

## Enhancing the Patient Voice in Ontario's Health Care Boards: Featured PAC Volunteer Profiles



**DAVID ANDERSON, MBA, PhD, ICD.D** is President of The Anderson Governance Group ([www.taggra.com](http://www.taggra.com)), an independent research and advisory firm dedicated to assisting owners, directors and executives enhance corporate performance. He serves as board & CEO evaluator for some of the world's most respected financial institutions in Canada. The Anderson Governance Group advises regulators, institutional investors, private equity, boards and management teams on matters such as governance process and structure, board effectiveness, owner-board relations, board-management relations, director and CEO succession, director pay, risk governance and risk-calibrated strategy.

David writes on governance and leadership for publications in Canada, the UK and the US, and is widely republished in other countries. His scholarly articles have appeared in *Corporate Governance: An International Review*, *Journal of Managerial Psychology*, and *Leadership Quarterly*. David has chaired two not-for-profit boards and served as Special Advisor to the NACD Blue Ribbon Commission on Board Evaluation in 2001 and to five subsequent Commissions. *Directorship* magazine named David to its "Directorship 100 – People to Watch" list of the most influential thinkers and practitioners in US corporate governance in both 2010 and 2011.

David holds a PhD in Industrial and Organizational Psychology from The University of Western Ontario, where he instructed Organizational Behaviour, an MBA from The University of Toronto and the ICD.D designation from the Institute of Corporate Directors in Canada.



**GAIL DONNER, RN, PhD** is Professor and Dean Emerita in the Lawrence S. Bloomberg Faculty of Nursing at the University of Toronto, and a Partner in donnerwheeler Career Planning Consultants.

I bring to PAC the benefit of over 40 years in the health care system as a practitioner, a manager and an academic. Specifically I am a member of the Board of Trustees of the Hospital for Sick Children (Sick Kids), Chair of the Board Quality Committee at Sick Kids, a member of Advisory Committee of the Ontario Hospital Association Governance Leadership Council, past Chair and Member of the Change Foundation, among a number of other voluntary community activities.

I look forward to an opportunity to share my experience and expertise in governance and in health care management with members of the PAC Board and others, and of course to continue my learning.



**SHOLOM GLOUBERMAN, PhD** is President of the Patients' Association of Canada. He is also Philosopher in Residence at the Kunin Lunenfeld Applied Research Unit of Baycrest Centre for Geriatric Care, and Adjunct Assistant Professor at the University of Toronto. He gained much of his interest in the health field, first caring for his dying father and then as a planner in the trenches at the Royal Victoria Hospital in Montreal and the King's Fund in London England. He has been an advisor to senior management and clinicians at major teaching hospitals in Canada and the UK including among others the McGill University Health Centre, and the Oxford Radcliffe NHS Trust. He has designed and directed innovative management programs at the King's Fund in England and at McGill University in Montreal.

For the past 25 years he has applied philosophical methods and conceptual analysis to organizations and systems. He has focused increasingly on the area of health as the single most challenging and little-charted frontier. His publications have been in the areas of complex health systems, health in cities, health care reform and reconnecting to care.

Dr. Glouberman became a patient when he underwent a major surgical procedure in 2005 and since then has recognized the need to enhance the patient voice in health care. His latest book *My Operation* interweaves his own experience of a surgical procedure with the detailed medical record. It is a graphic example of the disparity between the patient experience and institutional concerns that led him to found Patients' Association of Canada.



**ALEX JADAD, MD, DPhil, FRCPC, FCAHS** holds the Canada Research Chair in eHealth Innovation at the University of Toronto and the University Health Network, where he is the Chief Innovator and Founder of the Centre for Global eHealth Innovation. He is also a Professor in the Department of Anesthesia, in the Department of Health Policy, Management and Evaluation, and in the Dalla Lana School of Public Health, Faculty of Medicine, University of Toronto.

He is a physician, innovator, educator and public advocate whose mission is to optimize health and wellness for all, through the innovative use of information and communication technologies.

His research and innovation work focuses on virtual tools to support the encounter between the public and the health system, interactive tools to promote knowledge translation and mentorship of health professionals and the public; and online resources to support social networks, to respond to major public health threats, to support international collaboration, and to enable the public to shape the health system and society.



**TONI NICHOLLS, PhD** has provided strategic and operational leadership for government, clinical research, program and teaching & training initiatives. Her work as a Senior Policy Advisor with the Health System Strategy Division of Ontario's Ministry of Health and Long-Term Care has brought her to the forefront of health care reform and strategic initiatives that have improved patient, provider, and health care system outcomes. She was a Co-Leader of a strategy portfolio to bolster a patient-centred health system and developed policy recommendations that were part of the *Excellent Care for All Act (ECfA), 2010*. Toni has expertise in conducting thorough risk/benefit analysis and making informed evidence-based policy recommendations. Her educational background in Neuropsychology and varied work experience in the health sector has resulted in her effectiveness with executing and refining strategic and operational policies, processes and protocols in response to emerging health care issues and service delivery challenges.



**NEIL SEEMAN** is CEO of the Health Strategy Innovation Cell, a nonprofit research and consulting unit specializing in disease management and accountability solutions. He is the Founder of The RIWI Corporation, a global intelligence company, and an Advisor to RecapHealth Ventures, a healthcare private equity firm. He is the author of four books on health policy, teaches health services management and law at Ryerson, and is a Senior Resident at University of Toronto's Massey College. He is on the board of the Canadian Obesity Network and is an advisor to many mental health initiatives. He has held senior roles in the private and research sectors, and holds degrees from the University of Toronto (JD) and Harvard (MPH). He has written many journal articles and a major Ontario Hospital Association report on best practices in healthcare governance.



**NEIL STUART** served for many years as a partner and practice leader in the health care consulting practices of Price Waterhouse, PricewaterhouseCoopers and IBM. In 2009, Neil retired from IBM and he now has his own consulting firm.

He is currently an active board member of The Change Foundation, VON Canada, the Patients' Association of Canada and Cancer Care Ontario (Board Chair). He also recently served on the boards of the Ontario Hospital Association (chair of the board's governance committee and a member of the OHA's Governance Leadership Council) and Toronto East General Hospital (Board Chair).

Neil taught for several years in the University of Ottawa's Masters of Health Administration program. He currently has an adjunct appointment as assistant professor at the University of Toronto in its Department of Health Policy Management and Evaluation, where he has taught courses on evaluation and planning. He has given guest lectures at the University of Tokyo, Rutgers University and several Canadian universities.

Neil is a member of the Advisory Board of the Health Industry Management Program for York University's Schulich School of Business. He also served for many years on the editorial board of Healthcare Management Forum.

Neil received his PhD in health policy from Brandeis University where he was a fellow in the University's Health Policy Center. He previously graduated from Carleton University and the University of Nottingham.