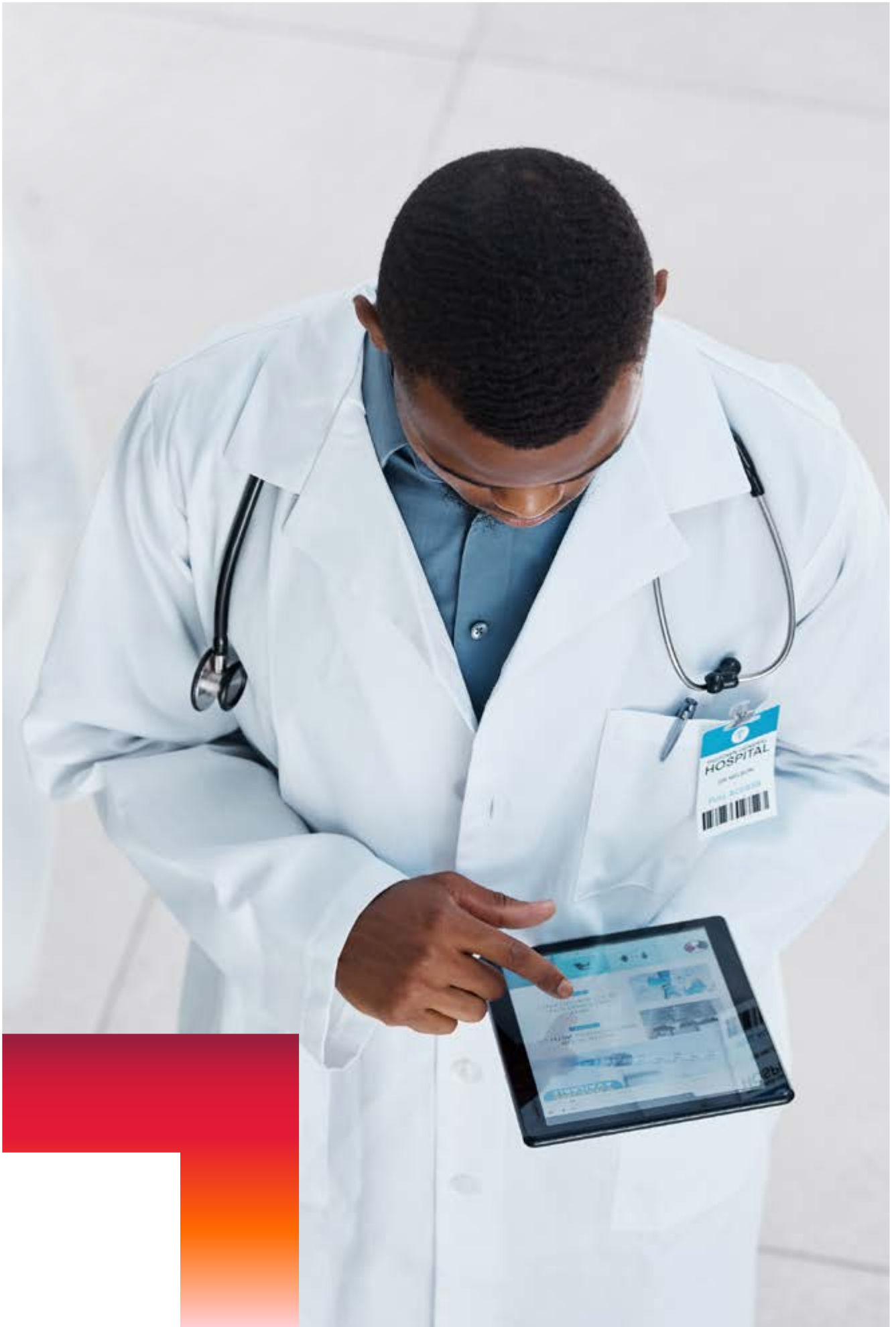


# Public Sector Network Healthcare Roadshow 2024





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# Actionable insights and a vision for patient-centric care

The Public Sector Network (PSN) Healthcare Roadshow 2024, held across five major Canadian cities, once again served as a critical platform for healthcare leaders and experts to discuss the pressing challenges and exciting opportunities shaping the industry. In collaboration with CGI, the roadshow facilitated in-depth conversations around digital transformation, AI integration, aging population needs, data management, and resource optimization.

A recurring theme throughout the roadshow was the acknowledgement of systemic resistance to change as a major hurdle in achieving personalized, patient-centric care. Operational efficiency, digital health integration, and the effective use of AI in predictive analytics and automation were identified as key areas for improvement.



**This report delves into five pivotal themes that emerged from the Healthcare Roadshow 2024, providing a comprehensive overview of their implications for the future of healthcare in Canada:**

1

## The transformative power of AI in healthcare:

Exploring the potential of AI to revolutionize diagnostics, treatment, and patient care.

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2

## Data and interoperability:

Examining the challenges and opportunities of harnessing data effectively while ensuring seamless information exchange across healthcare systems.

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## Changing demographics and the aging population:

Addressing the unique healthcare needs of Canada's aging population and the implications for service delivery.

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4

## Cybersecurity in healthcare:

Analyzing the growing threat landscape and the importance of robust cybersecurity measures to protect sensitive patient data and critical infrastructure.

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## Resourcing and workforce challenges:

Investigating strategies to address workforce shortages, optimize resource allocation, and ensure the delivery of high-quality care.

By examining these themes in detail, this report aims to provide insights into the current state of healthcare in Canada and the transformative potential of emerging technologies and strategies.

# The transformative power of AI in healthcare

AI is widely recognized as a transformative tool that has the potential to revolutionize diagnostics, predictive analytics, and service optimization within the healthcare sector. However, to fully realize the benefits of AI, it is crucial to address ethical concerns surrounding its use, ensure responsible implementation, and guarantee equitable access for all populations. Building trust through robust data governance, addressing biases in algorithms, and focusing on patient-centric AI applications will be critical to successful adoption.

## Potential

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**Diane Gutiw**, Vice-President, and Global AI Research Lead for CGI, emphasized AI's potential for predictive analytics and diagnostics, aligning with the global trend of AI becoming increasingly integrated into clinical decision support systems. She stated, **“GenAI is available to clinicians and health operations/administration. It is a new tool in the technology toolbox to solve complex health and societal problems previously too expensive and effort intensive to collect the information needed, analyze and drive solutions.”**



## Challenges

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In Toronto, concerns were raised about the potential for AI to exacerbate racial disparities and marginalize underserved populations, echoing broader concerns about algorithmic bias and the need for diverse data sets. Edmonton participants noted a lack of understanding regarding the scale of innovation needed for data integration, a common hurdle in the adoption of AI-driven solutions.

## Solutions

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Establishing robust data governance and ensuring equitable access to AI were highlighted as crucial steps, reflecting the growing importance of ethical AI frameworks in healthcare. In Ottawa, IT consultants' role in guiding AI implementation with evolving legislation and data management was emphasized, highlighting the increasing demand for specialized expertise in this field.

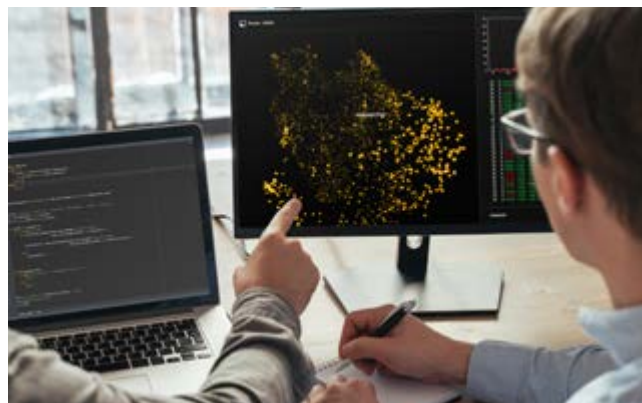
# Data and interoperability

Integrated data systems hold the potential to unlock valuable insights, improve care coordination, and drive innovation in healthcare delivery. However, the current landscape is hindered by siloed data, a lack of standardization, and regulatory hurdles that impede interoperability efforts. To overcome these challenges, embracing collaborative models for data sharing, investing in interoperability infrastructure, and updating legislation to reflect the evolving technological landscape are necessary steps.

## Potential

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**Brinda Narayan**, Vice-President of Consulting Services for CGI, emphasized in Edmonton the need to **“harness the proliferation of healthcare data now, to drive tangible progress toward truly modern patient-centric healthcare.”** This aligns with the global push for interoperability to enable seamless data exchange and improve care coordination.



## Challenge

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In Ontario, hospitals are leading data governance efforts due to a lack of central guidance, a common issue in fragmented healthcare systems.

## Solutions

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Health Canada discussed shifting legislation from data custodian to data stewardship to enhance interoperability, reflecting a broader trend towards patient-controlled health data. In Ottawa, a collaborative model for data sharing was proposed, where a lead hospital could vet vendors, benefiting smaller organizations, a potential solution to address resource limitations in data management, often faced by smaller healthcare providers. According to **Joy Ardanaz**, Healthcare Subject Matter Expert: **“this collaborative approach is critical to accelerate transformative change in order to deliver personalized, patient-centric care.”**

# Changing demographics and the aging population

The aging population in Canada is placing increased demands on the healthcare system, necessitating innovative solutions to address complex care needs and workforce shortages. Leveraging technology, such as artificial intelligence and telehealth, to extend the reach of care, investing in preventative care measures, and optimizing resource allocation will be critical to meeting the needs of this growing demographic.



## Challenge

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Across all cities, the aging population's impact on healthcare was a central concern, echoing the global trend of rising healthcare costs and the need for age-friendly care models. The emphasis on workforce shortages aligns with the widespread nursing shortage affecting many countries.

## Solutions

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In Vancouver and Edmonton, AI was seen as a potential solution to alleviate staffing shortages and enhance care for the elderly, reflecting the growing interest in AI-powered tools for elder care, such as virtual assistants and remote monitoring systems.



# Cybersecurity in healthcare

The healthcare sector is facing an increasing threat from cyberattacks, which pose a significant risk to patient data and critical infrastructure. To safeguard the healthcare ecosystem, it is essential to modernize cybersecurity tools, invest in training and awareness programs for staff, and adopt proactive defense strategies that can detect and mitigate threats before they cause harm.



## Challenges

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**Ben Goldberg**, Director, Global Industry Lead for Health and Life Sciences at CGI highlighted the escalating cyber threats targeting healthcare data, a global concern exacerbated by the increasing digitization of health records and connected medical devices. He stated, **“Health data is now a prime target, but many healthcare organizations often have immature cybersecurity practices and capabilities in place.”**

## Solutions

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Modernizing cybersecurity tools, investing in training, and adopting proactive defense strategies were discussed across multiple cities as essential measures, aligning with industry best practices for mitigating cyber risks in healthcare.

# Resourcing and workforce challenges

Workforce shortages, burnout among healthcare professionals, and funding constraints are hindering the delivery of high-quality care in Canada. To address these challenges, it is crucial to promote interprofessional collaboration, streamline administrative tasks through automation, and advocate for adequate funding and resources to support the healthcare workforce.



## Challenges

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Staffing shortages, physician burnout, and funding restraints were prevalent concerns in Toronto and Edmonton, mirroring challenges faced by healthcare systems worldwide. In Halifax, the need for telehealth services to address the lack of access to care in remote areas was emphasized, reflecting the growing adoption of telemedicine as a solution for healthcare accessibility.

## Solutions

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Leveraging technology for service optimization, such as AI-powered scheduling and administrative tools, was discussed as a potential solution to alleviate workforce burdens. Promoting interprofessional collaboration and advocating for adequate funding were also highlighted, aligning with broader efforts to address workforce shortages and improve healthcare system efficiency.

**Robyn Stewart**, Director of Consulting Services, Healthcare & Life Sciences (Atlantic Region), highlighted that **“integration of digital health solutions will improve patient care and expand service delivery capacity, while reducing chronic waiting lists and providing citizens with modern healthcare services.”**

# Conclusion

The PSN Healthcare Roadshow 2024 highlighted both the immense potential and the significant challenges facing the Canadian healthcare system. Embracing digital transformation, prioritizing patient-centric care, and fostering collaboration across sectors will be key to navigating this evolving landscape. While there is a sense of optimism and momentum, the road ahead requires decisive action and sustained commitment to achieve the vision of a modern, equitable, and accessible healthcare system for all Canadians.

The PSN Healthcare Roadshow 2024 fostered a nationwide conversation on the urgent need for transformation in the Canadian healthcare system, reflecting global trends and challenges in the industry. While challenges are abundant, the insights and collaborations fostered at the roadshow demonstrate a growing momentum towards a future of patient-centric care empowered by technology and collaboration, in line with international efforts to modernize and improve healthcare delivery.

CGI, with its deep expertise in AI, data management, cybersecurity, and digital health solutions, is well-equipped to support healthcare clients in navigating these complex challenges. Our demonstrated experience in implementing innovative technologies and optimizing healthcare operations positions them as a valuable partner in the journey towards a more efficient, equitable, and patient-centric healthcare system for all Canadians.



## CGI's subject matter experts:

**Toronto** – Ben Goldberg, Director, Global Industry Lead for Health and Life Sciences

**Halifax** – Robyn Stewart, Director of Consulting Services, Healthcare & Life Sciences (Atlantic Region)

**Vancouver** – Dr. Diane Gutiw, Vice-President and Global AI Research Lead

**Edmonton** – Brinda Narayan, Vice-President of Consulting Services

**Ottawa** – Joy Ardanaz, Healthcare Subject Matter Expert



## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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