



HIMP ALUMNI NEWSLETTER

Hello dear Schulich colleagues,

At our recent HIMP Summer Social event on August 30th, I couldn't help but smile and admire at both our diversity of culture and our diversity of healthcare careers. Again and again, I have observed and now recognize as fact that, at any given Schulich event, there will be representation from at least 6 countries if not more. Truly, the strength of our HIMP community lies in the strength of our diversity. It was an absolute joy meeting many of you for the first time at our HIMP Summer Social and hearing your suggestions. For some of you, it was a treasured time to reconnect with friends and share in each other's successes post MBA.

While at the event, I had time to reflect on what inspired me the most during my time at Schulich. For me, it has been the incredible community of dedicated people whom I've had the privilege to meet and become friends with. We belong to a community where we proudly use our skills, knowledge, and talents to help patients, alleviate suffering, and to find cures for the world's diseases. We have seen both the strength and the fragility of the human condition. From the first breath of a new life to be lived to the last breath of a life well lived, we bear witness to the entirety of the human condition.

Communities like ours are made up of individual members like yourselves. For communities to grow, to develop, to become stronger and more vibrant, we need to respond to the needs and aspirations of its membership. In our HIMP community, there is a space and a place for everyone to contribute. It's an incredible and humbling experience witnessing the emergence of new community leaders from within our own HIMP community, ready and eager to lead the way with new ideas.

That's why I'm thrilled to welcome Melissa Kaan to the team. As co-president, Melissa brings to our HIMP community over 14 years of healthcare experience. Most recently, she led the development of a new strategic plan for cancer diagnosis for Cancer Care Ontario. Please join me in welcoming her.

Our HIMP community is truly unique and our rich diversity is something to be proud of. Out of the many vibrant and diverse voices, we have a common chorus - to help patients. It's why we chose this profession over others. For us, healthcare is not just a career, it's a calling. I can't think of another profession nobler in purpose than healthcare.

Warm Regards,

Yuting Chu, Co-President, HIMP Alumni Association
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EDITOR'S COMMENTARY – THIS NEWSLETTER'S ROADMAP

Dear Schulich HIMP community,

Welcome to the third edition of our HIMP alumni newsletter. Many uplifting accomplishments have come to light. The new HIMP program, under the leadership of Professor Joseph Mapa and Professor Amin Mawani, has received extremely positive feedback and praises from both Schulich and HIMP communities. Whether the students came in with health experience or not, all of them found the program to be extremely engaging, interesting and functional. They were able to pick up new management skills in a thought-provoking and nurturing environment. In fact, Professor Mapa, the HIMP Executive Director, has been a mentor to each and every student. In addition, the internship experience, used to harness the Graduate Diploma for Health Industry Management, gave students valuable insights and realistic job expectations. The majority of HIMP graduates were able to obtain and maintain their dream jobs. As a result, for this school year, the HIMP student enrolment has increased tremendously. To showcase the caliber of HIMP graduates, I interviewed three new HIMP alumni. The experience and energy exemplified by these seasoned management professionals will give a boost to those completing the MBA program and those embarking on new opportunities.

Since working on the inaugural release, the content and interviewees have been fascinating, nostalgic, enlightening and insightful. There is no shortage of change to the healthcare landscape in Canada alone, from Tetrahydrocannabinol (THC) to Clustered Regularly Interspaced Short Palindromic Repeats (CRISPR) on the legislative side, to opioids and trans fat on the preventive side, new challenges to the single tier system, or looming shadow of e-commerce health coverage. We are aware of the demographics skew towards the aging side of the curve, as it is common in G7 countries, and efficiencies need to be found for our healthcare system. Thus, the opportunities await, like prospecting for solutions to complex workflows and policies, because we are equipped with the resourcefulness garnered from the Schulich HIMP. Our HIMP alumni network is filled with successful and dynamic health management professionals who are more than willing to help each other to succeed. Yuting Chu (MBA '17) and Melissa Kaan (MBA '10) are our HIMP Alumni Association Co-Chapter Presidents: they are very excited in organizing fabulous HIMP alumni events and engagements. Please stay tune for these events and join in the fun. Our next event will be on October 1st, featuring a very special presentation by Rueben Devlin, Premier Doug Ford's Healthcare Advisor. This newsletter also includes recent news from Schulich School of Business and health industry.

May you enjoy reading on!

Best Wishes,

Adeline Loo Yee Koh, B.Sc. (Hons), M.C.E., M.B.A.

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IN THE REALM OF COMMERCIALIZATION

Conversation with Mr. Arthur Zheng Li (MBA'17)

Founder and CEO, Acroiss Business Consulting and Solutions Scientist, Cyclica Inc.

What sparked your interest in the healthcare industry and how did you get started

I was trained as pharmaceutical scientist with a projected career path in the pharmaceutical industry. At Schulich, I learned business skills that are complementary to my scientific training, which allowed me to position myself as a commercialization consultant for life science startups. After engaging with twelve early-stage companies, I joined one of them as a full-time employee.

What were the keys to your career advancement?

A key for me was to have a clear personal goal in mind, and it was equally important to communicate that goal to people around me, including my employer. My personal one was to become an interdisciplinary person and use that knowledge to the fullest.

Only when this goal has been well communicated towards both myself and the employer, the organization is able to support me to advance my career.

What were some of the highest and lowest points of your career and what did you learn from them?

A few high points of my short career include witnessing my consulting clients make key progress and joining my current startup that is incredibly supportive of my growth. A few low points include miscommunication between a client and myself and the realization of my limitations.

Define what work-life balance means to you. How long did it take you to achieve that balance, if you did?

In my opinion, finding a purpose in work is the prerequisite for work-life balance. Working in a startup is stressful by nature but it provides an unmatched sense of purpose. There were days when I craved for a vacation, but there were more days when I felt that going to work was like attending a friendly gathering where we worked on a fun project to make something meaningful happen.



How do you stay agile and continue to learn despite having already reached a lot of people's ultimate goal of becoming commercialization consultant and solution scientist?

I wouldn't consider a position, if here used as a synonym of "title", should be a goal of a person's career. As I was taught by family and in school, if one can focus on continuous learning and self-improvement, titles will naturally present themselves as a means to unlock new responsibilities and learning opportunities, hereby entering a virtuous cycle.

What do you suggest students engage in to learn more about the healthcare industry?

I personally found attending events about healthcare innovation very useful for understanding where the industry is heading to. These events can also help students identify their interest and expand network.

What future trends do you foresee to be areas that students should focus on in terms of potential career opportunities?

Integration of technologies from another industry into existing healthcare system will bring many challenges and opportunities. For example, the application of artificial intelligence, e-commerce, telecommunication, personalized medicine, etc.

What are the key/desired skills and traits that will help someone succeed in the healthcare industry?

The ability to "sell" is highly valuable in an industry that is faced with an incoming wave of needed changes. Communication skills, interpersonal skills, emotional stability to deal with resistance and criticism, and any other skill that can facilitate a successful change in human behaviour will be highly pursued by the industry.

What are some good entry-level positions that would serve as a good foundation on which the healthcare careers of students can be launched?

Based on my limited experience in the healthcare startup space, I believe business development associate and marketing associate can be good entry-level positions for MBAs.

Do you have any special words of warning or encouragement as a result of your experience?

If you are still searching for your career passion during MBA, firstly, you are definitely not alone, and, secondly, don't settle and keep looking. Take the time - a month, six months or a year - try as many things as possible to discover what you truly want out of your career. Once you find it, it will make all the patience worth it.

PROJECT MANAGEMENT IN DIGITAL HEALTH SPACE

Conversation with Ms. Hiromi Bella Yoro (MBA '18)
Project Specialist, MedAvante-ProPhase

What sparked your interest in the healthcare industry and how did you get started?

I am a Kawasaki disease survivor, as such, I knew I wanted to dedicate my time to support young patients and their families since I was little. After I started my career in healthcare, I realized that the healthcare industry is somewhat different from other industries particularly regarding its inefficiency. This needs to be improved, as I believe that by allocating the right resources to the right places, advances in medicine could be achieved faster which will be especially a great hope for sick children and families. My MBA education at Schulich equipped me with the skillset to identify issues within the industries and I plan to tackle the complex challenges through the lens of business leaders.



What were the keys to your career advancement?

Learn from others who are different from me and be curious about the global trends and think how that would affect my career. What I love about Schulich is that all students have quite different backgrounds, thus I was able to get many inspirations and interesting point of views from peers. The professors were always supportive and were there for me when I was brainstorming new ideas. This helped me to stay current with global business trends and to forecast new trends in the industry I want to work for.

What were some of the highest and lowest points of your career and what did you learn from them?

When I look back on my career, I want to say I had only great experiences and I did my best for all occasions that came my way. I always remember what my mother said: "You don't make the right decision, but you can make the decision right". We all run into some difficulties in our lives, but I believe making the situation meaningful to ourselves is the best way to look at it.

Define what work-life balance means to you. How long did it take you to achieve that balance, if you did?

It is difficult for me to define "work" as I enjoy working for my company, and also I have life's work that I devote some time and effort to. Without these "works", I cannot say that I have "life" because the work is also part of my life. That being said, I make a conscious effort to pause what I do and catch up with family and friends and spend time with them. These times give me the feeling of love and inspiration.

How do you stay agile and continue to learn despite having already reached a lot of people's ultimate goal of becoming project manager?

- Learn from others who are different from me.
- Be curious about the global trends and think how that would affect my career
- Stay current on world events and news.

What do you suggest students engage in to learn more about the healthcare industry?

- Learn from others who are different from you: for example through seminars, conferences, etc.
- Be curious about the world trends and think how that would affect the industry: Peer-reviewed articles/magazines, industry report issued by consulting firms.

What future trends do you foresee to be areas that students should focus on in terms of potential career opportunities?

I believe digitization is the key trend in the near future. I currently work for a company which provides a new platform to help expedite the drug making process via the web, tablet devices and smartphones. This also helps obtain more accurate patient data while providing user friendly features to patients and healthcare professionals. The interesting thing about this trend is that companies that are leading the digitization are not necessarily large corporations or traditional pharmaceutical companies. These companies, and my company included, have a lean structure which is adaptable to the agile environment. Please do check out technology companies while you are searching for your next step in healthcare.

What are the key/desired skills and traits that will help someone succeed in the healthcare industry?

Healthcare industry always deals with patient populations directly and indirectly. I believe that one should have a good ethics standard and ability to empathize with patients, and demonstrate good communication skills.

What are some good entry-level positions that would serve as a good foundation on which the healthcare careers of students can be launched?

It depends on what your career before the MBA education. I encourage people to come into the healthcare industry from other industries. If that is your case, then project manager, analyst, and any roles in finance department maybe a great starting point. Also, healthcare start-up companies provide fantastic opportunities for MBA graduates.

Do you have any special words of warning or encouragement as a result of your experience?

I completed the Graduate Diploma program in Health Industry Management together with my MBA program and that was the best decision I made. I was exposed to the healthcare industry from the business leaders' standpoint, and that was one of the most fascinating learnings I had at Schulich. As the industry is changing quite quickly to adapt digitization across the borders, career opportunities are unlimited. As the industry is about making an impact on communities and life of others, I feel my career is very rewarding and the skills that I gained in the MBA program are used for a great cause. I hope many MBA graduates will consider starting their post-MBA career in the healthcare industry.



WISE ADVISOR AS A CAREER

Conversation with Mr. Natique Ahmed (MBA '16)
Performance Measurement Advisor, City of Brampton

What sparked your interest in the healthcare industry and how did you get started?

As part of my education, I took courses in operations management. My professor in one of the course always talked about the challenges faced in the healthcare industry and how operations can play a huge role in improving healthcare. It was the idea of learning principles of operations management and being able to apply them in the delivery of healthcare that captured my interest and got me started in the industry. Also, having a life sciences background made it easy to transition into a career in healthcare.

What were the keys to your career advancement?

I graduated from my MBA a year and a half ago so it is still very early on in my career to completely answer this question. However, so far, the keys to my success have included a continuous learning attitude and confidence to take any challenge head on. Healthcare is a fast changing field and it is important to go into a new project with a curious attitude. Even when things are operational and working, I always try to figure out how can it be improved where it can benefit all those involved. Following that, confidence and execution is key.

What were some of the highest and lowest points of your career and what did you learn from them?

Since graduating from the MBA, I have been very lucky so far over the last year and a half to have experienced many successes. Starting my career in an area where I wanted and getting to lead projects that had immediate impact on people's lives have all been very rewarding and some highs. Again, it is very early on in my career so I am sure that there will be plenty of highs and lows in the many years to come. Hopefully more highs than lows.

Define what work-life balance means to you. How long did it take you to achieve that balance, if you did?

Being involved in the public sector, I have been very lucky so far to have a work-life balance from the get go. To me, work-life balance means that I am able to separate work and life. When it is time for work, I am able to focus on work and when it is time to do the things that I need to do outside of work, I am able to do so without having any commitments to work.



How do you stay agile and continue to learn despite having already reached a lot of people's ultimate goal of becoming Performance Measurement Advisor?

I believe this question is suited for someone that has many years of experience. Being only a year and a half into my career, it is safe to say that there is a lot of room for career growth for me. But I do enjoy continuously learning and improving my skill set and that learning happens in both traditional and non-traditional ways. By traditional way, I mean taking courses for professional growth available through my work. By non-traditional way, I mean by keeping in touch with many of my friends from MBA. It is amazing the wealth of knowledge that those that I took courses with have and I like getting together with many of them and just pick their brains about the latest developments and trends in their respective industries.

What do you suggest students engage in to learn more about the healthcare industry?

Just like with any industry, it is important to network with people within the industry. Also, it is important to keep an eye on related news - it always highlights the challenges that are faced with in healthcare industry.

What future trends do you foresee to be areas that students should focus on in terms of potential career opportunities?

There are a few key trends that are unfolding right in front of our eyes. Canada has an aging population and ensuring that the people are able to age well, there will be lots of opportunities. Developing technologies are playing a key role in delivery of healthcare so being in the know of the new technologies and how they can be applied to healthcare always helps.

What are the key/desired skills and traits that will help someone succeed in the healthcare industry?

Project management, critical thinking, good people skills, and the ability to execute.

What are some good entry-level positions that would serve as a good foundation on which the healthcare careers of students can be launched?

Even though one is within healthcare, the functional areas remain the same. For instance, one could find finance or marketing or operations jobs in a healthcare organizations. Also, there are many different sub-industries within healthcare, for example organizations within the pharmaceutical space or medical devices space, or even hospitals, clinics, or public health. It would really depend on what area one chooses to focus upon. Anything from analyst, administrator, consultants or specialists could be a good entry point for a career in healthcare.

Do you have any special words of warning or encouragement as a result of your experience?

Transitioning from being a student to the industry is a unique experience for everyone. It is important to build relationships along the way so try networking as much as possible. Have a focus and be persistent with your focus.

UPCOMING EVENTS

TORONTO – HEALTH ALUMNI ASSOCIATION SPEAKER PRESENTATION

Topic: Reflections on Improving our Health System



Speaker: **Rueben Devlin,**
Ontario Special Advisor Healthcare,
Chair Premier's Council on Improving Healthcare and Ending Hallway Medicine

Date & Time: **Monday, October 1, 2018 at 6:00 pm**

Venue: Miles S. Nadal Campus, 222 Bay Street, 5th Floor, TD Centre, Toronto

Details & RSVP

TORONTO - JOB SHADOWING PROGRAM

Do you want to help our MBA students in Health Industry Management Program? You must be willing to spend a day with the student to give him/her a glimpse of your job. If interested, please click [here](#) to enrol as a mentor for this job shadowing program. This is an initiative from the Schulich Health Care and Biotechnology Forum.

PAST EVENTS

HEALTH ALUMNI SUMMER SOCIAL ON AUGUST 30, 2018

This social event at Jack Astor's was a hit. Over 30 attendees gathered together for a fun and relaxing evening. It was a pleasure for all to meet and congratulate the new Health Alumni Association chapter Co-Presidents, **Melissa Kaan (MBA '10)** and **Yuting Chu (MBA '17)**. A special thanks to **Adeline Koh (MBA '18)** for her help in organizing this event and **Professor Joe Mapa** for joining us and sharing the latest on the Health Industry Management Program (HIMP).



SUMMER SPEED MENTORING RECEPTION ON AUGUST 15, 2018

For this event, over 50 Schulich Alumni mentors and 100 student mentees gathered on campus. The students had the chance to talk to a different alumnus every eight minutes for a glimpse of career opportunities in various industries. This mentorship event was the first to be held outside of the academic year and the first to be held on campus.



SCHULICH NEWS

[Schulich launches its first Master of Marketing program this term](#)

John Hunkin (MBA '69, Hon LLD '04) has been elected as the Alumni Representative on the [Decanal Search Committee](#).

[Kellogg/Schulich EMBA ranked 6th in the world by QS Global EMBA rankings](#)

HEALTHCARE NEWS

[OHIP+ no longer covers kids, young adults with private insurance](#)

[Peterborough's medical officer of health raises concerns with Premier Doug Ford's 'buck-a-beer' plan](#)

[Jim Carrey educates Americans on Canadian health care in 'Real Time' rant](#)

[People's Party under Bernier to champion more privatized healthcare, unity over diversity](#)

HEALTHCARE NEWS (CONT'D)

[B.C. first government in Canada to sue drug companies over opioids](#)

[Canada's trans fat ban comes into effect](#)

[Ottawa isn't putting a cap on the potency of many cannabis products](#)

[Admitting to working in legal cannabis industry could get you 'banned for life': U.S. Customs and Border Patrol](#)

[Why it is worth keeping an eye on pharmaceuticals in NAFTA talks](#)

[FDA to bolster cybersecurity of medical device](#)

[The FDA puts the brakes on a major CRISPR trial in humans](#)

[Teva set to launch generic EpiPen amid global shortage](#)



Join the [Schulich HIMP Alumni Community](https://schulichalumniconnect.com/) in <https://schulichalumniconnect.com/>

Editorial Board

- **Adeline Loo Yee Koh (MBA '18)**, Editor-In-Chief, Schulich HIMP Alumni Newsletter
- **Andrea Spencer (MBA '13)**, Senior Manager (Consulting), Public, Healthcare and Not-for-Profit Group, Optimus SBR
- **Melissa Kaan (MBA '10)**, Co-President, Schulich HIMP Alumni Association, and Group Manager, Diagnostic Assessment Program, Cancer Care Ontario
- **Yuting Chu (MBA '17)**, Co-President, Schulich HIMP Alumni Association, and Sr. Business Process Analyst and Project Manager, Medtronic
- **Professor Joseph Mapa**, Executive Director, Schulich Health Industry Management Program

Content Contributions:

President's message – Yuting Chu

Editor's commentary - Adeline Koh

In the realm of commercialization - Arthur Zheng Li

Project management in digital health space – Hiromi Bella Yoro

Wise advisor as a career – Natiq Ahmed

Upcoming Events – Adeline Koh, Nicolas Silva and Schulich Global Alumni Network

Past Events – Adeline Koh and Schulich Global Alumni Network

Schulich News – Adeline Koh

Healthcare News – Adeline Koh

Photo credits:

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