

# SARA DE CANDIDO, MBA

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## HEALTHCARE EXECUTIVE

*Build & Lead Innovative, Strategic Partnerships, Cultural Transformations, Patients and People-Centric*

Dynamic results-driven professional with a strong organizational and logistical skill set. Highly experienced in business development, systems planning, and stakeholder and government relations management.

Motivated team contributor with keen focus and versatile presentation style. Leverage strong emotional intelligence to develop high-performing teams. Translate complex concepts for a wide range of audiences, resolving problems and communicating solutions clearly across all organization lines.

**Budgeting & Objective Setting | Advanced Project Management | Conflict Resolution  
Change Management | Strategic Account Management**

## PROFESSIONAL EXPERIENCE

**LONDON HEALTH SCIENCES CENTRE & ST JOSEPH'S HEALTHCARE LONDON**, London, ON **2022 – Present**  
Pathology and Laboratory Medicine

### **DIRECTOR, Pathology and Microbiology, (I) External Relations and Partnerships**

Lead strategic and operational execution, and drive regional and local relationship management by leading the formation of long-term strategic plans for Pathology and Microbiology Programs. Oversee fiduciary and financial aspects of business operating plans, budgets, and regional contracts. Role model innovative, forward-thinking and people-first mindset and culture in day-to-day operations. (Support 2 Dyad Leaders, 4 Operational Managers)

- Sponsor and Lead 3 major transformation Initiatives within PaLM (Pathology Tracking System, Total Lab Automation, and Ventilation Project), totaling 12+mil in innovation and capital investment
- Co-chair (interim) the Regional Diagnostic Network Operations Committee – OH W and Ontario Provincial Core COVID-19, designed to tackle some of the greatest local and system challenges facing lab services in our region (HHR Crisis, Access, etc.)
- Local co-lead for Cervical Screening Program RFP, aligning local clinical and thought leaders to advocate for the local program as well as the integrity of provincial academic Cytology programs
- Operational leadership in a comprehensive tertiary Pathology Program including subspecialty surgical pathology, extensive immunohistochemistry, electron microscopy, cytopathology, forensic and hospital autopsy center of excellence
- Led the operational strategy and business planning to execute automation and digital integration strategy for Pathology and Microbiology services
- Development of strategies to ensure an inclusive work environment where our people can do their best work – active in union discussions to cultivation strategies to support future workforce planning
- Proactively build deep connections with internal stakeholders (across all functional areas) to support effective and balanced decision-making, in addition to amplifying the role of PaLM in providing first-class, high-quality, and timely patient care
- 2022 Campaign Chair, LHSC - United Way Campaign

**COUNTRY HEAD, Patient Engagement**

Design, lead and implement a national framework for patient engagement from clinical trial design to commercialization. Develop strong partnerships with National Patient Organizations and the Government to strengthen the health ecosystem and support and stronger and more sustainable health system for patients needing access to innovation and therapy.

- Country leader of organizational cultural transformation to be more patient-centric (16 Priority and Pipeline Teams, 6 reports).
- Led strategy and execution of patient engagement including regulatory and compliance navigation, legal requirements, and insight gathering to ensure appropriate pathway and experience measures Manage all priority National Patient Organizations as well as develop new partnerships with all eco-system stakeholders to tackle policy challenges such as health equity and inequities in access in Canada
- Supported Canadian negotiating team with new listings for therapies, allowing entry into the Canadian market and shaping policy advocacy.
- Managed 2 mil Grants and Donations Program budget, and redesigned program pillars to drive greater impact, in addition to simplifying the process and aligning to IMC Code
- Represented Novartis at industry policy tables, patient associations, conferences, and education events, building relationships and enhancing reputation.
- Led co-creation of partnership with Ivey School of Business, forming the Novartis Learning Lab – to build capabilities for the future health system and policy leaders (program design

**DIRECTOR, Strategic Partnerships, Health Policy, and Patient Access**

Led development and execution of Oncology business unit's (OBU) Strategic Partnerships strategy in Canada, including key performance indicators (KPI), creating/monitoring budgets, and allocating resources. Manage cross-functional teams to co-create solutions and execute tactics (4 Priority Brand teams, 2 direct reports), establishing partnerships for removing health system barriers.

- Led strategy and execution for account plans and co-creating solutions and partnerships with prioritized accounts (institutions, cancer centers, cancer agencies, and health authorities).
- Guided and informed Legal, Compliance, and Communications on potential partnerships, collaborations, and development of solutions, as a resident expert with external and compliance perspectives.
- Identified, negotiated, and implemented business opportunities, growing oncology portfolio across strategic accounts. Drove 10% growth for top 3 strategic accounts and established 8 innovative partnership contracts across Canada.
- Supported the Canadian negotiating team with new listings for therapies, allowing entry into the Canadian market and shaping policy advocacy.
- Represented Novartis at industry policy tables, patient associations, conferences, and education events, building relationships and enhancing reputation.

**GROUP MANAGER, Health System Quality Improvement Initiatives**

Led design and implementation of standardized tools and processes to plan, manage, monitor, and evaluate system-level quality improvement initiatives and measurement strategies while ensuring alignment with corporate approaches. Managed 4 direct reports (functional managers, specialists) and 4 provincial project teams (30+ members).

- Served as champion and mentor in fields of project management and healthcare QI, staying abreast of leading practices and establishing structures and strategies to ensure embedded in all work.
- Built strategic internal and external partnerships to promote successful system change (MOHLTC, OMA, LHINs).
- Supported initiation phase of projects, partnering with clinical and business leads on defining goals, scope, and risks.
- Executed stakeholder mapping, ensuring each initiative had robust stakeholder engagement, evaluation, effective governance structure, and achievable project plans.
- Conducted status reviews and provided business guidance; identified deviations from work plan and budget, implementing corrective actions and escalating risks / issues.
- Identified and managed complex interdependencies between projects and with key partners, aligning stakeholder engagement plans across suite of provincial initiatives.

**LONDON HEALTH SCIENCES CENTRE**, South West Regional Cancer Program, London, ON **2013 – 2018**

**CONSULTANT / REGIONAL PROGRAM SPECIALIST**

Led and project managed multiorganizational cancer system projects (Person-Centered Care, Regional Endoscopy Services, Symptom Management, QBP and Guideline Implementation, LHIN Palliative Collaborative), from evaluation to close-out. Managed 1 support and 50+ active project members at 18 hospital sites in the region, including performance reviews, establishing schedules, and providing feedback and support.

- Guided healthcare teams, committees, and the process by stewarding change management and engagement strategies.
- Established and cultivated relationships with internal/external stakeholders (CCAC, CCO, SW LHIN), ensuring effective engagement, and liaising between regional cancer service providers and Cancer Care Ontario.

**FANSHAWE COLLEGE**, Lawrence Kinlin School of Business, London, ON **2016 – 2017**

**PROFESSOR, Employee Resolution and Problem Solving and Project Management**

Led and instructed 5 courses (2 Human Resource, and 3 Project Management) to 130 students. Developed weekly lesson plans and in-class activities.

- Mentored and coached students on attaining educational and career goals via 1-on-1 or classroom settings.
- Engaged in faculty development opportunities, such as online learning, and adapting teaching to learning styles (adult education methodologies, teaching to millennials).

**LONDON HEALTH SCIENCES FOUNDATION**, London, ON **2009 – 2013**

**Manager, Corporate Partnerships**

2013

Developed and executed a Corporate Partnership strategy to maximize support for financial and patient priorities. Managed 1 direct report (Development Officer) and 1 assistant, including performance review, establishing schedules, and providing feedback and support.

- Solicited sponsorship for Signature Events (Country Classic Auction, Tastings, See the Line) by creating and disseminating program information via email, brochures, and presentations.
- Remained aware of regulatory measures on industry and private-sector partnerships when seeking value-add contracts or leveraging opportunities, avoiding risk.

**Senior Development Officer, Major Gifts**

2009 – 2013

**WESTERN UNIVERSITY, USC**, London, ON **2007 – 2009**

**Marketing and Special Events Manager, Student Life**

**TORONTO BLUE JAYS BASEBALL CLUB**, Toronto, ON **2004 – 2007**

**Manager, Jays Care Foundation**

Supported active Board of Directors with strategic and fiscal responsibilities related to daily operations of Foundation and Baseball Club. Developed community programs with municipal governments and agencies that aligned with strategic objectives (Toronto Community Housing, Rookie League Camps, Doc's Box).

- Planned and executed annual fundraising events and managed day-to-day and event-related financials.
- Vetted incoming funding requests and presented recommendations to the Board of Directors / Grant Committee, ensuring proper fund allocation while maintaining and building long-term relationships with grant recipients.
- Drafted press releases, collateral content, and correspondence between board and third parties, aligning communication strategies.

## EDUCATION

- **Master of Business Administration (MBA)**, Global Innovation Leadership, University of Fredericton, Fredericton, NB,
- **Professional Certification**, Alternative Dispute Resolution (Mediation and Negotiation), Western University, London, ON
- **Bachelor of Arts (BA)**, Political Science, Western University, London, ON

## CERTIFICATE PROGRAMS AND SPECIALIZED TRAINING

- **CHE (Candidate, 2023), College of Health Leaders**
- Continuing Professional Development Certificate, Aboriginal and Cultural Competency, Cancer Care Ontario, Toronto, ON
- Continuing Professional Development Certificate, Change Management, Bestcareerleap, London, ON
- Organizational Behaviour, Western University, Continuing Education, London, ON
- Human Resources, Western University, Continuing Education, London, ON
- Negotiation Mastery, Scotworks, Montreal Quebec
- Indigenous Canada Course, University of Alberta, Online

## TECHNICAL SKILLS

- Windows XP; Microsoft Office, Outlook, Excel, PowerPoint, Word, Project); Novell (GroupWise); Basecamp Project Management
- WebEx and WebCT Online Platforms
- MAC and PC Advanced Social Networking Practices (Twitter, Facebook, LinkedIn, YouTube)

## COMMUNITY INVOLVEMENT

- Event Volunteer, Light the Night, Lymphoma and Leukemia Society of Canada, London, ON
- Past Board Member, London Family Court Clinic, London, ON
- Coach, Alliance FC Soccer Club, London, ON