

Lori Seeton

UNIVERSITY HEALTH NETWORK Feb 2017 to Present

Strategy Manager Clinical Operations

- Managing priority projects across multiple hospital sites
- Leading strategic planning processes for clinical programs
- Providing strategic advice to the Chief Operating Officer

TORONTO CENTRAL COMMUNITY CARE ACCESS CENTRE, Toronto, ON 2014 to Present
Client Services Manager, Hospitals

- Managed teams of care coordinators transitioning patients from acute and post-acute hospitals to home, long term care, and convalescent care.
- Managed teams and relationships with hospital partners to improve client transitions out of hospitals.
- Improved quality by collaborating with partner organizations and continuously improving relationships and processes.
- Recognized for high quality of work and initiative when nominated for "Rookie of the Year" award.
- Led team in quality improvement approach and tests of change to reduce overtime, improve relationships with hospital, and improve morning processes with the involvement of Client Experiences and Outcomes team.
- Unleashed the potential of care coordinators and built trust among team members by initiating and executing a thorough conflict resolution process that worked.
- Reduced overtime by -50 per cent by facilitating a staff-driven process of identifying issues, testing ideas, and implementing solutions.

VANCOUVER COASTAL HEALTH, Vancouver, BC 2007 to 2013

Regional Leader (Primary Health Care Integration - 2010 to 2013)

Led regional planning and implementation of Integrated Primary and Community Care strategy - \$14M bundled funding initiative - across Vancouver Coastal Health Authority.

- Led stakeholder collaboration amongst family physicians, Health Authority directors, staff, patients, and community partners through open communication via multi-organizational teams.
- Kick started project prototype by working with communities building relationships and drawing out ideas, issues, and answers to allow them to continue in ground-up manner.

VANCOUVER COASTAL HEALTH

- Successfully navigated sensitive and political relationships by developing mutually beneficial relationships between Health Authority and Divisions of Family Practice.
- Advanced patient/ family participation by shifting culture across communities.
- Facilitated decision-making by communicating proposals and evaluations to Senior Executive Team and Ministry.
- Encouraged local innovation - both existing and new initiatives - by providing leadership and facilitation to local teams, e.g. leading community team-building, physician and patient engagement.

RICHMOND HEALTH SERVICES

Program Manager (Acute Care Clinics, Systems & Projects - 2008 to 2010)

- Managed multiple departments including physiotherapy, cancer care clinic, sleep lab, switchboard / information desk, cardiopulmonary services, staffing office, and float staff (nurses, care aides, LPNs).
- Recognized as top performer when entrusted with major initiatives; led launch of new outpatient cancer facility and overall management of 100 full-time employees and annual budget of \$5.8M.
- Reduced deficit by - \$1M through creative human resource management; improving services and efficiencies, while deleting positions, reducing spending, and right-sizing nursing float pools, i.e.:
- Switchboard: Saved approximately \$45K annually with full-time staff count reduction of 0.8 by reallocating specific task elsewhere and reclassifying a department.
- Staffing: Overall reduction of 0.2 full-time staff, equal to approximately \$10K annually.

7 RN Floats: Realized savings of about \$900K by through attrition.

- Increased productivity and strengthened teams by building staff engagement through resolution of conflict among staff members.
- Improved quality of sleep lab service - improving medical leadership, reducing wait times, increasing flexibility- while addressing concerns about physician practice, by initiating and implementing plan to regionalize services. Project Manager (Transition Services, temporary position - 2008)

Retained by acute and community care directors to manage transition projects facilitating transfer of patients from acute to community care.

Resident, Health Administration (2007)

Reported to both COO and CFO while in this position.

- Facilitated emergency decongestion by using data analysis to lead patient flow project communicated and presented to senior leadership team; generated monthly reports still in use today.
- Gained significant experience in acute, community, and primary care management through on-the-job learning, as well as in leadership by observing discussions in executive team meetings.
- Facilitated focus groups across region for redesigned Vancouver Coastal Health corporate balanced scorecard.

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Health Administration, University of
Ottawa, Ottawa, ON 2007 Bachelor of
Environmental Science, McMaster University,
Hamilton, ON 2000

Certified Health Executive (CHE)
Candidate 2016 Negotiations
Courses, Justice Institute of BC
2010