

# AVTAR DHILLON

## REGISTERED NURSE

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## MISSION STATEMENT

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To bridge the gap between frontline clinical practice and digital health innovation by leveraging nearly two decades of nursing expertise. Committed to implementing technology-driven solutions that enhance patient outcomes, streamline clinical workflows, and drive digital transformation in healthcare.

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## VISION STATEMENT

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To lead the integration of cutting-edge digital health solutions that empower healthcare providers, optimize care delivery, and improve patient experiences. Dedicated to fostering a healthcare ecosystem where technology and human-centered care work in harmony to create a more efficient, accessible, and patient-centric system.

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## ABOUT ME

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On a mission to transform healthcare through the deliberate and strategic application of technology to real-world clinical challenges. A seasoned Registered Nurse with nearly two decades of frontline clinical experience, leadership, and healthcare education, now specializing in Digital Health transformation. My background uniquely bridges hands-on patient care with healthcare IT strategy, ensuring that digital innovations are clinically relevant, user-friendly, and drive measurable improvements in patient outcomes. Recently completed a Digital Health Bootcamp, enhancing my expertise in electronic patient records (EPR) implementation, healthcare IT architecture, and clinical transformation strategies. Proven ability to optimize digital workflows, implement telehealth solutions, and lead change management initiatives that enhance efficiency

and care quality. Recognized for my leadership in regulatory and governance roles, including serving as Vice-Chair of the BCCNM Registration Committee. Skilled in interdisciplinary collaboration, I effectively engage with IT teams, clinicians, and administrators to design and deploy digital health solutions that work in real-world settings. Active member of HIMSS and Digital Health Canada, demonstrating a strong commitment to advancing healthcare through technology. Passionate about leveraging digital solutions to bridge the gap between technology and patient care, ensuring clinician adoption and patient-centric innovation.

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## SKILLS & EXPERTISE

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### Technical & Digital Health Expertise:

**Electronic Patient Record (EPR) Systems** – Knowledge of full life cycle implementation, optimization, and clinician training across EPR platforms, to ensure seamless integration into clinical workflows.

**Healthcare IT Architecture & System Integration** – Strong understanding of cloud-based infrastructure, interoperability standards (FHIR, HL7), and secure data exchange to support modern healthcare ecosystems.

**Telehealth & Virtual Care Platforms** – Extensive experience in remote patient monitoring, virtual consultations, and digital triage workflows, ensuring continuity of care beyond traditional settings.

**Clinical Transformation & Change Management** – Proven ability to bridge the gap between clinical operations and IT teams, driving user adoption and operational readiness for new healthcare technologies.

**Health Data & Informatics** – Skilled in leveraging digital health analytics and clinical decision support systems (CDSS) to improve evidence-based care and patient safety.

**Digital Health Project Management** – Knowledgeable in health IT procurement, EPR go-live processes, and stakeholder engagement, ensuring successful system rollouts with minimal clinical disruption.

### Clinical & Analytical Skills:

**Clinical Workflow Optimization** – Expert in evaluating, redesigning, and digitizing clinical workflows to enhance efficiency, patient safety, and clinician satisfaction. Skilled in collaborating with IT and clinical teams to ensure seamless technology adoption in real-world healthcare environments.

**Evidence-Based Decision Making** – Adept at leveraging health data, digital analytics, and clinical informatics to improve decision-making, optimize resource allocation, and enhance patient care outcomes.

**Problem-Solving & Critical Thinking** – Strong track record in identifying and resolving digital health challenges, including EPR adoption barriers, telehealth workflow inefficiencies, and system usability issues.

**Interdisciplinary Collaboration** – Experienced in working alongside physicians, nurses, IT specialists, and administrators to ensure that digital health solutions align with both clinical needs and regulatory standards.

**Regulatory & Compliance Awareness** – Familiar with HIPAA, PIPEDA, and provincial healthcare regulations, ensuring that digital transformation initiatives meet compliance and security requirements.

**Leadership & Collaboration:**

Committee Leadership & Governance – Vice-Chair, BCCNM Registration Committee, ensuring adherence to regulatory frameworks, professional standards, and public safety measures in nursing practice. Experienced in policy development, stakeholder engagement, and governance oversight in healthcare settings.

**Strategic Change Leadership** – Proven ability to lead clinical transformation initiatives, drive digital adoption, and navigate complex change management processes in healthcare environments. Skilled in aligning technology solutions with frontline clinical needs.

**Staff Training & Development** – Extensive experience as a Clinical Nurse Educator, specializing in training healthcare professionals on EPR systems, telehealth platforms, and digital workflows to enhance adoption and minimize disruption.

**Interdisciplinary Team Collaboration** – Adept at working alongside clinicians, IT professionals, administrators, and policymakers to implement scalable, patient-centric digital solutions. Strong advocate for bridging clinical expertise with technology innovation.

**Stakeholder Engagement & Communication** – Skilled in leading cross-functional teams, facilitating executive-level discussions, and translating complex clinical and IT concepts into actionable strategies for healthcare leaders and decision-makers.

**Certifications & Education:**

- **Digital Health Bootcamp Graduate** – Specialized training in enterprise healthcare technology.
- **Telehealth Certification** – In-depth understanding of virtual care applications.

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## EDUCATION

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### **DIGITAL HEALTH BOOTCAMP**

**January 2025**

Rodgamble.com

Comprehensive Digital Health and Leadership training program designed to bridge clinical expertise with healthcare technology implementation. Focuses on enterprise healthcare IT strategy, EPR systems, and clinical transformation methodologies to drive successful digital adoption in healthcare settings.

#### **Key Areas of Training & Expertise:**

**Healthcare IT Architecture & Cloud Computing** – Understanding interoperability, data governance, and system integrations within modern digital health ecosystems.

**Electronic Patient Record (EPR) Implementation** – In-depth learning of EPR vendor landscapes (Epic, Cerner, Meditech, Telus Health), including procurement, implementation, and go-live strategies.

**Clinical Transformation & Change Management** – Strategies to drive adoption, enhance clinical workflows, and minimize resistance to new technologies.

**Digital Health Project Lifecycle** – Training on project management methodologies for technology implementation, stakeholder engagement, and operational readiness.

**Regulatory & Compliance Standards** – Knowledge of HIPAA, PIPEDA, and cybersecurity best practices to ensure secure health data management.

**Leadership in Healthcare IT** – Developing skills to bridge the gap between clinical teams and IT professionals, ensuring technology solutions align with real-world patient care needs.

### **TELE-HEALTH CERTIFICATE**

**June 2012**

Centennial College, Toronto, Ontario

Completed specialized training in telehealth, gaining expertise in virtual care technologies and implementation of digital health programs, industry standards, and regulatory considerations. Developed knowledge of various telehealth applications, including teleradiology, telecardiology, and tele-homecare, with a focus on IT requirements and system integration. Engaged in hands-on learning through case

studies, labs, and practical assignments, enhancing skills in health informatics and digital health solutions.

## **PERI-OPERATIVE NURSING SPECIALITY CERTIFICATE**

**November 2006**

British Columbia Institute of Technology, Burnaby British Columbia

Advanced certification in perioperative nursing with a strong focus on integrating technology into surgical care and patient-centered perioperative management. Developed skills in working collaboratively within multidisciplinary teams, managing complex health technologies, and adapting to evolving surgical techniques. Gained experience in assessing patient needs, optimizing perioperative workflows, and ensuring patient safety in a fast-paced, resource-limited environment. Strong ability to integrate digital health solutions in perioperative settings to enhance efficiency and patient outcomes.

## **BACHELOR OF SCIENCE IN NURSING**

**May 2005**

University of the Fraser Valley, Chilliwack, British Columbia

Earned a Bachelor of Science in Nursing (BSN) with a concept-based curriculum emphasizing critical thinking, evidence-based practice, and interdisciplinary collaboration. Gained experience in health sciences, research, and patient-centered care through diverse learning methods, including simulation labs, multimedia instruction, and clinical placements in hospitals and community settings. Developed strong analytical and problem-solving skills applicable to digital health, with a focus on integrating technology into nursing practice to enhance patient outcomes and healthcare efficiency.

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## **WORK EXPERIENCE**

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### **TELE-HEALTH REGISTERED NURSE**

**August 2008 - Present**

HealthLink BC Provincial Health Services Authority • Langley, British Columbia

Leading the delivery of virtual healthcare services, leveraging digital platforms to provide remote patient assessments, triage, and evidence-based interventions. Utilizing Florizel triage software and electronic health records (EHRs) to coordinate patient care, prioritize urgency, and facilitate seamless referrals. Managing 40-50 virtual consultations daily,

ensuring timely interventions and integration of telehealth into primary and emergency care pathways. Optimizing digital workflows to enhance telehealth efficiency and minimize patient wait times. Providing virtual chronic disease management, remote patient monitoring, and digital health education. Designing and implementing digital competency training programs for new telehealth nurses, enhancing proficiency in virtual care platforms. Collaborating with IT teams to improve system usability and streamline EHR documentation processes.

### **VICE-CHAIR BCCNM REGISTRATION COMMITTEE**

**January 2018 - Present**

British Columbia College of Nurses & Midwives • Vancouver British Columbia

Serve as Vice-Chair of the Registration Committee for BCCNM, leading virtual panels to evaluate complex registration applications and make evidence-based decisions on regulatory matters. Using digital collaboration platforms to facilitate remote committee meetings, ensuring efficient decision-making processes for non-routine nursing applications and regulatory cases. Demonstrated strong leadership in guiding panel discussions and mentoring new committee members through virtual onboarding and digital system training. Applied established registration requirements to evaluate internationally educated nurses, supervised practice experiences, and regulatory compliance cases through secure online platforms. Collaborated effectively with diverse stakeholders including nurse registrants, midwives, and public members to make informed decisions on registration applications.

### **BRACHYTHERAPY REGISTERED NURSE**

**May 2022 – May 2023**

BC Cancer Provincial Health Services Authority • Abbotsford British Columbia

Specializing in oncology care, leveraging Cerner EHR and digital tracking systems to manage patient data and streamline radiation therapy workflows. Providing real-time digital documentation of treatment protocols, patient assessments, and care coordination. Enhancing efficiency by optimizing electronic workflow automation for radiation treatment planning. Utilizing real-time patient monitoring tools to track treatment responses and ensure protocol adherence. Leading digital education initiatives to improve interdisciplinary team proficiency with oncology IT systems.

## **CLINICAL NURSE EDUCATOR**

**March 2014 – April 2017**

HealthLink BC Provincial Health Services Authority • Langley, British Columbia

As a Clinical Nurse Educator, I developed and implemented training programs for clinical tele-health software systems and electronic health records. My responsibilities included creating evidence-based educational materials, conducting software user testing, and providing system training for healthcare teams. I managed orientation programs for new nurses and supported experienced staff through classroom instruction and individualized coaching. Working with interdisciplinary teams, I evaluated learning outcomes, coordinated education schedules, and implemented quality improvement initiatives. My role involved assessing learning needs, developing competency frameworks, and maintaining documentation of training activities. I contributed to change management initiatives by supporting staff through technology transitions and updates to clinical workflows.

## **PERI-OPERATIVE REGISTERED NURSE**

**November 2006 – March 2012**

Abbotsford General Hospital Fraser Health Authority • Abbotsford British Columbia

Managing perioperative workflows using MEDITECH EHR, ensuring seamless digital documentation and surgical data tracking. Collaborating with interdisciplinary teams to integrate technology-driven safety protocols into the operating room environment. Implementing EHR best practices, enhancing real-time surgical documentation accuracy. Leading perioperative informatics initiatives to improve digital charting and operational efficiency. Contributing to hospital-wide digital transformation projects, integrating medical device connectivity into perioperative care.

## **POST SURGICAL REGISTERED NURSE**

**MAY 2005 – NOVEMBER 2006**

Abbotsford General Hospital Fraser Health Authority • Abbotsford British Columbia

Providing post-operative care while integrating digital patient monitoring systems to track recovery progress and enhance clinical decision-making. Utilizing EHR-based care planning to coordinate multidisciplinary interventions. Contributing to quality improvement initiatives leveraging healthcare analytics to optimize post-surgical outcomes. Educating patients and families on digital health tools for post-discharge self-care and remote follow-up.

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## AWARDS & MEMBERSHIPS

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- **Professional Practice Award** College of Registered Nurses of British Columbia (CRNBC) University of the Fraser Valley, 2005
- **Healthcare Information and Management Systems Society (HIMSS)** Membership
- **Digital Health Canada** Membership

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## REFERENCES

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- Available upon request.