

---

## Profile

A fluently bilingual senior executive, system safety advisor, mediator, liability and risk management consultant and emergency physician, with specialized knowledge in the field of patient safety. Strong background in professional education, as well as organizational and operational research, program development, process improvement for cost control and change management. Key strengths include well-developed and proven analytic, and oral and written communication skills.

---

## Professional Experience

### *... Patient Safety/ System Safety Management*

#### HEALTHCARE SYSTEM SAFETY AND ACCOUNTABILITY

2009 – present

- Founder and Principal Advisor
- Advice and guidance on projects with organizational clients including Alberta Health Services, Saskatchewan Health, Winnipeg Regional Health Authority, Whitehorse General Hospital, Halton Healthcare Services
- Development of SPHERE (Shifting Paradigms in Healthcare Event Review and Evaluation) workshop
- Member of founding Core Group: Resilient Health Care Network (University of Southern Denmark)
- Member of Planning Committee, First International Symposium on Resilience in Healthcare, June 4-5, 2012, Denmark
- Co-Chair, Scientific Content Committee, Fifth International Workshop on FRAM, Sophia Antipolis, France, June 2011

#### WINNIPEG REGIONAL HEALTH AUTHORITY

2003 - 2012

#### HEALTHCARE SYSTEM SAFETY ADVISOR

2010 - 2012

#### CHIEF PATIENT SAFETY OFFICER (SINCE JUNE 2005); DIRECTOR OF PATIENT SAFETY

2003-2010

- Leader, External Patient Safety Review, Calgary Health Region (2004)
- Development of Regional Integrated Patient Safety Strategy (RIPSS) for WRHA, an urban regional health authority with a catchment area of 750,000 (2005)
- Development of regional patient safety initiatives, including establishment of patient advisory council
- Co-development of one-day training workshop “A New Lens for Understanding Healthcare Critical Incidents”; delivery of workshop to more than 450 participants (2004-2008)
- Co-development of three day intensive training workshop leading to Certificate in Patient Safety Investigation (2007)
- Revision of Critical Incident Management and Learning Policy and Disclosure of Clinical Information Policy (2007)
- Development of regional “perspective” brochure on disclosure and apology
- Development, in conjunction with regional insurer, and subsequent implementation of process to identify cases in which early discussion of compensation would be appropriate

**Manitoba Institute for Patient Safety** 2004-2009  
Member of Board of Directors; Member of Audit Committee

**Canadian Patient Safety Institute** 2005-2010  
Chair, Information and Communications Advisory Committee (2006-2010)  
Faculty member, Patient Safety Officer Course (2007)  
Co-Chair, High Risk Working Group, Safety Competencies Project (2007)  
Member, Peer Merit Review Panel (research application reviews) (2007-2008)

**Canadian Council for Health Services Accreditation** 2004-2007  
Member, Patient Safety Advisory Committee

### ***... Mediation / Alternative Dispute Resolution***

**MEDIATE.CALM: COLLABORATIVE HEALTHCARE SOLUTIONS** 1999 – present

Co-founder / Mediator / Facilitator / Instructor

- Course director for series of Resolving Conflict in Healthcare Workshops (Toronto, ON 2002, Halifax NS 2002, Toronto, ON 2003, Ottawa, ON 2003, Toronto, ON, 2004)
- Multiple successful healthcare mediations / facilitations
- Facilitation services with Pan-American Health Organization (WHO)

**EMERGING HEALTH CARE COMMUNITIES OF PRACTICE (EHCCO)** 2009 - present  
Associate  
Healthcare Mediator  
Faculty member: Certificate Program in Conflict Engagement for Healthcare Professionals (Hamline Law School)

**ASSOCIATION FOR CONFLICT RESOLUTION – HEALTHCARE SECTION ADVISORY COUNCIL** 2001 – 2005  
Co-chair, Healthcare Section (2002 – 2004)

**MEDIATION CENTRE AT CARLETON UNIVERSITY** 2001 – 2004  
Volunteer Mediator / Coach / Facilitator

**ACADEMY OF MEDICINE – OTTAWA** 2000 – 2004  
Mediation Consultant

**DISPUTE RESOLUTION CENTRE FOR OTTAWA-CARLETON (DRCOC)** 1999 – 2001  
Volunteer Mediator – Successful mediation of several criminal disputes.

### ***... Executive Management / Litigation/Risk Management***

**ORLEANS URGENT CARE CLINIC** **1998 - 2004**  
Chair, Board of Directors 2003 - 2004  
President / CEO 1999 – 2003

President and Interim Medical Director 1998 – 1999

**CANADIAN MEDICAL PROTECTIVE ASSOCIATION (CMPA) 1987 – 1997**

Associate Secretary-Treasurer 1993 – 1997

- ♦ Conducted major review of and developed comprehensive tripartite case management system
- ♦ Responsible for implementation of case management project delivered on time and under budget
- ♦ Primary liaison with CMPA provincial counsel (15 major firms / 300 lawyers)
- ♦ Supervised physician claims managers on administrative and case management issues
- ♦ Organized annual 2-day orientation sessions for new members of CMPA Council

Education Coordinator 1989 – 1993

- ♦ Developed undergraduate, postgraduate and physician education and prevention programs
- ♦ Developed internal study system to allow data collection and analysis
- ♦ Organized international Symposium on Perinatal Asphyxia (Vancouver, BC, June 1992)
- ♦ Presented over 500 conferences, seminars and talks in both official languages

Assistant Secretary-Treasurer 1987 – 1989

- Medicolegal advice and assistance to physician members and CMPA legal counsel, and actively managed a diverse portfolio of claims.

**SAWSON CONSULTING 1998 – 2003**

Health Care Liability and Risk Management Consultant

- Consultant to the Task Force Leader in the transformation of Correctional Services Canada Health Services programs.
- Provided advice to Providence Health Care (Vancouver, BC) regarding transition of a small community hospital ED to an urgent care facility.
- Provided advice to the Department of National Defense regarding Medical Services Branch review of the risk management aspects of Continuity and Communication of Medical Care

**PRESIDENT, CHIEF EXECUTIVE OFFICER 1985 – 1987**  
Guelph Emergency Medical Services Ltd.

**DIRECTOR GENERAL 1977**  
China Pavilion, Man and His World (Montreal, Quebec)

**SPECIAL ASSISTANT 1970**  
Minister of National Health and Welfare, Hon. John Munro (Ottawa, Ontario)

**... Clinical Medicine**

**REFUGEE: HAMILTON CENTRE FOR NEWCOMER HEALTH 2012 – PRESENT**  
Primary Care Physician for refugee population

<b>PAN AM MINOR INJURIES CLINIC</b> (WINNIPEG) Urgent Care Physician	2005-2012
<b>NORTHERN AND RURAL LOCUM PROGRAM</b> British Columbia Ministry of Health Locum Physician Tofino General Hospital full privileges (2002-2013)	2000 – present
<b>ORLEANS URGENT CARE CLINIC</b> Urgent Care Physician	1998 – 2004
<b>OTTAWA CIVIC HOSPITAL</b> Emergency Physician	1988 – 1993
<b>MEDICAL PRACTICE</b> Various emergency, intensivist and family physician positions, as well as Advanced Trauma Life Support (ATLS) instructor positions and university appointments, held	1972 – 1989

---

## Academic

### *... University of Manitoba, Faculty of Medicine*

Assistant Professor, Department of Community Health Sciences (2004- present)

- Introduction to Clinical Studies

### *... Lund University (Lund, Sweden)*

Lecturer, Lund University, School of Aviation, Master's program  
(Human Factors and System Safety) 2008-2010

---

## Training and Education

### *... Post-Secondary and Graduate Studies*

<b>MSc (Human Factors and System Safety)</b> Lund University (School of Aviation) Lund, Sweden	2005-2007
<b>Fellow, Royal College of Physicians and Surgeons of Canada</b> Specialty Certificate, Emergency Medicine, Division of Medicine	1984
<b>MDCM, Faculty of Medicine</b> McGill University	1968 – 1972

**BA, Faculty of Arts (Gold Medal)** 1964 – 1967  
University of Manitoba

***... Patient Safety/ System Safety***

**Institute for Healthcare Communication** 2007  
Certified as trainer in DUMO (Disclosure of Unanticipated Medical Outcomes) workshop

**Patient Safety Officer Executive Training Program** 2005  
Certificate, Institute for Healthcare Improvement (Boston, MA)

***... Alternative Dispute Resolution***

**Advanced Mediation Clinic** 2003  
CDR Associates (Boulder, CO)

**Program for Health Care Negotiation and Conflict Resolution Leadership Certificate** 2001  
Harvard School of Public Health (Boston, MA)

**Advanced Mediation Workshop Certificate** – Program of Instruction for Lawyers 2000  
Harvard University Law School (Boston, MA)

**Advanced Mediation Techniques** – Advanced Practices Institute 2000  
Society of Professionals in Dispute Resolution (SPIDR - Miami, FL)

**Mediation Workshop Certificate** – Program of Instruction for Lawyers 1999  
Harvard University Law School (Boston, MA)

**Advanced Negotiation Workshop Certificate** – Program of Instruction for Lawyers 1999  
Harvard University Law School (Boston, MA)

**Litigation Management: Innovative Practices and Business Relationships for the 21<sup>st</sup> Century** 1999  
American Bar Association/American Society for Healthcare Risk Management (Boston, MA)

**Basic Negotiation Workshop Certificate** – Program of Instruction for Lawyers 1998  
Harvard University Law School (Boston, MA)

***... General Business***

**Senior Project Management Certificate** 1999  
American Management Association International (Toronto, ON)

**Basic Project Management Certificate** 1998  
American Management Association International (Toronto, ON)

**Fundamentals of Accounting and Finance for Non-Financial Managers Certificate** 1997  
Canadian Management Centre (Toronto, ON)

## **Professional Memberships**

- Canadian Medical Association (CMA)/ Ontario Medical Association
- Canadian Medical Protective Association (CMPA)
- College of Physicians and Surgeons of Ontario (CPSO)
- College of Physicians and Surgeons of British Columbia (CPSBC)
- Royal College of Physicians and Surgeons of Canada
- Resilient Health Care Net (RHCN)
- Resilience Engineering Association (REA)
- Society for Organizational Learning
- Society for Chaos Theory in Psychology and Life Sciences