

Marko D. M. Duic, Chief, Department of Emergency Medicine at Southlake Regional Health Centre

Dr. Marko Duic has been a leader in Emergency Medicine for more than two decades and is a highly sought-after specialist in ED patient flow, efficiency and quality of care. He has led or participated in more than 30 departmental reviews and consultations across Canada and the UK. A leading thinker and presenter in best practices in the Emergency Department, Dr. Duic organises and chairs meetings of the GTA emergency department Chiefs and Program Directors, is an Assistant Professor in the University of Toronto's Faculty of Medicine and was awarded a Fellowship in the College of Family Physicians for his exemplary teaching and academic work. Southlake Regional Health Centre, where Dr. Duic is ED Chief, has more than 105,000 visits to the Emergency Department, 22,000 in-patient admissions, and 600,000 out-patient visits each year and is a consistent provincial leader in patient satisfaction surveys. Dr. Duic will lead Lakeridge Health's review of the patient experience at Lakeridge Health Oshawa's ER.

Dawn Sidenberg, Director, Patient- and Family-Centred Care at Humber River Hospital

Dawn has extensive experience in the health care sector; specializing in quality improvement, service excellence, and cultural transformations. Her clinical practice and administrative positions have included surgery (Operating Room), quality improvement, risk management, utilization, education and organizational renewal, and patient and family centred care. As Director of Patient- and Family-Centred Care at Humber River Hospital, Dawn is responsible for the development, implementation, evaluation and sustainability of patient and family centred care. The role includes engaging and educating leaders establishing a patient and family advisory program and councils, and advancing patient and family centred best practices. Dawn will co-lead Dr. Duic's review of the ER experience.

Mary Lynne MacMaster, recent Director Patient Experience and Quality, North York General Hospital

Mary Lynne MacMaster is a registered nurse with extensive clinical and administrative experience in both pediatric and adult acute care. Her clinical experience was focused on pediatric surgery at SickKids. Mary Lynne's progressive administrative experience has included the areas of pediatric medicine, surgery, medical imaging and critical care, in both an academic setting and a community hospital. Her adult experience has included surgery, cancer care and emergency medicine and an interim role as Chief Nurse Executive. Most recently Mary Lynne was the Director Patient Experience and Quality at North York General Hospital, where she led the organization to a 4-year accreditation with exemplary standing and reframed the patient relations role to a Patient Experience Specialist role. She partnered with patients and families on the successful implementation of the Patient/Family Advisor role and the Patient/Family Advisory Council at NYGH. Mary Lynne was a Canadian Foundation for Healthcare Improvement Coach for their Partnering with Patients and Families for Quality Improvement Collaborative. She will lead Lakeridge Health's review of the patient relations experience.

Pat Rich, recent Strategic Advisor, Enterprise Marketing and Communications at the Canadian Medical Association

Pat Rich is an acknowledged national and global authority on role of social media in health care and a frequent speaker on professional use of social media by physicians and other health care providers. Pat coordinated and wrote Canada's first balanced social media guidelines for Canadian physicians, helped develop internal communications, intranet and internal social media strategies for the Canadian Medical Association and is the past Editor-in-Chief of the Medical Post. Pat will lead Lakeridge Health's review of how the hospital can better respond to patient issues over social media.