



CERTIFIED HEALTH EXECUTIVE

# Arden Krystal

## MISSION

To continue to influence sustainable change, innovation, and improvement in healthcare through coaching senior leaders, advising governments and adding expertise to public and private health organizations.

## CONTACT

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## EDUCATION

**CO-ACTIVE TRAINING INSTITUTE**  
Certificate in Executive Coaching

**HARVARD BUSINESS SCHOOL**  
Certificate in Managing Health Care Delivery

**UNIVERSITY OF BC**  
Masters in Health Administration

**UNIVERSITY OF BC**  
Bachelor of Nursing (Honours)

## SKILLS

- Strategy & Operations in Complex Organizations
- Restructuring & Systems Change
- Leading People & Performance
- Creating Partnerships with Purpose

## CURRENT ACTIVITIES

### EXECUTIVE COACH & CONSULTANT

**Arden Krystal Coaching and Consulting | Toronto, Ontario | 2024 - present**

Provide leadership coaching to CEOs and senior leaders, predominantly in the healthcare sector

### SENIOR ADVISOR

**Carnarvon Strategies | Vancouver (National) | 2024 - present**

Work with other seasoned leaders in the healthcare sector, provide strategic and operational consultation services aimed at making real and lasting impact in the healthcare system.

### SPEAKER

#### Ad Hoc

Deliver presentations related to healthcare leadership and transformation in various forums.

## PRIOR EXPERIENCE

### **PRESIDENT & CEO**

**Southlake Regional Health | Newmarket, Ontario | 2017-2024**

Led a 520 bed acute regional referral centre which included 3 distinct sites: Southlake Regional Hospital, The Stronach Regional Cancer Centre, and the Restorative Care units at the Humber Finch site.

Managed significant growth in the organization; modernized IT and analytics infrastructure; led the development of a Master Plan and strategic plan; developed robust project management capabilities; introduced diversity, equity and improvement initiatives and resources; led recovery of the working capital ratio to a sustainable level; achieved 99.4/99.6% scores on two successive accreditation cycles (highest in the organization's history).

Established the first Ontario Health Team in the Province – an integrated partnership of 13 community agencies to improve care for specific populations. Initiated and supported the development of a novel hospital to home transition program (Southlake@home) which significantly reduced ALC LOS - a model that has now spread throughout Ontario.

Provided direct advice and counsel to the Ministry of Health via membership on the MOH/Ontario Hospital Association Health Advisory Committee.

### **EXECUTIVE VICE PRESIDENT, COO / EVP PATIENT & EMPLOYEE EXPERIENCE**

**Provincial Health Services Authority | Vancouver, BC | 2012-2017**

Provided leadership for all of PHSA's clinical delivery, commissioning, and planning agencies including: the BC Cancer Agency, BC Women's & Children's Hospital, BC Mental Health & Addictions, Cardiac, Renal and Transplant Services BC, and the BC Centre for Disease Control (budget of \$1.5B).

Executive Lead for the BC Children's hospital development (opened in 2017). Also responsible for human resources, quality, safety & risk, and strategic change/innovation for the entire enterprise of 19,000 employees. Led a massive restructuring of the HR department to more efficiently meet customer needs.

### **VICE PRESIDENT, CLINICAL OPERATIONS**

**Fraser Health Authority | Surrey, BC | 2008-2012**

Responsible for the delivery of all acute care and public health services in the FH region. Led a major organizational shift to program management across 13 acute care hospitals to standardize and integrate service delivery.

Clinical Executive Sponsor for major redevelopments in Surrey, BC (Surrey Memorial Hospital, Jim Pattison Outpatient Care & Surgery Centre). Led Workforce Optimization initiatives across the region.

### **EXECUTIVE DIRECTOR, BURNABY HOSPITAL**

**Fraser Health Authority | Burnaby, BC | 2006-2008**

Responsible for the operation of a 279-bed acute care hospital. Interim Executive Director for Chilliwack/Hope (6 months).

## POSITIONS PRIOR TO 2006:

### **Director, Health Services Burnaby Acute/Public Health**

Fraser Health Authority 2005-2006

### **Patient Services Manager, Leukemia/BMT/Solid Organ Transplant**

Vancouver Coastal Health 2002-2005

### **Patient Services Manager, Oncology Surgery**

Vancouver General Hospital 1999-2002

### **Complaints Resolution Consultant**

Registered Nurses Association of BC 1999

### **Human Resources Advisor**

Vancouver General Hospital 1997-1999

### **Educator, General/ENT/Vascular Surgery**

Vancouver General Hospital 1991-1997

### **Staff Nurse, Medical & Surgical Oncology**

Vancouver General Hospital 1986-1991

## Professional & Volunteer Activities

- United Way of Greater Toronto, Community Impact Committee
- CIHI Strategic Analytical Advisory Committee
- Guest Faculty, CD Howe Institute
- IVEY Health Advisory Council
- Adjunct Professor, UBC School of Nursing
- Visiting Lecturer, UBC School of Population & Public Health
- Canadian College of Health Leaders, multiple committees over several years
- Minerva Foundation – mentoring high performance young women leaders

## Publications & Presentations

Supplied on request.