



Jennifer Bent

Clinical Manager, Medical B,
Medical C & Integrated
Comprehensive Care

Education/Background:

- Bachelor of Science in Nursing – McMaster University
- Master of Health Studies with a focus in Leadership and Teaching – Athabasca University

Professional Background:

- Clinical management
- Post-secondary education instruction
- Clinical education & best practice
- Emergency nursing
- Surgical inpatient nursing

Who I work with:

Clinical staff, interdisciplinary team, patients and families, managers, directors across BCHS.

Expertise:

Leadership principles, evidence informed practice, coaching and mentoring, teaching.

My passion is:

At work: Delivering patient and family centred care while also promoting teamwork and collaboration amongst the clinical teams and ensuring a respectful and psychologically safe environment.

At home: I prioritize family as an integral part of my well-being. I also love to bike, hike, kayak, read, and travel.



Angela Burke

Manager, Professional Practice
and Education

Education/Background:

MSN – Family Nurse
Practitioner/Clinical
Educator/PACU

Surgical ICU

Surgical Inpatient Nurse

Who I work with:

Clinical staff, interdisciplinary teams/departments, managers.

Expertise:

Teaching, training, evidence-informed practice, leadership.

My passion is:

Professional development, travel, organizing everything.



Julie Childerhose

Director, Medical Imaging,
Cardiac Diagnostics & EMG

Education/Background:

Medical Radiation
Technologist, X-ray, CT, IR
training

Expertise:

- Day to Day operations for Medical Imaging, Capital Equipment replacement
- Leadership supports including learning & development, team effectiveness, engagement, empathic strain, preceptorship and coaching

Who I work with:

Leaders & teams across BCHS

My passion is:

Creating a psychologically safe environment where civility, respect, kindness and compassion (for self and others) flourish.

Personally, I love to cook and eat good food, bike, kayak, and read. You can also catch me on a pickle ball court when I'm not relishing moments with my teenaged sons.



Lee-Anne Cooke

Director, Laboratory Medicine

Education/Background:

I began my career as a Medical Laboratory Technologist at Grand River Hospital, working as a bench technologist in Biochemistry. My interest in chemistry analyzers and troubleshooting led me to become a key operator on several analyzers. This expertise supported my transition into a senior role. Later, I joined BCHS as a Technical Specialist and have since held multiple leadership positions.

Expertise:

- Biochemistry
- Training and development
- Leadership and team management

Who I work with:

I collaborate with an exceptional team of five laboratory department leaders, each bringing unique expertise. Together, we lead a skilled team of MLTs, MLAs, and Pathologists' Assistants, ensuring high standards of quality and patient care.

My passion is:

My family is my greatest passion—but my work comes a close second. I am deeply committed to advancing laboratory excellence and supporting my team's success



Amy Griesser

Clinical Manager NICU,
Paediatric, PARs, and DEC

Education/Background:

Registered Nurse: BScN
McMaster University

Perinatal/ NICU certificate
George Brown, Neonatal
Resuscitation Instructor (NRP)

Expertise:

Women's and Children's
Health (L&D, Post-partum,
Gyne, NICU and Paeds).

Roles included:

- Clinical Extern
- Frontline RN
- Clinical Leader
- Clinical Manager

Who I work with:

"Tiny Humans"

My passion is:

Family centered/ patient
centered care. Cooking for my
large extended family and my
own 3 tiny humans at home
(James, Olivia and Charlotte).



Cindy Hayward-Dale

Director, Organizational Health,
Organizational Development,
Volunteer Engagement

Education/Background:

Registered Nurse for 29
years, originally diploma nurse
then went back for my BScN
through University of Victoria.
Additional education and
certification in Disability
Management, Occupational
Health, Claims management,
Employee Wellness

Expertise:

Leadership supports including
learning & development, team
effectiveness, engagement
and interventions; empathic
strain, preceptorship and
coaching.

Who I work with:

Work closely with the teams
in Org. Health, Org.
Development, Volunteer
Engagement, Peer Support,
HR and all teams throughout
the hospital

My passion is:

Wellness, challenging oneself
to try something new as often
as possible, the outdoors and
of course being surrounded by
friends and family.



Nina Jain-Sheehan

Director, Service Planning and
Operational Readiness (New
Hospital Planning)

Education/Background:

Honours Bachelor of Science,
Bachelor of Education and
MBA

Expertise:

Expert in healthcare
leadership, service design,
quality improvement and
patient safety. Skilled at
leading teams and building
systems that improve care
and prioritize safety.
Experienced across provincial
government, regional health
systems, and the hospital
sector.

Who I work with:

Staff, patients, and
community partners.

My passion is:

Passionate about
collaboration, innovation, and
creating inclusive healthcare
environments where everyone
feels valued. Dedicated to
advancing diversity, equity,
and inclusion and helping
emerging leaders especially
those from underrepresented
groups grow and succeed. In
my personal time, I love to
cook, travel, and volunteer in
the community.



Lisa Keefe

Director, People and Culture

Education/Background:

Bachelor of Arts,
Anthropology

Post Graduate Certificate,
Human Resources
Management

Expertise:

Human Resources – including
recruitment, retention, labour
relations, employment law,
conflict management.

“I have worked in Healthcare
HR for 20 years. Prior to that I
worked in the Private Sector
and Government in HR.”

Who I work with:

Leadership and Executive,
Staff, Unions, Organizational
Health and Organizational
Development, Ontario Hospital
Association, and other HR
Hospital Leaders.

My passion is:

Supporting everyone at BCHS
to be their best and contribute
to a healthy culture.

Personally, I love to travel,
spend time outdoors in nature
with friends and family, yoga,
reading and live music.



Tanya McDonald

Senior Organizational
Development (OD) Consultant

Education/ Background:

- BScN - McMaster University
- MSc (Master of Science) - McMaster University
- CHE Registered Nurse: experience in Medicine, Step-down Unit, Emergency Department and Educator
- Registered Corporate Coach
- Psychological Health and Safety Professional
- Certified in several psychometric assessments (MBTI, EQi, McQuaig, Personalysis, Benchmarks Executive 360s)
- Assistant Clinical Professor (Adjunct) McMaster University School of Nursing

Who I work with:

Leaders & teams across the BCHS.

Expertise:

Leadership supports including learning & development, team effectiveness, engagement, empathic strain, preceptorship and coaching.

My passion is:

Creating a psychologically safe environment where civility, respect, kindness and compassion (for self and others) flourish.

In my personal time, I enjoy spending time with my family, cooking, discovering great food, cycling, kayaking, and reading. More recently, I have embraced golf as a new hobby and enjoy both the learning journey and opportunities it provides to connect with others.



Lisa Reeder

Director, Quality, Patient
Safety & Relations

Education/Background:

BScPharm (registered pharmacist) /Masters in Healthcare Quality

Expertise:

Medication management, patient safety, quality improvement, wide range of experience across hospital operations/healthcare leadership and communication.

Who I work with:

Patients/families, patient & family advisors, frontline staff, physicians, and leaders across all levels at BCHS.

My passion is:

Improving the patient experience, driving continuous improvement, leading meaningful change, and delivering sustainable improvements in patient care and organizational performance.



Sarah Shackleton

Change Management Lead

Education/Background:

- Bachelor of Science in Nursing (McMaster University)
- Master of Science - Health Science Education (McMaster University)
- Certified Associate in Project Management (Project Management Institute)
- Certified Change Practitioner (Prosci)

Expertise:

I have worked across the health system in nursing, education, strategic initiatives & systems planning, project management, change management, digital transformation and innovation.

Who I work with:

Everyone! Executive teams, Leadership Teams, and Individual contributors.

My passion is:

At work my passions are collaboration and innovation, continuous quality improvement, and teaching and learning. I can't think of anything more exciting than to be a life long learner in such a dynamic health system. At home, my passions are pottery, camping/travelling and enjoying time with my family.



Neeraj (Raj) Sharma

Risk Consultant

Education/Background:

Bachelor of Arts, Cognitive Behavioural Therapy, Crisis Management, MBA

Expertise:

Working with others to identify areas of risk and quality improvement to improve patient (and provider) safety.

Who I work with:

Patients, families, and staff across BCHS

My passion is:

At Work: Improving quality and patient safety, reducing risks, and supporting positive work environments

At Home: My kids, my bikes, my volleyball, my garden, my travels