

## Paula D. Beard, RSW#16959

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### Education

**Master of Social Work**  
University of Calgary  
April 2021

**Master of Arts –  
Health Leadership**  
Royal Roads University  
June 2012

**Advanced Care Paramedic**  
Saskatchewan Institute of  
Applied Arts and Sciences  
June 1996

### Therapeutic Skills & Training

**Motivational Interviewing**

**Eye Movement Desensitization  
and Reprocessing (EMDR)**

**Integrative Somatic Therapy  
Certificate**  
The Embody Lab

**Essentials of Cognitive  
Behavioural Therapy (CBT)**  
Beck Institute

**Intensive Workshop in  
Prolonged Exposure (PE)  
Therapy for PTSD**  
Center for the Treatment and Study of  
Anxiety, University of Pennsylvania

**Introduction to First Responder  
Culture in Alberta —  
The Occupationally Aware  
Healthcare Provider**  
Warrior Health

## EXPERIENCE

**Clinical Supervisor, Henwood Treatment Centre**  
Alberta Health Services | 2023 to present

Participates in the planning, implementation and evaluation of treatment services, and provides advanced practice knowledge, skills and judgement for professional practice within addiction and mental health. Provides individual clinical supervision of staff, promotes best practices and standards established by the relevant professional associations, and maintains a caseload of their own clients.

**Director, River Valley Mental Health Inc.**  
Edmonton, Alberta | 2020 to present

Operates a therapy and consulting practice that focuses on individuals experiencing anxiety, depression, substance use disorder, and operational stress injuries, and more broadly first responder mental health (paramedics, police officers, sheriffs, firefighters, correction officers, Canadian Border Service Personnel, nurses and allied health providers). Participation in group supervision with a clinical supervisor.

**Senior Planner, Addictions and Mental Health**  
Alberta Health Services | 2022

Supported senior leadership to understand current population needs related to addictions and mental health. Facilitated strategic and operational planning for addictions and mental health in the Edmonton Zone.

**Program Manager, Critical Incident Stress**  
British Columbia Emergency Health Services | 2021 to 2022

Led support for more than 4,000 paramedics, call-takers, dispatchers, and excluded staff experiencing content and context specific stress resulting from repeated and prolonged exposure to significant trauma events. Maintained a network of more than 100 occupationally appropriate psychologists and registered clinical counsellors who provided clinical services to BCEHS staff. Supervised the work of staff and peers, policy development, education, and practice as it relates to mental health. Provided support to the BCEHS Emergency Coordination Centre as the psychological health officer.

**Patient & Resident Engagement Consultant**  
Covenant Health | 2019 to 2021

Recruited to this newly created position with the quality team to establish and implement a program of patient, resident and family engagement in Covenant Health facilities across Alberta. Responsible for reviewing, renewing and developing policies, and providing education to staff and medical professionals regarding integrating the patient-family-resident voice in all services and supports.

## Certifications

CPR Level C and AED

Standard First Aid

Mental Health First Aid

ASIST 11

Applied Suicide Intervention  
Skills Training

## Facilitation

The Stress Response —  
Understanding and Preventing  
Operational Stress Injuries in  
Emergency Health Services

Canadian Incident Analysis  
Methodology Workshop

Disclosure of Unanticipated  
Outcomes Workshop

TeamCARE

Systems Analysis Methodology  
Workshop

TeamSTEPPS

ARECCI Second Opinion  
Reviewer/Level 1 Course

Emergency Site Management

## EXPERIENCE (cont.)

### Collaborative Care Team Lead

Alberta Health Services | 2018 to 2019

Team leader working with directors, unit managers and staff in Adult Psychiatry to modify and implement CoACT Collaborative Care elements designed to improve patient and family-centered care, patient outcomes, and teamwork.

### Executive Director

Alberta Health Services | 2011 to 2018

Led a team of 60 experts supporting staff and medical professionals to improve patient safety at provincial, zone, and program levels. Managed financial resources including an over \$1 million budget.

### Senior Director

Canadian Patient Safety Institute | 2007 to 2011

Developed, managed and participated in strategic projects and relationships related to patient safety and quality improvement initiatives in accordance with pan Canadian and regional work-plans. Specific programming areas included pan Canadian and international responsibility for Global Patient Safety Alerts, management of patient safety incidents, disclosure, teamwork and communication, Patients for Patient Safety Canada, and Safer Healthcare Now – Western Region.

### Project Manager

Canadian Patient Safety Institute | 2006 to 2007

Managed projects related to patient safety issues and initiatives in accordance with CPSI business plan and strategic directions.

### Provincial Quality of Care Coordinator

Saskatchewan Health | 2001 to 2005

Worked with health care quality issues including the identification, development and implementation of legislation, policies and programs in the areas of patient safety, critical incident investigation and reporting, accreditation, and standards development.

### Emergency Preparedness Manager/Risk Manager

Regina Qu'Appelle Health Region | 1996 to 2001

Assisted in the investigation and coordination of activities related to civil litigation claims. Supervised, developed, implemented and evaluated processes and strategies for improving patient safety, risk management, and emergency preparedness.

### Regulated Advanced Care Paramedic

Regina Qu'Appelle Health Region | 1991 to 2008

Provided quality pre-hospital health care to patients experiencing traumatic injury and/or medical illness.

## Presentations

### **Resilience: Hope and Optimism When Nothing Stays the Same**

Royal Alexander Hospital  
Foundation, Patient & Provider  
Experience Summit

### **Quality & Safety Improvement**

With Dr. Amir Ginzburg,  
Chief of Quality and Medical  
Director of Medical Administration,  
Trillium Health Partners  
Alberta Health Services  
Quality Summit

### **Effective Communication Techniques to Manage Patient Safety Incidents**

With Cecilia Bloxom,  
Senior Director,  
Strategic Communications,  
Canadian Patient Safety Institute  
Canadian Patient Safety Officer Course

### **From Patient to Providers Supporting a Comprehensive Patient Safety Program**

With Laurel Taylor, PhD  
National Patient Safety Foundation  
19th Annual Patient Safety Congress

## PUBLICATIONS

Incident Analysis Collaborating Parties. *Canadian Incident Analysis Framework*. Edmonton, AB: Canadian Patient Safety Institute; 2012. Incident Analysis Collaborating Parties are Canadian Patient Safety Institute (CPSI), Institute for Safe Medication Practices Canada, Saskatchewan Health, Patients for Patient Safety Canada (a patient-led program of CPSI), Paula Beard, Carolyn E. Hoffman and Micheline Ste-Marie.

Beard, P. Supporting Process Improvement and Staff Satisfaction Utilizing Quality As A Business Strategy. Royal Roads University, Victoria BC; 2011.

Pham JC, Gianci S, Battles J, Beard P, Clarke JR, Coates H, Donaldson L, Eldridge N, Fletcher M, Goeschel CA, Heitmiller E, Hensen J, Kelley E, Loeb J, Runciman W, Sheridan S, Wu AW, Pronovost PJ. Establishing a global learning community for incident-reporting systems. *Qual Saf Health Care*. 2010 Oct;19(5):446-51. doi: 10.1136/qshc.2009.037739. PMID: 20977995.

Teamwork and Communication Working Group. Improving patient safety with effective teamwork and communication: Literature review needs assessment, evaluation of training tools and expert consultations. Canadian Patient Safety Institute. Edmonton, AB. 2011.

Beard, P. Connecting Internationally: A Dialogue with Key National Patient Safety Agencies. Edmonton, AB: Canadian Patient Safety Institute; 2006.

Disclosure Working Group. Canadian disclosure guidelines: being open and honest with patients and families. Edmonton, AB: Canadian Patient Safety Institute; 2011.

Beard, P and Smyrski, L. Identifying and Reducing Risks Reporting for Learning and Improvement: The Manitoba and Saskatchewan Experience. *Healthcare Quarterly*; 9 (Sp) October 2006: 61-64. doi:10.12927/hcq..18461

Hoffman C, Beard P, Greenall J, U D, White J. Canadian Root Cause Analysis Framework. Edmonton, AB: Canadian Patient Safety Institute; 2006.