

Opening Session

Supply Chain Maturity: The New Currency for Health System Transformation



Dr. Anne Snowdon, BScN, MSc, PhD, FAAN

Professor, Strategy and Entrepreneurship

Academic Chair, World Health Innovation Network (WIN)

Scientific Director & CEO, Supply Chain Advancement Network in Health (SCAN Health)

Odette School of Business

Dr. Anne Snowdon is a professor and Academic Chair of the World Health Innovation Network (WIN), and Scientific Director and CEO of SCAN Health, a Networks of Centres of Excellence International Knowledge Translation Platform located at the University of Windsor's Odette School of Business.

Dr. Snowdon works to build collaborative partnerships around the globe to advance innovation and scalability of innovation across health systems to strengthen performance, economic value, and sustainability. WIN provides support for innovators and entrepreneurs to successfully bring their discoveries to the Canadian, U.S., and world markets by creating evidence of impact for new products that achieve value for health systems.

Currently, Dr. Snowdon is leading over 10 innovation research initiatives across seven Canadian provinces and five countries that collaborate with government, health professionals, industry, research teams and families. She was recently inducted into the American Academy of Nursing, she is a member of the Institute for Health System Innovation of the Canadian Institutes for Health Research, a member of the Expert Group for the Canadian Space Agency, and is a Board Member for Alberta Innovates and the Ontario Centres of Excellence.

Dr. Snowdon has published more than 140 research articles, papers and cases, has received over \$22 million in research funding, holds patents, and has commercialized a highly successful booster seat product for children traveling in vehicles. She holds a PhD in Nursing from the University of Michigan and is a Fulbright Scholar.

Session 1: Leveraging Supply Chain Maturity to Achieve Value for Clinician Teams across Health Systems



Dr. Joseph P. Drozda, Jr., M.D., M.A.C.C.

Cardiologist and Director of Outcomes Research, Mercy Health

Member Expert Advisory Council, Supply Chain Advancement Network in Health

Dr. Drozda is a cardiologist and Director of Outcomes Research at Mercy Health—a 4 state regional health system headquartered in St. Louis. He served on the American College of Cardiology’s Board of Trustees for 5 years, is a past chair of the ACC’s Clinical Quality Committee, and for 10 years was the ACC representative to the National Quality Forum where he chaired the Health Professionals Council. He is an emeritus member of the ACC’s National Cardiovascular Data Registry Management

Board. Dr. Drozda is a recipient of the ACC Presidential Citation and has been designated a Master of the College. He was a methodologist for the American Medical Association-convened Physician Consortium for Performance Improvement (PCPI) for over 14 years, chaired the PCPI Measures Advisory Committee, and was on the inaugural board of the new PCPI Foundation. Dr. Drozda was in private practice for over 18 years and has 24 years of experience in managed care including stints as Chief Medical Officer and Executive Vice President of Health Plan Operations at Centene—a publicly traded Medicaid managed care company. From 1996 to 1999 he served as Vice President of Medical Management for SSM Health Care-St. Louis participating in that system’s journey to becoming the first healthcare organization to receive the Malcolm Baldrige award.

Dr. Drozda has been involved in clinical trials for over 20 years. The current emphasis of his research at Mercy is on the safety and effectiveness of medical devices. He was principal investigator of an FDA Medical Device Epidemiology Network demonstration in which prototype unique device identifiers were implemented in Mercy’s electronic information systems enabling creation of a database for purposes of safety surveillance and research. He is a member of the Research and Development Team of the Healthcare Transformation Group—a device-focused alliance of Geisinger, Intermountain, Kaiser Permanente, Mayo, and Mercy and served on the FDA’s National Medical Device Surveillance System Planning Board. He is the principal investigator of BUILD, a major initiative funded by industry and FDA that will extend the Mercy UDI work to Geisinger and Intermountain Healthcare. He also serves on the Expert Advisory Council of SCAN Health—a Canadian government funded initiative focused on promoting medical device tracking and tracing for purposes of patient safety and effectiveness evaluation. Dr. Drozda has published and presented in multiple venues on the development and implementation of new systems for performing postmarket medical device surveillance and research.

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Mr. David M. Marcelletti, MBA
Vice Chair Supply Chain Management Mayo Clinic

Dave Marcelletti has more than 20 years of Healthcare Supply Chain experience. As Vice Chair of Supply Chain Operational Excellence, Dave has oversight for enterprise-wide SCM operations for Mayo Clinic and the Mayo Clinic Health System. The Mayo Clinic Supply Chain acquires more than \$3.5 billion in supplies, purchased services, and capital medical equipment annually. Mayo Clinic is an owner, member and service provider of CAPTIS (formerly known as the Upper Midwest Consolidated Services Center).

Consisting of the world-renowned Mayo Clinic, Mayo inspires hope and contributes to health and well-being by providing the best care to every patient through integrated clinical practice, education, and research. The Mayo Supply Chain Operations supports and manages supplies and services for more than 22 acute care hospitals and 130 practice sites. In 2017, Mayo Clinic Supply Chain Management was ranked #2 by Gartner for having one of the top performing supply chains in the Healthcare sector (2015 – First healthcare provider to be ranked #1; recognized since 2009 and placed in the Top 5 each year since 2011). Mayo’s performance was compared to manufacturers, distributors, pharmaceutical companies, and other healthcare providers. This was the first year a healthcare provider has claimed the top position in Gartner’s annual ranking.

Prior to his current position, Mr. Marcelletti served as Director of Supply Chain for Medline Industries, Inc. Medline is the nation’s largest privately held medical supply manufacturer and distributor based in Chicago Illinois. As Director of Supply chain, for more than 12 years (21 year career at Medline) Dave’s leadership helped Medline grow from a \$1.0 billion dollar national organization to a \$9 billion global organization with purchases totaling more than \$60 million/week (2015). Earlier in his Medline career, Dave played a key role in the IT organization bringing leadership and subject matter expertise to the manufacturing, distribution and analytic SAP systems across the enterprise.

Mr. Marcelletti began his career in Chicago with Accenture as an application systems programming/technology consultant for Distribution and Manufacturing. He earned his Bachelor of Science in Business in 1988 from the Indiana University School of Business and received his Masters of Business Administration in 1991 from the University of Illinois, Chicago.



Dr. Alex D. Mitchell, MD FRCSC
General Surgeon
Chief of Surgery, Dartmouth General and Hants Community Hospitals

Alex Mitchell is a General Surgeon in Nova Scotia and the Chief of Surgery for Dartmouth General and Hants Community Hospitals. He is passionate about leading system level change and desperately wants to “Make Healthcare Make Sense”. Alex is the physician lead for the Healthy Management of Supplies (HMS) Project (a system wide supply chain transformation). In these roles Alex has had a unique experience in infrastructure projects, supply chain and Health IT. A strong advocate for GS1 standards on the national level Alex has facilitated the adoption of GS1 standards scoring in all outgoing NS Health RFPs. Dr. Mitchell has a clinical practice focused on Abdominal Wall Reconstruction, Colon Cancer treatment/prevention, and weight management. Alex is the proud father of 5 children and husband to a truly wonderful person.



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Ms. Jackie Pomroy
Director - Jackie Pomroy Consultancy Ltd

A member of the Chartered Institute of Procurement & Supply, Jackie is a supply chain professional with 30 years' experience in the healthcare sector leading change to drive efficiency, delivering operational excellence resulting in financial benefits, streamlined processes and most importantly releasing clinical time back to patient care.

IT solutions have been key to delivering change and she has been involved in the selection, implementation, training and support of Pharmacy Dispensing Systems, Global Inventory Management Systems and Purchase to Payment solutions (P2P). For the last 10 ½ years she has been instrumental in Supply Chain improvement within the NHS.

She is an advocate of GS1 standards and believes their adoption across the Globe will increase patient safety, through traceability, whilst taking cost out of the supply chain.

Moderated by:



Mr. Tim Oliver
Director, Product Management, Data Monetization, GHX

Tim Oliver is the Director of Product Management, Data Monetization, for GHX. Tim has an extensive background in creating and bringing to market innovative enterprise solutions. Previously, he was CEO of Covalent Data, using big data to deliver insights into pre-commercial technologies, with an emphasis on pharma and medical devices. Before that, he was CMO for Open Scan, a developer of procure-to-pay and order-to-cash applications.



Session 2:

The Empowered Citizen: Achieving Value for Patients



Dr. Judy Birdsell, PhD

Co-Chair IMAGINE Citizens Collaborating for Health

Judy career began with nursing positions in aboriginal settings in Alberta and the Northwest Territories and ended with fifteen years of consulting across Canada on organizing and policy in health care, health care research and the voluntary sector. In between, her professional life involved earning a Master's Degree in Health Care Research (1987) which led to several years working in cancer epidemiology and prevention. An interest in inter-organizational relationships led to a PhD in Organizational Analysis (1997) in which her research included a key focus on the role

of patients and family in policy making in breast cancer research. In volunteer roles, she has held over 20 leadership positions in health and research organizations, including chairing the boards of several national health or health research related organizations (e.g. Canadian Cancer Society, Canadian Breast Cancer Research Initiative, Stem Cell Network). At the provincial level, community service included nine years (three as Chair) on the board of a large foundation providing affordable housing for seniors in Calgary. She has received three national awards that recognize her achievements in the voluntary sector.

Most importantly, Judy's efforts for the past 10 years have been shaped by her defining experience as a family caregiver. This led to roles as Board member of the Health Quality Council of Alberta, active involvement as a member of Patients for Patient Safety Canada, and currently as Founding Co-Chair of IMAGINE: Citizens Collaborating for Health, an independent group of Alberta citizens who are working to support citizens to take a more active role in shaping the future of healthcare in Alberta.



Mr. David Price

Founder, Sunterra Group of Companies
Patient Safety Advocate

David Price was born and raised as part of a mixed farming family in the area near Acme, Alberta. He is one of the founders of what has now grown into the Sunterra Group of Companies. He has been active as a member of a number of different local, provincial and national organizations, primarily associated with agriculture and the production and processing of food, and policies associated with trade and economics in this sector. He also has been a member of the Board of Governors of the Olds

College, and Chairman of the Board of Trustees of the Golden Hills School Division. He says though, that his family is most important, and they miss Greg, who died prematurely as the result of multiple failures and gaps in Alberta's medical treatment system.

Dave and his family are working to encourage everyone to be more prepared for partnering in care and to support improvements at all levels. They share their thoughts and experiences on the healthcare system through their Health Arrows website and more recently established a not-for-profit organization Greg's Wings Projects. The first two projects developed by Greg's Wings are the Falling Through the Cracks film and an online community called the Co-Pilot Collective that is a place for everyone to share information, experiences, and ideas that will create the future of health care together.

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Dr. Carl Nohr, PhD
General Surgeon

Dr. Carl Nohr graduated from McGill University in 1978. A former academic surgeon, he is now a community general surgeon in Medicine Hat, Alberta, practicing face to face medicine. His passions are clinical care, health legislation, professionalism, and the social contract. He has served in local, provincial and national leadership roles. His vision for the health care system is based on the principles of accountability and stewardship. He treats patients as guests in his office and supports them as partners in the co-creation of patient-defined value in health encounters. He loves his job.



Dr. Verna Yiu, PhD
President & CEO, Alberta Health Services
Member Board of Directors, Supply Chain Advancement Network in Health

Dr. Verna Yiu is a longtime front-line care provider and healthcare administrator who has served as President and CEO of Alberta Health Services (AHS), Canada's first and largest province-wide health system, since January 2016.

A firm believer in the power of relationships and collaboration, Dr. Yiu has used her leadership skills to bring together clinicians, researchers, policymakers, patients and families in order to drive continuous learning and patient-focused improvements in healthcare outcomes and experiences. She continues to practice as a pediatric nephrologist and is a Professor of Pediatrics at the University of Alberta.

Moderated by:



Ms. Dianne Carmichael
President Payor & Care Markets & Head of Corporate Strategy and Business Development,
McKesson Canada

Dianne Carmichael brings over 25 years of senior executive, CEO and successful start-up experience to healthcare from her career spanning technology, financial services and consumer packaged goods.

In her early career, Dianne held senior marketing and sales management roles with Procter & Gamble, Gillette and Memorex Telex before moving into the investment industry. There she founded a Portfolio Management Co., ultimately selling it to a major financial institution and went on to create and build an \$8B publicly-traded pension, wealth and mutual fund management company as Chairman & CEO Worldsource Wealth Management at Guardian Capital Inc.

Dianne's personal and professional career was significantly impacted by her experiences as the champion, advocate and caregiver for her father in 2003. Following her Dads' battle with - and ultimate death from - cancer, Dianne decided to leave her high profile role on Bay Street to make a difference in the lives of those touched by profound illness - advocating for them, empowering them, improving outcomes and ensuring Patients were at the centre of care. There she helped to build and lead Best Doctors, creating a truly patient-centred, remote second opinion, advocacy & health navigation employee benefit company that that now covers 40M people worldwide, including 6 million Canadians -changing diagnosis 22% of the time and modifying treatment 61%. After successfully exiting this organization she became Founder & President of UHN Solutions at UHN, University Health Network. Later Dianne became Managing Director for Health Innovation & Ventures at MaRS helping to grow and scale leading health technology companies. Dianne also founded Carmichael Worldwide Inc., providing interim executive services to health organizations and advising on patient centred models of care. There she led the creation of two digital health companies, and a health non-profit. She went on



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to become Chief Health Tech Advisor at CCI, Council of Canadian Innovators, led by Blackberry founder, Jim Balsillie.

She recently took on the role of President, Payor & Care Markets and Head of Corporate Strategy and Business Development (M&A) at McKesson Canada where she hopes to drive significant impact in the lives of all Canadians by creating an integrated ecosystem of health companies spanning the patient journey, enabled by leading edge digital technologies.

Dianne has received many awards including Top 20 Business Women in Canada, Top 100 Business Leaders in Canada, Canadian Women Transforming Healthcare and WXN's Top 100 Most Powerful Women in Canada.

She sits on the boards of Holland Bloorview Kids Rehab Hospital, CCRM Centre for the Commercialization of Regenerative Medicine and is a founding Board member of Patients Canada. She is on the Advisory Boards of the Canadian Association of People-Centred Health & Dean's Advisory, York University Faculty of Health. She was on the Advisory Board of Closing the Gap. Dianne is active in health policy and sits on various advisory committees both Federally & Provincially including Health Canada & MoHLTC.

Dianne is a graduate of the University of Waterloo.



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Session 3:

Supply Chain Infrastructure to Inform and Advance Innovation



Mr. Dennis Black, M.D., M.A.C.C.

Director, e-Business, Solutions Group, Becton Dickinson (BD)

Mr. Dennis Black has over 25 years of experience in the medical device industry and has worked in a variety of different roles. He joined BD, a leading medical technology company, in 1998 and currently works within the BD Solutions and Services group. Dennis is focused on developing and implementing a variety of supply chain solutions and related services. Other responsibilities include implementing FDA's Unique Device Identification (UDI) regulation within BD and collaborating with select customers on initiatives to reduce healthcare costs. Dennis currently serves on the

GS1 Healthcare Global Leadership Team; the GS1 US Executive Leadership Committee; and the Strategic MarketPlace Initiatives (SMI) Board of Directors. He actively participates in various industry work groups within SMI, Global Healthcare Exchange (GHX), AdvaMed, and the Association for Healthcare Resource & Materials Management (AHRMM) to help solve a variety of healthcare challenges.



Mr. Scott MacNair, BA

President Stryker Canada

Scott joined Stryker Canada in 2008 and has held many commercial sales and marketing leadership roles within Canada, he was promoted to President in June 2016 based in Hamilton.

Responsibilities include operational and commercial performance for Canada, as well as the accountability of the financial performance of the Canadian business. Prior to his current role, Scott was the Senior Director of Healthcare Solutions, Scott was responsible for coordinating commercial resources and building relationships with key customers to ensure they are maximizing the value of their Stryker technology & services.

Before joining Stryker, Scott spent 7 years at Boston Scientific in sales, marketing & business development, most recently serving as the Sales and Marketing leader for their Canadian Endoscopy franchise.

Previously at Xerox Corporation Scott held positions in general management, sales & marketing and business development.

Scott completed his B.A. at the Rochester Institute of Technology and has completed the Executive Leadership program at the Richard Ivey School of Business at the University of Western Ontario.

Scott was selected to attend Stryker's Harvard Leadership Academy for executives in 2011.

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Mr. Jitendra Prasad, MBA
Chief Program Officer
Contracting, Procurement and Supply Management
Alberta Health Services

Jitendra Prasad (JP) is the Chief Program Officer (CPO) of Contracting, Procurement & Supply Management (CPSM) for Alberta Health Services (AHS). AHS is tasked with coordinating the delivery of health supports and services across the province.

JP has an undergraduate degree in Pharmacy and a Masters in Business Administration (MBA) from University of Alberta, Edmonton.

Moderated by:



Ms. Martha Huston, BA, MBA
SVP, Services & Solutions-Medical, Cardinal Health
Former President, Cardinal Health Canada (Retired)
Advisory Council Chair, World Health Innovation Network (WIN)
Board Treasurer, Supply Chain Advancement Network in Health (SCAN Health)

Martha Huston serves as the Chair of the WIN Advisory Council and Board Treasurer for the Supply Chain Advancement Network in Health (SCAN Health). She is the former Senior Vice President and General Manager for Services and Solutions for the Medical segment of Cardinal Health. Cardinal Health is a global health care services and products company that brings scaled solutions that help pharmacies, hospitals, ambulatory surgery centers, clinical laboratories and physician offices focusing on patient care while reducing costs, enhancing efficiency and improving quality.

In her previous role Ms. Huston was the President of Cardinal Health Canada where she was responsible for formulating and implementing the overall strategy for the business. Ms. Huston previously served as Senior Vice President for HSS Customer Support where she developed and implemented strategies for enhancing the customer experience in the medical supply chain. Prior to that, she served as the Senior Vice President, General Manager for the medical segment in the West region. With Cardinal Health since 2005, she has held executive positions in warehouse distribution and operations in both the medical and pharmacy segments and in supply chain services.

Before joining Cardinal Health, Martha served in executive roles for Owens & Minor with responsibility for sales and operations at both regional and national levels. She has held management positions in the healthcare, banking and insurance industries with experience in treasury management, internal audit, public accounting and insurance claims processing.

Ms. Huston received an Executive MBA from the University of Iowa and a BA in Business and Accounting from Simpson College. She also completed executive education programs in leadership and health care at the University of Virginia and the University of Michigan School of Business. In addition, she has earned the Certified Public Accountant designation as well as that of Certified Internal Auditor and is a graduate of Leadership America, the preeminent women's development program.



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