

OMGMA CONFERENCE 2022

Together Again



September 21 to 23
Hilton Mississauga
Meadowvale

*Supporting health care leaders
in clinic management*



Agenda as of August 18, 2022 (subject to minor adjustments)

Tuesday, September 20, 2022

7:30 p.m.	Informal Meet & Greet Meet up with other attendees at Quest Restaurant & Bar on the main level of the hotel. Delegates and exhibitors are welcome at this informal gathering. To be announced closer to the date: Exhibitors may be able to set up Tuesday evening.
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Wednesday, September 21, 2022

7:45 to 9:15 a.m.	Exhibitors set up in the Exhibitor Showcase Be ready for 9:15 for delegates beginning to arrive.
9:15 to 10 a.m.	Delegate registration / welcome refreshments A special welcome to our newest members and first-time conference attendees! The OMGMA Executive Committee will be on hand to greet you. <i>and</i> Visit Exhibitor Showcase
10 to 10:10 a.m.	Welcome and opening remarks
10:10 a.m. to 11:10 a.m.	Is Your Underwear Too Tight? Defending the upside of being a “control freak” just may be a flag that you need to loosen your underwear Presented by Cate Collins With all eyes on you as the fearless leader, unrealistic expectations can be projected on to you, causing you to be overwhelmed, lose focus, mishandle some situations, take on unhealthy habits, and occasionally experience imposter syndrome. The powerful 4 rooms letting go formula will help you minimize your leadership hazards, so you rise above the ongoing pressure to maximize your peak potential. When “your underwear is loose,” you

	<p>can be more creative, playful, resourceful, focused, approachable, and more effective overall.</p> <p>Examples of what you'll learn:</p> <ul style="list-style-type: none"> • How control issues negatively affect your wellbeing • How to discover the source of not letting go • Mindful leadership techniques to create more contentment and focus • How to ask for and receive constructive feedback • Self-care strategies • How to create an action plan <p>As a recovered burned-out leader, Cate wants to help leaders be more resilient, courageous, and confident, so they make better decisions, own their power, and experience more optimum health.</p> <p>Cate is a professional speaker, coach, and CEO of Powerful Journey Consulting. She has been serving the real-life needs of organizational leaders for almost 25 years. With a background in behavioral science, and 17 years of experience as a counselor, Cate looks at leadership from the inside out.</p>
11:10 to 11:20 a.m.	Take 10 bio break
11:20 to Noon	<p>A Look Back...A Look Forward</p> <ul style="list-style-type: none"> • Meet other members who lead a clinic like yours and chat in small groups • Use provided conversation starters (e.g., How have you changed as a leader over the past two-and-a-half years? and What challenges do you expect to face in the next two to three years?) • Get support and fresh perspective from peers who understand your role and environment
Noon to 12:45 p.m.	Lunch on Splashes Patio, lower level (Exhibitors please join us and finish by 12:45 p.m.)
12:45 to 1:30 p.m.	Visit Exhibitor Showcase
1:30 to 2:30 p.m.	<p>Humanity in the Workplace: Create more meaningful connection for greater belonging</p> <p>Presented by Cate Collins</p> <p>Enlightened, successful organizations like yours understand that people are at the core of your success. Decades of experiments have proven that happy employees are better at creative problem solving, have higher productivity and healthier interpersonal skills, and are more engaged – all resulting in greater loyalty.</p> <p>The pandemic has taught us that our need for meaningful connection is vital for our mental health and wellbeing. This interactive breakout session will provide you with the practical tools to help you build on your pre-existing engagement strategies.</p> <ul style="list-style-type: none"> • Learn how to unpack the principles of humanity in the workplace, above personalities. • Take part in a case study small group experience to brainstorm with your trusted colleagues. • Troubleshoot your current difficult situations with the "Hot Seat" experience (i.e., Cate is on the hot seat!) • Discover eight simple and powerful strategies that you can apply immediately
2:30 to 2:40 p.m.	Take 10 bio break

Educational Presentations by Exhibitors

Two 30-minute educational presentations were selected by our committee via an RFP process.

2:40 to 3:10 p.m.

1. Establishing Patient and Staff Buy-in When Rolling Out Online Booking and Other Digital Tools

Presented by Samantha Fitzsimons, Senior Manager, Business Development, Ocean by CognisantMD

Digital health tools can increase patient satisfaction, reduce administrative burden, and help doctors provide better care. Yet many clinical teams remain risk-averse and reluctant to adopt new technologies. In this session, Samantha will share tips, successes, and best practices learned from Ontario Health Teams, large clinics, and other health organizations as they successfully adopt digital tools, including online booking, secure messaging, and more. This session will also cover upcoming mandates, funding opportunities, and effective approaches to address patient concerns and education.

The procurement process for digital health tools can take a lot of time and effort for executive directors and clinic managers. With recent provincial mandates set by the OMA, there is even more pressure on choosing the right solution, while managing the concerns of staff and patients. Samantha will share the knowledge we have gained, so that the procurement and implementation processes for OMGMA members can go smoothly, regardless of the solutions they use.

- Identify several ways to increase use, uptake and engagement among clinic staff, physicians, and the patient population
- Hear about examples and learnings from clinics that have successfully gone through the procurement and implementation process

Building on her background as a physiotherapist, Samantha has over a decade of healthcare leadership experience. She thrives on bringing people together from across the health care system and adjacent industries to create solutions with the greatest impact.

3:10 to 3:40 p.m.

2. Digital Security: Myth vs Reality

Presented by Jeet Chakrabarty of BlueBird IT Solutions, with support from colleagues Christos Puranen and Peter Rooney

Healthcare, along with financial institutions and government organizations, are primary targets for cyber criminals. Unfortunately, there are myths and misconceptions about how secure a clinic may be from such attacks. Consider these examples:

- “Our EMR is in the cloud. We do not need any other type of security.” Hackers can get your EMR passwords (or other sensitive information) using keylogger, an insidious form of spyware. As you enter sensitive data on your keyboard, believing nobody is watching, keyloggers are monitoring your activity as you type!
- “I have a small clinic – surely we aren't a target for cybercriminals.” Actually, as larger practices are fortifying their defenses, cybercriminals are now targeting smaller ones. Something as seemingly innocent as a spam email can be their way into your systems.
- “If I get hacked, I will know right away, and will act then.” Software alone provides some security but can't prevent you from falling victim to ransomware like a managed security solution can.

The BlueBird team will provide clarity and pointers on how clinic managers can minimize some of the risks associated with cyberattacks.

3:40 to 3:50 p.m.	Take 10 bio break
3:50 to 4:30 p.m.	<p>The Future of Your EMR</p> <p>Gather with presenter(s) representing your EMR provider to learn about what's new, what's coming soon, etc.</p> <p>Option a) A presentation by TELUS Health</p> <p>Option b) Accuro/Oscar users gather for presentation or facilitated discussion</p>
4:30 p.m.	<p>Grab a snack on your way to free time <i>and/or</i></p> <p>Visit Exhibitor Showcase until it closes at 5 p.m.</p>
6:30 p.m.	<p>Dinner and drinks! (Exhibitors please join us)</p> <p>Join us for a trip around the world! Enjoy food stations representing a variety of cultures.</p>
7:30 p.m.	<p>Enjoy live music with Thomas Kovacs – singer, guitarist, and most importantly, entertainer!</p> <p>Thomas has performed for U.S. troops; on board numerous arctic expeditions; and at countless pubs, restaurants, conferences, and private parties.</p> <p>His irreverent humour and musical artistry win him new fans with each show. Prepare to be part of a lively and fun experience, with all your favourite songs from the 60s to the 90s!</p>
Late night	Head to Quest Restaurant & Bar on the main level of the hotel to continue the evening

Thursday, September 22, 2022

7:30 to 8:25 a.m.	Breakfast (Exhibitors please join us)
8:25 to 8:30 a.m.	Walking time
8:30 to 9:50 a.m.	<p>What's on Kate's Desk? Update on Privacy and Risk Management for Medical Groups</p> <p>Presented by Kate Dewhirst</p> <p>Learn about the hottest legal topics and issues faced by medical practices recently, delivered with practical solutions for you to avoid having to call Kate!</p> <ul style="list-style-type: none"> • Virtual care • Patient rights to their records • Split families • Setting behavioural limits with patients <p>From privacy to managing disputes, Kate is on top of what's new and relevant and will leave lots of time for questions.</p> <p>Kate's mission is bringing the law to life. She makes legal theory understandable, accessible, and fun! Disputes in health care are messy and complicated, and worries about the law will eat your time and sap your energy. Kate is well known for her sound and helpful advice and training to healthcare organizations.</p>
9:50 to 10 a.m.	Take 10 bio break

10 to 10:45 a.m.	<p>Attracting and Keeping Staff</p> <p>A panel and group discussion among our own members.</p>
10:45 to 11:30 a.m.	<p>Refreshments <i>and</i> Visit Exhibitor Showcase</p>
11:30 a.m. to 12:45 p.m.	<p>Human Rights, Attendance Management, COVID-19 and Beyond</p> <p>Presented by Allyson Lee and Jeffrey Stewart of Sherrard Kuzz LLP</p> <p>Human rights and attendance management issues in the workplace are among the most common and challenging. The COVID-19 pandemic only made it worse. Add new and emerging workplace laws and requirements, and it's a wonder any office manager can keep up. Your presenters will decipher it all, including what is legally required, common pitfalls to avoid, and best practices.</p> <p>Human Rights Accommodation</p> <ul style="list-style-type: none"> • Family status: When and how must an employer accommodate a request related to family care? • Disability: Accommodating mental health related to, or exacerbated by, the pandemic. <p>Absenteeism and Attendance Management</p> <ul style="list-style-type: none"> • When can an employee be terminated for a long-term absence? • How to effectively use an attendance management program to address persistent and periodic absenteeism. <p>Legislative Update</p> <ul style="list-style-type: none"> • New Employment Standards Act, 2000 requirements related to disconnecting from work and electronic monitoring. • Case law update on mandatory vaccination policies in unionized and non-unionized workplaces. <p>Allyson and Jeffrey practice with Sherrard Kuzz LLP, one of Canada's leading employment and labour law firms representing employers. Sherrard Kuzz LLP is recognized nationally and internationally by Canadian Lawyer®, Chambers Global®, Lexpert®, Best Lawyers®, Who's Who Legal®, and Legal 500®, and as a 5-Star Safety Law Firm for excellence in occupational health and safety by Canadian Occupational Safety®.</p>
12:45 to 1:45 p.m.	<p>Lunch (Exhibitors please join us)</p>
1:45 to 1:50 p.m.	<p>Walking time</p>
1:50 to 2:50 p.m.	<p>Getting Back Up – One Step at a Time</p> <p>Presented by Jeff Adams</p> <p>Paralympian, business leader, accessibility advocate, and lawyer, this three-time Paralympic Champion and six-time World Champion in wheelchair racing is living proof that focus, determination, and spirit are the keys to achieving "gold medal" dreams.</p> <p>Combining his unique understanding of life's challenges with his experience as a world-class athlete, Jeff shares proven methods that help people meet their goals and achieve success. He</p>

	<p>learned to set unrealistic goals – and achieve them. Whatever your personal and professional goals, the process to ensure success is the same.</p> <p>There are times in our lives when we need to understand how to come back from a disappointment. Whether it's surviving cancer, learning how to use a wheelchair, or crashing in the last lap of the Olympics, the getting up part is always much more important than the falling down part, and we rarely have to do it alone.</p> <p>After retiring from competition, Jeff transitioned from sport to business, founding two medical device engineering companies, which he sold in 2016 to return to school to study law. He graduated from Osgoode Hall Law School in April of 2020, and is currently working at Faskin Martineau LLP, specializing in labour and employment and human rights law.</p>
2:50 to 3:20 p.m.	<p>Refreshments <i>and</i> Visit Exhibitor Showcase for the final time Exhibitors take down following this break then join us for the prize draw at 4:10 p.m.</p>
3:20 to 4:10 p.m.	<p>OntarioMD: Adding value and savings to your clinic</p> <p>Presented by OntarioMD CEO Robert Fox</p> <p>Robert's talk will delve into:</p> <ul style="list-style-type: none"> • How OntarioMD (OMD) can help your clinic today, to contribute to the digital health goals of your local Ontario Health Team (OHT) • How OMD plans to implement their new vision in the coming years, which will see OMD becoming a value-added reseller for EMR services to clinicians. This opens the door to cost savings, reduced administrative burden, better service, and enhanced functionality for you and your clinic. <p>Join Robert for a high-level overview of how these services can benefit your clinic. There will be time for Q&A.</p>
4:10 to 4:30 p.m.	<p>Prize draw with Exhibitors Exhibitors join us to draw the winners of the prizes they collected entries for at their booths. Must be present to win!</p>
<p>6:30 p.m. 8 p.m. (times to be confirmed)</p>	<p>Dinner (Exhibitors please join us)</p> <p>Yuk Yuk's Stand Up Comedy on Tour!</p> <p>Cedric Newman – a veteran headliner and contestant on this summer's Amazing Race Canada!</p> <p>Cedric is a long-serving professional who has graced stages across Canada and throughout Europe. He regularly participates in radio shows, festivals, fundraisers, and corporate events.</p> <p>Scott Faulconbridge – a festival regular who delights audiences with his quirky story telling and quick improvisational wit</p> <p>Scott has established himself as one of Canada's most popular headlining acts. His unique stories and songs are inspired by family mishaps that have made him a crowd favourite for three decades.</p>

7:30 to 8:30 a.m.	Breakfast (Exhibitors please join us)
8:30 to 9:15 a.m.	<p>An Update from Ontario Health</p> <p>Presented by Matthew Anderson (President and CEO) and Dr. Sacha Bhatia (Population Health and Value-Based Care Executive)</p> <p>Our presenters will:</p> <ul style="list-style-type: none"> • Remind you of Ontario Health’s structure, mandate, and strategic priorities • Highlight lessons learned during the COVID-19 pandemic response • Outline key system challenges as we work towards pandemic recovery <p>Topics will focus on issues that affect medical clinics, OHTs, digital health, etc. and will be refined closer to the date.</p> <p>Matthew Anderson is President and CEO at Ontario Health, an experienced health care leader, and an advocate for positive change.</p> <p>Matthew has been working in health care since 1992. Before joining Ontario Health, he was President and CEO of Lakeridge Health. He spent three years overseeing the operation of five hospitals with four emergency departments and more than 5,000 physicians and staff. He has also held leadership roles at University Health Network, the Toronto Central Local Health Integration Network, and William Osler Health System.</p> <p>Dr. R. Sacha Bhatia is charged with helping advance Ontario Health’s commitment to overall population health with a special focus on the equitable distribution of healthcare.</p> <p>Sacha helps support the implementation of Ontario Health Teams and is responsible for new models of care, the expansion of virtual care, and Ontario Health’s collaboration with primary care partners, focused on the social determinants of health.</p> <p>Before joining Ontario Health, Sacha was Chief Medical Innovation Officer and Interim Executive Lead of Academics at Women’s College Hospital. He is also a staff cardiologist at University Health Network.</p>
9:15 to 9:25 a.m.	Take 10 bio break
9:25 to 10:45 a.m.	<p>Workplace Psychological Health and Safety – Supporting Staff Retention, Mental Health, and Stay at Work/Return to Work Programs</p> <p>Presented by Public Services Health and Safety Association PSHSA Health and Safety Consultant to be determined closer to the date</p> <p>Learn about new and emerging programs, resources, and tools to elevate workplace health and safety, retention, mental health, and human resource practices by adopting psychological health and safety (PHS) prevention at the workplace.</p> <ul style="list-style-type: none"> • Learn how to navigate a PHS program and supporting elements related to best practices for prevention, intervention, and recovery and supporting burnout prevention and resiliency. • Explore tools and resources, including policies, procedures, and checklists to support PHS program development and implementation. • Explore emerging practices related to stay at work and return to work programs using a psychological health and safety prevention approach: <ul style="list-style-type: none"> ○ Learn how to build stay at work/return to work program elements to provide meaningful and safe work, in line with worker cognitive, physical, and psychosocial abilities

	<ul style="list-style-type: none">○ Understand processes and tools for identifying the cognitive and psychological job demands.● Receive take away and direct access tools and resources:<ul style="list-style-type: none">○ PHS policy template○ PHS program framework○ PHS program Getting Started Checklist and link to program guide○ Access to consulting resourcing to support the identification of cognitive, psychological, and physical job demands
10:45 a.m.	Grab a takeaway snack and travel home safe!