



RICHARD MICKELSON, B.A., MSc.

SENIOR HEALTH CARE STRATEGIST & THOUGHT LEADER

DECISION SUPPORT ▼ STRATEGIC ANALYSIS ▼ PERFORMANCE MANAGEMENT ▼ PRODUCT DEVELOPMENT

A self-motivated professional with deep knowledge and experience in decision support analysis, quality improvement, and hospital performance management. With strong quantitative skills, is known as a communication ambassador between stakeholder groups, providing comprehensive messaging to bridge the gap between e-health and traditional healthcare. Embraces life-long learning as a leadership activity; acknowledged as a change initiator, consensus builder, and visionary leader. Nurtures extensive contact network within healthcare. ▼▼▼

PROFESSIONAL PERFORMANCE INDICATORS

- ▼ Health Care Policy & Planning
- ▼ Performance Measurement
- ▼ Process Optimization
- ▼ Thought Leadership
- ▼ Strategic Partnerships
- ▼ Performance Improvement
- ▼ Team Leadership
- ▼ Teaching & Mentoring
- ▼ Knowledge Transfer
- ▼ eHealth Practices & Tools
- ▼ Strategic Perspective
- ▼ Research Methodologies

Professor of Epidemiology and Biostatistics at McMaster University

CAREER CHRONICLES

Mickelson Consulting – Hamilton, ON

2009 – Present

PRINCIPAL & LEAD CONSULTANT

Provides information management and analysis expertise to assist healthcare clients to use data more efficiently and as a way to understand and communicate performance to their customers.

- ▼ **Provided** expertise, education, and strategic advice for Kingston General Hospital; led the implementation of the Ontario Healthcare Reporting System.
- ▼ **Assisted** strategic partners, Peel Health System and SAS Canada Inc, to design, validate, and implement the Data Integration System for Healthcare (DISH).

West End Health Centre – Mississauga, ON

2006 – 2009

West End operates 285 beds and records 13,800 admissions (95,000 patient days); 1,500 births; and 81,500 ambulatory (outpatient) visits. The hospital has a \$135 million operating budget, is community owned and based, and governed by a Board of 17 members, 12 of whom are drawn from the community-at-large.

MANAGER, DECISION SUPPORT DEPARTMENT

Mandated to increase capacity for the organization to report and analyze information as a means to improve quality and performance and increase funding opportunities. Provided leadership to three direct reports; managed over 300 reports and analyses annually in addition to numerous special projects.

- ▼ **Created**, from the ground up, a high performing Decision Support department with only 2.5 full-time employees. Championed department's function and capabilities at Board and senior administration level.
- ▼ **Assumed** role of co-chair of Decision Support Committee for LHIN; gained \$600K in funding to create and implement an integrated decision support service for the LHIN.
- ▼ **Developed** Enterprise Risk Assessment which supported a strong case in favour of JBMH's status change to that of a teaching hospital as a strategic partner to McMaster.
- ▼ **Achieved** noteworthy organizational results for the following special projects:
 - ER Wait Times Study
 - Infection Control Measurement
 - Hospital Standardized Mortality Report
 - Operating Room Benchmarking
 - Quality Indicators at West End
 - Business Intelligence Capital Process

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CAREER CHRONICLES...CONTINUED

Ontario Ministry of Health & Long-Term Care – Hamilton, ON **2000 – 2006**

HOSPITAL CONSULTANT, BRANT HALDIMAND & NORFOLK COUNTIES (2004-2006)

Liaised with key stakeholders on a number of topics: financial/clinical performance, funding, implementation of new policies, SARS, patient complaints, restructuring, and hospital closures.

- ▼ Gained credibility as a thought leader and industry expert. Served as government representative for five area hospitals, thereby establishing a solid network of internal and external relationships.
- ▼ Evaluated, as Ministry Representative for Provincial Third-Party Review Team, over 60 hospitals on a variety of issues: governance, IT infrastructure, management structure, financial/clinical performance.

INFORMATION MANAGEMENT ANALYST (2000-2004)

Served as Lead Analyst for an office of 40 staff. Analyzed data from all health care sectors (community, hospital, long-term care) to provide MOH staff, including the Deputy Minister, with information to make sound decisions on funding allocation and accountability.

- ▼ **Conducted** in-depth research to produce *Report & Analysis on Private Eye Clinics in Ontario*, which was seen as an influential report that helped delay the use of private clinics as access to care tools.
- ▼ **Created** special funding allocation report/analysis as a member of the CCAC Home Care Funding Committee. Integrated data from over five sources which assisted with the allocation of funding.
- ▼ **Developed** report for all regions of Ontario that helped to create focus on non-clinical areas for service cuts and integration within healthcare systems.

River Glen Consulting Inc – Toronto, ON **1998 – 2000**

Healthcare consulting firm which provided analysis and strategic management consulting for all sectors.

CONSULTANT

- ▼ **Co-developed** LOS analysis and cohort selection criteria which incorporated social and financial data.
- ▼ **Acted** as lead consultant for the provincial committee on Blood Utilization in Ontario; directed three team members to meet all budget and timeline requirements.
- ▼ **Designed** and performed benchmark analysis of financial/clinical data for MOH Operative Reviews.

Hamilton Health Sciences Corporation (HHSC) – Hamilton, ON **1997 – 1998**

Comprised of six area hospitals and a cancer centre, HHSC employs nearly 10,000 people and is a referral hospital to 25 community hospitals in the region.

PROGRAM ANALYST, DECISION SUPPORT SERVICES

Acted as Program Consultant for five regional programs. Reported to three VPs and two directors to assist with analysis for allocation, restructuring, and budgeting.

- ▼ **Collaborated** with Director of Quality to design and produce a Corporate Balanced Scorecard.
- ▼ **Created** Indicator Tools for hospital budget review process.

Clinical Evaluation Research Unit (CERU) – Toronto, ON **1996 – 1997**

RESEARCH DIRECTOR FOR PNEUMONIA CARE MAP EVALUATION PROJECT, (THESIS)

- ▼ **Managed** and conducted analysis of Care Map for Community Acquired Pneumonia patients.

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COMMUNITY LEADERSHIP

McMaster University – Hamilton, ON **2003 – Present**

PROFESSOR – Faculty of Medicine, Department of Clinical Epidemiology & Biostatistics with cross appointment to eHealth & Informatics

▼ **Educate** post-graduate and medical students from a variety of disciplines; tutor and lecture for two courses – Health Research methodologies and eHealth.

Chedoke McMaster Hospitals Daycare – Hamilton, ON **2000 – 2006**

BOARD MEMBER

Smithson Boat Club – Hamilton, ON **1990 – Present**

VOLUNTEER COORDINATOR & COACH

Bay Area Restoration Committee – Hamilton, ON **1990 – Present**

VOLUNTEER COORDINATOR

KEY PUBLICATIONS & PRESENTATIONS

Getting Ahead with Analytics, Vancouver BC.....	2009
Business Intelligence Media Interviews.....	2008
Decision Support in eHealth – Insight Conference Workshop & Presentation, Toronto.....	2008
Dialogue Between Health Services & Local Communities: What Performance Measurement Tools are Available? Bologna, Italy.....	2006
Cabinet Submission – A Review of The Current Status of Health Information Management.....	2005
Setting up a Mobile Dental Practice within Your Present Office Structure – Journal of Canadian Dental Association.....	2005
A Population Health Framework to Assess, Monitor, and Evaluate a Regional System of Cancer Services, Cancer Care Ontario Juravinski Cancer Centre.....	2002
Joint Policy & Planning Committee Blood Utilization Project, OHA Conference, Toronto.....	1999
Evaluation of a Care Map for Pneumonia Inpatients – International Society for Health Tech Assessment Conference, Barcelona, Spain.....	1997

EDUCATION

Queen's University – Kingston, ON **1997**
 Masters of Community Health and Epidemiology
 Enrolled as Post-Degree student in Life Sciences Program **1992 - 1993**

University of Toronto - Toronto, ON **1992**
 Specialist Degree in Medical Anthropology, Minor in Italian