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**Summer Symposium 2023**

The Summer Symposium was held at The Ranch Golf and Country Club on Wednesday, Sep 14. 64 people registered for the event.

The speaker session opened with Quinn Mah, Act. Assistant Deputy Minister for Alberta Health (AH) – Health Information Systems Division presenting **"Sharpening our Focus"**, a presentation discussing Alberta Health's key concerns and mandate. Key concerns include Health Workforce Planning, Emergency Department/Surgery Wait Times, Emergency Medical Services, Primary, Continuing, Rural and Indigenous Health Care, and Responding to the Mental Health/Addiction Crisis.

AH is responsible for delivering on the Minister's 19 individual mandate items. System transformation will impact the entire health system so will be completed first to ground all other actions. Initiatives will drive local decision-making centered around patients and their families, including a focus on rural needs.

Next up was a panel discussion **"Collaborating for success: Creating the future of health care in Alberta"**, moderated by

Nancy Walter, Alberta Innovates. The discussion explored key barriers, enablers and lessons learned regarding collaboration to create winning conditions for the technology advancement in Alberta's health system. Panelists included Alex Alexander, Exec. Director, Alberta Health; Dr Jeremy Theal, Chief Medical Information Officer, AHS; Mark Scheffer, IT Executive Director, Health Information Exchange; and Tim Murphy, Vice President, Health, Alberta Innovates.

From the discussion, key enablers for collaboration emerged and included:

- having the right mindset;
- creating good governance models;
- creating aligned incentives; and
- supporting legislation that is in keeping with the digital age.

Further, collaboration was identified as a key driver for solution design that keeps the need of the end user in the forefront in turn promoting the efficient use of health information technology. The panel concluded by encouraging the audience to lean on our ecosystem friends when trying to solve complex real-world problems.

The session concluded with a second panel discussion – **"Engaging patients and providers to execute the province's health sector mandates"**. Moderated by Zac Rodrigo, Telus Health it included perspectives from Ewan Affleck (College of Physicians and Surgeons), Judy Birdsell (Imagine Citizens Network), Fesial Keshavjee (CBI Health) and Damon Mayes (Alberta College of Registered Nurses).

Discussion touched on the history of health service coordination and delivery in Alberta, the challenges and opportunities experienced by health sectors resulting from the legislative fragmentation of health services, and the strategic imperatives that must be considered in the coming Alberta health sector transformation.

The audience were treated to a discussion that included the passionate recounting of the panelists' experiences as provincial and federal leaders of the Canadian health sector, and included many moments of contemplation. Through deep expertise, insightful action-biased takeaways, and good humour, our panelists delivered an insightful conversation.

**Upcoming ANHIX Events**

The next event will be the Winter Conference jointly presented by ANHIX and Digital Health Canada. The Conference which will be in-person, will be held on **Tuesday, February 6, 2024, in Calgary at the Hotel Arts**. Program details will be available soon..

The ANHIX Spring Symposium/AGM will take place in **April/May 2024**, in Edmonton. Details will be available early in the new year.

## Annual General Meeting (AGM) 2022/23



Brinda Narayan has now taken over from Robi Chamas as President of ANHIX for the 2023/24 year.

Congratulations to Brinda and many thanks to Robi for all his efforts.

The AGM was held on Tuesday, June 20, 2023, as part of the Spring Symposium.

An operational report was presented by the President and a financial report from the Treasurer. Both were accepted and a new Board for 2023/24 was established.

New President, Brinda Narayan, replaces Robi

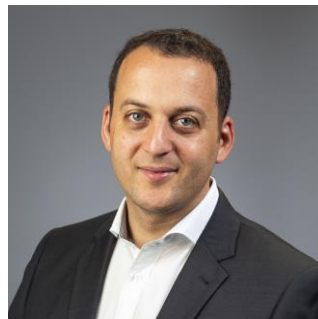
Chamas the outgoing President. A nomination was received from the floor for Kevin Jones as Vice-President. Email nominations were received for Heidi Bronson, Robi Chamas, Brett Duncan, Adam Elwi, Andrea Locke, Vivek Kumar, Zac Rodrigo and Peter Smith as Directors. Karen Kuhn and Nancy Walker were nominated as Directors from the floor.

All nominees were approved by acclamation.

Uma Kutty, Quinn Mah, Malcolm Steele and Carolyn Trumper have twelve months left on their existing terms.

ANHIX would like to thank retiring members, Kathy Ervin and Geoff Rabbie for all their hard work and wish them the best of luck in the future.

## Spotlight on New Board Members



Adam Elwi

Adam is a Director Consulting Expert with CGI providing senior management consultant services to clients in Alberta's health sector. He has 10+ years' experience leading multidisciplinary teams engaged in transforming healthcare delivery and measurement. He has strong experience leading complex change initiatives, providing advice to senior management and conducting complex business analyses. He has deep relationships with stakeholders in Alberta's health services delivery sector. His specializations include business process analysis and re-design, strategic planning, organizational change management and program implementation.



Karen Kuhn

Karen has 35+ years of health sector experience including more than 25 years leading digital health projects. Her experience includes development, implementation, and support for various clinical systems, and integrations, in acute care, community, primary care, and consumer health. She has led projects in Alberta, British Columbia, Manitoba, Ontario, NWT, Nunavut, as well as with Canada Health Infoway.

Karen has an MSc in Healthcare Informatics as well as PMP and CPHIMS-CA certifications. Karen is currently an Associate Director with Accenture based in Calgary.



Vivek Kumar

Vivek Kumar has been Director, Corporate Analytics Support at Alberta Health Services (AHS) since 2013.

He is leading the modernization of corporate analytics and big data initiatives at AHS. Before joining AHS, he was with EPCOR and Honeywell Inc.

He has two master's degrees: M.Sc. from University of Alberta in engineering and MBA from Queen's University. He also holds P.Eng. and PMP designations.

*The Board comprises up to nineteen individuals, President, Past President, Vice-President and up to sixteen directors, including the Secretary and Treasurer.*

## In the News ....

### ANHIX Golf Event

The ANHIX Summer Golf Event was held at The Ranch Golf and Country Club at Acheson on Wednesday, September 13, 2023.

We had a good crop of 44 golfers. Despite the odd shower, we had a (mainly) nice sunny day which as many of you know, has not always been the case. 😊

The AHS foursome of Gerry Ison, Albert Gip, Brad Saretsky (see below) and newcomer Timothy Chan replacing Michael Chong was once again the top team. That's three tournaments in a row where they've either won or tied for first place, this year with an excellent score of 62.

Individual recognition holes were won by Kwok Seto (Snowflake) – Men's Longest Drive, Colleen Thomas (Alberta Health Services) – Ladies Longest Drive, Lindsay



McLarty (Alberta Health) – Longest Putt and Ladies Closest to the Pin.

Once off the course, everyone sat down to a BBQ steak dinner. The event was finished off with prize giving and a few glasses of wine.



## Thank You To Our Sponsors

We have recently concluded our Patron Sponsor campaign and are delighted to report that eleven sponsors from last year, Accenture, Amazon Web Services, Cisco, CGI, IBM, Microsoft, Orion Health, Ricoh, SAS, Snowflake, Strata Health and Telus Health have all returned.

The twelfth sponsor from last year, KPMG, was unable to renew this year. We thank them for their past support and hope they may be involved again in the future.

Finally, we have had an entirely new sponsor, Salesforce join us this year.

All in all, a very positive campaign that will ensure ANHIX has the funds to put on quality educational events while at the same time, allow ANHIX to keep registration rates as economical as possible, an important factor given many of our members work in the public sector and are finding their education budgets very much under pressure.

Thank you to all our sponsors!

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# Patron Sponsor Contribution

## Strata Customer Spotlight: Alberta Health Services



Strata Health's journey began in 2001 with a visionary partnership with **Alberta Health Services (AHS)**, then known as the Calgary Health Region. This collaboration produced a transformative platform, initially designed to address waitlisting and vacancy management in long-term care, with the goal of reducing Alternative Level of Care (ALC) rates in hospitals.

Based on the program's success, AHS and Strata Health expanded into Assisted Living in Calgary and later reached Edmonton, providing a robust foundation for future growth and evolution.

In 2011, AHS took Strata Health's contract province-wide, solidifying its commitment to optimizing and standardizing patient flow across its geography. The partnership continues to evolve, extending its reach into mental health services amongst other care types, supporting equitable and transparent access to care for all individuals.

In 2023, Alberta Health Services adopted the most recent version of Strata Health's software, introducing the following enhancements:

1. Alerts: A sophisticated alert system ensures timely and proactive notifications of next steps and KPI breaches, enabling healthcare professionals to make informed decisions swiftly, thereby enhancing patient care and resource allocation.
2. Enhanced Business Intelligence Tools: The latest offering from Strata Health provides comprehensive and insightful reporting functionality, granting AHS access to actionable data insights crucial for informed decision-making and continuous improvement initiatives.
3. History Management: Includes archiving, purging, and additional means to manage the 20+ years of patient flow information stored in the solution.
4. Advanced Roles: Additional role controls, further support the policy of minimum access required to complete job functions.

The continued evolution of this partnership stands as a testament to the power of collaboration between an innovative solutions provider and a pioneering healthcare entity like Alberta Health Services. This longstanding partnership highlights the pivotal role that Strata Health's

solutions play in shaping the future of healthcare delivery, ensuring a standardized, efficient, and patient-centric approach across the province of Alberta.

### Customer Snapshot

Care Streams – 25

Approx. Yearly Volume – 42,000

Active Users – 1,400

Acute Care Sites - 106

Community / Service Sites - 911

***“Strata Health values its long-term customers, and AHS stands as an exceptional example showcasing how these collaborations create significant, lasting impacts on health systems and patients over the course of many years.”***

– Kevin Jones, Senior Vice President, Strata Health Canada

To discover further insights into the impactful collaboration between Strata Health and AHS, contact us.

**Disclaimer:** The views and opinions expressed in this article are those of the authors and do not necessarily reflect the official policy or position of the ANHIX Society.



# Patron Sponsor Contribution

## How Learnings from a Global Digital Health Assessment can be leveraged to Improve Health Outcomes



By Tyler Smith, *Account Executive*, **Telus Health**

As the Canadian healthcare system continues to recover from the effects of the COVID-19 Pandemic, the adoption of patient and citizen engagement solutions has slowed. Solutions such as Remote Patient Monitoring tools, Personal Health Records and enhanced Electronic Medical Record Patient Portals have proven to be effective mechanisms through which citizens can gain access to their health information.

These solutions also equip the citizen and patient with enhanced self-serve capabilities, to better educate themselves on their own health and strengthen self-management, resulting in improved health outcomes.

Whilst adoption of these type of solutions saw a significant increase during COVID-19, primarily out of necessity and limited access to in-person resources, these adoption levels have not been sustained. In an effort to explore how other countries have leveraged digital technologies at scale and identify lessons learned for the Canadian context, TELUS Health commissioned a PricewaterhouseCoopers (PwC) Global Digital Health Assessment with a focus on five countries:

Australia, Denmark, the Netherlands, Sweden and the United Kingdom. The primary objective of the assessment was to identify best practices and key learnings from elsewhere, which may be used to inform solutions that could be implemented within Canada. The following summarizes some of the findings of the PwC study:

**Digital Health as a Public Policy Priority** - A common theme across all countries assessed was a focus on public policy as a driver of digital health technological adoption. Prioritizing digital health is a catalyst for success, whilst also making it a key component of a broader approach to digital technology within public policy and society as a whole. Jurisdictions that have successfully scaled these technologies have done so by linking digital health tools to public health goals such as wellbeing and prosperity.

**The Crisis was a Good Eye Opener** - Countries assessed were able to leverage the COVID-19 period to accelerate the implementation and adoption of digital health technologies, however with sustained growth post-Pandemic. Several countries took bold actions during the Pandemic and fostered buy-in from key stakeholder groups (providers, patients and insurers).

### **Country Context and Culture** -

The assessment found that country context and culture can play a role in digital health success. In jurisdictions where digital technologies are leveraged to access public services at scale, adoption within the healthcare sector is high and often accepted as the norm. The shift towards digital health was accelerated through involvement from all stakeholders, whilst also creating shared goals.

### **Strong Governance and National Leadership** -

Strong, coordinated leadership and governance that prioritized digital health, was shown to be critical to ensuring continued adoption of technology within the healthcare sector in the reviewed jurisdictions. This governance played a significant role in advancing interoperability between systems, coordination across regions, and establishing standards to ensure consistency, quality and security.

TELUS Health believes that this assessment should be a starting point for discussion, to inform how Canadian jurisdictions can leverage learnings from other countries to enhance and amplify the impact digital technologies can have on outcomes. Please click [this link](#) for access to the detailed PwC Digital Health Global Assessment.

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## We want to hear from you!

As mentioned earlier in this Newsletter, our Spring Symposium will be held early in April of next year and the program committee for this event will begin its work shortly. As it starts to put the agenda together it would like to hear from you on any recommendations you may have for presentation topics or speakers.

Additionally, we are also always looking for ideas for

newsletter articles, suggestions for ways we can provide greater value to our members or any other general comments. Please let us know what works and what can be improved. We can be reached by email, through the website, by fax or by mail.

Contact details are shown in the left column of this page so get communicating!

## Have a Happy Holiday Season!

The ANHIX Board wishes all members, contacts and their families and friends a happy holiday season and a prosperous and happy New Year. Stay safe!

