

March 2017

**CURRICULUM VITAE**  
**Alexandra C.M. Harrison, O.C.(C.), BSc(Chem) MSc (Med Sci) PhD**

**I. BIOGRAPHICAL DATA**

**Name:** Alexandra Charlene Maria Harrison

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**Present Rank:** Adjunct Associate Professor, Community Health Sciences,  
Cumming School of Medicine, University of Calgary

**II. ACADEMIC RECORD**

**Final Degree**

Doctor of Philosophy 1998

Health Care Research, Community Health Sciences,

Faculty of Medicine, University of Calgary, Calgary, Alberta, Canada

(Course work Faculty of Medicine and Faculty of Management)

**i. Undergraduate**

1972 Bachelor of Science (Chemistry), University of Alberta

**ii. Postgraduate**

1984 Master of Medical Science (Vision Research), University of Calgary

**iii. Special Professional**

1971 Canadian Orthoptic Certification O.C.(C.)

1970 American Orthoptic Certification

**iv. Academic Awards**

1981-1982 Alberta Heritage Foundation for Medical Research Studentship

**III. APPOINTMENTS**

2005-2009 Director, Patient Experience, Calgary HR / Alberta Health Services

1998-2004 Director, Postgraduate Medical Education, Calgary

1987-1992 Director, Educational Services

Canadian Medical Association, Ottawa, Ontario

1984-1986 Coordinator, Allied Health and Conjoint Accreditation

Canadian Medical Association, Ottawa, Ontario

1972-1979 Chief Orthoptist, I W K Hospital for Children, Halifax, Nova Scotia

## IV. EDUCATIONAL ACTIVITIES

### i. Undergraduate:

- 2007-2013 Healthy Populations Course – Lecturer, Health Care System (2007-2008)  
Small group Preceptor – Safety, Infection P& C, Epi & Biostats
- 2004-2005 HSOC 311. BHSoc program. Lecturer on the Health Care system
- 1999-2005 Research Methods and Evidence Based Medicine  
A year long required course for first year medical students.  
Member course committee. Instructor Qualitative methods.
- 1998-2004 CaRMS Seminars twice a year: August and December assist students apply  
and prepare for the Canadian Residency Matching Service (CaRMS)
- 2001-2004 Review seminar on the “CLEO Objectives” to assist medical students  
prepare for the Medical Council of Canada (MCC) Exam

### ii. Graduate

#### Courses

- 1999-2011 MDSC 645.10 Leadership in Health Care Organization. Developed and  
Chaired Course CHS, Faculty of Medicine, U of C (alternate years)
- 2004 Course committee, new course on the ‘Foundations of Medical Education’
- 1997-2002 MDSC 645.01 The Health Care System. Course Chair  
CHS, Faculty of Medicine, U of C (alternate years)
- 1995-2003 “Managing Change” Guest Lecturer for MDSC 731.02 Curriculum  
Development in the Medical Sciences, Faculty of Medicine, U of C

#### Students

- 2015-present Member Master’s Supervisory Committee Seraj Makkawi
- 2012-2015 Member supervisory committee Mauricio Ferri (Master’s June 2015)
- 2010-present Mentor - Patient Safety Course, student projects  
2016 Stephanie Vandenberg, 2015 Kari Bulger, 2014 Thea Moss  
2012/2013 Trevor Chan, Selena Chacko  
2011/2012 Selena Au, Ghazwan Altabbaa, Billie-Jean Martin  
2010/2011 Dianne Dyer, Carolyn Wright and Sue Doucette
- 2015 Examiner Master’s Thesis Committee Elena Ali
- 2013 Examiner Master’s Thesis Committee Rosemary Schmidt
- 2011 Examiner – Candidacy Exam – Dee Taylor
- 2010-2012 Member supervisory committee Stacy Kozak, U of C, CHS,  
Master’s student (Convocated June 2012)
- 2008-2009 Member supervisory group Vanessa Steinke UBC MHA program
- 2009 Member supervisory comm. Greg Trueman U of C, CHS, PhD student
- 2007 Practicum supervisor – Marianne Boucher U of C Faculty of Nursing
- 2004-2005 PhD student co-supervisor Ellen Pollagato
- 2001-2002 Master’s Student Supervisor - Dr. Rosario Talavera (Convocated 2002)
- 1999-2000 Supervised Dr. Judy MacDonald, Community Medicine Resident.  
Evaluation of the Community Med Residency Training Committee.
- 1999-present References for students: scholarships, graduate school, medical school etc.

### iii. Postgraduate

#### Workshops Presented

- 2002-present Orientation workshops for International Medical Graduates (AIMG & PGME) Speaker on the Canadian Health Care system
- 2010-present AIMG & PGME Speaker on Learning from Feedback
- 2014-present Postgraduate Medical Education Ethics Days small group preceptor
- March 2017 Presenter, two 3 hr Academic half day programs mixed group of residents 'Providing and Learning from Feedback'
- Sept 2016 Presenter academic half day program Anesthesia residents 'Providing and Learning from Feedback'
- April 2015 Postgraduate Medical Education Teaching Residents to Teach Facilitator for 2 small groups
- Oct 2010 Workshop facilitator. Narrative Medicine: Reading, Writing, Reflecting College of Family Physicians of Canada Annual meeting, Vancouver
- 2002-2004 10 Workshops on How to give Effective Feedback
- Sept 2002 "See you in Court Doctor" Royal College of Physicians and Surgeons of Canada Ottawa, Ontario
- May 2001 "Leadership in the 21<sup>st</sup> Century: Responding to a Changing Health Care Environment" APMC Annual Meeting Toronto, Ontario
- Sept 2000 Two workshops RCPSC Conference on Residency Education Edmonton "The Manager Role: What does this mean and how do we teach it?" and "Your Residency Program Committee: Is it working?"
- May 2000 "Good Hands Are Not Enough: Management Skills for Great Surgeons" Workshop for Surgical Residents. University of Calgary.
- May 1999 "Management Education for Physicians" Association of Canadian Medical Colleges, Annual Meeting, Manitoba.

#### Program Planning or Coordination

- March 2005 Keeping Health Care Safe - Patient Safety For Residents
- Feb 2004 Implementing A Patient Safety Curriculum
- 2002 Quality Improvement Forum CHR and U of C
- 1999 Health System Error, planning committee, small group preceptor
- Annual
- 2003-2004 Biostatistics for residents
- 2002-2004 Orientation program for International Medical Graduates
- 2000-2004 Medical legal day – with the Faculty of Law
- 2000-2004 Practice Management – with MD management
- 1999-2004 Evidence Based Medicine program for residents - planning committee
- 1998-2004 Ethics Program for Residents - planning committee, group preceptor

### iv. Continuing Education

- 2010-Present Certificate in Patient Safety
- Member planning committee, - Presenter Qualitative methods, Patient Engagement, From Harm to Healing. - Mentor for student projects
- 2008 QI Forum Panel Member: Engaging Patients and Families in QI work

- 2008 Faculty Development Workshop on Teaching the Art of Medicine  
Presenter “Teaching, Learning and Evaluating Patient and Family Centred Care”
- 2007 Ward 21 Century Retreat: Presenter Patient and Family Centred Care
- 2007 Health Research Methods Presenter: Innovation, Change & Team Work
- 2006 U of C Medical Education Seminar series – Presenter CanMEDS roles
- 1999 “Qualitative Research” co-presented course as part of the  
Institute for Continuing Medical Education Research. Calgary.
- 1998 Physician Leadership Development Programs –  
CRHA Clinical Department Heads and Division Chiefs, Management Leadership  
Programs, Faculty of Management, University of Calgary.  
Co-developed and co-presented program.
- 1996 Alberta Heritage Foundation for Medical Research SEARCH program for  
researchers in AB Health Regions. Co-Plan & Co-Lecture - Management Module
- 1996 “Organizational Management” Guest Lecturer for Family Medicine Post Graduate  
Management Training Program, University of Western Ontario, London, Ontario.

## V. ADMINISTRATIVE RESPONSIBILITIES

- 1998 – 2004 Director Postgraduate Medical Education  
Major administrative responsibilities related to postgraduate medical education  
including collaboration with internal groups (e.g. Undergraduate Medical  
Education, Legal Services and Financial Services) and external groups (e.g. AB,  
Health and Wellness); reviewing residency training programs; supporting PGME  
committees, projects; developing policies and reports; planning and presenting  
programs for residents.

## VI. PROFESSIONAL ACTIVITIES

### i. Service – more recent

#### University of Calgary

- 2008-2016 UME Interviewer, med student selection process Multiple Mini Interviews
- Oct 2015 Department of Surgery Examiner CanMEDS roles. Final Exam for junior  
residents re surgical skills and CanMEDS roles OSPRE Exam (Objective  
Structured Performance Related Examination)
- Mar 2013 Facilitated UME Retreat - Longitudinal Clerkship Program
- Jan 2013 Facilitated PGME retreat
- Nov 2012 IPH/CHS event My Leaky Body, Julie Devaney, Chaired panel discussion
- 2007 Participant - UME Retreat on Professionalism
- 2003/04 Medical Education Unit committees: Faculty Needs Assessment;  
Master’s of Medical Education review committee
- 2000 – 2004 Faculty Council Rep - CHS part time faculty
- 1999 – 2004 Executive Committee, Department of Community Health Sciences
- 1998 – 2004 Rural Initiatives Program Executive Committee - Member

### Provincial

- 1998 – 2005 Member – Provincial Postgraduate Medical Education Advisory Group  
2000 - 2004 Board Member - Alberta International Medical Graduate Program

### National

- 2004 - 2005 Royal College of Physicians and Surgeons of Canada  
Chair –working group on the ‘Physician as Manager’ CanMEDS Role  
2001/2002 Association of Canadian Medical Colleges  
Coordinated planning for plenary session for annual meeting  
Chair-Postgraduate Medical Education Administrators group 2001/2002  
May 2002 National Symposium on IMG’s – planning committee

### International

- Oct 2013 Institute for Patient and Family Centered Care - reviewed abstracts for International conference in Vancouver June 2014  
Sept 2011 Institute for Patient and Family Centered Care - reviewed abstracts for International conference in Washington June 2012  
Oct 2008 “Hospitals and Communities moving forward with Patient and Family Centred Care”. An international conference in collaboration with the Institute for Family Centred Care. Co-chair planning committee  
April 2004 "Fourth International Conference on Organizational Behaviour in Health Care" Calgary 2004. Co-chair planning committee  
2000/2002 “Third International Conference on Organisational Behaviour in Health Care” Member, Advisory Panel Conference Oxford, England March 2002.

### **ii. Service – Past**

- 1992 "Third International Congress on CME" Birmingham, Al. Steering Committee.
- 1991 & 1992 CMA Leadership Conferences, Ottawa, Ontario. Planning committee.
- 1991 The MCC/CMA Invitational Workshop on Postgraduate Training for the Licentiate of the Medical Council of Canada. Toronto, Ontario. Planning committee.  
Organized and coordinated the workshop.
- 1991 • “Consensus Building Workshop for Research in CME." Beaver creek, Colorado. Planning committee. Introductory speaker. Working group on follow-up book .  
• Science Council of Canada, Member of the Education Subcommittee, Genetics in Canadian Health Care, Ch. 6-Education and Awareness.
- 1990 • "Utilization Management -- A Tool for Informed Decision-Making." Edmonton, Alberta. Planning committee. .  
• "International Congress on CME -- Issues and Strategies of CME in the 1990s." San Antonio, Texas. Steering Committee.
- 1989 "CMA Invitational Workshop on Portability -- How Do We Get There from Here?" A National Dialogue on Education and Licensure. Quebec City, Quebec. Planning committee. Developed program. Organized & coordinated workshop.

- 1988 • "The Interface Between Education and Licensure" -- An Invitational Workshop on Education and Licensure. CMA Annual Meeting, Vancouver, B.C. Planning committee. Developed program. Organized & coordinated the workshop.
- Canadian Medical Protective Association/CMA Risk Management Seminar, "See You in Court Doctor." Planning committee. Developed program. Coordinated workshop
- "Who Will Bell the Cat? Maintaining Professional Competence -- The Issues and the Science." Organizing committee. Developed program. Coordinated workshop.

## VII. RESEARCH: SUPPORT / COLLABORATION

- 2013            Project Title Collaborative Research & Innovation Opportunities (CRIO)  
 Role: Collaborator on research team, expertise in Patient Engagement  
 Funding Agency - Alberta Innovates-Health Solutions  
 Budget and Time frame: 5 years \$4,939,698.00  
 Status: Letter of Intent accepted. Full proposal developed.  
 Full proposal not funded March 2014
- 2002-2003    Project Title- Teaching Residents Feedback Skills:  
 Assessing Methods for Evaluating Learning  
 Primary Investigator Amount received: \$10,660.00  
 Agency: Royal College of Physicians and Surgeons of Canada
- 2001-2002    Project title – Assessing the meaning of self care to patients with Type II  
 Diabetes and the Community Resources needed for Self Care.  
 Amount: \$3,000.00 Agency: Stewart Diabetes Research Fund
- 1998 - 2000   Project Title - A Formative Evaluation of the 8th and 8th Health Centre  
 Co-investigator. Amount received - \$350,000.  
 Funding Agency - Alberta Health Primary Health Care Project,  
 (Part of the Federal Health Transition Fund)

## VIII. PUBLICATIONS

### Peer Reviewed

Mauricio Ferri, David A Zygun, **Alexandra Harrison**, Henry T Stelfox  
 Evidence-based design in an intensive care unit: End-user perceptions.  
 BMC Anesthesiology (2015) 15:57

Ferri M, Zygun DA, **Harrison A**, Stelfox HT. A study protocol for performance evaluation of a new academic intensive care unit facility: impact on patient care  
 BMJ Open 2013 Jul 19;3(7).

Jackson, K. Oelke, N. Besner, J., **Harrison, A.** (2012). Patient Journey: Implications for Improving and Integrating Care for Older Adults with Chronic Obstructive Pulmonary Disease. Canadian Journal on Aging 31, pp 223-233.

D'eon, M., Sadownik, L., **Harrison, A.**, Nation, J., (2008) Using Self-Assessments to Detect Workshop Success: Do they Work? American Journal of Evaluation 29; 92 Jan 2008

Emery, H., Crutcher, R., **Harrison, A.** Wright, H. Picking \$1000 Bills off the Sidewalk: Social Rates of Return to Investment in Skills Assessment and Residency Training of International Medical Graduates in Alberta Canadian Public Policy Sept 2004

**Harrison, A.**, Mitton, C., (2004) Physician Involvement in Setting Priorities for Health Regions Health Care Management Forum Nov/Dec 2004.

**Harrison, A.**, Verhoef, M. (2002) Understanding Coordination of Care from the Consumers Perspective in a Regional Health System. Health Services Research Vol 37 (4): 1031-1054

Jennett, P., Ingras, E., Premkumar, K., **Harrison, A.** (1999) Health Information Technology: Its Role in Health Care Management. Health Information Technology.

**Harrison A.C.**, Becker W. J. & Stell W. K. (1987) Colour Vision Abnormalities in Multiple Sclerosis. Can J Neurol Sci, Vol 14: 279-285.

**Harrison, A.** (1982) Colour Vision and Visually Evoked Potentials in Multiple Sclerosis (Abs). Invest Ophthalmol Vis Sci, Vol 22.

**Harrison, A.** (1975) Assessing Visual Acuity in Young Children. Am Orth Jour Vol 25:109-114.

#### **Non Peer Reviewed**

**Harrison, A.** & Nation, J. (1999) Management Education for Residents: Using Organizational Behavior as a Curriculum Framework. ACMC Forum Vol. 10, (1)

**Harrison, A.** (1986). Delegating Medical Acts -- Proceed with Caution. Can Med Assoc J. Vol 135:183.

**Harrison A.** (1988) CMA Hosts Invitational Meetings on Anaesthesia Training for GPs. Can Med Assoc J. Vol 138:79.

**Harrison A.** (1988) Education and the CMA. Can Med Assoc J. Vol 138:95. CMA Position Statement. Guidelines for the Delegation of a Medical Act. Can Med Assoc J. Jan 15, 1988; Vol 138.

**Harrison, A.** CMA Policy Summary. Guidelines for Physicians Reviewing Proposed Legislation on Health Care Occupations. Can Med Assoc J. Feb 15, 1988; Vol 138.

### **Books, Chapters, Reports, Documents**

Harrison, A. Stooke, T. (2016) Family Presence: A Bedside Guide. Family Presence Conversations. Two resource documents for Patients and Families. Posted on websites hosted by Imagine Citizens Collaborating for Health and Canadian Foundation for Health Improvement

Harrison, A. MacKean, G., Cullivan,,M (2009) Healing Partnerships: The importance of involving patients, families and volunteers Ch 3 Putting Patients First 2<sup>nd</sup> Ed Frampton, S (Ed). Jossey-Bass: San Francisco, CA

Casebeer, A., Harrison, A., Mark, A., (2006) Innovations in Health Care: A Reality Check. (Eds and co-authors of "Introduction"), MacMillan: London

Harrison, A., Mitton, C. (2003) The Dynamics of Decision Making: Leading Change in Resource Distribution in Health Care. Book Chapter In Mark, A. & Dopson, S. Leading Health Care Organizations London: Macmillan.

Harrison, A., Pablo, A., Verhoef, M. (1999). The consumer's role in coordination: making sense of transitions in health care. Ch 5. In Mark, A. & Dopson, S. (Eds.) Organizational Behaviour in Health Care - the Research Agenda. (pp. 47-62). London: Macmillan.

Harrison, A. (1998) Consumers' Views of Coordination, Their Transition Experiences, and Health System Performance. A dissertation submitted to the Faculty of Graduate Studies in partial fulfilment of the requirements for the Degree of Doctor of Philosophy. Department of Community Health Sciences, Calgary, Alberta.

Harrison, A. (1996) Health Regions as Integrated Delivery Systems. Proceedings from the Bayer Congress on Integrated Healthcare Systems. Calgary, Alberta.

Hanson L., & Harrison A. (1996) "Integrated Services and Integrated Delivery Systems". A Literature Review for the CRHA Evaluation Framework

Wentz, D., & Harrison, A. (1994). Forces for Change in the CME Environment, in Davis, D. & Fox, R. (eds.) The Physician as Learner, Linking Research to Practice. (pp.1-13). Chicago, Il: American Medical Association.

Lockyer, J., Mazmanian, P., Moore, D., Harrison, A., & Knox, A. (1994). The adoption of innovation. in Davis, D.& Fox, R. (eds.) The Physician as Learner, Linking Research to Practice. (pp. 33 - 45). Chicago, Ill: American Medical Association.



Report of the Advisory Panel on the Provision of Medical Services in Underserviced Regions. Published by the CMA 1992. A. Harrison responsible for the report.

Harrison A. (1990) Maintenance of Professional Competence -- The CMA Perspective. in Proceedings of the 10th Conference of Specialities, Ottawa, Ont: RCPSC.

Report of the Invitational Meetings on the Training of General Practitioners/Family Physicians to Provide Anaesthesia Services. Published by the CMA 1988 A. Harrison responsible for producing the report.

Perspectives on Health Occupations, published by the Canadian Medical Association 1986. A. Harrison responsible for completing and publishing the book.

Harrison, A. (1984) Colour Vision Losses in Multiple Sclerosis. A thesis submitted to the Faculty of Graduate Studies in partial fulfilment of the requirements for the Degree of Master of Science. Department of Medical Science, University of Calgary

Harrison, A. (1977) Pre-school Vision Screening. Trans. Atlantic Region Invitational Seminar on Blindness Prevention. Halifax.

## **IX. PRESENTATIONS**

June 2011 "Patient and Family Centred Care in the ICU Calgary, AB

June 2011 MDSC 755.B22 Medical Education Program Evaluation  
June 2 – Organizational Context – Leadership and Strategic Planning  
June 6 - Managing Change and Conflict Calgary, AB

March 2011 – Community Health Sciences Residency Training Program  
Seminar - Strategic Planning Seminar

Sept 2009 "Patient / Family Centred Care and the Concerns Process" HQCA  
Invitational Conference, Edmonton

May 2009 "Patient and Family Centred Care" Keynote speaker Canadian  
College of Health Services Executives , Northern Alberta Chapter, Edmonton,

June 2009 "Involving Patients and Families" Planetree Invitational Conference,  
Chicago,

Aug. 2007 “Advancing Patient and Family Centred Care across a Health Care System” Presenter Third International Conference on Patient and Family Centered Care. Seattle

Oct. 2004 “Effective Presentations for the Adult Learner” Plenary presentation Annual Conference of Canadian Association of Cardiac Rehabilitation

July 2004 “Teaching Residents to give Feedback and Evaluating their Performance” Poster presentation 11<sup>th</sup> International Conference on Medical Education. Baelona, Spain.

March 2004 “Retrospective Self-evaluation of Feedback Sills” presentation to the Medical Education Research Seminar Series, University of Calgary

March 2002 “The Dynamics of Decision Making: Organizational Behaviour and Resource Distribution in Health Care” Paper presented at the 3<sup>rd</sup> International Conference on Organizational Behaviour in Health Care. Oxford, England

June 1999 “ Consumers and Coordination – Implications for an Integrated Health Care Delivery System” Presented at the annual meeting of the Association for Health Services Research. Chicago, Illinois.

April 1999 “Effective Physician-Patient Communication and Health Outcomes: A Review”. Presentation to the Medical Education Research Group U of C.

May 1998 “Coordination: What is it? Why does it matter?” Presentation to the Health Care Research Group, Faculty of Medicine, University of Calgary.

April 1998 “ Measuring Performance: Consumers, Coordination and Health Care Systems”. Presentation to Alberta Health. Government of Alberta. Edmonton, AB

Jan 1998 “Managing Transitions in Health Care: Consumers as Coordinators” Presented to the International Research Symposium on Organisational Behaviour in Health Care, London, England.

Aug 1995 “Health Information Technology: It’s Role in Health Care Management”. Jennett, P. Ingras, E., Harrison, A. The Association of Management, Vancouver, B.C.

Oct 1990 “Physician Performance” Panel presentation on the Research and Development Database, Association of American Medical Colleges Annual Meeting, San Francisco, Ca

Feb 1990 “The Maintenance of Professional Competence” Paper given at the Royal College of Physicians and Surgeons of Canada, 10th Conference of Specialities, Toronto, Ontario.

Jan 1989 "Optimizing Medical Staff Relationships - Collaboration with Cooperation." Presentation for the Canadian College of Health Service Executives Seminar Series, Ottawa, Ontario.

Oct 1988 "The Alliance for Teaching in Medicine" paper given at the Annual Meeting of the Association of Canadian Medical Colleges.

Aug 1987 Chairperson, University of Ottawa Health Administration Forum.

June 1986 "Workshop on Accreditation" for the Canadian Society of Diagnostic Medical Sonographers, Halifax, Nova Scotia.

June 1985 Presentation on "The CMA Accreditation Process" Conference on Accreditation. Northern Alberta Institute of Technology, Edmonton, Alberta.

June 1982 "Colour Vision and Visually Evoked Potentials in Multiple Sclerosis" Paper presented to the Canadian Congress of Neurological Sciences, Toronto Ontario.

Oct 1980 "Vision -- Concepts and Comments." Department of Psychology Colloquium, University of Calgary.

June 1979 "Vision Research -- Exploring Multidisciplinary Aspects." Scientific Session, Annual Meeting of the Canadian Orthoptic Society.

Feb 1979 "Pre-school Screening Methods." Canadian National Institute for the Blind Maritime Area Invitational Seminar on Blindness Prevention. Moncton, NB

Oct 1976 "Vision Research -- An Orthoptist's Perspective." Postgraduate instruction course given for the American Association of Certified Orthoptists.

Oct 1976 "Parinaud's Syndrome." Audio-visual case history presentation, part of a neuro-ophthalmology symposium at the Annual Meeting of the American Association of Certified Orthoptists.

Feb 1975 "Visual Acuity." Presented to students from the Nova Scotia College of Art & Design. Background for developing a pictorial visual acuity chart.

June 1974 "Assessing Visual Acuity in Young Children." Scientific Session, Annual Meeting of the Canadian Orthoptic Society.

