

## **RICHARD EDWARDS**

Toronto, Ontario

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(416) 536-8997

### **CORE COMPETENCIES**

#### **Strategic Planning and Program Management for integrated, person-centred service**

7+ years at the interface of acute and community health care as Director of Patient, Family and Community Engagement.

A systems thinker and collaborator who has established and maintained effective relationships among multiple organizations in pursuit of patient and family-centred care and health equity.

#### **Research, Writing and Analysis to promote health**

10+ years' professional experience conducting policy research and analysis, community needs assessments and economic evaluations of health programs, including Health Impact Assessment.

A conceptual thinker who provides guidance and practical advice with supporting evidence and targeted research summaries, interpreting and synthesizing literature especially on policy approaches to health promotion.

#### **University-Level Teaching applying theory to create good practice**

15 years' experience designing and delivering university courses in community health topics and research methods.

An engaging teacher who supports students in the critical application of subject matter to real-world issues meaningful to them.

#### **Leadership and Governance for public service**

30+ years' experience as Member or Chair of Task Groups, Boards and Committees at national, provincial, and local levels.

A diligent committee member, attentive to immediate roles and responsibilities while emphasizing the 'big picture'.

### **PROFESSIONAL EXPERIENCE**

#### **STRATEGIC PLANNING AND PROGRAM MANAGEMENT**

**Director of Patient, Family & Community Engagement**

Jan. 2007- April 2014

**Member, Senior Leadership Team (SLT)**

April 2007- Oct. 2013

**ST. JOSEPH'S HEALTH CENTRE, TORONTO:**

*A 400-bed, 2,500 employee, Catholic community teaching hospital in southwest Toronto.*

**Responsibilities:**

- Engage stakeholders to improve patient and family experience
- Provide expertise, consultation and facilitation for corporate and system initiatives to increase service accessibility for select populations
- Lead Health Centre health equity planning
- Conduct stakeholder analytics to support corporate planning and operations
- Portfolio leadership: \$700,000 annual budget; three Direct Reports; 24 Indirect Reports (Casual Labour Interpreters)

**Selected Accomplishments:**

- Co-designed, obtained external funding for and implemented the first e-mail-based patient feedback survey of its kind among Ontario hospitals. Now the mainstay of St. Joseph's patient experience feedback.
- Designed and implemented "Executive Patient Experience Rounds", weekly rounding of the CEO and SLT members with patients. Featured in the Ontario Hospital Association's "Achieving Patient Experience Excellence in Ontario: An Idea Book"
- Researched and wrote the Health Centre's Health Equity Plan and Plan Refresh submitted to the Toronto Central Local Health Integration Network (TCLHIN)
- Negotiated the transfer of St. Joseph's Women's Health Centre services to Parkdale Community Health Centre, creating community health service synchronicities and improving service access
- Portfolio managed 100% within-budget while identifying annual 5% budget efficiencies

**Senior Health Planner**

2004

**TORONTO DISTRICT HEALTH COUNCIL (TDHC)**

*Regional advisory, health planning organization funded by the Ontario Ministry of Health and Long-Term Care (MOHLTC).*

**Responsibilities:**

- Frame and design assessment, synthesize complex studies, analyze outcomes, identify recommendations and communicate findings effectively regarding the health impacts of the City of Toronto's Official Plan.

**Accomplishments:**

- Researched, wrote, and presented to the TDHC Board a 75-page "Health Impact Assessment of the City of Toronto Official Plan," describing the possible health consequences of major components of the Plan, based on evidence synthesized from the research literature.

**INDEPENDENT RESEARCHER AND AUTHOR**

1996-2006

**Responsibilities:**

- Frame and design projects, synthesize complex studies, analyze outcomes, identify recommendations and communicate findings effectively.
- Draft and submit policy briefs, reports

**Selected Accomplishments:**

- Researcher and Author for Modules in the series, *The Health Planner's Toolkit*. Health System Intelligence Project (HSIP), Health Results Team for Information Management (HRT-IM), Ontario Ministry of Health and Long-Term Care, June 2006 - July 2008.
  - Lead Author, Module 2: *Assessing Need*.
  - Lead Author, Module 4: *Integration: A Range of Possibilities*.
  - Co-Author, Module 5: *Community Engagement and Communication*.

- Researched and wrote "Build Healthy Public Policy," a Continuing Education module submitted to the Canadian Department of National Defence. Conducted for the Centre for Health Promotion, University of Toronto, July-October, 2003.
- Researched and wrote "Health Promotion Evaluation: Recommendations for Policymakers in the Americas." Conducted for the PAHO Working Group on Healthy Municipality Evaluation, September - December, 2002.
- Researched and wrote *PRIORITIES 2000: Developments in Alcohol Policy in Ontario*. Conducted for the Alcohol Policy Network, Ontario Public Health Association, March-July, 2000

## **ACADEMIC POSITIONS**

1998-On-going

**Adjunct Lecturer Status Appointment.** *University of Toronto, Dalla Lana School of Public Health, 2000-ongoing.*

**Instructor.** *Ryerson University, School of Health Services Management, January-April 2015.*

**Preceptor.** *St. Joseph's Health Centre student placements, 2007-2014*

**Assistant Professor.** *York University, School of Health Policy & Management, Atkinson Faculty of Liberal & Professional Studies, July 2004 - June 2005.*

**Adjunct Assistant Professor.** *University of Toronto at Scarborough, Division of Social Sciences, September 2001 - December 2003.*

**Lecturer.** *Brock University, Health Studies Program, August 1997 – May 1998.*

### **Responsibilities:**

- Design and deliver undergraduate university courses in community health topics and research methods for classes of 15-90 students
- Design and/or deliver graduate seminars in public health and health promotion
- Advise and supervise students
- Supervise Tutorial Assistants (TAs)

## **LEADERSHIP AND GOVERNANCE**

1990-On-going

**Patient Member:** *Village Family Health Team Quality Improvement Committee. September 2021-on-going.*

**Board Secretary:** *Parkdale Activity Recreation Centre (PARC) Board of Directors. September 2021-on-going.*

**Chair:** *Parkdale Activity Recreation Centre (PARC) Governance Committee. September 2020-on-going.*

**Member:** *Parkdale Activity Recreation Centre (PARC) Board of Directors. September 2018-on-going.*

**Member-At-Large:** *Centre for Addiction and Mental Health Constituency Council.* The Council is a province-wide voluntary council made up of 50-70 stakeholders, tasked with providing advice, insight, and feedback to the organization, its strategic plan and its Board of Trustees. 2013-2017.

**Member:** *Parkdale Community Health Centre Board of Directors. September 2014-September 2015.*

**Chair:** *West End Urban Health Alliance (WEUHA).* A voluntary collaboration of West Toronto health and social service organizations across the continuum of care. January 2007-March 2014.

**Co-Chair:** *Language Services Toronto.* A consortium of health service organizations in a program led by the Toronto Central Local Health Integration Network (LHIN) to provide real-time phone interpretation 24/7. October 2012-March 2014.

**Co-Chair:** *Toronto Central LHIN Community Engagement Task Group.* Charged to define the roles and expectations and develop tools for community engagement efforts in the LHIN. September 2010 – March 2011.

**Member:** *Department of Public Health Sciences, University of Toronto, MHS Health Promotion Program, External Advisory Committee, 1996-2002.*

**Member:** *Canadian Public Health Association (CPHA) Working Group on "Health Impacts of Social and Economic Policies," 1995-96.*

**President:** *Ontario Public Health Association (OPHA). A not-for-profit organization providing a voice for all citizens, public-health professionals and volunteers committed to improving the health of Ontarians. <http://opha.on.ca/>. 1994-95.*

**Member:** *Ontario Ministry of Health Hospital Appeals Board. A quasi-judicial adjudicative and regulatory tribunal to hear appeals from hospitals' decisions regarding physician admitting and practice privilege decisions and registration under the Public Hospitals Act. Amalgamated with the Health Professions Board in 1998 under the Ministry of Health Appeal and Review Boards Act. 1993-96.*

**Chair:** *Work Group of the Steering Committee for the Review of the Public Hospitals Act of Ontario, "Patients, Residents and Public: Participation, Rights and Roles." September 1989 - January 1992.*

## EDUCATION

### **Doctor of Philosophy (Ph.D.) 1996**

Department of Community Health, Faculty of Medicine, University of Toronto, Toronto, Ontario. Thesis: "Conditions for a Science of Health Promotion: Theory and Research on the Health of Persons."

### **Master of Environmental Studies (M.E.S.) 1986**

Faculty of Environmental Studies, York University. Area of Concentration: Social and Political Factors in Health. Thesis: "Ideology of Science, Industrialization and Medical Professionalization in Ontario, 1880-1920."

### **Bachelor of Independent Studies (B.I.S.) 1982**

Integrated Studies Program, University of Waterloo, Waterloo, Ontario.  
Major: Health and the Environment.

## SELECTED PROFESSIONAL DEVELOPMENT

**"The Patient Experience: Improving Safety, Efficiency and HCAHPS Through Patient-Centered Care."** Institute for Healthcare Improvement, Boston, MA. March 27-28, 2012.

**"The Challenge of Leadership Practice in Healthcare."** St. Joseph's Health Centre Leadership Program, Toronto, Ontario. July 2010-June 2011.

**"Health Impact Assessment."** Training Course, Department of Public Health, University of Liverpool, Liverpool, U.K. June 5-9, 2006.

**"Systematic Review Workshop."** Continuing Education, Faculty of Medicine, University of Toronto and Institute of Work & Health, Toronto, Ontario. July 11-12, 2005.

**"Designing and Implementing Economic Evaluations in Health Care."** Short Course, McMaster University, Department of Clinical Epidemiology and Biostatistics, Hamilton, Ontario. September 17-18, 1998.