

Best Practices in Patient Relations: Partnering with Patients to Improve Experiences

Featured Speakers:

Emily Nicholas



Emily's patient journey has taken her through ER's, OR's, MRI's and many health care acronyms in between. Her experience taught her more than she ever wanted to learn, however, it also led to a keen interest in exploring how patients can become partners in their own care and in health system improvement. Emily has been helping Patients Canada bring the patient voice to Canadian health for over seven years. Emily also serves as a representative speaker for Patients Canada and sits on the Communications and Operations Committees. She currently works with Dr. Mike Evans at St.

Michael's Hospital in Toronto.

Mieke Busman



Mieke holds the position of Director of Patient Experience at the Central CCAC. She is a nurse by background and is a certified professional in health care quality, an ISO lead auditor as well as being a surveyor with Accreditation Canada. She has over 30 years' experience nationally and internationally developing and implementing quality programs. A firm believer that patient experience is a key driver of quality, Mieke has focused much of her career on ensuring that patient and family perspective is considered when developing programs and has utilized experienced based co design processes to do so.

Laurie Hurley



Laurie Hurley is Interim Team Lead, Quality Improvement Programs, Quality Improvement branch, at Health Quality Ontario. Laurie has a background in physiotherapy and an MSc from the University of Toronto. Her certifications include a Lean Six Sigma Black Belt. Laurie has worked in diverse roles in health care, research, policy and administration since the first Apple Computer went on sale.

Sharon Rogers



Sharon Rogers is the Director of Patient Relations, (The Hospital Ombudsman) at the University Health Network. The University Health Network is one of Canada's largest teaching hospitals and is made up of a merger of four hospitals: The Toronto General (TRI), Toronto Western Hospital (TWH), Princess Margaret Hospital (PMH) and Toronto Rehabilitation Institute (TRI). Reporting directly to the President and CEO of the UHN since 1993, the Ombudsman's directs the investigation of all complaints from patients and family members in an impartial manner and facilitate the resolution of the concern. The Ombudsman also challenges the organization to make improvements when opportunities arise.