

2026 Setting the Pace

Speaker Information Form



Robin Dolan MSN, RN

Speaker Biography

Robin Dolan is an accomplished healthcare leader with over 15 years of experience, bridging clinical expertise with strategic operational leadership. A Registered Emergency Room Nurse by background, Robin brings over a decade of hands-on patient care experience, complemented by 8+ years in progressive leadership roles. Her diverse journey encompasses emergency department management, hospital operations, and the integration and application of complex IT systems. She prides herself on building strong cross-organizational relationships, driving strategic alignment, and fostering a collaborative vision to ensure the provision of safe, high-quality patient care.

Presentation

Optimizing Healthcare Operations: Bridging Clinical Acumen with IT, AI, and Actionable Data for Strategic Success in high risk clinical environments-

Summary

The Epic operations first approach is designed to foster comprehensive involvement across all areas in our critical workflows, ensuring a unified and integrated strategy. This framework empowered teams by leveraging real-time data, enabling them to proactively prepare and make truly informed, decisive actions. Furthermore, AI integrations served as an invaluable tool, ensuring our teams had essential resources and knowledge readily accessible at their fingertips, significantly enhancing overall readiness and performance during go-live.

Learning Objectives.

1. Discuss practical strategies for achieving operational success through effective healthcare IT integration.
2. Identify strategic opportunities to leverage Artificial Intelligence (AI) for enhanced operational efficiency and patient safety.
3. Understand how to transform raw data into actionable insights that drive informed decision-making and continuous quality improvement.

References.

Taneja S, Vanderhout S, Heidebrecht CL, Nie JX, Seuren L, Giri R, Kuluski K, Mansfield E, Hayes C, Reid R, Wodchis WP, Tang T. Exploring the impact of an electronic health record implementation on user experiences across clinical programmes in a large Canadian community hospital: a qualitative study. *BMJ Open*. 2025 Apr 30;15(4):e095771. doi: 10.1136/bmjopen-2024-095771. PMID: 40306982; PMCID: PMC12049931.