About the Contributors

Christo El Morr (PhD Biomedical Engineering, Compiègne University of Technology-France, 1997) is an Assistant Professor of Health Informatics and the Undergraduate Program Director at the School of Health Policy and Management, York University, Canada. His cross-disciplinary research covers healthcare informatics, computer science, and computer engineering. His research interests focus on Health Virtual Communities and Mobile Communities; he also has research interests in Software Accessibility for people with Visual Disability, PACS, and Electronic Health Records. He has published books, chapters, and articles in these areas. He consulted for international organizations and was an Expert Reviewer for the Ministry of Research and Innovation, Ontario.

Valentina Al Hamouche received her diploma in Radiologic Technology from the American University of Beirut Medical Center (Lebanon) in 1989, and her BSc. in Radiologic Technology from Anglia Polytechnic University Cambridge (UK) in 1996; she has also received a Masters degree in Health Systems Management from University of London (UK) in 2006. She has a multinational teaching experience in Lebanon, United Kingdom, United Arab Emirates, and Canada. She conducted research in Radiography and Health Management, presented her findings in international conferences. Her research interests are in the domain of health management, medical imaging integration, and radiation protection. She joined the faculty of medical radiation science program (radiologic technology) at the Michener Institute for Applied Health Sciences/University of Toronto in December 2008. She enjoys both the patient care and the evolving technology aspects of her profession.

Sama Al Khudairy, a York graduate, enrolled at the university with determination and strong interests in healthcare Policy and Management. Her drive and perseverance allowed her to not only enjoy, but also excel in her coursework. She particularly enjoyed the Health Ethics and Law courses, which proved to be an aid in establishing a clear and honest motif. Sama’s philosophy in and of her achievements is as simple as wanting to make a difference and create a positive and lasting impression. Her belief is that all individuals deserve the chance of attaining optimal health, and she continues working towards the achievement of this goal. Sama graduated with honors in 2009. She then found her place as a student representative on the Faculty of Graduate Studies and went on to graduate with high standings in 2011, obtaining her Masters in Health Policy and Equity. Today, Sama lives in Toronto and is a research assistant with experience in health management and is currently working towards a certification in project management.
Ioannis Apostolakis studied Mathematics in the University of Athens. He has an MSc in Informatics, Operational Research, and Education issues and also a PhD in Health Informatics. He has also Post Doctoral studies in Medical Informatics. He had been for several years scientific researcher in the Department of Clinical Therapeutics in the University of Athens. He has research and educational activities in issues of Health Informatics and Education. He is working as Professor at National School of Public Health. He has also taught in undergraduate and postgraduate level a wide range of courses: Health Informatics, Information Systems, Computational Statistics I, II, eGovernment, eDemocracy, Management and Operation of Virtual Communities, Research Methodology and the Internet, Teaching of Computer Science, Electronic Trade, Data Analysis Using Statistical Techniques. He has worked at the Therapeutic Clinic of National University of Athens as a Research Fellow, at the Ministry of Interior as an Informatics Specialist and at the National School of Public Administration as the Head of the Computer Studies Program. He has been also serving as a program committee member of many international conferences and as a reviewer of several journals in the area of E-Learning and Healthcare Service Management. More information is available at http://www.iapostolakis.gr.

Alexander Berler has an MSc in Biomedical Engineering and a PhD in Medical Informatics. He was affiliated with the Electrical Engineering Department, National Technical University of Athens, Greece, as a Postgraduate Student and Research Associate in the areas of health care information systems interoperability, medical informatics, and telemedicine since 1996. He has worked at Information Society SA, the official governmental information technology project office, as a project director responsible for the large healthcare informatics projects of the Greek government until 2006. He is currently employed as the Director of consulting services department at Gnomon Informatics with an expertise in international projects related to e-health, e-procurement and e-government. On behalf of Gnomon Informatics, he is a member of the epSOS Industry Team Steering Committee and participates in the development of the openNCP software components. He is currently a member of several societies, institutes, and organizations (IEEE, ACM, HIMSS, PMI, IHE), an external tutor to the National School of Public Health and the Chair of HL7 Hellas, the Greek HL7 Affiliate. More information available at http://gr.linkedin.com/in/aberler/.

Edward J. Cherian is Professor of Information Systems & Technology Management in the School of Business at George Washington University where he has been since 1985. For many years, he was responsible for the graduate MIS Degree Program, and served as Chair of the Department of Management Science. Dr. Cherian has developed and teaches courses in The Healthcare MBA Program, as well as the HITECH Certificate Program in the School of Public Health and Health Services. Some of his recent publications include: “A Health Information Technology System of Systems Architecture,” under review. “Electronic Health Records and Electronic Medical Records: Using Information Technology for Healthcare Reform,” 2012, International Technology, Education and Development Conference, Valencia, Spain. “Can Distance Education Equal Classroom Learning?” International Conference on Education, Research and Innovation, Madrid, Spain 2010, “Mobile Learning: The Beginning of the End of Classroom Learning,” World Congress on Engineering and Computer Science, Berkeley, CA, October 2008. Professor Cherian holds BEE, MS, and PhD degrees from Rensselaer Polytechnic Institute.
About the Contributors

Connie D’Astolfo is the President and Clinical Director of SPINEgroup. Dr. D’Astolfo is both a practicing clinician and consultant. Dr. D’Astolfo is currently completing a PhD in Health Management, Policy, and Informatics at York University. She has been registered with the College of Chiropractors of Ontario since 2001. She has consulted with the Ontario government and other health organizations on health-related policy and management projects and initiatives. Early in her career, Dr. D’Astolfo pioneered and led an inter-disciplinary pain management team for several Long-Term Care (LTC) homes and was the first chiropractor to be fully integrated in the LTC sector in Ontario. Her expertise lies in rehabilitation, performance management, and program evaluation.

Guendalina Graffigna received a PhD in Social Psychology at Università Cattolica del Sacro Cuore di Milano (Italy) where she is Assistant Professor. At the same university, she teaches “Qualitative Methodology,” and she is vice-director for the II level Master Degree in “Qualitative Research for Marketing and Society” and member of the coordinating committee for the PhD School in Psychology. Guendalina is also editorial manager for the Journal Micro & Macro Marketing. Before her appointments, Guendalina was a Post Doc fellow and visiting professor in Qualitative Methods at the International Institute for Qualitative Methodology, University of Alberta, with which she still collaborates for several research and teaching initiatives as a scholar member. From January 2012, Guendalina is Associate Director for the Study and Training Centre of ASSIRM and Co-Chair for Education of MMRA. In June 2012, she received the award for International Leadership for Qualitative Health Research 2012. Her main areas of interests are consumer engagement, social media communication, online communities, qualitative methods applied to the study of consumption, and health.

Thuy Hoang is a performance and decision support consultant for a hospital in Ontario, Canada. She earned her Bachelor of Health Studies from York University. In addition, she holds a Master of Health Studies from Athabasca University. Thuy is currently a member of the Canadian College of Health Leaders (CCHL) and a member of the Utilization Managers’ Network of Ontario (UMNO). Thuy possesses an extensive background in health care management. She supports the hospital’s information and analysis needs by analyzing, interpreting, and reporting clinical and management information. She manages government and external agencies reporting requirements. In addition, Thuy provides information for the purposes of planning, evaluating performance, and improving patient safety and outcomes.

Chiara Libreri has a Master’s Degree in “Organizational and Marketing Psychology” and an executive Master’s Degree in “Qualitative methods applied to social and marketing research.” Now she is a Ph.D candidate at the Faculty of Psychology at the Università Cattolica del Sacro Cuore di Milano. She mainly works on online exchanges and online knowledge processes between chronic patients. She spent part of her Ph.D. at the Faculty of Extension – University of Alberta, studying and working on knowledge transfer and qualitative methods. She is also didactic coordinator for the executive Master’s degree in “Qualitative Research for Marketing and Society” and teaching assistant for the “Consumer Psychology and Marketing Research” course at the Faculty of Psychology at the Università Cattolica del Sacro Cuore. Her research interests and topics revolve around qualitative and online research applied to health promotion and communication, and consumer and marketing psychology. More specifically on the following keywords: online communities, online lay exchanges, online knowledge construction, and Web ethnography.
Grace Liu has worked as a Physiotherapist in the health industry in Ontario for 20 years. She has worked in a variety of settings, including acute care, rehabilitation, and home care, and has held the positions of Professional Practice Leader, Project Manager, Case Manager, and Research Analyst. Grace has achieved a Bachelor’s degree in Physiotherapy, a Master’s degree in Business Administration, and Case Management Certification. Currently, she is pursuing her Doctoral degree in Health Policy and Equity at York University. Her research interest is in health policy research at the systems level, particularly with funding and patient flow from emergency, acute care to rehabilitation or home care. In the future, Grace is interested in developing strategic health policies and transforming the health care delivery system focusing on quality and best practice standards with stakeholders to ensure sustainability.

Jacqueline MacDonald is a full-time health services manager in rural Nova Scotia, Canada. She is a part-time instructor at Dalhousie School of Information Management (SIM), and is an adjunct faculty at SIM and in Medical Informatics, Dalhousie Faculty of Medicine. Jackie’s research interests include the health services research-practice gap and health services decision-making and related information, information behaviours, and information management practices. She has been a member of OP3, Nova Scotia’s DHA/IWK policy working group since 2007.

Naomi Nonnekes Mensink is a Lecturer in Medical Informatics at Dalhousie University and a member of the Dalhousie faculty team delivering the Master of Health Informatics and Bachelor of Informatics programs. In addition to academic program development, teaching, strategic planning and program support, she has conducted evaluation studies on initiatives related to health-care and health informatics. Naomi has a Master of Adult Education degree from St. Francis Xavier University and has partially completed the requirements for a Doctor of Philosophy in Interdisciplinary Studies: Health Informatics. As an evaluator, Naomi has observed how the policies embedded in a provincial drug information system have impacted pharmacists’ work, both positively and negatively.

Vishaya Naidoo is a doctoral candidate in the Health Policy and Equity program at York University. She holds an undergraduate degree in Political Science and a master’s degree in Critical Disability Studies from York University. Her research seeks to understand the ways in which disability and later life intersect; including ageism and ableism, feminist perspectives of aging and the gendered body, and the medicalization of the aged body. Her doctoral research continues in this vein, exploring disability and age discrimination experienced by older adults in acute health care settings. From 2008-2011, she worked as a researcher with Disability Rights Promotion International (DRPI), and subsequently DRPI – Canada, a research project that explores a number of rights issues facing people with disabilities in both a Canadian and global context.

Yedishtra Naidoo completed his undergraduate degree in life sciences and psychology at the University of Toronto, where he assisted in research on Rett’s syndrome and glycogen storage diseases at The Hospital for Sick Children in Toronto. He then went on to graduate with honors from Ross University medical school. While completing clinical rotations in California, he conducted conferences on prostate disease and cardiac arrhythmias. He subsequently went on to a psychiatry residency at Detroit Medical Center and Wayne State University, where he is currently in his second year. He has presented case reports on neuroleptic malignant syndrome and synthetic illicit drugs, and has research interests in posttraumatic stress disorder, from a behavioral and physiological perspective. He enjoys reading, various athletics, and travel in his leisure time.
**Grace Paterson** holds appointments as Associate Professor, Medical Informatics/Division of Medical Education in the Faculties of Medicine and Graduate Studies, Dalhousie University. Her research interests include semantic interoperability, ethnographic analysis of health information systems in the work setting, and clinical statements expressed using HL7 and SNOMED CT. As an investigator with the CMA EMR Case Studies and Canadian e-Pharmacy Task Force projects, she recognized the need to deal with clinical pragmatic issues to help ensure that systems are usable and useful in the work setting. She teaches in the Master in Health Informatics program and serves as a board member of Canada’s National Institutes of Health Informatics (NIHI).

**Nelson Ravka** graduated with a DDS degree from the University of Toronto in 1971. Throughout his career in dentistry, he had the opportunity to work within and critically assess the three modalities of compensation: fee-for-service, salary, and capitation. He is currently in the master’s program of Health Policy and Equity at York University. His area of interest is end of life health care and the political, legal, and social ramifications of medicalized dying. This includes the issues and conflicts that play a role in defining the rights of patients, surrogates, and health care professionals in determining the nature of the care received by the terminally ill.

**Tom Ryan**, originally from Littleton, Colorado, graduated from The George Washington University School of Business in 2011 with a Bachelor of Business Administration in Business Economics and Public Policy and a minor in Political Science. He spent a year working in healthcare as a Federal Analyst with Deloitte Consulting, LLP. There he worked with the United States Department of Defense, Navy Bureau of Medicine and Surgery on long-term strategic planning, project management, and organizational development. Currently, Mr. Ryan is pursuing his Juris Doctor at Harvard Law School in Cambridge, Massachusetts.

**Brett W. Taylor** is an academic emergency pediatrician and health informatician with the Department of Emergency Medicine at Dalhousie University and the IWK Health Centre Emergency Department in Halifax Nova Scotia Canada. Currently, his administrative and academic duties include Director, Centre for Therapeutic Technology at the IWK, Director Informatics for the Department of Emergency Medicine at Dalhousie, and Lead Physician, Informatics for the IWK Health Centre. Research interests include decision support in the acute care environment, decision-making theory, the e-therapeutics of minor traumatic brain injury, mobile applications for health, and information visualization. Dr. Taylor has been the director of two emergency pediatric programs and is a member of national pediatric research consortiums. He lives, works, and surfs in Halifax, Nova Scotia.

**Julie Yang** is a Project Manager at the Institute for Clinical Evaluative Sciences. She received her undergraduate degree in Health Studies from the University of Waterloo with a minor in Gerontology and her Master of Arts in Health Policy and Equity from York University. Her research interests include health and food policies, the impact of neoliberal discourse on food security, diaspora and food security, food systems analysis, and the intersection of place and space with food security.
Shahram Zaheer is currently enrolled in Health Policy and Management PhD program at York University. He is being supervised in his academic and research activities for the past four years by Dr. Liane Ginsburg. His area of interest includes patient safety, organizational culture, high reliability organizations, medical errors, and knowledge translation. Shahram has completed Masters of Science (MSc) degree in Kinesiology and Health Science from York University. His Master’s Thesis examined the role of ease of reporting, group norms of openness, and participative leadership on frontline staff perceptions of patient safety culture. Shahram completed his undergraduate degree in Psychology (BSc). During this time period, he worked in a Psychology Assessment Laboratory under the supervision of Dr. Krista Trobst at York University. His undergraduate Thesis examined the effects of gender and emotions on social support provisions.