



ACCREDITATION CANADA
AGRÉMENT CANADA

Driving Quality Health Services
Force motrice de la qualité des services de santé



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Surveyor Profile

Mrs. Bachle is Vice President responsible for Nursing, Social Work, Psychology, Spiritual and Religious Services, Rehabilitation Services (including Physiotherapy, Occupational Therapy and Speech & Audiology) and Credit Valley Rehabilitation Centre (a private rehabilitation program) at The Credit Valley Hospital. She is the Chief Nursing Officer and is also responsible for Professional Practice. She has held this position since 1987. Through her years as Vice President, Mrs. Bachle has been responsible for other departments such as Materials Management, Health Records, Pharmacy and Environmental Services in addition to Nursing Services.

She holds a Diploma in Nursing from St. Joseph's Hospital in Toronto, a B.A. from the University of Toronto and a M.B.A. from Pacific Western University. She has also obtained her C.H.E. designation.

Mrs. Bachle has given many presentations on a variety of topics of interest, including Professional Practice Model for Nurses, in Paris, France.



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Surveyor Profile

Mieke Busman has extensive international experience having worked in Europe, the Middle East and Africa at both the clinical and management levels. Her previous work has included developing continuous quality improvement, patient safety and utilization management programs.

She holds a bachelor of Nursing Degree from Laurentian University and a Master's Degree in Public Administration from Queens University. Mieke is a Certified Professional in Health Care Quality (CPHQ) and is also an ISO lead auditor.



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Surveyor Profile

Dr. Ginette Gagné-Koch is president of GKI Inc., an international company on Health Care and management issues. She assumed this function after leaving the Southeast Health Care Corp. where she has been medical director and president\ CEO. Ginette practiced in Montreal in Public Health and in a rehabilitation centre for Drug Addiction. She was on the Board of Directors of the Corp. of Prof. Nursing Assistants of the Province of Quebec. In 1976, she was AED of the Holy Cross Hospital. She served on the Board of a Drug Addiction Rehabilitation Centre and was a member of advisory committees of the Southern Alberta Institute of Technology and of the Alberta Hospital Ass. In 1981, Ginette became Medical Director of the Moncton Hosp. In 1991, she was appointed President\CEO of the Hospital. Following regionalization of health services, she was named President\CEO of South-East Health Care Corp. in 1992. Ginette is co-author of a book on medical administration and is a speaker and commentator about social and health care issues. She has served on the Board of Directors of the N.B. Medical Society and Cancer Society. She has received her registration as a licentiate of The medical Council of Canada in 1980 (LMCC number 49929).

Depuis son départ de la Corporation des soins de santé du sud-est où elle a occupé le poste de directrice médicale et de prés. dir.-gén., Dr Ginette Gagné-Koch est devenue présidente de GKI Inc., une entreprise international, qui se consacre à la gestion des soins de santé. Ginette a exercé sa profession à Montréal en santé publique et dans un centre de réadaptation pour toxicomanes. Elle a aussi siégé au conseil d'admin. de l'Ordre des infirmières et infirmiers auxiliaires du Québec. En 1976, elle est devenue assistante dir.-gén. de la Holy Cross Hospital. Elle a été membre du conseil d'admin. d'un centre de réadaptation pour toxicomanes et membre des comités consultatifs du Southern Alberta Institute of Technology et de l'Alberta Hosp. Assoc. En 1981, Dr Gagné-Koch a accepté le poste de directrice médicale de l'Hôpital de Moncton. En 1991, elle a été nommée prés. dir.-gén. de cet hôpital. À la suite de la régionalisation des services de santé, elle a été nommée prés. dir.-gén. de la Corporation des soins de santé du sud-est en 1992. Coauteure d'un livre portant sur l'admin. médicale, elle est aussi conférencière et commentatrice sur les questions liées aux services sociaux et à la santé. Elle a siégé au conseil d'admin. de la Société médicale du N.-B. et de la Société canadienne du cancer dans cette même province. Elle a obtenu son Certificat d'enregistrement licencié du Conseil canadien médical en 1980 (numéro LCCM 49929).



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Surveyor Profile

Kathy McPhail is Chief Executive Officer at the Regional Health Authority – Central Manitoba Inc., which extends across more than 18,900 sq. kilometers of south-central Manitoba, with a population of 104,689 (8.5 per cent of Manitoba's total population) including 6 First Nations; making it the most populous rural and northern Regional Health Authority in Manitoba.

Throughout her career, Kathy has held a number of senior positions including Vice President of Acute Care & Diagnostic Services, Brandon Regional Health Authority; Health Liaison for Manitoba Health Regional Support Services and whilst at Parkland Regional Health Authority positions including Coordinator Acute Care/Health Services Manager at Dauphin Regional Health Centre and Director of Nursing and Acting CEO at Ste. Rose General Hospital. Kathy has also worked in leadership roles in locations within Saskatchewan.

Kathy holds a dual designation of Fellowship and Masters in Health Services Administration with distinction from the Canadian School of Management, a Bachelor of Science in Nursing with distinction from Brandon University, a certificate in Acute Health Care Administration and Community Health Care Administration from the University of Saskatchewan's Commerce Department and the Nursing Unit Management course from the Canadian Nurses Association. Kathy has received numerous awards for academic excellence and is active on boards and committees including the Manitoba Patient Access Committee and the Manitoba Institute of Patient Safety.

Of special interest to Kathy is Aboriginal health and Spiritual care; she has worked closely with Aboriginal people to build community health awareness and Aboriginal Health programs into the curriculum of medical residents. Kathy has also initiated Clinical Pastoral Education programming for health regions and created roles such as Aboriginal Spiritual Care Providers to service delivery across the continuum.



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Surveyor Profile

Heather Parry is a clinical pharmacist currently working at the Victoria General Hospital, Vancouver Island Health Authority. She recently retired from the Canadian Forces Health Services(CFHS)with 25 years in a wide variety of senior health management, project leadership and clinical positions. She spent five years as Commanding Officer of two large CF health facilities in Ottawa, ON and Victoria, BC.

Heather holds a bachelor's degree in pharmacy from the University of Alberta and a Master's in Health Administration from the University of Ottawa. She is a member of the BC College of Pharmacists and holds the Certified Health Executive (CHE)designation with the Canadian College of Health Services Executives (CCHSE). Heather has been an Accreditation Canada surveyor since 2000 and has surveyed a large variety of health organizations from large health systems to smaller sites. She has successfully lead two organizations through the accreditation process.



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Surveyor Profile

Throughout his career Gil has held several leadership positions in both health care and health education, including his current position in the Fraser Health Authority (formerly known as the South Fraser Health Region) as a Quality Improvement & Patient Safety Consultant where he works on regional quality initiatives in addition to activities related to population based health and patient safety. Most recently Gil worked as a Program Director for paramedic training at the Justice Institute of BC, and Site Manager Respiratory Services Grey Nuns Hospital (Edmonton). In addition he is a consultant for accreditation, organization reviews, and quality improvement projects.

He currently holds a Masters Degree from Simon Fraser University's faculty of Education with a major in Administrative Leadership, has completed formal studies in quality management, and has also completed health administration studies at the University of Saskatchewan.

Gil is currently serving on the Board for the Society of Christian Schools in BC. In addition, he is past president of both the Canadian and BC Society for Respiratory Therapists and has authored several articles on patient-focused care, multi-skilling in the health professions and accreditation. Gil has also recently served on the Boards of the Surrey Christian High School and the Elim Housing Society, a non-profit organization providing housing, support services and care for the elderly.