

## Session 11

### Learning from Success: Health System Collaboration and the Integration of Care

**Amir Afkham**



Amir Afkham has been working as the Senior Project Manager at the Champlain LHIN (Local Health Integration Network) in Ottawa since 2009. His primary focus is on eHealth initiatives and application of new technologies to improve efficiency and effectiveness of processes, as well as overall collaboration amongst healthcare providers across the Champlain region.

Prior to joining the LHIN, Amir spent over 20 years in the telecommunications sector, with leadership roles in product and solutions management. Amir holds a Bachelor of Electrical Engineering (Hons) and Minors in Computer Science and Business Administration from McGill University.

**G. Ross Baker**



Ross is a professor and the Director of the new MSc in Quality Improvement and Patient Safety at the University of Toronto. Ross is also Co-PI of the IDEAS program that is developing state of the art quality improvement training in Ontario.

Ross leads a team of researchers who are doing case study research on international patient engagement strategies and engaging patients in service design, research and planning in a project funded by the Canadian Foundation for Healthcare Improvement.

Ross is a board member of the Saskatchewan Health Quality Council and served on the King's Fund Commission on Leadership and Management in the National Health Service (NHS).

## **Katherine Campbell, MA, BSc**



Katherine has been with the Dryden Regional Health Centre for over 8 years, transitioning from her role as Director of the Family Health Team to her current role - Director of Integration and Service Quality. Previously, Katherine worked with the MOHLTC as a Community Development Consultant and the Executive Director of Mary Berglund CHC. Katherine has focused her career on change management, board governance, quality improvement, strategic planning and program design. Katherine and her team have been highlighted by Quality Health Council, Health Canada Aging Program and the Canadian Institute of Health Research and in addition received awards for excellence in quality integrated care with a focus on system redesign.

Katherine has a Masters of Health from Athabasca University and a Bachelor of Science from Lakehead University.

## **Marilyn El Bestawi**



Marilyn El Bestawi is a Registered Nurse with a Masters' degree in Health Administration. She is a Certified Health Executive with the Canadian College of Health Leaders and a Certified Long Term Care Administrator. Marilyn has recently completed her 2 year fellowship in the Canadian Foundation for Healthcare Improvement EXTRA Program.

Marilyn has worked in both community and teaching hospitals. Her positions in Health Care have spanned the range from staff nurse to senior management including a one year interim Chief Nursing Executive role. Marilyn is currently working at University Health Network, Toronto Rehab in a contract position.

## **Karyn Lumsden**



Karyn brings over 25 years of health care experience to her current role as Vice President of Client Services for the Central West Community Care Access Centre. She has worked as a health care administrator in a variety of settings including both hospital and community and is passionate about the creation and implementation of efficient, effective, evidence based health care service models.

Karyn is an experienced and visionary healthcare executive, committed to achieving excellence in quality of care and a sustainable future for healthcare through innovative and dynamic system level change.

## **Pauline Pariser, M.ASc, MD, CCFP, FCFP**



Pauline is Associate Medical Director and lead for Community Family Practice at UHN. Pauline has been in Family Practice for over 30 years and is the founder and co- lead of the Taddle Creek Family Health Team (FHT), which was named the lead agency for the Mid-West Toronto Health Link. Taddle Creek, under Pauline's leadership, was recognized by the Ontario College of Family Physicians (OCFP) as Family Practice of the year in 2011

Pauline is an assistant professor in the Department of Family and Community Medicine, is an award-winning teacher, and in 2009 was named Family Physician of the Year for the Toronto region.

Pauline was Chair of the Health Professional Advisory Board for the Toronto Central LHIN and Chair of the Task Group to recommend a primary care model for home bound seniors under the auspices of the Toronto CCAC.

## **Cathy Szabo, BScN, MPH, CHE**



Cathy Szabo is Chief Executive Officer of the Central Community Care Access Centre (CCAC). A strategic and innovative senior health executive, Cathy has over 30 years' experience creating organizational cultures of quality and excellence.

A strong patient safety advocate, Cathy is an active member of the Canadian Patient Safety Institute Knowledge Exchange Board and the International Society for Quality in Health Care. Throughout her career, Cathy has consistently delivered better care in more cost-effective ways by applying international evidence-based leading practices to service delivery in Ontario.

Cathy is a Certified Health Executive and an Accreditation Canada surveyor.