The College of Family Physicians of Canada’s
Annual Forum Program
May 24–25, 2019

Imagining the Future of Family Medicine

Join family medicine leaders, College of Family Physicians of Canada (CFPC) staff, and guests at our 2019 Annual Forum (Forum) as we look ahead and explore two issues on our horizon:

1. The impact of artificial intelligence and virtual care on family practice and education.
2. The identification of training goals and competencies with the future of family practice in mind.

Overall Forum Objectives

1. Generate ideas
2. Provide input to the CFPC Board
3. Enrich invitee leadership knowledge
4. Network

Specific 2019 Annual Forum Learning Objectives

At the end of the Forum, participants will be able to:

1. Define artificial intelligence (AI) and virtual care (VC), and common family practice applications of these technologies.
2. Describe the anticipated impacts on family practice resulting from their adoption.
3. Evaluate how care and compassion in family medicine can be strengthened as these innovations are introduced.
4. Assess the impact of these technologies on family medicine education, assessment, and research as the CFPC pursues the Outcomes of Training Project.
5. Identify leadership strategies that can be employed to ensure that family medicine practice and education integrate these innovations effectively.
### Friday, May 24th
**Theme:** AI, VC, and the Practice of Family Medicine

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>8:00–9:00</td>
<td>BREAKFAST</td>
</tr>
<tr>
<td>9:00–9:30</td>
<td>Welcome, Overview of the Day, and the Discussion Paper</td>
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<tr>
<td>9:30–9:50</td>
<td>AI: What it is and what it means for family medicine</td>
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<td>9:50–10:10</td>
<td>Telemedicine: Disrupting and redefining patient-centred care</td>
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<td>The Evolution of Patient Engagement and Partnership: Opportunities and challenges of digital health</td>
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<td>12:00–1:00</td>
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<tr>
<td>4:00–4:30</td>
<td>Day 1 Learnings and Next Steps</td>
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<tr>
<td>4:30</td>
<td>Day 1 Adjournment</td>
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<tr>
<td>6:00 on</td>
<td>Reception, followed by dinner and entertainment by Kelsi and Christian</td>
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</table>

### Saturday, May 25th
**Theme:** The Outcomes of Training Project: Building the future of family medicine specialty training

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<td>Outcomes of Training Project: What it is, why it matters, and how you can help</td>
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<td>Physician Competency and Professionalism in the Age of Health Informatics and AI</td>
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<td>1:30–2:30</td>
<td>Defining Competencies for the Future of Family Medicine</td>
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<tr>
<td>2:30–3:00</td>
<td>Reflections, Learnings, and Next Steps</td>
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<tr>
<td>3:00</td>
<td>Forum Adjournment</td>
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</tbody>
</table>
Forum Planning Committee

Brady Bouchard, CFPC Board Director-at-Large
Nancy Fowler*, CFPC Executive Director, Academic Family Medicine
Allan Grill, CFPC Physician Advisor
Jennifer Hall, Chair, CFPC Family Medicine Specialty Committee
Jacqueline Kueper, PhD Candidate at Western University, Researcher in AI and Family Medicine
Francine Lemire, CFPC Executive Director and Chief Executive Officer
Michelle Mayne, CFPC Manager, Academic Family Medicine Administration and Accreditation
Elizabeth Muggah, Ontario College of Family Physicians President-Elect
Paul Sawchuk, CFPC President and Chair of 2019 Annual Forum
Sarah Scott, CFPC Director, Governance and Strategic Planning
Jeff Sisler*, CFPC Executive Director, Professional Development and Practice Support

*Planning Committee co-chairs

Forum Participants

CFPC Board Directors
Two elected leaders, named by each Chapter and Chapter Senior Staff
  - Section chairs
  - Committee chairs
  - Medical students
  - Residents
  - Researchers

Chairs and family medicine program directors of university departments of family medicine
CFPC Senior Advisory Team
  - Patient representatives

Representatives from:
  - Associated Medical Services
  - Canadian Institutes of Health Research
  - Canadian Medical Association (CMA)
  - Federation of Medical Regulatory Authorities of Canada
  - Royal College of Physicians and Surgeons of Canada (Royal College)

This Group Learning program has been certified by the College of Family Physicians of Canada and the Ontario Chapter for up to 9 Mainpro+® credits.
## Conflict of Interest Disclosures

The 2019 Annual Forum has no external support from for-profit or not-for-profit entities (financial or in-kind).

The CFPC has fully funded this event, including reimbursement of travel expenses for presenters, facilitators, and attendees.

<table>
<thead>
<tr>
<th>Speaker/ Planning Committee</th>
<th>Details</th>
<th>Disclosure Management / Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Affleck, Ewan[^A]</td>
<td>I am a Board member of Joule, a subsidiary of the CMA. I am a Board member of Bright Squid.</td>
<td>Speaker’s slides will be reviewed in advance by a planning committee co-chair to ensure there is no commercial promotion present, and that other communication services products and vendors are presented to ensure balance.</td>
</tr>
<tr>
<td>Alarakhia, Mohamed[^A]</td>
<td>I am the Managing Director of the eHealth Centre of Excellence.</td>
<td>None</td>
</tr>
<tr>
<td>Bouchard, Brady[^B]</td>
<td>I am a CFPC Board Director.</td>
<td>None</td>
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<tr>
<td>Cooney, Jane[^A]</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Crampton, Noah[^A]</td>
<td>I founded the new digital health start-up called Mutuo Health Solutions. It is commercializing academic research into AutoScribe, which uses speech recognition and natural language processing to analyze patient-physician dialogue in the clinical visit to automatically output suggested medical notes and other EMR actions. I am CEO and on the Board.</td>
<td>Speaker’s slides will be reviewed in advance by a planning committee co-chair to ensure there is no commercial promotion present, and that other natural language processors products and vendors are presented to ensure balance.</td>
</tr>
<tr>
<td>Dermer, Mark[^A]</td>
<td>I work as Medical Director, Chief Privacy Officer, and Telemedicine Physician for Dialogue Technologies, a for-profit telemedicine company providing service to patients as part of their employer’s benefits program. I perform peer assessments of family physicians for the College of Physicians and Surgeons of Ontario Quality Committee. I provide management advice for the Central Ottawa Family Medicine Associates, an 11-doctor family practice for which I was the managing associate. I provided consulting advice for presentations about telemedicine and licensure portability for the CMA. I receive an annual honorarium for participation in the Joule Innovation Council (subsidiary of the CMA), which reviews innovation grant applications from Canadian physicians and awards grants.</td>
<td>Speaker’s slides will be reviewed in advance by a planning committee co-chair to ensure there is no commercial promotion present, and that other virtual care products and vendors are presented to ensure balance.</td>
</tr>
<tr>
<td>Drury, Julie[^A]</td>
<td>I am on contract as Chair of the Minister’s Patient and Family Advisory Council for the Ontario Ministry of Health and Long Term Care. I am on contract as Faculty and Coach for Patient Engagement with the Canadian Foundation for Healthcare Improvement.</td>
<td>None</td>
</tr>
</tbody>
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</thead>
<tbody>
<tr>
<td>Fowler, Nancy A,B</td>
<td>I am a paid CFPC employee.</td>
<td>None</td>
</tr>
<tr>
<td>Grill, Allan B</td>
<td>I am a paid CFPC employee. I have received payment from: Cancer Care Ontario—Ontario Renal Network as the Provincial Medical Lead, Primary Care; the Ontario MOHLTC as Chair, Committee to Evaluate Drugs; and the Canadian Agency for Drugs and Technologies in Health as Member, Canadian Drug Expert Committee.</td>
<td>None</td>
</tr>
<tr>
<td>Hall, Jennifer B</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Hodges, Brian A</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Kueper, Jacqueline B</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>Lemire, Francine B</td>
<td>I am a paid CFPC employee.</td>
<td>None</td>
</tr>
<tr>
<td>Manuel, Doug A</td>
<td>None</td>
<td>None</td>
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<tr>
<td>Mayne, Michelle A,B</td>
<td>I am a paid CFPC employee.</td>
<td>None</td>
</tr>
<tr>
<td>McLaren, Stephen A</td>
<td>I receive payment from OntarioMD for Peer Leader engagements.</td>
<td>None</td>
</tr>
<tr>
<td>Muggah, Elizabeth A,B</td>
<td>I have received an honorarium from Health Quality Ontario as part of the IDEAS course faculty.</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>I am an Ontario College of Family Physicians Board Director.</td>
<td></td>
</tr>
<tr>
<td>Pawlovich, John A</td>
<td>I am a member of the Rural Coordination Centre of British Columbia's Advisory Group and Working Group on Virtual Care. I work with the Ministry of Health in British Columbia's Joint Standing Committee on Rural Issues. It funds some of our telehealth work.</td>
<td>None</td>
</tr>
<tr>
<td>Pinto, Andrew A</td>
<td>I have received honorariums for presentations to the Japan Network of Health Promoting Hospitals &amp; Health Services (2018), and the Joint Centre for Bioethics, University of Toronto (U of T; 2019).</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>I receive salary support for research time only from academic and charitable sources.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>I have received research grants only from government and charitable sources.</td>
<td></td>
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<tr>
<td></td>
<td>I am the principal investigator (PI), co-PI, or co-I on several clinical trials.</td>
<td></td>
</tr>
<tr>
<td>Sawchuk, Paul B</td>
<td>I am an assistant professor at University of Manitoba and I am a member of the Winnipeg Regional Health Authority Medical Staff. I am a CFPC Board Director.</td>
<td>None</td>
</tr>
<tr>
<td>Scott, Sarah B</td>
<td>I am a paid CFPC employee.</td>
<td>None</td>
</tr>
<tr>
<td>Sisler, Jeff A,B</td>
<td>I am a paid CFPC employee.</td>
<td>None</td>
</tr>
<tr>
<td>Upshur, Ross A</td>
<td>I have received payment for consultation services from the Gepp Global Foundation.</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>I have received payment from Associated Medical Services to author a discussion paper for the CFPC exploring the impact of AI and other technology on family medicine. This has been shared with Forum participants.</td>
<td></td>
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</table>

A Speaker  
B Planning Committee member
Conflict of Interest Disclosures

Speakers and Planning Committee members may hold diversified investment portfolios that may or may not include pharmaceutical organizations, medical device companies, communications firms, or not-for-profit organizations.

No pharmaceutical industry products will be discussed at the Forum.

Technology products
Several speakers are involved in for-profit technology companies that are active in AI and VC. These companies are not considered health care pharmaceutical industry (HPI) by the CFPC. However, the Planning Committee co-chairs will manage competing interests by reviewing slide presentations and talking with presenters. This will ensure full disclosure to participants and ensure balance regarding the variety of vendors and companies active in this emerging field. Live monitoring of such presentations will also occur to ensure that there are no breaches of expected behaviour regarding conflict of interest.

The Role of Associated Medical Services
Associated Medical Services (AMS Healthcare) is a Canadian charitable organization with a history as a catalyst for change in health care. By innovating health care education and practice, championing the history of medicine and health care, supporting leadership development and advancing research in both the humanities and health, AMS strives to improve the health care of all Canadians.

The AMS’ Compassionate Care in a Technological World Initiative builds on the multi-year Phoenix Project: A Call to Caring. It is based on the premise that health professionals provide the best care when they can balance human compassion and technical expertise. The Phoenix Project focuses on: developing compassionate care curricula; adopting compassionate care standards; championing the voice of patients and their families; building a cadre of compassionate care leaders; and building a platform of publicly available resources.

AMS has commissioned several discussion papers with medical organizations to support their exploration of this topic. Separate from but in support of the discussion at the Forum, AMS has commissioned Dr. Ross Upshur to write a discussion paper that explores the impact of AI and other technology on family medicine. AMS will provide this document to the CFPC, and it will be circulated to participants before the Forum, along with other selected readings on the topic. Dr. Upshur will attend the Forum and conduct a workshop based on the paper, but is not receiving any financial or in-kind support from AMS for that conference role. AMS also suggested Dr. Brian Hodges as one of the keynote speakers, although again is providing no payment or in-kind support to him for his presentation.
Day 1 Objectives
At the end of the day, participants will be able to:

1. Explain artificial (augmented) intelligence, machine learning, and VC to a colleague and describe one potential application of each to family practice.
2. Evaluate potential benefits and risks to family practice and family physicians by adopting these technologies.
3. Explain one action that family medicine leaders can take to ensure the practice of family medicine is enhanced by these technologies.

9:00–9:30  Welcome, Overview of the Day, and the Discussion Paper
Paul Sawchuk, MD, CCFP, FCFP, MBA, CFPC President, and Chair, 2019 CFPC Annual Forum

9:30–9:50  AI: What it is and what it means for family medicine
Elizabeth Muggah, MD, MPH, CCFP, Assistant Professor and Director of Quality Improvement in the Department of Family Medicine at the University of Ottawa; President-Elect of the Ontario College of Family Physicians

Learning Objective: At the end of the session, participants will be able to describe AI and discuss three kinds of impacts AI could have on family medicine.

9:50–10:10  Telemedicine: Disrupting and redefining patient-centred care
Mark Dermer, MD, CCFP, FCFP, Medical Director, Chief Privacy Officer, and Telemedicine Physician, Dialogue Technologies

Learning Objectives: At the end of the session, participants will be able to:

1. Describe how contemporary telemedicine differs from traditional telemedicine and what that implies for patient-centred care.
2. Recognize new innovations and research that can extend telemedicine’s scope of practice.
3. Implement telemedicine so that it optimizes patient-centred care.

10:10–10:30  The Evolution of Patient Engagement and Partnership: Opportunities and challenges of digital health
Julie Drury, Chair, Minister’s Patient and Family Advisory Council, Ministry of Health and Long-Term Care Ontario

Learning Objectives: At the end of the session, participants will be able to:

1. Articulate the essential role of patient partners in a digital health care environment and learning health care system.
2. Identify effective patient-centred engagement and communication, and how it can be better supported through digital health.
**Friday Agenda continues...**

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<td>10:30–11:00</td>
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</table>
| 11:00–12:00 | **AI and VC on the Ground: Moderated panel Q&A session**  
Facilitated by Jeff Sisler, MD, MCISc, CCFP, FCFP, CFPC Executive Director,  
Professional Development and Practice Support. Panel participants:  
Dr. Elizabeth Muggah, Dr. Mark Dermer, Julie Drury, Dr. Paul Sawchuk |

**Learning Objectives:** At the end of the session, participants will be able to:

1. Identify one question or concern regarding AI and VC, and engage the panel in its discussion.
2. Discuss a broader understanding of the scope of anticipated changes these technologies will introduce.
3. Appreciate a differing perspective on the topic raised by a Forum participant.

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| 1:00–2:15 | **Concurrent Workshops – Round #1**  
(Participants will select options in advance.)  
See details of the eight topics on pages 11–18. |
| 2:15–2:45 | BREAK                                                                   |
| 2:45–4:00 | **Concurrent Workshops – Round #2** (see Round #1 for details)         |
| 4:00–4:30 | Day 1 Learnings and Next Steps – Paul Sawchuk, Forum Chair              |
| 4:30     | ADJOURN Day 1                                                            |
| 6:00     | Reception followed by dinner and entertainment by Kelsi and Christian  
(Kelsi Cole is a second year family medicine resident!)                   |
### Detailed Agenda
Saturday, May 25th, 9:00–3:00

#### Day 2

The Outcomes of Training Project:
Building the future of family medicine specialty training

**Day 2 Objectives:**
At the end of the day, participants will be able to:

1. Apply knowledge gained on Day 1 about emerging technologies to analyze the impact of these trends on clinical care, medical education, and research.
2. Establish a foundational understanding of current practice to inform future practice through participation in the Outcomes of Training Project.
3. Identify recommendations and strategies to ensure that family medicine trainees attain the competencies needed to navigate the professional challenges anticipated from introducing these technologies.

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<th>9:00–9:15</th>
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<td>Paul Sawchuk, Forum Chair</td>
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**Compassionate Care in an Era of AI: Adapting health professions education**

Brian D. Hodges, MD, PhD, FRCPC, Professor in the Faculty of Medicine at the U of T; Executive-Vice President Education and Chief Medical Officer at the University Health Network

**Learning Objectives:** At the end of the session, participants will be able to:

1. Understand the changing landscape of technology and its impact on health professional practice.
2. Consider the adaptations necessary in health professions education for an era of compassionate care and AI.

**Description:** Everywhere we look, dramatic shifts in technology are changing the way we conduct our lives. We bank and buy things online, or board a flight with a barcoded piece of paper we printed at home. Inside our clinics and operating rooms, robotics and systems that employ AI are augmenting, and may one day replace, the work of human health professionals. The word often used to describe this changing landscape is “disruption.”

Despite this, health professions education is slow in preparing for the changes ahead. Education models seem oddly resistant to change, yet our students will be practising in 2050 and need an education that will prepare them for this rapidly changing context. Equally important, health care professionals in practice today need help to prepare for what will be a very different workplace. Professional scopes of practice are going to change significantly and some professions may be reconfigured or made obsolete. It is time to take a hard look at what aspects of health care should remain firmly in the heads, hands, and hearts of human health professionals and how to deliver compassionate care in the coming AI era.

| 10:15–10:45 | BREAK |
### Saturday Agenda continues...

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<td>Nancy Fowler, MD, CCFP, FCFP, CFPC Executive Director, Academic Family Medicine</td>
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<tr>
<td>11:00–12:00</td>
<td>Using Practice Narratives to Inform Core Professional Activities for Family Medicine: Small group activity</td>
<td>Nancy Fowler, MD, CCFP, FCFP, CFPC Executive Director, Academic Family Medicine</td>
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</table>

**Learning Objective**

At the end of the session, participants will be able to apply a foundational understanding of current practice to inform future practice.

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</tr>
<tr>
<td>1:00–1:30</td>
<td>Physician Competency and Professionalism in the Age of Health Informatics and AI</td>
<td>Ewan Affleck, MD CM, BSc, CCFP, Senior Medical Advisor, Health Informatics, College of Physicians and Surgeons of Alberta</td>
</tr>
</tbody>
</table>

**Learning Objectives**

At the end of the session, participants will be able to:

1. Understand the impact of the digitization of health care on patients and health care providers.
2. Be conversant with the notion of a new medical professionalism for the digital age.
3. Consider what medical competency is in the digital age.

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<tr>
<td>1:30–2:30</td>
<td>Defining Competencies for the Future of Family Medicine: What the CFPC should do as next steps: Small group activity</td>
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</table>

**Learning Objective**

At the end of the session, participants will be able to identify recommendations and strategies to ensure that family medicine trainees attain the competencies needed to be able to navigate and overcome future professional challenges.

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<td>2:30–3:00</td>
<td>CEO Reflections, Learnings and Next Steps</td>
<td>Francine Lemire, MD CM, CCFP, FCFP, CAE, CFPC Executive Director and Chief Executive Officer</td>
</tr>
</tbody>
</table>

**Closing**

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<td>3:00</td>
<td>Forum Adjournment</td>
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</table>
Concurrent Workshop A
All Forum participants will select two workshops in advance.

The Future is Here: Virtual visit, bots, and decision support

Facilitator
Mohamed Alarakhia, MD, BSc(Hons), CCFP, MSc
Managing Director, eHealth Centre of Excellence; Family Physician at the Centre for Family Medicine Family Health Team; Chief Clinical Information Officer, Waterloo Wellington Local Health Information Network; Assistant Clinical Professor, McMaster University; Adjunct Professor, University of Waterloo

Description
We will share the experience in Waterloo Wellington of implementing virtual care among 67 physicians/nurse practitioners and conducting 8,000 virtual visits. We will demonstrate the automation of disease coding and resultant decision support, and present the implementation of complex best practices within primary care.

Learning Objectives
At the end of the session, participants will be able to:

1. Understand how virtual visits can be incorporated into primary care.
2. Understand the value of automation within primary care EMRs.
3. Explore the ability to easily implement best practices within clinician workflow.
Concurrent Workshop B
All Forum participants will select two workshops in advance.

We’re All Patients: What do new technologies mean for us and how we relate to doctors?

Facilitator
Jane Cooney
Co-Chair of the Patient and Family Advisory Council of
St. Michael's Hospital's Academic Family Health Team, Toronto

Description
Studies show that patients value the relationship they have with their family physician. Increasing access to medical information and advice mediated through AI and VC have the potential to change the way patients and their family physicians interact. We want to hear from you—as patients, family members of patients, and indeed as family physicians—about what matters most to you as this relationship changes.

Learning Objectives
At the end of the session, participants will be able to:

1. Identify the greatest opportunities and concerns for patients, with the introduction of new technologies.
2. Identify patients’ views of the ways in which family physicians will need to think and act differently to respond to these changes.
3. Discuss the one or two key messages that patients want their family physicians and the CFPC to consider in adopting AI or VC and other technologies.
Concurrent Workshop C
All Forum participants will select two workshops in advance.

C | Natural Language Processing and its Impact on the Practice of Family Medicine

Facilitator
Noah Crampton, MD, CCFP, MSc (in progress)
Founder Mutuo Health Solutions

Description
AI has attracted a lot of attention for its expectation to be highly transformative to many industries, including health care. In this workshop, we will explore AI's application to analyzing unstructured language in family medicine, through a technology called natural language processing (NLP). We will review the implications of this technology for the practice of family medicine, and then collectively brainstorm positions the family medicine profession should take vis-à-vis adopting NLP to ensure optimal consistency with the profession's values.

Learning Objectives
At the end of the session, participants will be able to:

1. Describe at a high level what NLP is and what makes neural network-powered NLP so powerful.
2. Provide existing research and commercial examples of NLP to the clinical practice of family medicine and begin to envision future applications of the technology.
3. Provide the supposed benefits, challenges and concerns with the real-world deployment of NLP tools in family medicine and its effect on the patient-centred medical home.
Concurrent Workshop D

All Forum participants will select two workshops in advance.

D | Family Medicine’s Role in Leading and Influencing the Adoption of AI: Ensuring great patient care through research, evidence, and assessment

Facilitator
Doug Manuel, MD, MSc, FRCPCHigh
Senior Scientist, Ottawa Hospital Research Institute; Professor, Department of Family Medicine, School of Epidemiology and Public Health, Faculty of Medicine, University of Ottawa

Description
Patients and primary care clinicians are at the centre of AI in health and health care. Family doctors are critical to the successful development, implementation and evaluation of AI in health and health care. AI may pose challenges and opportunities for family medicine. This session starts with a review of historical examples of decision-making tools to frame discussion about the future of AI in family medicine. Current AI examples will be critiqued, such as the melanoma diagnosis algorithm reported in Nature, 2017. Afterward, we will discuss the role of family medicine in the successful development, implementation, and evaluation of AI.

Learning Objectives
At the end of the session, participants will be able to:

1. Discuss the role of family medicine for developing, implementing, and evaluating AI in health and health care.

2. Create an inventory of required infrastructure, training and professional skills for the development, implementation, and evaluation of AI in primary care.
Concurrent Workshop E

All Forum participants will select two workshops in advance.

Virtual Care Tools in Family Medicine: Enhanced access and service

Facilitator
Stephen McLaren, MD, BSc, CCFP, FCFP
McLaren Medicine Professional Corporation

Description
The workshop will look at a family medicine practice that offers online booking, secure and non-secure email, and video visits. Barriers and solutions will be discussed in an interactive session. Data from the practice will be used to validate the enhancements to practice.

Learning Objectives
At the end of the session, participants will be able to:

1. Compare traditional office access to care with access in a practice that uses virtual care tools.
2. List key criteria to be met to use non-secure email.
3. Extrapolate how virtual tools may be used in their practice.
Concurrent Workshop F
All Forum participants will select two workshops in advance.

F | VC/Telemedicine in Northern British Columbia

Facilitator

John Pawlovich, MD, CCFP, FCFP
Program Coordinator, Rural Education Action Plan in British Columbia; Medical Director, Carrier Sekani Family Services; Clinical Professor, Department of Family Practice, University of British Columbia; Telehealth Sector Lead, Rural Coordination Center of British Columbia

Description

We will do a live interactive demo with case-based opportunities to better understand how technology can thoughtfully support relationship-based longitudinal family medicine. In addition, we will explore virtual care technology to support acute and critical care.

Learning Objectives

At the end of the session, participants will be able to:

1. Understand what technology platforms exist to support family medicine.
2. Understand limitations of technology in delivering safe care.
Concurrent Workshop G

All Forum participants will select **two workshops** in advance.

| G | **AI and Equity: Addressing bias and the digital divide** |

**Facilitator**

Andrew Pinto, MD, CCFP, FRCPC, MSc  
Director, The Upstream Lab; Clinician-Scientist, St. Michael’s Hospital;  
Assistant Professor, Faculty of Medicine & IHPME & Dalla Lana School of  
Public Health, U of T; Associate Director for Clinical Research,  
U of T Practice-Based Research Network (UTOPIAN)

**Description**

We live in a grossly inequitable world in terms of power, resources, and health outcomes. New technologies, including AI, can exacerbate these inequities. In this workshop, attendees will learn how AI can replicate biases (e.g., racial discrimination), but also learn steps to take to use AI methods to improve care for more marginalized patients.

**Learning Objectives**

At the end of the session, participants will be able to:

1. Describe how AI can replicate biases and worsen the digital divide.
2. Describe how AI methods could be shaped to address inequities in health.
Concurrent Workshop H
All Forum participants will select two workshops in advance.

What Lies Ahead: Exploring the AMS/CFPC discussion paper on AI and family medicine

Facilitator
Ross Upshur, MD, MCFP, FRCPC
Head of the Division of Clinical Public Health at the Dalla Lana School of Public Health; Scientific Director, Bridgepoint Collaboratory for Research and Innovation and Associate Director of the Lunenfeld Tanenbaum Research Institute, Sinai Health System; Chair of the CFPC Ethics Committee

Learning Objectives
At the end of the session, participants will be able to:

1. Identify opportunities associated with AI.
2. Identify challenges associated with AI.
3. Critically analyze claims related to the practice and health related benefits claimed for AI.
Speakers

Ewan Affleck, MD CM, BSc, CCFP, is a graduate of the McGill School of Medicine, and Dalhousie University where he studied history. Dr. Affleck has worked and lived in northern Canada since 1992. He is currently serving as the Senior Medical Advisor – Health Informatics, College of Physicians and Surgeons of Alberta. He is the past Medical Director of the Yellowknife Health and Social Services Authority, Clinical Director of Family Medicine at Stanton Territorial Hospital, and Chief Medical Information Officer of the Northwest Territories. A digital health information systems expert, he pioneered the implementation of an enterprise EMR system in the Northwest Territories that is unprecedented in Canada in its level of integration. He is passionate about developing sustainable health services for northern communities. He serves on boards in both the public and private sectors, is a faculty member of the University of Calgary, and maintains a clinical practice in Yellowknife. He is the executive producer of The Patient’s Voice, a newly launched documentary film health advocacy project. In 2013 Dr. Affleck was appointed to the Order of Canada for his contribution to northern health care.

Mohamed Alarakhia, MD, BSc (Hons), MSc, CCFP, is a family physician at the Centre for Family Medicine Family Health Team (CFFM FHT; Kitchener, Ontario), the Managing Director of the eHealth Centre of Excellence (eCE) in Waterloo, Ontario, and the Chief Clinical Information Officer at the Waterloo Wellington LHIN. Dr. Alarakhia’s vision for health informatics led to the establishment of the eCE in 2014, which is an organization dedicated to improving patient care through the better use of digital health. He has received a number of awards: the 2018 CFPC Award of Excellence; two Association of Family Health Teams of Ontario’s Bright Lights Awards; and the inaugural John Snow Cup for Excellence in Family Medicine Research at McMaster University, of which he was a co-recipient. Dr. Alarakhia also serves as an assistant clinical professor at McMaster University and an adjunct professor at the University of Waterloo.

Jane Cooney is a retired Toronto business person whose 47-year career encompassed many aspects of the knowledge and information industries. She currently serves as Co-Chair of the Patient and Family Advisory Council of St. Michael’s Hospital’s Academic Family Health Team, Toronto. Ms. Cooney previously served as a board member of Providence Health Care, the Catholic Health Association of Ontario and the Canada Institute for Scientific and Technical Information (National Research Council). She brings to her patient advisory role many years of experience navigating the health care system at many levels, both as a caregiver and as a patient. She is looking forward to bringing this perspective to CFPC’s Forum.
Noah Crampton, MD, CCFP, MSc (in progress), is a family physician in his first five years of practice working at Sunnybrook Health Sciences Centre in Toronto. After graduating he pursued a career as a clinician-investigator in health informatics because he knew that digital technologies would likely transform his career as a clinician. Today, he works diligently to advance the field of EMRs as an effective method of improving quality of care across populations. He is in the process of obtaining a masters in health informatics, for which his thesis involves studying how to best teach family medical residents how to use their EMRs to optimize EMR data quality. He is also collaborating with the data analytics unit at St. Michael’s Hospital to study the application of natural language processing tools to unstructured EMR data. He recently founded the digital health start-up Mutuo Health Solutions. It commercializes academic research to AutoScribe, which uses speech recognition and natural language processing to analyze patient-physician clinical visit dialogue to automatically generate suggested medical notes and other EMR actions.

Mark Dermer, MD, CCFP, FCFP, is a family physician who is a medical director, chief privacy officer, and telemedicine physician at Dialogue Technologies. He practised conventional community family medicine for 26 years, and was the founder and managing associate of an 11-doctor family practice in Ottawa that is recognized as a Canadian leader in state-of-the-art primary care. In addition to his clinical practice, Dr. Dermer provides consulting expertise in quality care, innovation, and practice efficiency. At present, he is a member of the Joule Innovation Council, which evaluates submissions and awards grants to Canadian physicians, and performs peer assessments for the Quality Committee of the College of Physicians and Surgeons of Ontario. Dr. Dermer’s previous roles include Senior Medical Advisor to Canada Health Infoway, where he worked to accelerate adoption of electronic records, and as an adviser for practice management and efficiency for the CMA.

Julie Drury is the inaugural Chair of the Minister’s Patient and Family Advisory Council for the Ontario Ministry of Health and Long Term Care. Ms. Drury is passionate about the patient/family/professional partnership and experience in health. In her role, she facilitates and provides the patient and family perspective in health care policy and decision making. As the mother of a child who was diagnosed with SIFD, a rare form of mitochondrial disease, she has experience in system navigation, complex care, care coordination, palliative care, and patient safety.

Ms. Drury is an experienced senior federal health policy adviser and is respected for her highly collaborative work style, stakeholder engagement, and leadership skills. Her personal and professional experience are focussed on advising government on key health priorities that have a real impact on patient care and experience in Ontario.

She is a patient adviser, chair, and a board member with several organizations including MitoCanada Foundation, MitoNet Patient Partnership Council, Digital Health Ontario, Rare Disease Foundation, Family Advisory Council for the Ontario Provincial Pediatric Palliative Care Steering Committee, Bridge to Home Quality Improvement Initiative with CFHI, Health Quality Ontario, Ontario Provincial PFAC Leadership Table, and Solutions for Kids In Pain. She was the chair of the Patient and Family Advisory
Council for CHEO, and parent advisor for Complex Care Kids Ontario.

Ms. Drury’s educational background is in health sciences. As a patient and family adviser she consults with and speaks to organizations, government, and not-for-profits regularly about patient engagement strategies, patient partnership, and patient leadership.

**Nancy Fowler, MD, CCFP, FCFP**, is the Executive Director of Academic Family Medicine at the CFPC. At McMaster University she was a long-serving residency program director and enhanced skills program director, and led the development of the rural stream and the expansion of McMaster’s family medicine residency program. Her practice and leadership interests were dedicated to issues of diversity, equity, cultural safety, and access within the health care system. In her current portfolio at the CFPC, Dr. Fowler is responsible for the direction and leadership of family medicine certification examinations and assessment, Certificates of Added Competence, residency program accreditation, research, undergraduate and postgraduate family medicine education, and the important collaborations with the academic community across the country. Under Dr. Fowler’s leadership, the CFPC published the Family Medicine Professional Profile (www.cfpc.ca/improfile/), a position statement that defines the discipline of family medicine, describes the scope of practice and training for family physicians, and highlights philosophy of care. Currently, Dr. Fowler is focused on implementation strategies including the Outcomes of Training Project, which aims to use the Profile to more clearly articulate the expected outcomes of residency training.

**Brian D. Hodges, MD, PhD, FRCPC**, is a professor in the Faculty of Medicine and at the Ontario Institute for Studies in Education at the U of T; the Richard and Elizabeth Currie Chair in Health Professions Education Research at the Wilson Centre; and Executive-Vice President Education and Chief Medical Officer at the University Health Network (Toronto General, Toronto Western, Princess Margaret, Toronto Rehab Hospitals and the Michener Institute). He is a practising psychiatrist and teacher. His research focuses on assessment, competence, compassion, and the future of the health profession. His work has been recognized with the Association of American Medical Colleges Flexner Award (2015) and the Karolinska Institutet Prize for Research in Medical Education (2016).

**Doug Manuel, MD, MSc, FRCPC**, is a senior scientist of the Ottawa Hospital Research Institute. He is a clinical scientist at the C.T. Lamont Primary Health Care Research Centre and Elizabeth Bruyère Research Institute, and a professor in the Department of Family Medicine and School of Epidemiology and Public Health at the University of Ottawa. Dr. Manuel is a senior core scientist at the Institute for Clinical Evaluative Sciences and a senior medical advisor for Statistics Canada. He has a masters in epidemiology and a Royal College specialization in Public Health and Preventive Medicine. For more than 25 years, he has been a primary care clinician in rural, remote and underserved Canadian communities.
Dr. Manuel’s research interest is the population health impact assessment of health interventions and the assessment of population health status. He has developed performance measures and planning tools for health planning and has written about how societies with the best population health have achieved their success.

Stephen McLaren, MD, BSc, CCFP, FCFP, brings 35 years of full-time community-based family medicine and 20 years of chartless office experience to this presentation. He is one of three founding members of Markham Family Physicians, a group that is the nucleus for Markham Family Health Team (FHT). Through four locations, the Markham FHT serves more than 26,000. The FHT’s vision and mission embrace using enhanced information technology to deliver unparalleled primary care services.

Elizabeth Muggah, MD, MPH, CCFP, is a family physician practising at the Bruyere Family Health Team in downtown Ottawa. She is an assistant professor and the Director of Quality Improvement in the Department of Family Medicine at the University of Ottawa. She has a masters of public health from Harvard University, and completed the Telfer School of Management Quality Improvement and Patient Safety Leadership Program. She is passionate about family medicine and the Quadruple Aim. Dr. Muggah is currently the President-Elect of the Ontario College of Family Physicians.

John Pawlovich, MD, CCFP, FCFP, is a clinical associate professor in the Department of Family Practice at the University of British Columbia (UBC). He completed his medical degree in 1994 at UBC and then went to Chilliwack, British Columbia, where he completed a two-year family practice residency. He has worked in many rural and remote sites across Canada. For more than 20 years, his interest in Indigenous health has evolved with a focus of bringing innovative primary care and specialty services onto reserves to reach the people most in need. Using new technology such as telehealth from his home office in Abbotsford, British Columbia, Dr. Pawlovich can connect with multiple remote Aboriginal communities to help provide the daily primary care they deserve and need. He continues to make monthly visits to northern Aboriginal communities to ensure his close relationship to the people remains strong. He is currently the Director of the Rural Education Action Plan in British Columbia, the Medical Director for Carrier Sekani Family Services, and the Telehealth Sector Lead for the Rural Coordination Centre of BC. Dr. Pawlovich is involved in many telehealth initiatives in British Columbia. He is a co-founder and co-lead of the BC Virtual Health Grand Rounds and the e-health theme lead for the UBC Faculty of Medicine. He speaks both nationally and internationally about virtual health care solutions and systems.
Andrew Pinto, MD, CCFP, FRCPC, MSc, is the founder and director of the Upstream Lab, a space used to co-design and rigorously evaluate interventions that address social determinants at the individual, organizational, and community level. Dr. Pinto is a public health and preventive medicine specialist and family physician at St. Michael’s Hospital, Toronto, Ontario. Dr. Pinto completed his residency at the U of T, his master’s in health policy, planning and financing at the London School of Economics, and attended the London School of Hygiene and Tropical Medicine as a commonwealth scholar. He is a scientist in the Centre for Urban Health Solutions at the Li Ka Shing Knowledge Institute at St. Michael’s Hospital, and an assistant professor at the U of T. He was recently appointed Associate Director for Clinical Research at the U of T Practice-Based Research Network (UTOPIAN).

Jeff Sisler, MD, MCiSc, CCFP, FCFP, serves as the Executive Director, Professional Development and Practice Support at the CFPC. He is responsible for the ways in which the CFPC supports its members and CPD providers through the Mainpro+® system, and the creation of CPD activities and practice tools and supports. Dr. Sisler is an academic family physician and has been a leader in the primary care cancer community in Canada. He received his master of clinical science in family medicine degree from Western University in 2002. He also holds an MD degree and a certificate in adult and continuing education from the University of Manitoba. He is a professor in the Department of Family Medicine at the University of Manitoba, and a Fellow of the CFPC, from which he received an Award of Excellence in 2013 for his work in cancer care.

Ross Upshur, MD, MCFP, FRCPC, is a professor, the Dalla Lana Chair in Clinical Public Health, and the Head of the Division of Clinical Public Health at the Dalla Lana School of Public Health, U of T. He is also a professor in the U of T Department of Family and Community Medicine. He is the Scientific Director at the Bridgepoint Collaboratory for Research and Innovation, and the Innovation and Associate Director at the Lunenfeld Tanenbaum Research Institute, Sinai Health System. Dr. Upshur is an affiliate member of the Institute for the History and Philosophy of Science and Technology, and an adjunct senior scientist at the Institute for Clinical Evaluative Sciences. In 2015 Dr. Upshur was named one of the Top 20 Pioneers in Family Medicine Research and Family Medicine Researcher of the Year, by the CFPC. He is the former Director of the U of T Joint Centre for Bioethics (2006–2011) and was Canada Research Chair in Primary Care Research (2005–2015). He is a member of the CFPC, Chair of the CFPC Ethics Committee, and member of the Royal College. In 2019 he was elected as a Fellow of the Hastings Center in Garrison, New York.
Thank you for joining the discussion

Evaluation

Evaluation is a critical element of the Forum.

An electronic evaluation will be circulated to participants immediately following the Forum.