





# PRITMA DHILLON-CHATTHA

D N P , M H A , B S N , R N , C P H I M S

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## CONTACT

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## PROFESSIONAL PROFILE

I'm a nurse executive with 20 years of healthcare experience caring for patients at the bedside and in the boardroom. I thrive in ambiguity and enjoy building new teams to tackle complex problems with disruptive solutions. My colleagues tell me I'm transparent, trustworthy and their 'go-to' person for innovative ideas that deliver high-value results for our patients, and 10X efficiency for clinicians to provide safer, better, and more accessible healthcare for all. My professional experience is unique and atypical, spanning the continuum of care in a variety of healthcare settings.

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## EDUCATION

### DOCTOR OF NURSING PRACTICE

Digital Health Technology Focus  
Yale University  
2015 - 2018

### MASTER OF HEALTH ADMINISTRATION

University of British Columbia  
2006 - 2008

### BACHELOR OF NURSING

Seattle Pacific University  
1999 - 2003

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## CERTIFICATES

**CERTIFIED PROFESSIONAL IN HEALTH INFORMATION MANAGEMENT SYSTEMS**  
HIMSS, 2014

**CHANGE MANAGEMENT**  
Prosci, 2014

**SITUATIONAL LEADERSHIP**  
Ken Blanchard, 2012

**SERVANT LEADERSHIP**  
Ken Blanchard, 2011

**ADULT LEARNING CERTIFICATE**  
2010

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## EXPERIENCE

### CO-FOUNDER

Lavender | New York, NY | [joinlavender.com](https://joinlavender.com) | Mar 2020 - Present

An online psychiatry and therapy office founded to make mental health care more accessible and affordable for New Yorkers. Provide strategy and leadership on tech solutions, workflows, marketing, pricing, and growth. Lavender was founded in response to COVID and was launched on May 4<sup>th</sup> within 45 days of ideation.

### ADJUNCT ASSISTANT PROFESSOR, FACULTY OF NURSING

University of Calgary | Calgary, AB | Feb 2020 - Present

Appointed to lead requirements gathering and inform development for one of the first Doctor of Nursing Practice programs in Canada.

### CO-FOUNDER & CNO

Healthgig | New York, NY | [healthgig.com](https://healthgig.com) | Feb 2019 - Present

Healthgig is the easiest way to securely manage, share and verify healthcare credentials. We created Healthgig to help clinicians and organizations work better together for an expedited on-boarding experience. Primary responsibilities include:

- Product market fit and product roadmap
- Requirements gathering and regulatory/legal compliance
- User centered design and testing
- Launch and go to market strategies
- Strategic partnerships & Funding

### ADJUNCT ASSISTANT PROFESSOR, FACULTY OF HEALTH INFORMATICS

University of Victoria | Victoria, BC | Oct 2018 - Present

On a mission to prevent technology induced harm, with more thoughtful, user-centered design of electronic health records. Recognized national expert in quality and safety of digital health technology. Intermittently responsible for:

- Guest lecturing on eSafety and eQuality
- Graduate and PhD student committee advisory

## LICENSES

### ALBERTA RN LICENSE

No. 81473 Expires 10/2019

### WASHINGTON RN LICENSE

Inactive

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## CITIZENSHIP

### CANADA

Country of Birth, Current Resident  
Legally eligible to live and work

### UNITED STATES

Naturalized in 1996  
Legally eligible to live and work

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## ACHIEVEMENTS

Alberta's Top 40 Under 40 Nominee,  
2019

CARNA Nursing Award of Excellence  
in Administration Nominee, 2014

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## SKILLS

Engaging Speaker | Policy Writer

Thought Leader | Strategic Visionary

Fiscal Planning | Strong Negotiator

Excellent Analytical Ability

Manage Multi-Disciplinary Teams

Strong Clinical Competence

Fluent in Tech & Digital Health

Passionate Educator & Mentor

Entrepreneurial | Project Manager

Knowledge Translation

Training Development | Facilitation

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## ATTRIBUTES

Bilingual in Punjabi & English

Travel Enthusiast

Active Volunteer For: Alberta

Infertility Awareness, Seva Golf

Tournament, Sikh Youth Groups

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## EXPERIENCE - CONTINUED -

### CARNA BOARD MEMBER

College & Association of Registered Nurses of Alberta | Sep 2017 – Present

CARNA is the professional and regulatory body of Alberta's 37,000 registered nurses, and plays an essential role in shaping the framework, policies and regulations for nursing practice in Alberta. As a member of the board we provide strategic direction on operations, financials, and policy through quarterly board meetings and various sub-committee meetings. Recent policies tabled for discussion and decision making include: Medical assistance in dying, Marijuana practice guidelines for nurses, Nurse prescribing, Health Informatics position statement

### CO-FOUNDER AND CHIEF NURSE INJECTOR

Bombay Beauty Loft | Calgary, AB | [bombaybeautyloft.ca](http://bombaybeautyloft.ca) | Oct 2013 – Present

As a multi-passionate entrepreneurial nurse executive I founded Bombay Beauty Loft to address a gap in the medical aesthetics market to combine preventative skincare remedies of the east with modern anti-aging interventions of the west for a balanced approach to all shades beauty. My strategic oversight has allowed the business to grow exponentially where we recently purchased our own commercial building and continue to expand our team and service offerings.

### PROVINCIAL DIRECTOR, ELECTRONIC QUALITY & SAFETY

Alberta Health Services | Calgary, AB | Sep 2015 – Oct 2018

Electronic quality and safety is a new area of patient safety science focused on preventing unintended harm caused by the design, configuration and use of electronic health records. As the inaugural candidate in this new role at AHS, I was responsible for socializing the concept of eSafety at all levels of the organization and adopting a provincial eSafety framework in the wake of the largest EHR implementation in North America. Key responsibilities included:

- Provincial policy and program development
- Membership and chair to various IT/EHR governance committees
- Training development and implementation
- Development of tactical eSafety tools to support knowledge translation
- eSafety assessment of AHS's existing 1300 EHRs
- eSafety assessment of the new Provincial EHR (Epic platform) spanning 650+ sites, all specialties, over 105K users, serving 5M patients.

### SENIOR CONSULTANT, ORGANIZATIONAL CHANGE MANAGEMENT

Alberta Health Services | Calgary, AB | Oct 2014 – Sep 2015

Using PROSCI change management methodology, responsible for advancing clinicians through change and successfully delivering large province-wide health IT projects that impacted over 105K+ employees and 5M patients.

### MANAGING PARTNER

Health Evolution | Calgary, AB | Jan 2008 – Present

Health Evolution is my catch-all company used for various consulting gigs from time to time when companies request my expertise on topics including: eSafety, Health Tech Startups, Occupational Health, Leadership, Education, Training, HIT Project Management & Change Management.

### MANAGER, HEALTH, SAFETY & WELLNESS

WestJet Airlines | Calgary, AB | Apr 2008 – Jan 2013

Certainly an experience of a lifetime and one that has greatly influenced my approach to healthcare, we have a great deal to learn from the airline industry. Fresh out of UBC with my MHA I was the first health professional to be hired by WestJet, tasked with developing a comprehensive employee health, safety and wellness program and team for its then 8500+ employees. We developed the following programs: disability management services, medical assessments & referrals, employee medical accommodations, guest medical accommodations, modified duties, substance use policies, pandemic planning and wellness programs.

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## PUBLICATIONS

Dhillon-Chattha, P., McCorkle, R., Borycki, E. An Evidence Based Tool For Safe Configuration of Electronic Health Records: The eSafety Checklist. *Journal of Applied Clinical Informatics*, 2018;9:817-830.

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## SPEAKING ENGAGEMENTS

### SIGMA THETA TAU INT'L NURSING CONGRESS

Calgary, July 2019

### E-HEALTH CANADA CONFERENCE

Toronto, May 2019

### AMIA CONFERENCE

Atlanta, April 2019

### YALE UNIVERSITY

A vision for the nursing voice, 2017

### DIGITAL HEALTH CANADA

Webinar on eSafety, 2017

### QUALITY IMPROVEMENT WEBINAR SERIES, AHS

Making Health IT Safe, 2016

### ALBERTA HEALTH SERVICES

National eSafety Summit, 2015

### MEDGATE USER CONFERENCE

Effective Case Management, Philadelphia, 2013

### MS SOCIETY OF CANADA

Travelling with MS, 2012

### APPLE WELLNESS MAGAZINE

Interviewee, The many layers of wellness, 2013

### THE CANADIAN INSTITUTE

Best Employers Conference, How high engagement affects employee health and well-being, Toronto, 2010

### CITY OF SASKATOON

Corporate Culture and Workplace Wellness, 2009

## HEALTH ADVISOR

Calgary Board of Education | Calgary, AB | May 2006 – Apr 2008

Teachers need nurses too. In this role, I cared for over 14,000 teachers and support staff when they required medical leave. My role as an occupational health advisor was to provide guidance and case management support to ensure our employees received the best care possible in a timely fashion to expedite return to work.

## REGISTERED NURSE

Swedish Medical Center | Seattle, WA | May 2003 – Apr 2006

As a new nurse, I worked 16-hour shifts, 6 days per week for 3 years to payoff student loans. When I wasn't at Swedish, I picked up shifts at various hospitals in northwest Washington through staffing agencies. I floated between adult medical, surgical, renal/dialysis and emergency care; and also worked in pediatrics.

## CERTIFIED NURSING ASSISTANT

Christian Healthcare Center | Lynden, WA | Sep 1999 – Apr 2003

Where my passion for nursing and healthcare began.

## POLICY CONTRIBUTIONS

### COLLEGE & ASSOCIATION OF REGISTERED NURSES OF ALBERTA

- Use of Title Standards
- Supervision Standards
- Standards and Criteria for Nursing Education Program Approval
- Scope of Practice for Nurse Practitioners
- Restricted Activities Standards
- Registered Nurse Prescribing Schedule 1 Drugs and Diagnostic Tests
- Protection of Patients from Sexual Abuse and Sexual Misconduct
- Prescribing Standards for Nurse Practitioners
- Infection Prevention and Control Standards
- Entry Level Competencies for the Practice of Registered Nurses
- Complimentary and Alternative Health Care and Natural Health Products

### ALBERTA HEALTH SERVICES

- Access to Information Policy (Physical, Electronic, Remote)
- Advance Care Planning and Goals of Care Designation
- Clinical Documentation
- Collection, Access, Use and Disclosure of Information
- Management of High-Alert Medications
- Mobile Wireless Devices and Services
- Patient Identification
- Records Management
- Research Information Management

### WESTJET

- Drug and Alcohol
- Workplace Accommodation
- Modified Duties
- Directed Health Referral
- Disability Management
- Post Offer Employment Testing

## COMMITTEE MEMBERSHIPS

- Access, Confidentiality, Privacy, Risk and Security Committee Co-Chair
  - Connect Care Content and Standards Committee, Chair
  - Connect Care Clinical Documentation Committee, Chair
  - Connect Care Clinical Inquiry and Research Working Group, Chair
  - Provincial Patient Safety Leadership Committee
  - Provincial Medication Management Committee
  - Medication Reconciliation Working Group
  - Provincial Terminology Committee
  - Provincial Forms Standards Committee
  - Provincial Analytics Working Group
  - Provincial Infusion Pump Quality and Safety Committee
  - Nominations Committee, CARNA
  - Appointments Committee, CARNA
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