience by changing the way care is provided and used, and in doing so, fosters patient autonomy and self-management. The care collaboration and level of information sharing intrinsic to HaH, solidifies patients, families, and healthcare providers as true partners in care.

#### CONTACT:

**Dr. Sean Spina**, Director - Special Projects (HaH), Island Health (Pharm Admin)  
1952 Bay Street, Victoria, BC V8R 1J8  
250-216-9203 | [Sean.Spina@islandhealth.ca](mailto:Sean.Spina@islandhealth.ca)



## Excellence in Patient Safety Award

This award recognizes individuals and/or teams that are committed to improving patient safety within the healthcare environment, through leadership, culture, best practices, innovation, and change management expertise.

Sponsored by:



### SELECTION COMMITTEE

**Arden Krystal, CHE** (Chair)  
President & CEO  
Southlake Regional Health Care

**Janice Kaffer, CHE**  
Retired health care administrator

**Lori Korchinski, CHE**  
Director  
Vancouver Coastal Health

**Sandi Kossey, CHE**  
Senior Manager, Government  
& Public Sector, Consulting  
PwC Management Services LP

**Emily Musing, CHE**  
Vice President Quality & Safety and Chief  
Patient Safety Officer  
University Health Network

**Bernie Weinstein**  
Patient Representative  
Patients for Patient Safety Canada

**Sheri Whitlock** (Ex-officio)  
Vice President, Corporate Accounts,  
Strategic Marketing, Communications  
BD-Canada

### AWARD RECIPIENT

## William Osler Health System

In 2019, Osler embarked on its transformational journey to enhance corporate oversight and accountability for Patient Safety Incident Management through the implementation of a corporate Patient Safety Incident Management Framework. The standardized framework aimed to improve reporting, standardize the organizational response to patient safety incidents and increase frontline staff and physician participation in quality of care reviews.

The engagement and ongoing feedback from staff, physicians, patients, and families who have endorsed the approach was crucial to creation, implementation, and evaluation of the process.

Osler used a robust multipronged approach which included the implementation of a corporate quality infrastructure. This infrastructure consists of a leadership dyad model accountable for quality at the program level, targeted education, tools and resources, and the optimization of the electronic reporting system (Datix) to streamline and improve patient safety incident management processes along the continuum.

The implementation of a standardized Patient Safety Incident Management Framework, one that is reliable and applies a consistent just culture approach, has supported an increase in staff and physician participation and has resulted in a 17% increase in patient safety incident reporting over two years.

#### CONTACT:

**Antonio Raso**, Associate Vice President, Clinical Practice & Quality  
William Osler Health System  
2100 Bovaird Drive East, Brampton, ON L6R 3J7  
905-494-2120 Ext. 57480 | [tony.raso@williamoslerhs.ca](mailto:tony.raso@williamoslerhs.ca)

## HMF Article of the Year Award

This award recognizes an article published in Healthcare Management Forum in the preceding year which has helped to advance knowledge in the practice of health leadership.

*Sponsored by:*



## AWARD RECIPIENT

### Dr. Anne Mullin

The Canadian College of Health Leaders is pleased to announce that Anne Mullin, PhD, MBA, has been named the recipient of the 2022 Healthcare Management Forum Article of the Year Award for her article entitled “Inclusion, diversity, equity, and accessibility: From organizational responsibility to leadership competency”. Dr. Mullin is a Principal at Shift Health, a strategy consulting firm for the health research and innovation ecosystem.

In her article, Dr. Mullin and her co-authors have captured the essence of what is necessary to meet the challenges of anti-Black racism, anti-Indigenous racism, and harmful colonial structures while in the midst of a pandemic crisis response. This article stands out because it provides practical recommendations for health leaders that can be used to change traditional governance, mentorship, and performance management programs. The end result allows leaders to attract better talent and create a more progressive, inclusive culture.

#### CONTACT:

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## Mentorship Award

This award is presented to a leader in the healthcare system who demonstrates exemplary, sustained commitment to mentoring, and inspiring healthcare leadership.

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Senior Consultant  
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Sault Area Hospital

### AWARD RECIPIENT

## Christina Denysek, CHE

As an established leader within the Saskatchewan Health Authority (SHA), Christina Denysek demonstrates exemplary, sustained commitment to mentoring, and inspiring healthcare leadership. Her commitment to mentorship has been long-standing, has been both formal and informal, and has involved those that report to her as well as other emerging leaders. Christina entered a leadership role a young age herself and has stated that fostering young leaders through mentorship has been a passion of hers throughout her career.

“As the Executive Director of Continuing Care across the Integrated Rural Health portfolio of the SHA, I have witnessed the mentorship she provides to her team of Directors. She dedicates time to team development, leadership skill acquisition, and systems thinking. She is a lifelong learner who embodies an enduring growth mindset, which is nurtured amongst those she mentors. One of Christina’s mentees notes, ‘Christina has been an integral part in my leadership journey, and I know I wouldn’t be the leader I am now if I didn’t have her support and coaching.’ Another states, ‘Over the last 3 years, Christina has mentored myself as well as many others. She is the person I count on to help guide and teach me new and efficient approaches to leadership within my own team. I would not be the leader I am today without her engagement, mentorship, leadership, and support.’ These testimonials highlight the impact Christina has on emerging leaders through mentorship and I can attest that many others in the health system would report similar sentiments.” - *Dr. Kevin Wasko, award nominator*

#### CONTACT:

**Christina Denysek, CHE**, Executive Director of Continuing Care,  
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## Nursing Leadership Award

The Nursing Leadership Award builds on the themes of patient-centered care and nursing leadership, and honours those who demonstrate an ongoing commitment to excellence in these areas.

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CEO and Registrar  
Newfoundland and Labrador Council for  
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**Shahira Bhimani** (Ex-officio)  
VP, Health System Solutions,  
Government Relations  
Baxter Corporation

**Vanessa Burkoski**  
Former Chief Nursing Executive & Chief,  
People Strategy  
Humber River Hospital

**Dr. Rhonda Crocker Ellacott** (Excused)  
Chief Executive Officer  
Thunder Bay Regional Health  
Sciences Centre

**Dr. Doris Grinspun** (Excused)  
Chief Executive Officer  
Registered Nurses Association  
of Ontario

**Barbara Steed, CHE**  
EVP Clinical Services & VP Central  
Region Cancer Program  
Southlake Regional Health Centre

**Debbie Walsh, CHE**  
Vice President Clinical Services  
Eastern Health

### AWARD RECIPIENT

## Sean Chilton

Sean Chilton is a visionary, a truly creative leader with a wide range of clinical, operational, corporate, and strategic leadership experiences. His track-record reflects his ability to inspire and shape interdisciplinary healthcare teams while creating sustainable, positive working relationships with diverse stakeholders, both inside and outside the health sector. As our Vice-President of People, Health Professions and Information Technology, Sean is a well-respected trailblazer across AHS. He sets strategic priorities and solves problems for the nation's largest provincewide, fully integrated system, which delivers care to more than 4.4 million Albertans.

His healthcare career started as a Registered Nurse and spans more than 35 years. His education and experience in nursing has allowed him to be successful in leadership roles across many distinct and unique portfolios. He is the executive sponsor for our Patient First and People strategies as well as for Connect Care, our new \$1.4B Clinical Information System. He's guided our Collaborative Care framework, which supports improved patient outcomes and superior staff and patient experiences.

When disaster strikes, Sean has successfully led our response to emergencies, including COVID-19, H1N1 2009, Slave Lake forest fires, and Southern Alberta floods. His influence beyond AHS is evidenced by the strong community relationships he's forged with a focus on Health Advisory Councils, patient and family advisors, regulatory bodies, post-secondary institutions, elected officials, and Indigenous leaders. As well, his commitment to mentorship and sharing experiences with staff and students is laying the foundation for the future.

In short, Sean's leadership has been, and remains, paramount to the ongoing growth, development, and success of Alberta Health Services.

#### CONTACT:

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## President's Award for Outstanding Corporate Membership in the College

This award recognizes a corporate member who has consistently, over a period of several years, helped the College achieve its mission, vision and strategic directions.



## AWARD RECIPIENT

### HIROC - Healthcare Insurance Reciprocal of Canada

The Healthcare Insurance Reciprocal of Canada has been a corporate member of the College since 1997. Catherine Gaulton, President and CEO of HIROC is currently a member of the Corporate Advisory Council.

Through their financial contributions, HIROC has helped support a number of CCHL events, conferences, and initiatives. They have been an annual sponsor of the National Health Leadership Conference (NHLC) since 2008 and of the Canada West Health Leaders Conference (formerly BCHLC) since 2017. In addition, HIROC has provided their support for the CCHL National Awards Program by sponsoring the Celebrating the Human Spirit Award since 2021, being an educational partner of the Leading Practices Booklet since 2020, and supporting our Honouring Health Leadership event.

Established in 1987, the Healthcare Insurance Reciprocal of Canada (HIROC) is a trusted healthcare safety advisor, committed to offering a full spectrum of insurance products and support throughout a claim. Combined with sage counsel and risk management solutions, HIROC works with its partners to increase safety.

#### CONTACT:

**Catherine Gaulton**, President and CEO

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## Recognition in Delivering Value-based Healthcare

This recognition aims to increase the profile and understanding of value-based healthcare by honouring an organization, or team, that is deliberate in changing the way that care is delivered, resulting in improved patient outcomes. This means that patients are being optimally cared for at the right time, in the right setting, and at the right cost.

*Recognition made possible by a grant from:*

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### SELECTION COMMITTEE

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**Dr. Robert Halpenny**

Consultant

**Elma Heidemann, FCCHL**

Founding Co-chair,  
Canadian Health Leadership Network  
(CHLNet)

**Brock Hovey, CHE**

Vice President Corporate Services,  
Accountability and Quality  
Home and Community Care Support  
Services Central West

**Melicent Lavers-Sailly** (Ex-officio)

Director, Communications, Strategy &  
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Retired President and CEO  
St. Joseph's Health Centre (Sudbury)

**Howard Waldner, CHE**

Dean, School of Health and  
Public Safety Southern Alberta  
Institute of Technology

### AWARD RECIPIENT

## Providence Health Care

Over the past 10 years, the Adult Bleeding Disorders Program of British Columbia (previously known as the BC Adult Hemophilia Program) led by Dr. Shannon Jackson has embraced value-based health care delivery on a Provincial scale. Outcomes that matter to patients and costs have been measured.

Outcomes have improved in a relationship-centric care model while cost to deliver care across the continuum has been stable. More patients have had access to the right expert care. The experiences are a proof of concept that the VBHC approach works when applied with patience and a long-term vision in a population with complex chronic disease who have shared needs.

Many of the lessons learned over the years in this clinic have been bolstered though Dr. Jackson's formalized education and training in VBHC. Now, Providence Health Care is poised to apply VBHC other populations at Providence Health Care as part of the Mission Forward Strategic Plan by 2026.

#### CONTACT:

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## Robert Wood Johnson Awards

Established in 1956, the Robert Wood Johnson Awards are presented to one student from six Canadian universities offering a Master of Health Administration. Recipients are selected by their respective faculty for their individual achievements and promising contributions to health services management.

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### AWARD RECIPIENTS

#### Dr. Saeed Elassy, *Dalhousie University*

Dr. Saeed Elassy is a Cardiothoracic Surgeon who performed more than 2500 open heart cases and has more than 25 years of experience in healthcare systems in several countries. He holds a master's and Ph. D. degree in Cardiothoracic Surgery and a Diploma in Healthcare facilities management. He is a spring 2022 candidate for Master of Health Administration from Dalhousie University in Halifax, NS, where he is currently living. His administrative experience includes leading new healthcare projects, operation management, and facilitating mergers and acquisitions of private health care facilities. Saeed has published many international articles and has instructed courses for medical students, nurses, and allied health professionals. Saeed is an active member of the CCHL and working towards his CHE designation.

Saeed strongly believes in the importance of interprofessional collaboration in healthcare. He is looking forward to continuing to build on his extensive clinical experience to improve healthcare systems efficiency, patient access through technology, and leveraging physicians' engagement in healthcare administration. Saeed is proficient in knowledge mobilization, critical thinking, and change management, and he is passionate about continuously learning new skills and innovation in healthcare. Saeed enjoys hiking beautiful NS, handcrafts, and traveling with his family in his free time.

#### Nicole Didiuk, *University of British Columbia*

Nicole earned her Bachelor of Business Administration degree from Simon Fraser University and started her career in the non-profit health sector before shifting to conference production both locally and as far away as Arusha, Tanzania. Her program planning skills, particularly with multiple stakeholders, are useful in her current role managing rural medical education programs at the UBC Faculty of Medicine's Continuing Professional Development division. Here, Nicole discovered a passion for supporting health care providers along their unique educational journeys and for exploring how ongoing medical education and supportive networks ultimately impact patient care. Someone who values lifelong learning herself, Nicole is proud to be a part of the 2020-22 cohort of UBC's Master of Health Administration program at the School of Population and Public Health. Here, she enjoys expanding her knowledge and tackling relevant issues alongside an interprofessional group of health care leaders and change agents.

#### Stéphanie Bumba, *Université de Montréal*

Stéphanie Bumba has been a nurse clinician since 2019 and currently practices at the McGill University Health Center. She created the web series, "These Afro-Scientists from Yesterday to Today", which features Afro-descendant personalities who left their mark on health sciences history. Her educational videos are available on her YouTube channel "Nurse Stephe Tv".

Ms. Bumba is officially the first nurse clinician to have written articles for the Montreal Science Centre. Her work has been highlighted in several national newspapers such as CBC/Radio-Canada, La Presse, TVA Nouvelles, Global News, L'Actualité, Montreal Gazette, The Toronto Star and CityNews Vancouver. She recently gave lectures at several educational institutions such as the Universities of Ottawa, McGill, Montreal and Concordia and the National Institute for Scientific Research (INRS).

Her civic involvement throughout her academic career led her to being invited to a historic event as a distinguished guest. In June 2021, McGill University and Howard University announced the launch of the "Dr. Charles R. Drew" graduate scholarships in recognition of the doctor's global contributions as the "Father of Blood Banks". Finally, Ms. Bumba is one of the authors of L'Agenda des femmes 2022, which includes writings advocating for nursing expertise, cultural competence and the political role of caregivers. Stéphanie Bumba, a Canadian of Congolese origin, works every day to encourage people to live together in a multicultural society.

## AWARD RECIPIENTS

### **Jesse Alook, *University of Alberta***

A proud member of Bigstone Cree Nation, Jesse Alook was raised in Wabasca, AB, before he moved to Edmonton to pursue a Bachelor of Science in Nursing. After working as a Registered Nurse in a large urban emergency department, Jesse was accepted into the University of Alberta's Master of Public Health degree specializing in Health Policy and Management.

Jesse was first introduced to the field of Indigenous Health as part of a grade 11 career internship with Alberta Health Services. It is here where he was inspired to pursue a career in health care, and what encouraged him to train as a Registered Nurse and a public health practitioner. Jesse's primary interests in public health are within the realm of Indigenous Health and health leadership. During the Master's degree, Jesse spent time learning from Elders and other Indigenous students across campus as the President of the Indigenous Graduates Student Association.

Jesse is currently completing a practicum project with the Government of British Columbia's Division of Indigenous Health and Reconciliation. Upon graduation, he hopes to find a leadership position where he can utilize and implement his training in both nursing and public health with Indigenous communities across Canada.

### **Elizabeth Tanguay, *University of Ottawa***

From an early age, Elizabeth Tanguay learned the value of kindness and civic engagement and remains an active contributor in her community. Her mission in life is to dedicate her energy and talent to improve society's welfare. Born in Quebec City, Elizabeth is fluently bilingual in both official languages and has a Bachelor of Arts in Public Communications from the Laval University. Through 20 years of experience in healthcare she has gained a comprehensive background in business development, marketing, communications, and team building. After collaborating with a broad network of individuals and institutions from the private and public sectors of the health system, she enrolled in the MHA program at the Telfer School of Management of the University of Ottawa to acquire key competencies and knowledge to become a successful leader in the public administration of healthcare. Upon graduating, Elizabeth was awarded the 2020-21 MHA-AA Health Leadership Award, for an outstanding

presentation of the Health Care Management Field Project crowning the MHA Program. Elizabeth is now the Administrative Director of the Ottawa East Ontario Health Team, a relatively new provincial integrated delivery model in Ontario. As a transformative leader in integrated healthcare, she leads collaborative multisector efforts to improve the lives of citizens through a population health approach based on the quadruple aim framework. Through the continuation of her work and dedication, Elizabeth hopes to support the necessary transformations of the health system to be more representative of today and tomorrow's contexts and better meet the needs of the people it serves. So that one day, constituents from all walks of life may reap the benefits of these system changes and enjoy life to the fullest.

### **Eimear Murphy, *University of Toronto***

Eimear Murphy began her healthcare journey studying Radiography at University College Dublin, Ireland, graduating with a Bachelor of Science in 2011. After working in a large teaching hospital in Dublin, Eimear moved to Toronto where she began her career at Mount Sinai Hospital. As a Medical Radiation Technologist, Eimear worked across multiple areas of the hospital. This included working closely with the Michener Institute of Education leading student and staff learning in the department. After becoming a supervisor in the department, Eimear worked on large-scale strategic projects, including the roll-out of a Technologist Peer Review program across six sites and the redevelopment of the Breast Imaging department at Mount Sinai. Eimear is focused on improving patient experiences and in 2020 she received JDMI's Joan Nuttall award for outstanding patient care. She is a long-standing member of the Practice Council managing quality improvement and practice changes across six sites. Since joining Mount Sinai, Eimear completed a Certificate in Management Accounting at University of Toronto and also pursued a MHSc Health Administration in order to lead further positive change in the health system. Eimear is passionate about improving coordination of care and completed a three-month practicum at the Ontario Ministry of Health in summer 2021, where she was a member of the team responsible for the implementation and support of Ontario Health Teams.

## The Robert Zed Young Health Leader Award

This award is presented to a young Canadian healthcare leader who has demonstrated leadership in improving the effectiveness and sustainability of Canada's health system.

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Partner  
Agnew Peckham & Associates

**Dr. Ben Chan**  
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University of Toronto

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Oak Valley Health

**Peter Varga** (Ex-officio)  
Chief Clinical Executive  
HealthHub Patient Engagement  
Solutions

**Andrew Williams, CHE**  
President and CEO  
Huron Perth Healthcare Alliance

### AWARD RECIPIENT

## Jennifer Quaglietta, CHE

Jennifer Quaglietta is a respected leader with vast experience in the Canadian healthcare sector. She consistently demonstrates her ability to lead complex initiatives at the local, regional, and system levels. She has led countless improvement efforts, and the sustained impacts can be seen across the healthcare landscape today.

Her portfolio at the Healthcare Insurance Reciprocal of Canada (HIROC) includes digital innovation, knowledge translation, decision support, artificial intelligence, data warehousing, and cyber security. In two years, she has transformed the Performance Excellence and Information Services department by creating systems to foster innovation in meeting subscriber needs. In advancing HIROC's digital and data analytics capabilities, Jennifer leverages the power of HIROC's information for improvement.

At North York General Hospital, her numerous accomplishments included spearheading initiatives that led to the hospital being consistently ranked as one of the top 2 hospitals in Ontario, based on the Ministry of Health and Long-Term Care's Emergency Department Pay-For-Results funding program. She was also able to secure over \$1.2M in a competitive environment for transformative initiatives at the hospital.

Outside of HIROC, Jennifer is a proud member of the Board of Trustees for Holland Bloorview Kids Rehabilitation Hospital. Jennifer is also the recipient of the 2020 Top 10 Women Leaders in Digital Health Award from Digital Health Canada and the 2021 Chief Information Officer of the Year Award from CIO Association of Canada and IT World Canada.

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