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Summer Symposium 2022

The ANHIX Summer Symposium was held at The Ranch Golf and Country Club at Acheson on Wednesday, September 14. 66 people registered for the event and 58 attended.

The speaker program comprised three speakers;

1. Penny Rae, Alberta Health Services' CIO who spoke on Connect Care.
2. Mike Burgoyne, Ricoh Canada's Health Industry Lead who spoke on 3D for health care as a service.
3. Ling Huang, CEO, Technology North. who talked about his company's efforts in providing technology-enabled autism spectrum disorder (ASD) support services.

Penny Rae gave an update regarding Connect Care. She described the scope of connect care and the numbers of staff affected. She described the decision-making process for both clinical workflow and clinical content. She addressed the implementation timetable

describing the nine launches that began in 2019 and are currently scheduled to be completed by 2024. She described the lessons that had been learned to date and the top ten recurring issues. She talked to the cost drivers in digital health and the positive impacts after connect care implementation. She finished by describing the patient, clinical, community and financial benefits from implementation.

Next up was Mike Burgoyne who began by providing an overview of 3D healthcare. How life-like replicas serve as physical "look and feel" simulators and how 3D anatomical models can be used to select implants to fit patents prior to the operating room.

He spoke to the costs of 3D printing and how models could be expensive to maintain but described a co-innovated-in-Canada solution that helps simplify 3D print for healthcare and doesn't require massive capital investment.

He described the service offering from Ricoh and some of the use cases that had been developed. The service offering is currently only

available in the United States but Canadian viability is being looked at with Alberta Health.

The final speaker, Ling Huang started by describing the vision and mission of Technology North (TN) which was to provide technology-enabled autism spectrum disorder (ASD) support services. He described the challenge as a chronic shortage of junior IT and admin. staff, while at the same time a significant number of ASD individuals are unemployed or underemployed, many of whom unaided slip into homelessness.

He described the tools developed by TN; ActiveCare, an intervention management enabling program and RoboCoach, a specialized inclusion framework and programs to create sustainable employment. A future project, ActiveLife would develop the support module for independent living.

The full presentations for the three speakers are available to ANHIX members by clicking the following link, [Summer Symposium 2022 Presentations](#).

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 7, 2023, in Calgary at the Hotel Arts**. Program details should be available in early December.

The Spring Symposium will take place in **April 2023**, in Edmonton. Details will start to be available in the new year.

Annual General Meeting (AGM) 2022/23



Robi Chamas has now taken over from Brett Duncan as President of ANHIX for the 2022/23 year.

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

The AGM was held on Wednesday, June 29, 2022. Due to COVID-19 restrictions, it was held virtually via Microsoft Teams and 15 members attended.

An operational report from the President and a financial report from the Treasurer were presented and accepted and a new Board for 2022/23 was established.

New President Robi Chamas replaces Brett

Duncan who now becomes Past President.

Nominations were received by email for Brinda Narayan as Vice-President and Uma Kutty, Malcolm Steele and Carolyn Trumper as Directors. Nominations were invited from the floor, but none were forthcoming. The email nominees were approved by acclamation.

Heidi Bronson, Kathy Ervin, Kevin Jones, Andrea Locke, Geoff

Rabbie and Peter Smith have twelve months left on their existing terms.

The remaining vacant Director positions will be filled by the Board at its discretion.

Note: At a subsequent Board Meetings, Quinn Mah was appointed as a Board Member. See bio below.

Spotlight on New Board Members



Uma Kutty

Uma has over 17 years of experience managing the delivery of digital transformation programs for public health agencies and Fortune 100 organizations. She is currently a Program Manager of the Integration Coordination Centre (ICC) with AHS, where she manages a project portfolio for the Provincial EHR. She has extensive experience in program/project delivery, stakeholder management, business process reengineering and service delivery. Previously, she worked as a management consultant in the US, advising public health

agencies and managed healthcare organizations. Uma is a trained Computer Science engineer, MBA (IIM-Lucknow) and graduate of SDA Bocconi where she completed a specialized Masters in Management of International Organizations.



Quinn Mah

With 20 years' experience at Alberta Health and 25 years' experience in the health sector, Quinn currently is the Executive Director of Information Management at Alberta Health. His areas of responsibility include stewardship of the Alberta

Health Information Act, privacy and security, and eHealth strategy and governance. During the pandemic, Quinn was involved in several pandemic related IT initiatives such as ABTraceTogether, the Alberta Covid Records QR code, and the Alberta Vaccine Booking System. Quinn has a BSc. Computing Science and a Master of Public Health both from the University of Alberta.

Board Members Wanted

ANHIX is currently looking to fill several vacancies currently existing on the Board.

If you are a member of ANHIX, are involved in the health care industry and are interested in promoting IM/IT that assists, improves and sustains quality health care in Alberta, please let us know by contacting us at info@anhix.com.

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 14.

This was the first Tournament we had held since the COVID pandemic started and obviously folks were keen to get out on the golf course as we had a bumper crop of 52 golfers. We also had a glorious sunny day which many of you know has not always been the case. 😊

Our 2019 winners, the last time the event was held, Gerry Ison, Albert Gip, Brad Saretsky and Michael Chong, from Alberta Health Services, came close to a repeat win but this time they had to be satisfied with a tie on 67 with the team of Brinda Narayan (CGI), Raya Mita (Alberta Innovates), Chris Carvalho (Carveira Group) and Rohit Joshi (Brightsquid).



Individual recognition holes were won by Jordan McDonald (Salesforce) – Men’s Closest to the Pin, Jeff Vanderstein (MIC) – Men’s Longest Drive, Gavin Martinson (SAS) – Longest Putt, and Christine Jackson (SAS) – Women’s Longest Drive and 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

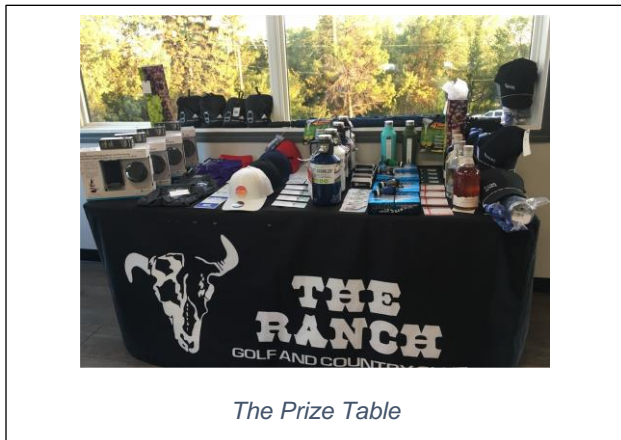
We have recently concluded our Patron Sponsor campaign and are delighted to report that eleven sponsors from last year, Amazon Web Services, Cisco, CGI, IBM, KPMG, Microsoft, Orion Health, Ricoh, SAS and Strata Health and Telus Health have all returned.

The twelfth sponsor from last year Gevity, has been acquired by Accenture but we are delighted to announce that Accenture has agreed to come on board as a sponsor.

Finally, we have had an entirely new sponsor, Snowflake 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!



The Prize Table

2022/23 Patron Sponsors



Patron Sponsor Contribution

COVID's double-edged sword

Canada's pandemic-driven public health challenges and opportunities



By Marty Pearce, Public Health Epidemiologist, Accenture

It's no secret: transformation of Canada's public health functions – the part of the health system that we rely on to improve the health of populations – was drastically accelerated by the COVID-19 pandemic. What isn't as obvious is that the sudden increase in need amplified both challenges and opportunities. One of these is that the pandemic affected client groups differently depending on race, gender and socioeconomic status. For example, in some provinces, low-income neighbourhoods in the fifth wave experienced two to two-and-a-half times the mortality rate experienced in the highest income neighbourhoods.¹

In public health we view the health system through the lens of social determinants of health. The aim is to establish health equity across population groups—to keep them healthy, improve their health and prevent the progression of disease, particularly communicable diseases. Our experience and our reading of the Canadian public health landscape suggest that visionaries will combine technology innovation with human ingenuity to reshape and improve access, experience and outcomes for all.

Overnight changes

Sudden, COVID-19-related changes in the health system meant that all health functions, including public health organizations, had to restructure operations dramatically. Workers adapted to unprecedented working conditions while clients adjusted to new health system service models. Some of these changes were positive, but others have had negative knock-on effects.

With most in-person interactions on hold, the pandemic forced the health system into an accelerated digital transformation experiment. Virtual services promptly exploded. But unprecedented pressure on staff has seen many depart the profession, including staff working within the public and population health sector. Research has shown that for public health workers, symptoms of anxiety, depression, burnout and poor physical health were widely reported.² Health systems are short-staffed and unable to provide the access and engagement needed by their communities. It's time for organizations to lock in the lessons they've learned and view health access, experience and outcomes through a more empathetic lens.

In COVID-19's wake—the opportunity

Despite the challenges, there is a great opportunity for Canada's public health system to combine technology innovation and human ingenuity. There's a chance to use empathy, create trust and carve out a new social compact for the 21st century. How? Here are some practical steps:

- Recognize the interconnectedness of public health and primary care:** There is a need for both types of approaches. The more they are linked, the more integrated services will be to help ensure that nobody misses out. Imagine a system where shared population-based information (e.g., about prevalent health problems, health risks within the community, and preventive services for particular client groups) could enhance clinical decision-making.
- Enable data access for health professionals to foster 360-degree client-centricity:** Give public health professionals a 360-degree view of clients based on appropriate data access principles. The holistic view of the client's needs will help to prioritize marginalized clients and provide for broad population health status improvement.

[Continued overleaf]

¹ Ontario Science Table, March 2022, COVID-19 pandemic still hitting low income areas hardest, <https://www.cbc.ca/news/canada/toronto/ontario-covid-19-science-table-low-income-neighbourhoods-hardest-hit-pandemic-1.6390882#:~:text=Cipriano%20said%20lower%20income%20communities,without%20safety%20nets%20in%20place.> (Accessed November 1, 2022)

² Public Health Ontario; June 2021; COVID-19 – Strategies Adaptable from Healthcare to Public Health Settings to Support the Mental Health and Resilience of the Workforce during the COVID-19 Pandemic Recovery, https://www.publichealthontario.ca/-/media/documents/ncov/ipac/2021/08/covid-19-public-health-workforce-recovery.pdf?sc_lang=en (Accessed November 1, 2022)

Patron Sponsor Contribution

COVID's double-edged sword (cont.)



- **Ensure client data sovereignty to maintain security, build trust and improve adoption:**

When clients participate in transparent decisions with control over their own records, they are more likely to trust that their well-being is valued, and that the system is working for them.

- **Build data ecosystems to enable intelligent business operations within and between public health organizations:**

Data, analytics and AI are opening the door to new possibilities for how public health organizations can overcome barriers to data sharing across systems and health ecosystem partners (general practitioners, labs and other facilities), enabling outcomes that exceed the boundaries of any single organization.

- **Leverage 360-degree organizational transformation:**

Public health organizations should take a 360-degree value approach to organizational transformation. Such an approach will help ensure that they meet public and funding agency expectations and build trust, resilience and sustainability. The ideal is a public health organization with a complete view of key financials, but also citizen and employee experiences,

sustainability, talent, inclusion/diversity, and organization-specific innovation and quality metrics.

With these steps, Canada's public health system can provide clients with truly personalized and relevant experiences. These digital and physical interactions can be crafted to each person's needs. Public health organizations can also enable public health professionals to increase meaningful client engagement. By reducing and, over time, removing administrative tasks, they can create capacity to focus on clients based on health equity principles. In doing so, public health organizations can finally realize the rhetoric of human centeredness and meet people on their own terms. Leading public health organizations in Canada have said that a well-prepared public health system must have scalable, flexible, and resilient surge capacity. They need to respond to the immediate needs of a public health emergency. They also require enough resources to attend to other existing or emerging health priorities (e.g., the opioid overdose crisis, climate change) without risking workforce burnout.³

We're encouraged that technology and data, used responsibly, can allow the public health system to focus on clients and public health staff. The health system has long wanted to

focus on people but has been constrained by the slow pace of technology development and roll-out, as well as core human concerns around trust.

³ Public Health Agency of Canada; Dec 2021: Chief Public Health Officer's Report on the State of Public Health in Canada 2021, <https://www.canada.ca/en/public-health/corporate/publications/chief-public-health-officer-reports-state-public-health-canada/state-public-health-canada-2021/report.html#a3.2> (Accessed November 1, 2022)

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

Modern Security for Future Healthcare

By Peter Jones, Healthcare Industry Lead, Microsoft Canada



Today, cybersecurity is one of the most vital concerns for organizations across all industries as they embrace modern technology and digital transformation. For healthcare organizations specifically, it can be a challenge to balance innovation with the compliance requirements necessary to protect patient information and sensitive data. If the right technology isn't leveraged, cyberattacks can have a lasting impact and impede the important work of our healthcare providers.

In Ontario, the provincial government is conducting a pilot to standardize some core cyber capabilities, termed the "Regional Security Operations Centre (RSOC)". This establishes a coordinated approach to the protection of digital health care information and infrastructure.

Microsoft Canada's Chief Security Officer, Kevin Magee, recently sat down with Jean-Claude Lemonde, Chief Information Security Officer at The Ottawa Hospital, an RSOC, to discuss their digital transformation and key learnings after recent ransomware attacks on multiple healthcare organizations across the province and the country. The discussion mentions common weak spots and attack entry ways in healthcare such as legacy systems, inadequate IT staffing and complacency with security policy documentation. These are all gaps

that Lemonde is tackling with technology and he shared the below key learnings to ensure his organization continues to stay safe.

Leveraging the right technology:

Lemonde credits Microsoft Defender technology for end-point and cloud for the quick containment of their attack and ability to share threat intelligence with partner institutions. He says, "the adoption of Microsoft stack and the security suite has been a game changer for The Ottawa Hospital. Not only has it helped us to improve our security posture, but it helped us save time by eliminating nonvalue added tasks such as finding storage space for the database that supports Sharepoint; that time could be reinvested in value added initiative such as automation. Azure deals with all of that so we were able to focus on helping our end users continue to work securely."

Prioritizing threat intelligence

sharing: Lemonde also emphasizes that one of the keys to resilience is recognizing that no institution is a stand-alone entity. The entire healthcare system is interdependent and each institution is affected by the other. This is why a common platform for sharing threat intelligence should be a priority. The Ottawa Hospital has offered partner institutions to join their Microsoft 365 tenant where they have access to all automation technology and sophisticated Microsoft Defender services. This allows their network of healthcare institutions to

share and access threat intelligence to cultivate a collective robust security posture.

Fostering a culture of security:

Another key learning that Lemonde shares is that fostering a culture of cyber security awareness within the organization is a significant part of mitigation. He mentions that he leans on leadership to inform and educate their teams on security best practices to help them understand how their digital actions could have consequences for the institution's security. There has been improvement in awareness in recent years that is largely due to this approach and ensuring that everyone feels empowered to do their jobs safely while understanding their individual roles in protecting the organization.

Organizations need to be protected against inevitable modern threats that come with digital transformation. By leveraging the right technology, healthcare organizations can prevent and detect attacks across all touchpoints to protect themselves and their patients.

To learn more about the Ottawa Hospital's cybersecurity transformation, please watch the full webinar. Click [here](#) and provide the registration information requested. You will receive a link by email.

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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!

