



OMGMA's 53<sup>rd</sup> Conference – From Inspiration to Action

**Wednesday, September 20 to Friday, September 22, 2023**

Casino Rama Resort, Orillia

Educational program begins Wednesday morning and ends Friday morning

Conference includes Wed and Thurs dinners and evening entertainment

Updated Aug 17, 2023

Your educational program:

Session description	Presenter
<p><b>Balancing Life with Humour</b></p> <p>We are all jugglers and the first ball to drop is usually our own.</p> <p>Between our jobs, home, relationships with family, friends, and co-workers, learning how to balance our busy life demands a strong sense of personal development and, most importantly, a sense of humour.</p> <p>A hit comedian, Kate's generous insight and hilarious presence is a powerful combination that helps organizations empower their staff with effective tools for managing stress and sustaining motivation.</p> <p>Learning to use humour as an instrument of communication creates an atmosphere of compassion, caring, and productivity. You'll leave Kate's session with practical techniques for refueling, rediscovering, and reengaging.</p>	<p><b>Kate Davis</b></p> <p>Kate Davis finds humour in any situation and offers creative solutions to defuse frustrations in both the workplace and at home.</p> <p>Theatrically trained in England, Kate went from a successful run on the Canadian stage to the many stages of motherhood before she found her passion for comedy. She is a 12-time Canadian Comedy Awards nominee, including a nomination for the prestigious Phil Hartman Award, and she headlines festivals across the country.</p> <p>Kate has authored two books: <i>The Breastfeeding Diaries</i> and <i>Second Best Mom: Stories, Tips, and Okay Advice</i>. In 2019, Davis released her comedy album, <i>House Arrest</i>.</p>

## More Than Just Words: Engaging with First Nations in Healthcare

Join Marion to learn about the First Nations Health Managers Association (FNHMA) and hear her story as a First Nations leader in health.

Have questions and are too afraid to ask? This will be a safe space to unpack those questions and gain insight into committing to the Truth and Reconciliation Commission's Calls to Action, specifically those numbered 18 to 24, which address health and healthcare.

The First Nations Health Managers Association is a national non-profit organization exclusively serving First Nation leaders in health with certification and professional development.

## Marion Crowe

Marion is CEO of the First Nations Health Managers Association (FNHMA)

She is a member of Piapot First Nation, now living in Ottawa.

Marion volunteers at The Ottawa Hospital and was the first Indigenous person appointed to The Ottawa Hospital Board of Governors. She is the Chairperson for the Indigenous Peoples Advisory Circle, Co-Chair of Quality and Vice-Chair of the Ottawa Hospital Research Institute.

## Building Connected Teams: Activities to help build a culture of engagement

Using experiential teaching, Jenny will guide us through practical exercises to use with your teams to build cohesion and mutual understanding.

Get to know some fellow conference attendees a little better, while gaining ideas, skills, and tools to take back to your own workplace, to inspire your staff to want to work alongside you.

Jenny has used these simple activities successfully in her own workplaces – at team meetings, program review days, and clinic rounds.

A culture of engagement is the connection your people feel, emotionally and mentally, to the work that they do, their colleagues, and their organization. A strong culture of engagement means motivated teams and better outcomes.

## Jenny Wylie

Jenny is a Registered Psychotherapist and the Team Lead for Mental Health Services at the Couchiching FHT. She has a range of clinical experience working in community mental health, outpatient addictions, street outreach, and now primary care.

In a leadership role for the past decade, Jenny has been learning and practising the art of leading with humility. She has grown to see how the foundations of her clinical work have translated to leadership skills, and that relationships, trust, alliance, and most importantly connection, are the necessary foundations needed to lead any team.

## Combatting Ageism

As one of the oldest isms, ageism is the only prejudice that shows hate towards our future selves.

Ageism is a systemic barrier to service provision that affects everyone – just stroll down any greeting card aisle and be bombarded by negative tropes. The numbers don't lie – trillions of dollars a year are acquired by perpetuating the belief that “staying young” is ideal and “getting old” is a shameful disease to be avoided.

Getting older is the one of the greatest scientific breakthroughs of our time. Join us, educate yourself, embrace ageing, and fight for a better future.

Session objectives:

- Identify ageist attitudes and beliefs within oneself
- Recognize ageism as a barrier to service provision
- Become aware of the effect of language on aging/ageism
- Know how to address ageism/ageist attitudes when supporting others
- Develop a positive outlook on ageing to pass on to patients

## Leadership Workshop: Strategies and skills to help you delegate well, develop your people, and be ready for change

Feeling overwhelmed? Worried about losing key people on your team?

Tom will facilitate a workshop to help you enhance your support system and your overall workplace.

The discussion will include:

## Jenna Wickens

Jenna works with Catholic Family Services of Simcoe County as the MatureMinds Coordinator.

In recent years, she has become a spokesperson against ageism, recognizing that a cultural shift needs to occur if we are to see “growing old” as an opportunity, not a liability.

Prior to joining Catholic Family Services, Jenna engaged older adults through virtual platforms, worked in family ministry, and directed a youth centre. Her educational background is in Community Recreation.

For more than a decade, Jenna has been a “storyteller” for people whose voices often get lost in the shuffle. Through both poetry and prose, she has advocated for encouragement and resiliency.

## Tom Lloyd

Tom is a physician, healthcare leader, and professional development coach, with more than 25 years of experience in healthcare.

He is formerly the Director of Saegis and previously served as a CMPA Physician Advisor.

<ul style="list-style-type: none"> <li>• Delegating tasks confidently</li> <li>• Developing the people around you (encouraging retention of key talent!)</li> <li>• Planning for personnel changes</li> <li>• Using coaching skills to achieve the above</li> </ul> <p>We'll also take this opportunity to consider your leadership roles and responsibilities, and your own development. Through a mixture of practical teaching and group work, we'll challenge your current thinking and open your eyes to possible new approaches.</p>	<p>Tom works with clinical and administrative leaders as they navigate the complexities of modern healthcare.</p> <p>He recently designed and delivered workshops for OMGMA members on the topic of "Mastering Challenging Patient Interactions."</p>
<p><b>OntarioMD Update: Exploring Shared Services</b></p> <p>OMD is embarking on a transformation strategy to strengthen its role in supporting clinicians in the use of EMRs and digital health tools. This strategy will also support system transformation goals.</p> <p>Ontario clinicians are faced with increasingly complex digital environments and requirements. Any provincial digital health agenda needs to wrestle with the realities of the current EMR landscape, which is fragmented, dominated by a few large vendors, and lacking integration.</p> <p>OMD's new model is designed to bridge the gap between EMR vendors and clinicians:</p> <ul style="list-style-type: none"> <li>• <b>Enhanced physician practice:</b> Decrease the administrative burden and deliver value for money by providing digital support services to community-based clinicians.</li> <li>• <b>EMR coordination:</b> Broker with EMR vendors to focus on implementation of system priorities – associated digital tools and Ministry of Health/Ontario Health assets</li> <li>• <b>Data use:</b> Set standard definitions and vehicles for the extraction of EMR data to support care delivery and provide visibility to patients, as well as for health system use.</li> </ul>	<p><b>Robert Fox</b></p> <p>Robert joined OntarioMD as CEO in January 2022. He has 25 years of experience leading large teams, defining health policy, and enhancing the health care system.</p> <p>Robert has held senior positions at TELUS Health and Cisco Systems, where he was responsible for digital transformation of health care delivery across Canada. He believes that the adoption of health care technology is a critical success factor for the optimization and sustainability of Canada's health care system.</p> <p>Robert was also an executive at St. Michael's Hospital for 20 years, where he held leadership positions in Quality, Laboratory Medicine, Corporate Performance &amp; Strategy, Decision Support, and Capital Development.</p>

## Creating Safer Spaces for 2S-LGBTQ+ People

Keegan will help you further understand ways in which 2S-LGBTQ+ communities are disproportionately impacted by violence, poverty, and health inequities.

Session outcomes:

- Identify barriers 2S-LGBTQ+ communities might experience in accessing your organization and services
- Identify strategies towards greater 2S-LGBTQ+ inclusion to implement
- Understand the differences between sex, gender, sexual orientation, and gender expression
- Recognize the importance of inclusive language, pronoun use, and facilitating safer environments

Safer Spaces is a collaborative program housed out of several AIDS service providers across Ontario, including the Gilbert Centre, Réseau Access Network, and AIDS Committee of North Bay and Area. Services address the diverse needs of 2S-LGBTQ+ people by addressing institutional barriers to inclusion.

The Safer Spaces team shares a passion for strengthening greater 2S-LGBTQ+ inclusion in our communities through educational opportunities and systemic change.

## Providing care and services to transgender and non-binary clients: An interactive panel discussion

The above session will be followed by a panel discussion moderated by Angela Munday, Director of Clinical Services, Couchiching Family Health Team.

**Jaime Campbell**, MSW, North Simcoe Muskoka Trans Health Services

**Sarah Crawford**, Peer Navigator, North Simcoe Muskoka Trans Health Services

**Michelle Emson**, Keynote Speaker, Author, and Human Rights Activist

**Laura Slingerland**, NP, North Simcoe Muskoka Trans Health Services

## Keegan Hobson

Keegan (he/they) has been with the Safer Spaces team for two years as a facilitator, admin staff, and program coordinator.

They have been active in their local communities since 2014, through grassroots event organizing, direct action, volunteer work, and outreach. He approaches community engagement with a trauma-informed and harm reductive framework that works to centre historical context and current community need.

Keegan has a Bachelor's in Social Work, and holds an Honours Diploma in Indigenous Community and Social Development.

## **An update from Ontario Health**

Topics will focus on issues that affect medical clinics and OHTs and will be refined closer to the date.

### **Zahra Ismail**

Zahra is the Senior Director, Primary Care and Social Determinants at Ontario Health. She provides strategic oversight and direction for program areas including primary care, patient reported measurement, and health equity, and is responsible for the development and implementation of evidence-based, person-centred guidelines, performance measures, and best practices. Prior to joining Ontario Health, Zahra was the Director of Operations for the Women's College Hospital Institute for Health Systems Solutions and Virtual Care. She has also managed provincial programs at Cancer Care Ontario.

## **Hot Topics in Employment Law**

Planning in progress. Topics to be decided closer to the date.  
Submit your ideas during registration.

### **Maria McDonald**

Maria has been practising law for more than 25 years. For more than 10 years, she has focused specifically on the healthcare field, helping employers with employment, human resources, and human rights needs.

In 2017, she opened her own practice, McDonald HR Law.

Maria's goal is to offer clients practical and easy to understand solutions for today's most difficult issues. Her advice is not only legal, but also considers the cultural issues of the healthcare employer.

Other sessions being planned

### **A member-led panel discussion**

Planned topics include:

- Supporting front-line staff in handling challenging interactions (we'll start the conversation with a short presentation by member Laurie Johnson, Director, Healthcare Strategy & Operations, the Health Clinic by Shoppers, who conducts her own in-house training)
- Group sharing of ideas for affordable, quality training opportunities for front-line staff

**Visits to the Exhibitor Showcase** to learn about products and services for your clinic

**The Annual General Meeting of the membership of OMGMA**

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