



Sue Lantz, BA, MPA

Managing Director, Collaborative Aging

Sue Lantz specializes in healthcare policy, operational change, design and delivery in the fields of seniors care (home and community and residential settings), and health promotion and prevention. She is known for her collaborative and engaging approach, along with her consumer-oriented philosophy, integrity, and clear communication style. Sue works effectively "on the ground" with clients, caregivers and front-line staff and managers, and at higher levels as a policy leader. Sue is known for bringing complex projects to fruition readily, with solid results.

Sue has worked with clients from various national, provincial and local NGOs, public health units, primary care, home care organizations, specialized geriatric services, long-term care homes, and community support agencies. Sue leads integrative and creative projects which strengthen the connections between healthcare professionals and patients and to increase client self-direction, and improve healthcare navigation and access to care.

OVER THE LAST 20 YEARS, SUE'S HEALTHCARE CONSULTING PRACTICE HAS FOCUSED ON THREE MAIN AREAS:

New Delivery Models: Developing, testing and measuring the impacts of new referral, navigation and service delivery models for individuals that are aging and/or individuals with physical disabilities, brain injuries and/or dementia.

Education and Training: Designing and delivering conferences and educational events, and public speaking with a range of audience groups (e.g. consumers/patients, caregivers, clinicians, administrators, managers, board members). Sue has developed educational resources for consumers, caregivers, administrators of long-term care homes, home care organizations, retirement homes and community-based groups.

Strategy Development and Implementation: Leading policy research, stakeholder engagement and consultations, and strategy development (e.g. Caregiver Framework), to effectively plan and implement a new strategy, service, program, organizational structure, technology innovation, policy or legislative change.



Sue has almost 20 years working as a consultant; and she recently established a new company called **Collaborative Aging**. For more information about the focus of her consulting practice, please visit collaborativeaging.com. Sue brings together groups of stakeholders to co-design models and plan improvements that have higher collective impact.

In addition to consulting, Sue built her skills and expertise within the public and private sector of healthcare delivery sector. Sue has worked as a: **Change Consultant** for the Ontario Association of Community Care Access Centres; **Program Director of Community Living (Rehabilitation Services), at a West Park Hospital in Toronto;** **Senior Policy Advisor** within the provincial government and was involved with early

planning of individualized and self-directed care models including the *Direct Funding Program* (attendant care allowance for physically disabled adults) and a flexible funding model for children with developmental disabilities called "*Special Services at Home*"; **Executive Assistant to the Deputy Minister for the Ministry of Community and Social Services** (this department was responsible for long-term care and community-based care for seniors). Sue began her career developing the early models of consumer-directed Supportive Housing projects and served as the first **Executive Director of Cheshire Homes Foundation in Ontario**. This foundation was part of an international network of organizations headquartered in the United Kingdom.

Education: *Master's Degree in Public Administration*, and Bachelor of Arts Degree, both from Queen's University. **Additional Certification:** Trainer, *Powerful Tools for Caregivers Program*® (2017); Master Trainer, *Stanford University Chronic Disease Self-Management Program*® (2011); and *Choices for Changes Workshop* (2011), Institute for Healthcare Communication Canada.

Current Voluntary Roles: Advisory Board Member, National Institute on Ageing, *Ryerson University*; Committee Member, *OASIS Toronto*; Member of the Seniors Accountability Table for the Seniors Strategy 2.0, *City of Toronto*; and Member of the Technical Advisory Committee on Standards for Accessibility, *Canadian Standards Association*.



Collaborative Aging