

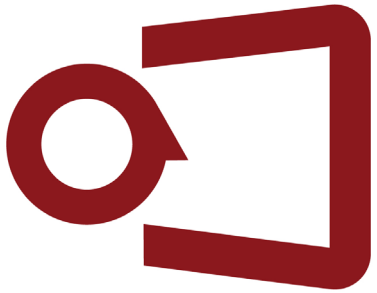


Artificial Intelligence (AI) and the Future of Health, Safety, and Wellbeing in Canada

June 23, 2026

About us

- We are Ontario's trusted public sector health and safety association, supporting healthcare, education, government, and public safety
- We support safer workplaces across the province with:



**Expert
Training**



**Specialized
consulting**



**Practical digital
solutions**

AI Beyond The Buzzwords

Most of what's said about AI is either fear or a sales pitch, and neither helps you decide anything. The reality is calmer than both. AI works best not as something that replaces people, but as something that handles the heavy lifting while a person stays in charge of the judgment. That's the lens for the next few minutes.

The Noise



The Reality



The difference in AI Adoption – Public vs Private

AI has moved from experimentation to execution. Globally, it's reshaping how organizations operate, compete, and make decisions. For PSHSA, it represents a practical path to scale expertise and deliver more value with fewer constraints.



Public Sector

Why – Service and Trust

Leading organizations are re-architecting their processes around AI, treating it as foundational infrastructure rather than a supporting tool.

How – Caution, Adopt What's Proven

The most common use case for AI is automating routine work so talent can be applied where it creates the most value

Guardrails – Mandated

The most widespread use case for AI is automating routine work so talent can be applied where it creates the most value

Struggle – Pace and Plumbing

Procurement, legacy systems, and a thin skills base, only ~25% of employees have any AI training which slows adoption down.



Private Sector

Why – Competition and Speed

Adoption is about cost, growth, and staying ahead of rivals. The price of moving slowly is losing to someone faster.

How – Experiment and Iterate

Integrate AI into Data Pipeline to predict client needs, optimize program design, and identify trends in safety and learning outcomes.

Guardrails – Self Imposed

Launch AI tools that cut administrative time, summarize insights, and elevate client-facing impact, turning hours of manual work into minutes

Struggle – Speed outrunning Judgement

Shipping AI before it's ready - bias, privacy gaps, and "hallucinated" outputs reach customers because the rush leaves thin human oversight

AI Success Story – Unity Health’s CHARTwatch

-26%
Unexpected
Deaths

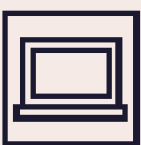
100+
Tracked
Signals

13.7k
Patients
Studied



What It Is

An AI early-warning system running on the general internal medicine ward at St. Michael's. It reads more than 100 signals from a patient's record and watches how they shift over time, flagging the ones quietly sliding toward crisis, hours before it would show at the bedside - so the team intervenes early instead of reacting late



The Result

A study in the Canadian Medical Association Journal found a 26% drop in unanticipated deaths on the ward that used it. Measured across nearly 13,650 patients



Why It Works

It doesn't diagnose or decide - it surfaces the at-risk patient and the clinician makes every call. AI handles the watching no human has time for; the professional keeps the judgment and the accountability. That division of labour is exactly why it earned clinicians' trust instead of their resistance



Why It Matters To Us

It's prevention — catch the deterioration before it becomes the emergency. Swap "patient" for "worker" and it's the instinct behind everything we do in safety: catch the hazard before it becomes the incident. It's the model PSHSA built on.

How AI has served PSHSA



~55% Reduction in Development Speed

A team of 2 developed a working product in 7 months. That speed means the prevention system gets new tools in months.

- Idea to tool in 7 months, 1 developer and 1 PM
- Built with Claude/ Claude Code - AI handled prototyping, requirements, and development, the heavy lifting that used to need a full team
- The result: PSHSA can now respond to a sector need at the pace the sector actually moves



AI Assisted Risk Assessment for Consultants

An AI-assisted risk assessment tool lets consultants spend less time writing reports and more time in workplaces, while producing assessments that hold up to scrutiny.

- Voice-to-text capture and automated drafting cut the administrative weight of every assessment
- Sector-specific hazard suggestions mean nothing gets missed, regardless of which consultant is on site
- Every finding validated by a qualified professional - built on Canadian standards
- The result: more workplaces reached, more consistently, with the same team



All Day TA

AI is built into the tools the team already uses — Excel, PowerPoint, email — and lets teams build their own small tools instead of paying outside help for every change.

- Work that used to go to external vendors now gets done in-house
- Teams can spin up their own scripts and tools as they need them, rather than waiting on a contract
- Less admin, fewer vendor reliance's, and an organization that depends less on outside help

DIGITAL GOVERNANCE COUNCIL

Building Digital Trust

Keith Jansa

Chief Executive Officer, Digital Governance Council

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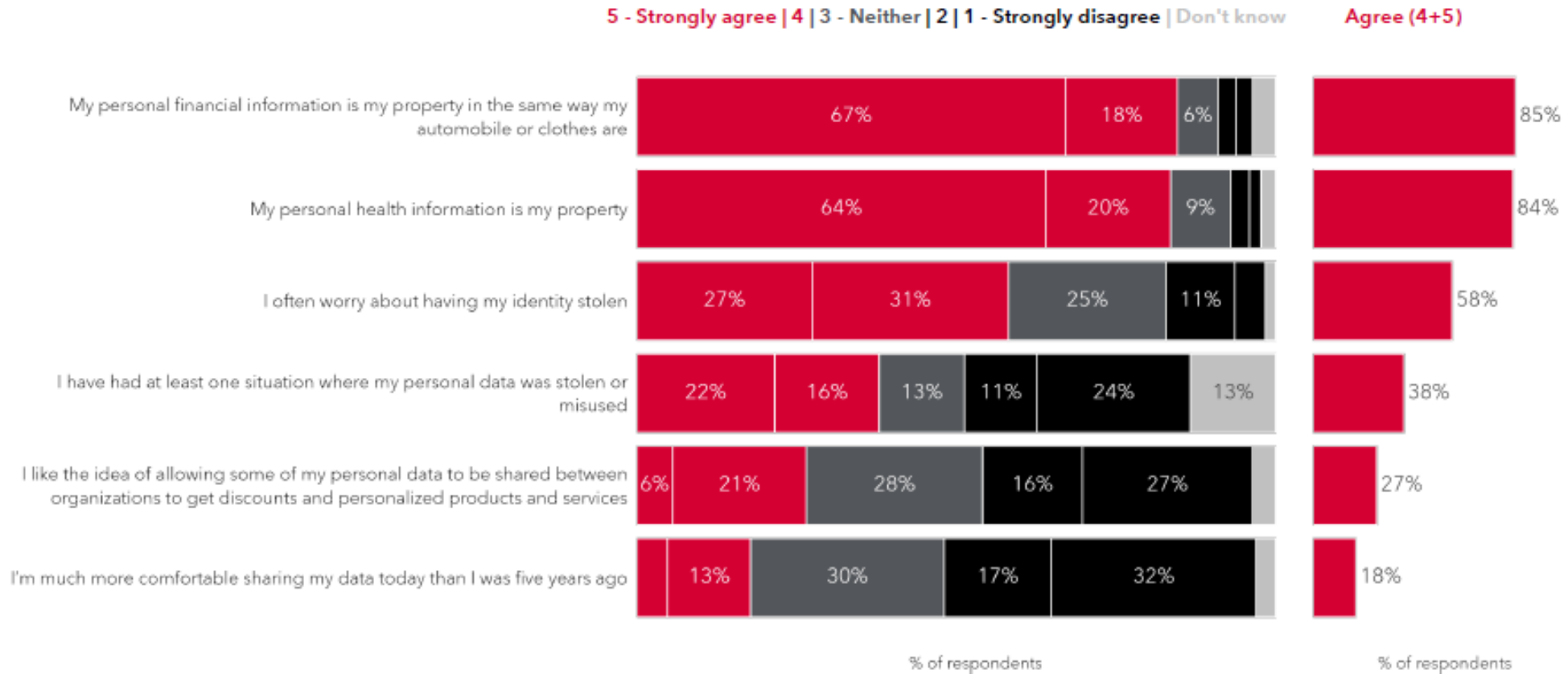
THE DIGITAL AGE

- The digital economy is transforming traditional industries, reshaping business models and driving innovation.
- Important questions are being raised about the responsible use, governance, accountability and oversight of data, artificial intelligence, and digital technologies. As organizations rapidly deploy AI-enabled systems and generative AI tools, concerns around transparency, bias, privacy, safety and trust have become central to digital transformation efforts.

HOW DO YOU FEEL?

- I'm much more comfortable sharing my personal data today than 5 years ago?
 - ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither
 - ☐ Disagree
 - ☐ Strongly disagree
- I would allow the sharing of my personal data to shorten healthcare wait times?
 - ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither
 - ☐ Disagree
 - ☐ Strongly disagree
- In your opinion, who benefits most from personal data sharing?
 - ☐ Businesses
 - ☐ Consumers
 - ☐ Governments

CANADIAN WANT MORE CONTROL OVER THEIR DATA



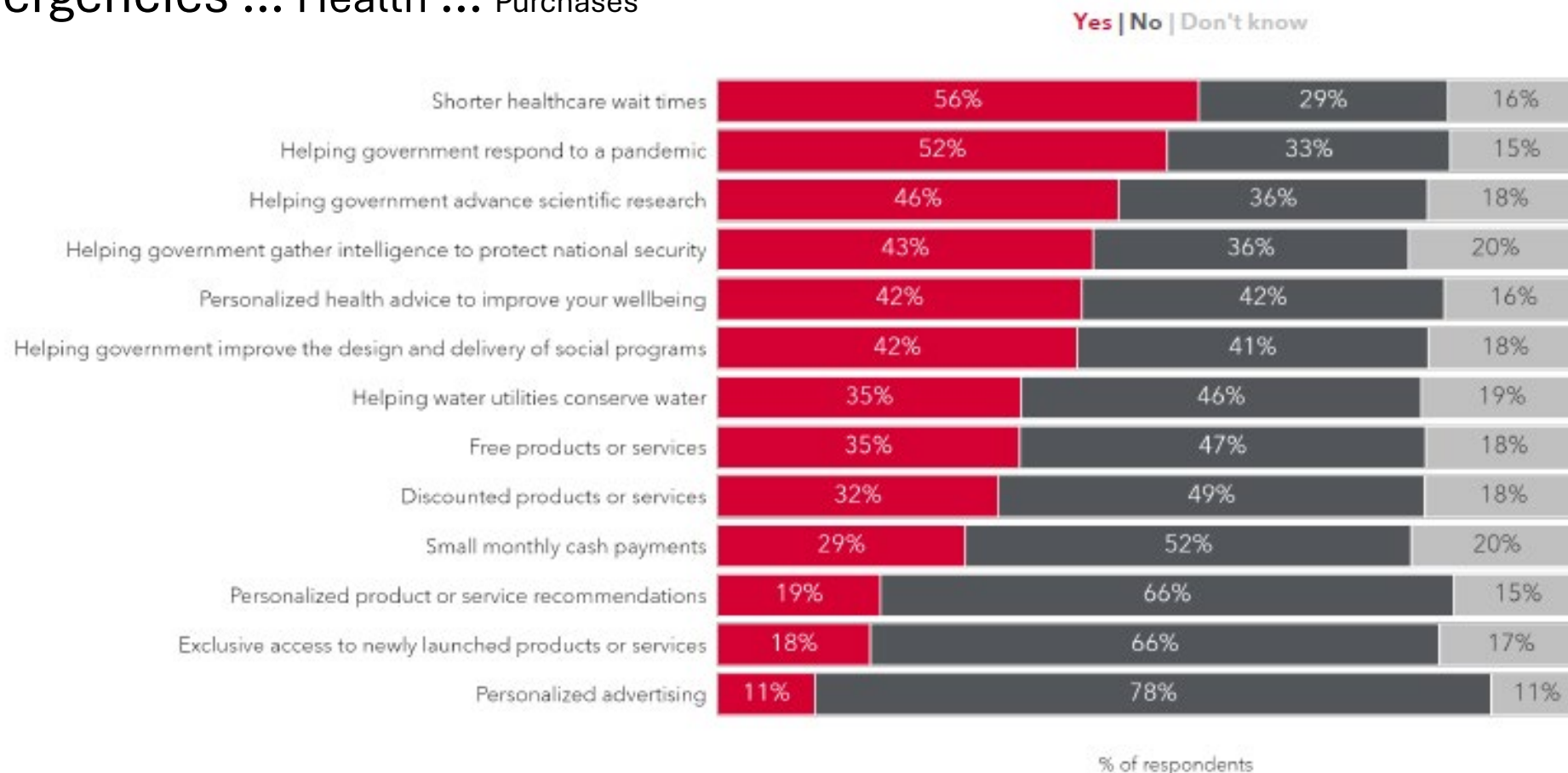
Sample base: 1,500

Q4 Please indicate whether you agree or disagree with each of the following statements

[2024 Survey Results](#)

WILLINGNESS TO SHARE DATA WITH ORGANIZATIONS

Emergencies ... Health ... Purchases



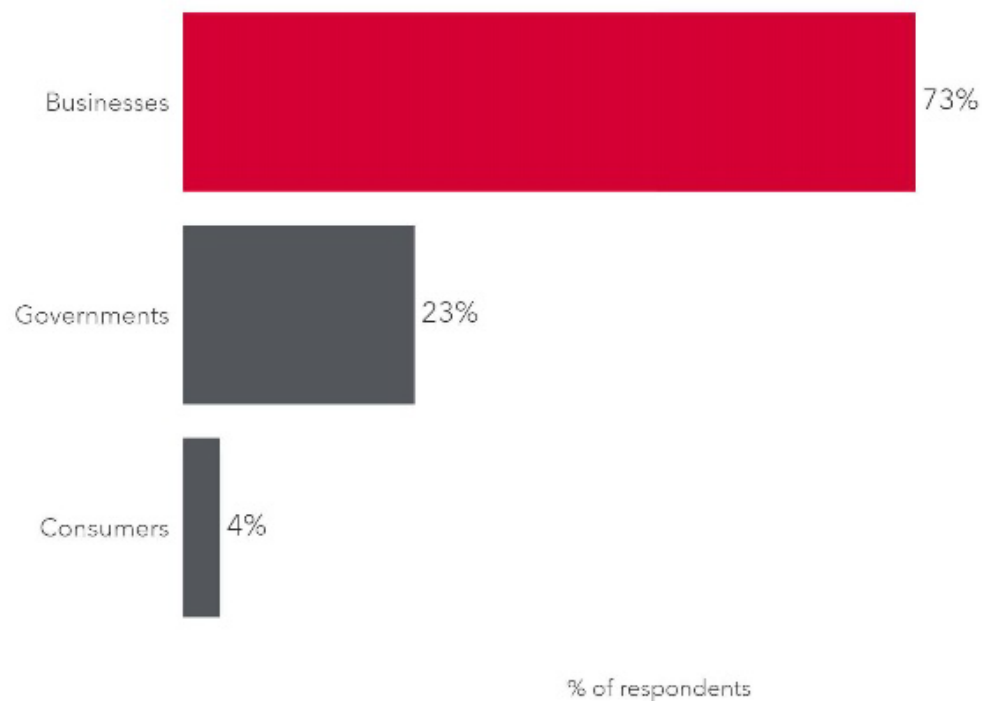
Sample base: 1,500

Q7 Would you allow organizations to share your personal data in exchange for the following

[2024 Survey Results](#)

BUSINESSES BENEFIT MOST FROM PERSONAL DATA SHARING

Canadians are cynical about who benefits the most from data sharing practices in Canada



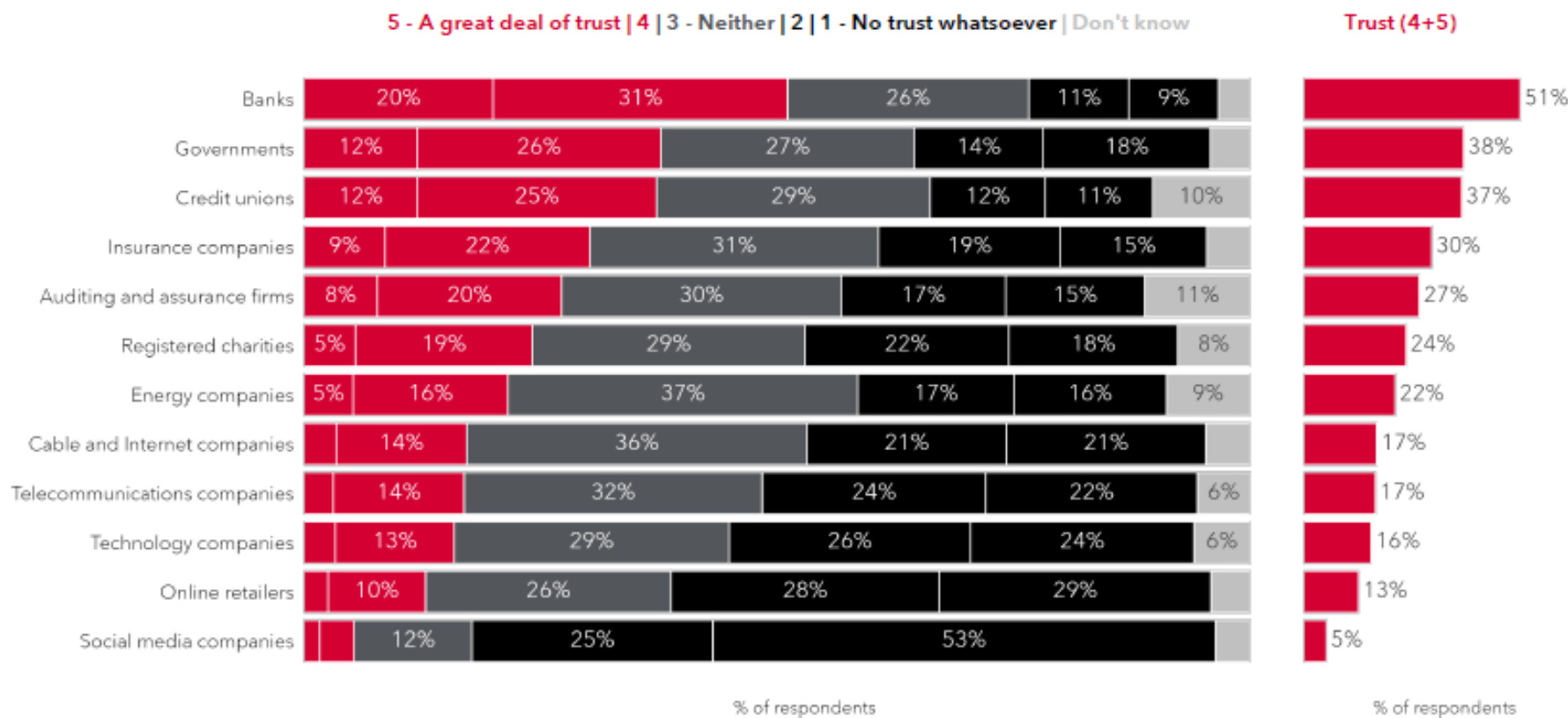
Sample base: 1,500

Q9 In your opinion, who currently benefits the most from personal data sharing? (Select only one)

[2024 Survey Results](#)

TRUST IN ORGANIZATIONS

Trust dynamics in data sharing ... social media companies, online retailers, tech companies, and telecom companies the least trusted organizations in Canada.

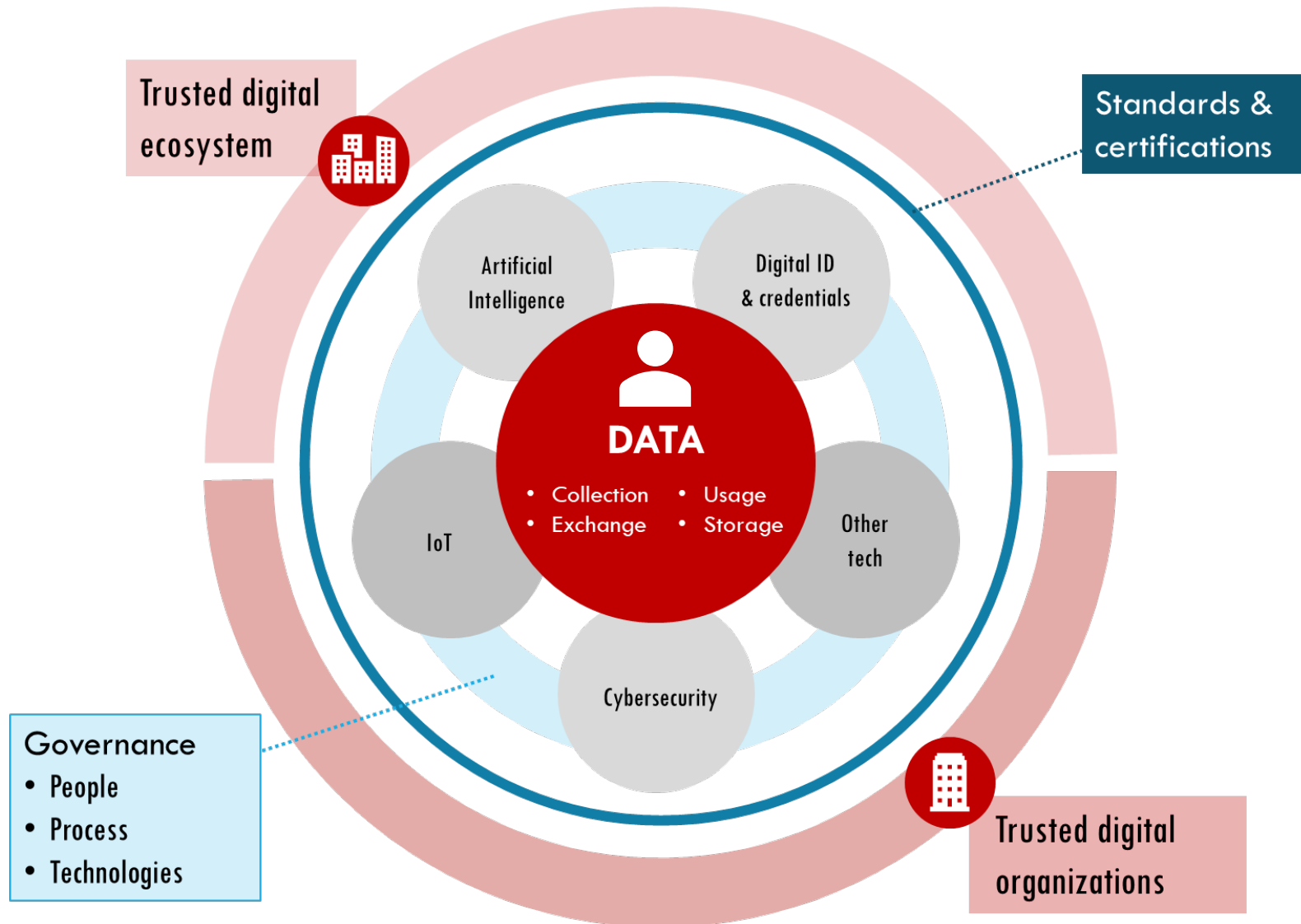


Sample base: 1,500

Q5 How much trust do you have in each of the following organizations to protect your personal data

[2024 Survey Results](#)

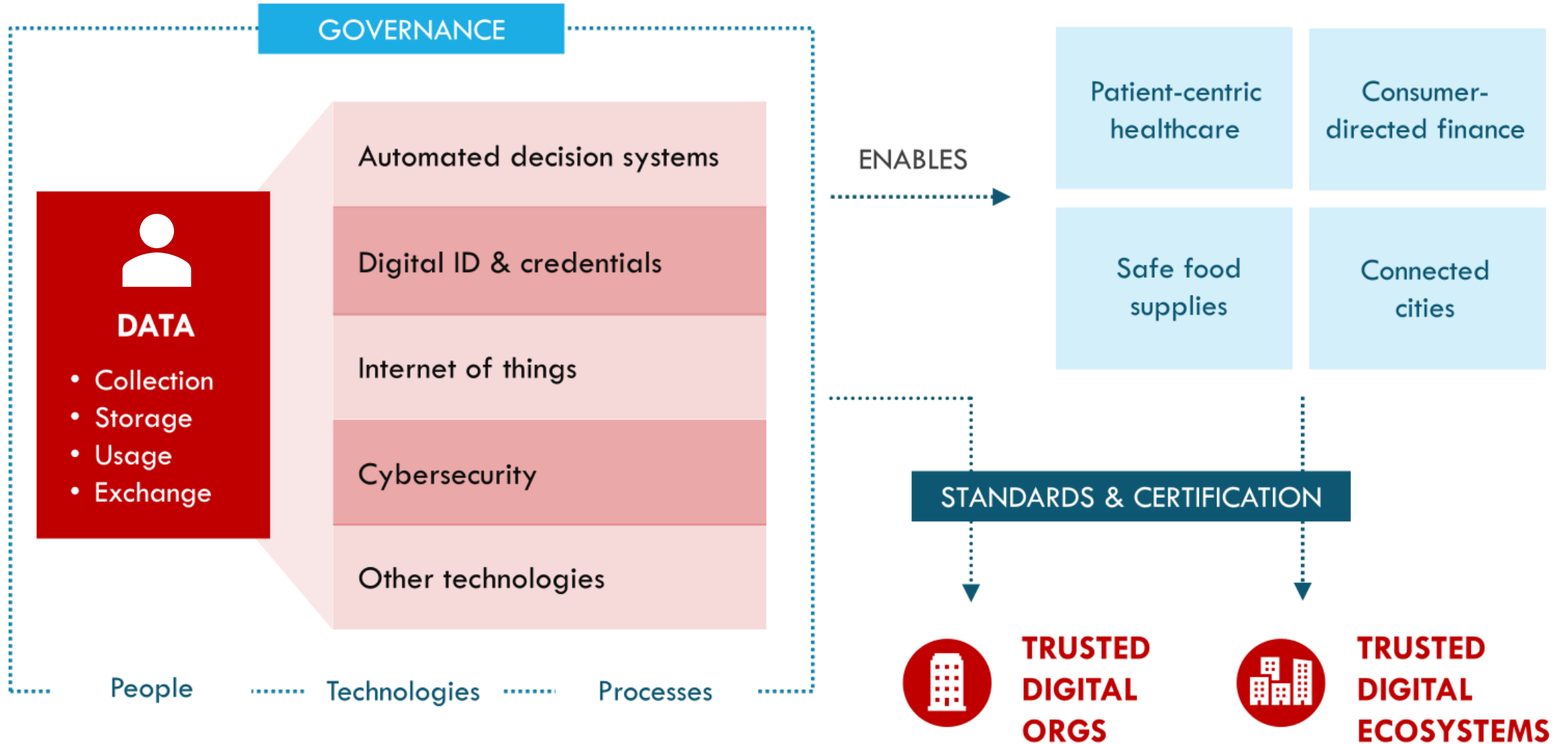
WHAT IS DIGITAL TRUST



WHAT IS **DIGITAL** GOVERNANCE

- With increasing reliance on digital systems and data in nearly every aspect of modern life, the need for strong digital governance has never been greater.
- As a discipline, **digital governance** establishes the processes, policies, standards, and accountability needed to manage effective and efficient use of technology, including AI systems, across organizations and society.

TRUSTED DIGITAL GOVERNANCE



WHAT ARE DIGITAL GOVERNANCE STANDARDS

- Digital governance standards establish accepted practices. They can provide confidence that technology solutions are responsibly used and developed. They also stay in step with evolving technology and provide a framework for regulation and governance that adapt to emerging challenges and opportunities.
- They help guide marketplace behaviors, accountability and risks mitigation associated with digital technologies.
- It is important not to conflate standards development with legislation or regulation. They serve different purposes and have different implications for both providers of technology and their users.
- Standards are not static; they are regularly updated through expert discussions and agreement.

HOW A **STANDARD** IS
DEVELOPED CAN
INFLUENCE ITS
ACCEPTANCE AND USE
IN THE MARKET

HOW YOU USE STANDARDS
CAN INFLUENCE
MARKETPLACE BEHAVIOURS

POLICY LEVERS

Procurement requirements for trustworthy AI
AI assurance and conformity assessments
Certification of AI governance practices

Regulation
Insurance
Public recognition
Tax breaks
Subsidies
Assurance
Grants
Procurement
Research
Certification

POWERING TRUST IN CANADA'S DIGITAL ECONOMY

The Digital Governance Council is a member-led organization committed to instilling confidence in the responsible design, architecture, and management of digital technologies for Canadians.



Convening an executive forum for members to share best practices, identify digital governance gaps and prioritize collective action.

Proving out new technologies and delivering proofs of concept and common building blocks to manage risks and opportunities associated with the use of digital technologies, in partnership with other leading organizations.

Developing technology governance standards through the Council's independent Digital Governance Standards Institute.

Validating and verifying organizations against digital governance standards through the council's digital trust conformity Assessment Program.

**CANADA'S TECH-FOCUSED, ACCREDITED
STANDARDS DEVELOPMENT ORGANIZATION**



PLAYING A CRITICAL ROLE IN DEVELOPING
MUCH-NEEDED NATIONAL **STANDARDS** FOR DATA
GOVERNANCE, DIGITAL IDENTITY, CYBERSECURITY,
ARTIFICIAL INTELLIGENCE AND MORE

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| DATA

CAN/DGSI 100-1: DATA CENTRIC SECURITY

CAN/DGSI 100-2: THIRD PARTY ACCESS TO DATA

CAN/DGSI 100-4: REMOTE ACCESS INFRASTRUCTURE

CAN/DGSI 100-5: HEALTH DATA & INFORMATION

CAN/DGSI 100-6: GOVERNANCE OF EMPLOYEE INFORMATION

CAN/DGSI 100-7: DATA STEWARDSHIP

CAN/DGSI 100-8: DIGITAL SOVEREIGNTY

CAN/DGSI 100-9: DATA COLLABORATION

| ARTIFICIAL INTELLIGENCE

CAN/DGSI 101: ETHICAL DESIGN AND USE OF AI

DGSI/WA 126: AI FOR FINANCIAL INSTITUTIONS

| CYBERSECURITY

CAN/DGSI 104: CYBERSECURITY CONTROLS FOR SMEs

CAN/DGSI 112: NOS FOR CYBERSECURITY PROFESSIONALS

| DIGITAL TRUST

CAN/DGSI 103-1: FUNDAMENTALS

DGSI/TS 115: DIGITAL CREDENTIALS AND DIGITAL SERVICES

| INTERNET OF THINGS

CAN/DGSI 105: CYBERSECURITY OF INDUSTRIAL IoT

| PRIVACY

CAN/DGSI 109-1: PRIVACY PROFESSIONAL QUALIFICATIONS

CAN/DGSI 109-2: CANADIAN INFORMATION PRIVACY PROTECTION
FRAMEWORK

STANDARDS: [DGC-CGN.ORG/STANDARDS/FIND-A-STANDARD](https://dgc-cgn.org/standards/find-a-standard)

ETHICAL DESIGN AND USE OF AI, CAN/DGSI 101:2025

- This National Standard of Canada sets minimum requirements for the ethical governance and use of AI by small and medium organizations, including systems that support automated decision-making and generative AI.
- Scope includes:
 - Framework and process for the ethical governance of AI systems throughout their lifecycle, including design, procurement, deployment and monitoring.
 - Identification and management of risks related to AI and automated decision-making.
 - Establishes auditable criteria to demonstrate conformity with recognized guidance, such as the OECD AI Principles and NIST AI Risk Management Framework.



THESE **STANDARDS** REINFORCE PUBLIC CONFIDENCE

Increasingly powered by AI-enabled systems and digital decision-making



DEMOCRACY AND
CIVIC CONFIDENCE

**CAN/DGSI 111-1: ONLINE
VOTING**

Ontario Municipalities and
Elections Northwest Territories
adopt standard, ensuring
digital integrity,
accountability and
transparency in elections.



PATIENT-CENTRIC
HEALTHCARE

**CAN/DGSI 103-2: DIGITAL
TRUST AND ID – HEALTHCARE**

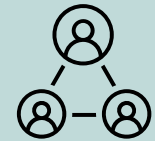
Canadian hospitals applying
CAN/DGSI 103-2 for identity
and digital trust services,
safeguarding sensitive data.



HOUSING AND
URBAN DEVELOPMENT

**CAN/DGSI 125: LAND
PLANNING APPLICATIONS**

Government of Ontario
encouraging municipalities to
use standard to standardize
data for faster, more
transparent approved and
modernized planning.



PUBLIC SECTOR
SERVICE DELIVERY

**DGSI/TS 115: DIGITAL
CREDENTIALS/TRUST SERVICES**

Government of Canada
requiring specification in its
invitation to vendors to qualify,
providing secure, interoperable
and verifiable digital services

MAKING DIGITAL
TECHNOLOGY **SUSTAINABLE**
AND **TRUSTED**

DIGITAL TRUST CONFORMITY ASSESSMENT

Strengthen stakeholder trust and confidence in your organization's digital governance with our independent reviews and audits, specifically crafted for your organization seeking validation and verification on its digital practices

Review

- The Digital Governance Council reports on your organization's evaluation of its specific systems, tools or processes against defined requirements

Audit

- The Digital Governance Council reports on its thorough examination of your organization's specific systems, tools or processes conformity with defined requirements

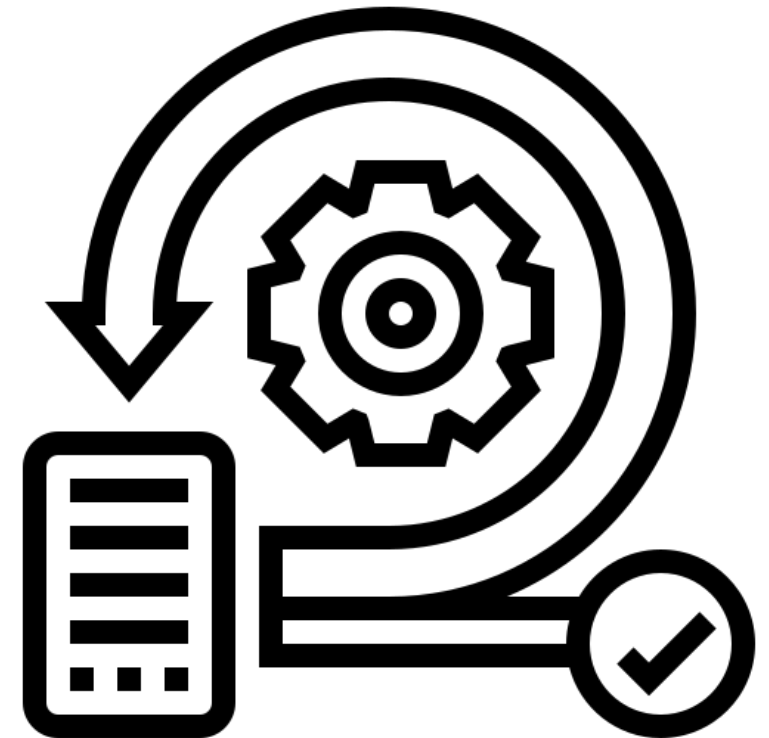
WHAT IS THE DIFFERENCE BETWEEN VALIDATION AND VERIFICATION

- Validation and verification are conformity assessment activities that result in a statement of conformity
- Verification confirms that past events met specified requirements (truthfulness), where validation confirms that requirements for intended future use are fulfilled (plausibility)
- The claims for validation and verification are separate and do not need to be combined

ASSESSMENT **PROCESS**

1. **Engagement:** Complete application, scoping, define requirements, planning and team formation.
2. **Evaluation:** Discovery, gather evidence to requirements and analysis
3. **Decision:** Criteria assessment and conclusion

Ongoing
Feedback &
Monitoring



GET INVOLVED

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Canada Health Infoway

Scaling Ambient AI in Primary Care

PSHSA Webinar
June 23, 2026

Approach, Evidence & Future Directions

The Problem

Over 48,000 primary care clinicians spend large parts of their workdays as well as after hours on administrative tasks, **leaving them buried in paperwork instead of patient care.**

Current pathways to interoperability are too slow, hindering timely advancements in addressing administrative burden.

Administrative Burden

43M

Hours of physicians' time goes to unpaid, unnecessary admin work annually

51%

Of physicians spend 2+ hours on their EMR at home or after hours

44%

Of physicians feel burned out

34%

Of nurses are satisfied with their time spent on non-patient-facing tasks

Infoway's National AI Scribe Program: Program Design

Eligibility

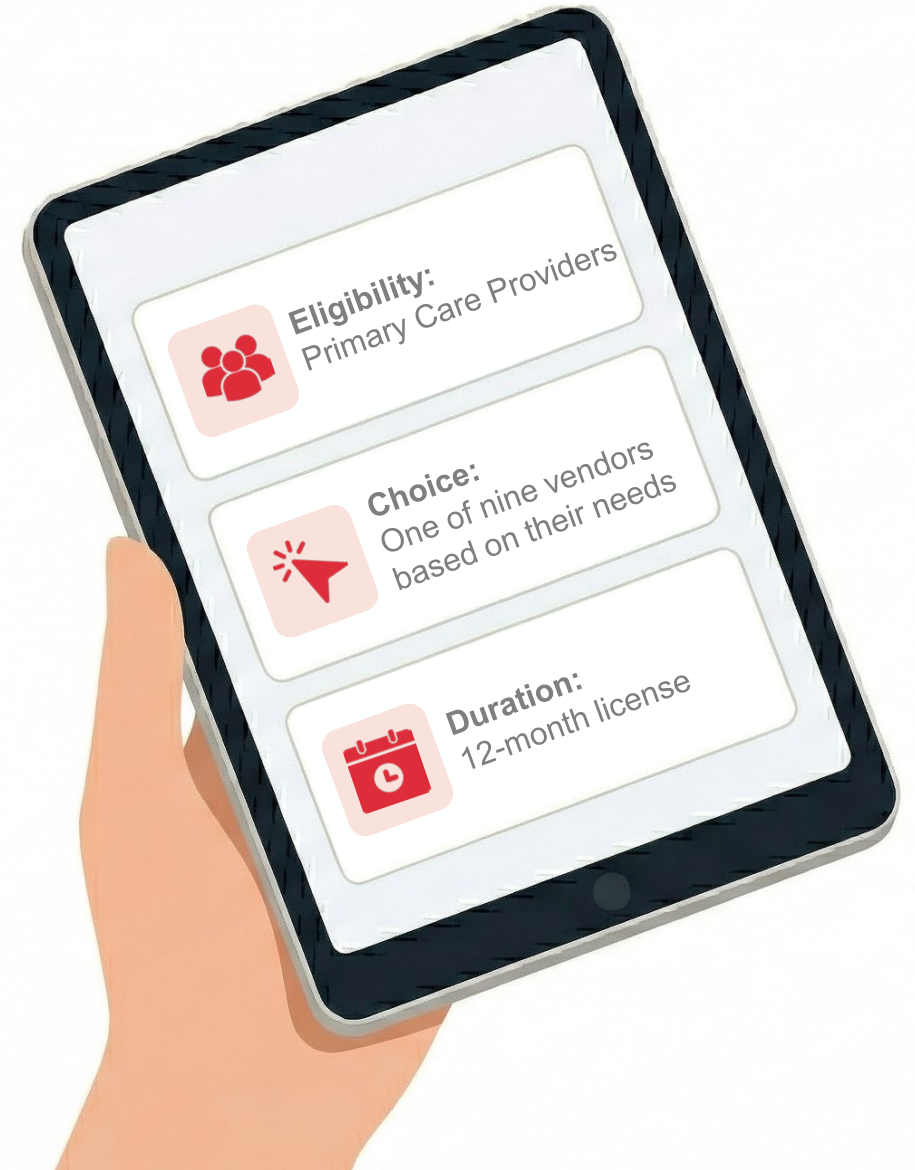
Family physicians; nurse practitioners; registered nurses in remote communities; and pediatricians providing longitudinal community-based care.

Choice

Clinicians could select from pre-qualified vendors that best met their needs, including features such as encounter summaries or EMR integration.

Duration

Participating clinicians had access to funded licenses for 12 months from the start of enrolment.



Our Approach to Setting Up Canada's National AI Scribe Program

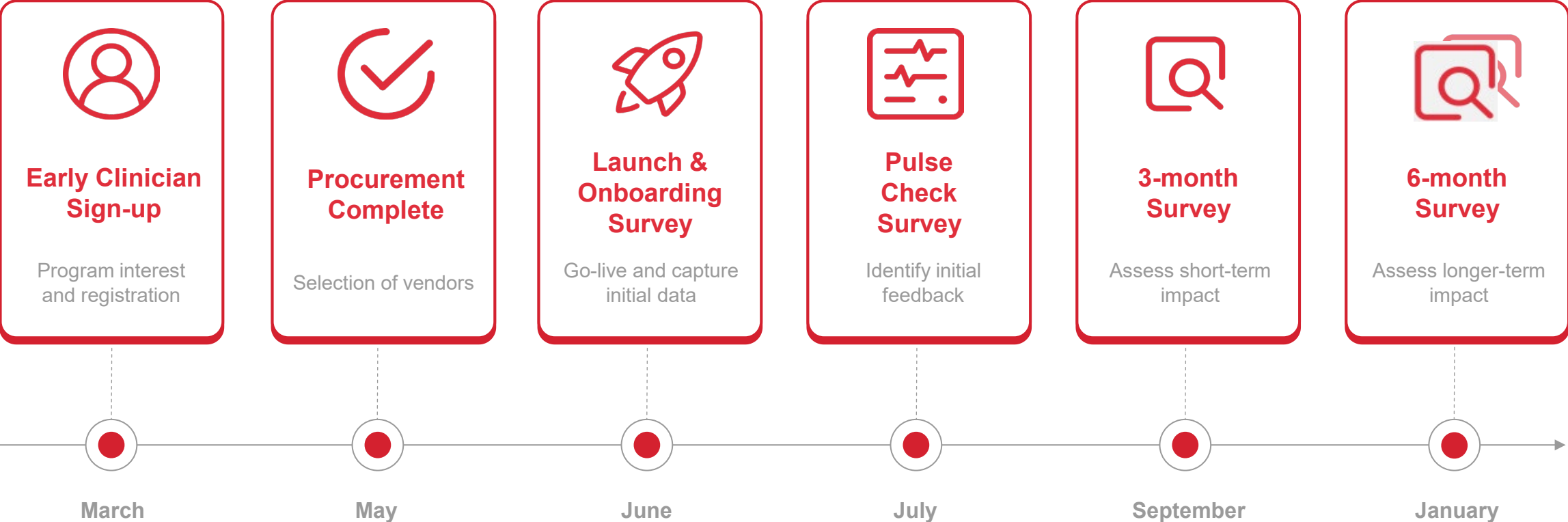


Breakdown

A national approach to quickly deliver AI tools, streamline purchasing, keep data in Canada, and scale proven solutions. It included:

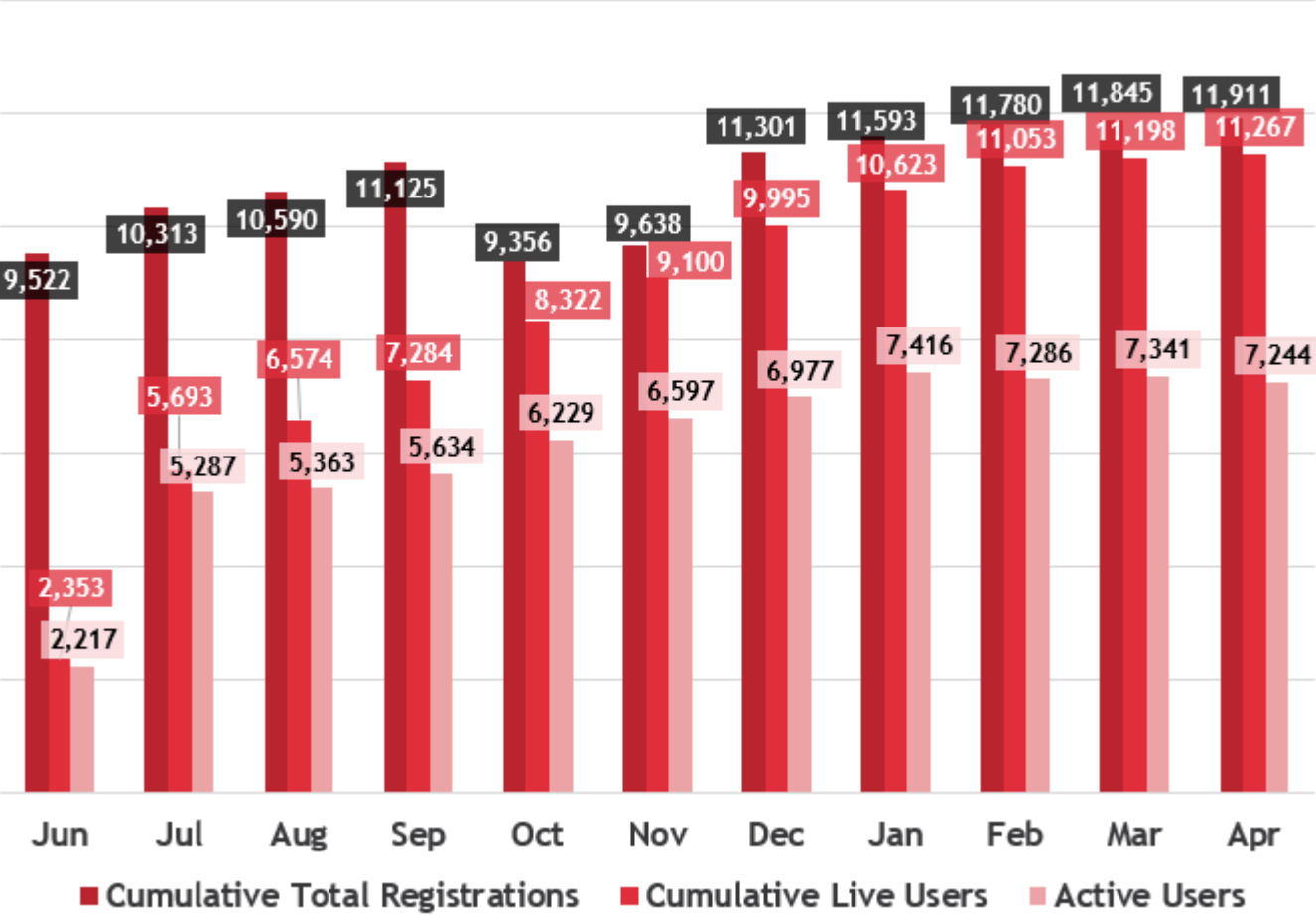
- Engage:**
Bring clinicians together to define common needs and review solutions
- Procure:**
Validate once nationally to save time, money, and effort
- Reach:**
Collaborated with PTIs to make approved tools easy for clinicians to access
- Support:**
Help clinicians adopt tools with simple, practical resources

Program Rollout and Evaluation Timelines



The Success of AI Scribes: Adoption at Scale

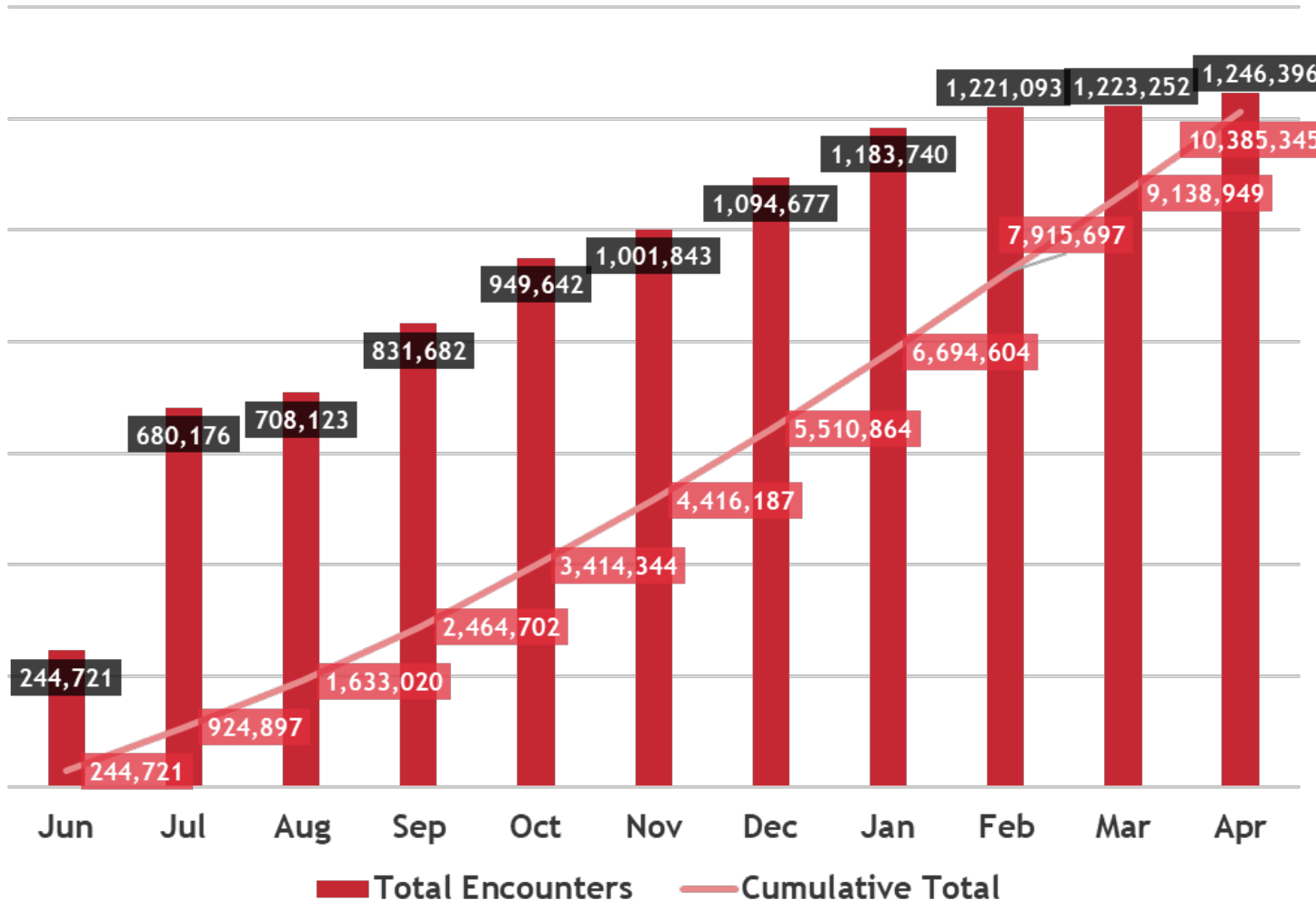
Clinician Users Breakdown



- **11,900+ clinicians** were signed up since launch
- **11,000+ clinicians** have used AI scribe tools
- **7,200+ active clinicians** using AI scribes 10+ times in a month

The Success of AI Scribes: Adoption at Scale

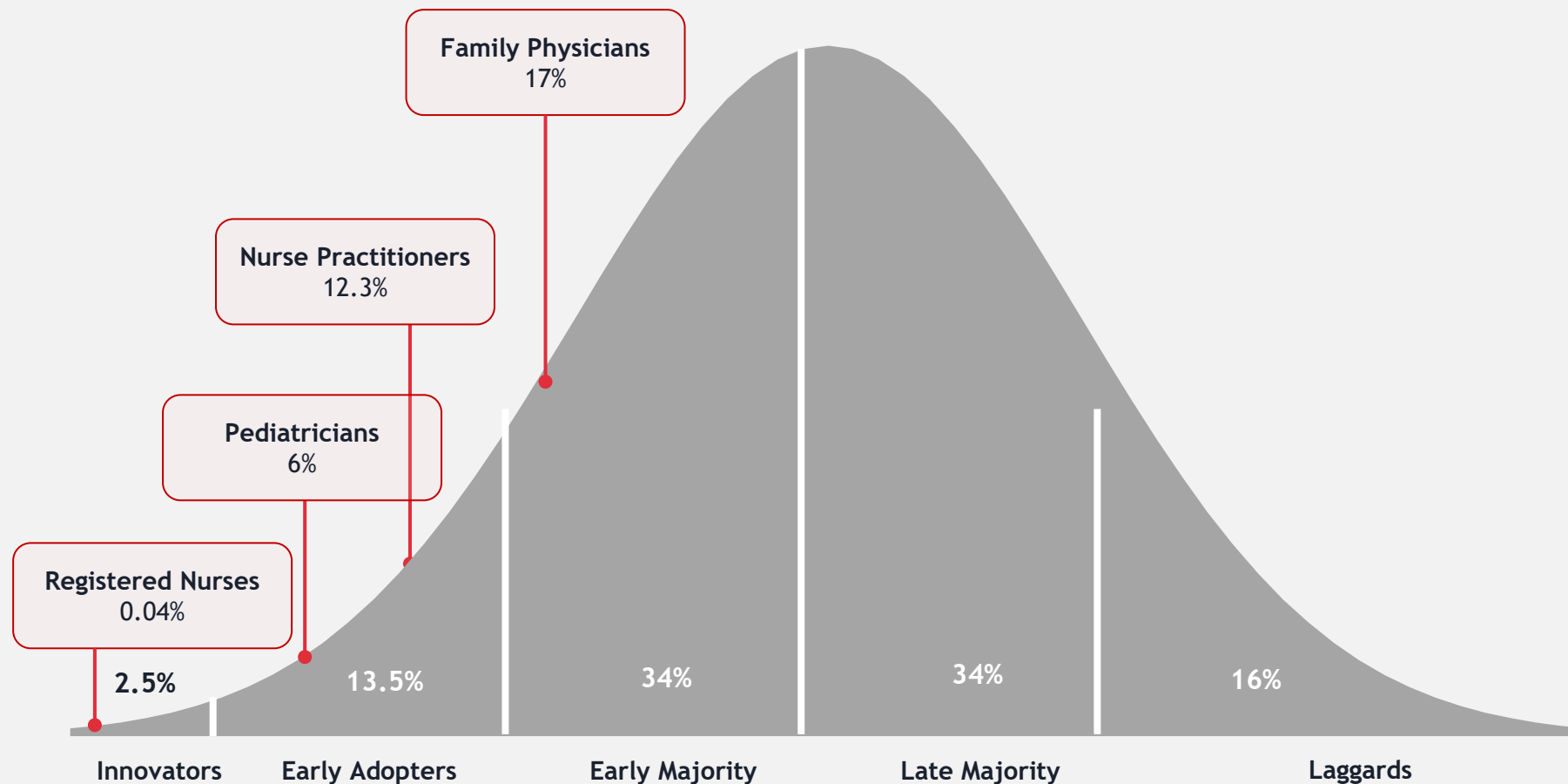
Total Encounters



- **~10.3M** cumulative encounters supported since program launch in June 2025
- **1.2M+** patient encounters supported by AI scribes in April alone
- **180 encounters per clinician per month**, with usage steadily increasing

AI Scribe Adoption Across Canada

The CMA/CFIB survey found that 28% of physicians across Canada are using AI scribes, and a significant proportion of all users are enrolled in Infoway's AI Scribe Program. **AI scribe adoption across Canada is in the early majority stage of the adoption curve.**



Clinicians were classified as active users if they used the AI scribe for at least 10 appointments in any study month (Jun to Dec 2025).

Section 2:

Evaluating Canada's National AI Scribe Program



Overview of Evaluation Methods

The Centre for Digital Health Evaluation (CDHE) at the Women's College Hospital Institute for Health System Solutions and Virtual Care (WIHV), led by Dr. Onil Bhattacharyya, conducted the evaluation of the implementation and impact of AI scribes across diverse jurisdictions and primary care environments in Canada.



User Satisfaction & Perceived Value of AI Scribes



More than 80%
of clinicians were satisfied or
very satisfied with the overall
performance of the AI scribe



More than 90%
of clinicians reported that the
AI scribe was somewhat or very
valuable to their
clinical practice

”

*“It has been the **biggest game changer** in my career. I feel less overwhelmed by unfinished notes/tasks and therefore less burnt out. My patients receive better care by notes, referrals and investigations being done/ordered in a timely manner. I enjoy my work much more now.”*

Survey Respondent, Ontario

”

“The wonderful thing is that it’s allowing me to reorganize my practice in a way that’s like - it’s liberated time... I think it’s allowed me to actually sit down and be able to not just be in survival mode... It’s making me like, ‘OK, how can I thrive in my practice and how can I actually plan it so that I’m not like always head above water like this?’”

Nurse Practitioner-08, Québec

Impact of AI Scribes on Administrative Burden & Cognitive Load



Nearly 70%

of clinicians agreed or strongly agreed that using an AI scribe significantly reduced their administrative burden†



Almost 80%

of clinicians agreed or strongly agreed that using an AI scribe significantly reduced their cognitive load‡

†:‡Findings did not significantly differ by gender, professional role, years in practice, jurisdiction, practice setting, patient population, and practice language.



“I have had my evenings where a lot of times I realize I actually don't have charting to do... There's not that nightly charting. Even on the weekend, I check my mail once a day on Saturday, once a day on Sunday, but I'm not charting on the weekends. It's just so much better, big improvement.”

Family Physician-04, Ontario

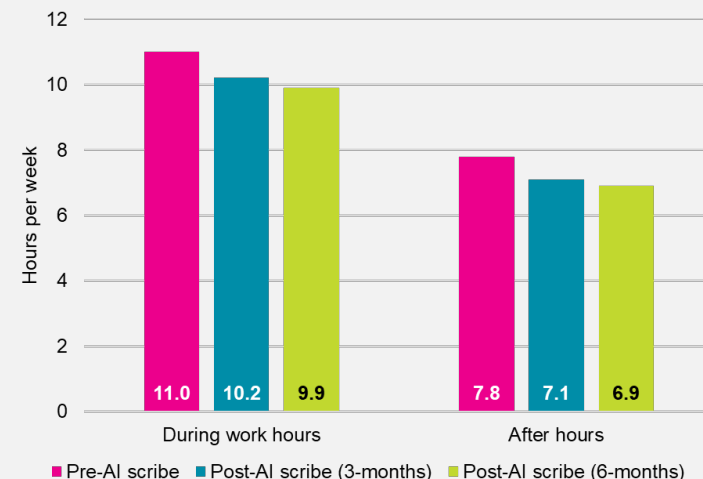


“I must admit that I have been treading dangerously with burnout for a period of time. The level of cognitive load and emotional distress that the AI scribe has relieved me of is tremendous. It is not hyperbole to say that the AI scribe arrive just in time to save my sanity.”

Survey Respondent, Ontario

Time Savings and Reallocation

- Since implementing an AI scribe, over **75% of clinicians reported experiencing time savings.**
- **Time saved from documentation was reinvested across care and operations:**



More than 50%
reallocated time to complete other
administrative or clinical tasks

Around 20%
reallocated time to personal and/or
non-work-related activities

Around 20%
reallocated time to see and/or
attached more patients

More than 10%
reallocated time to other tasks,
including spending more time with
patients

- While the survey structured time reallocation into distinct categories, interview findings revealed that these domains were not mutually exclusive in practice.
- Consistent impacts included **improved visit quality, same- or next-day access, patient attachment, and future capacity planning.**

Impact of AI Scribes on Workflow

AI scribes improved documentation efficiency and timeliness



Over 80%
reported improved
documentation efficiency



Approximately 82%
reported faster documentation
completion



Just under 30%
reported much shorter
in-clinic wait times

- Interview findings showed that **AI scribe use shifted clinician workflows**, allowing most clinicians to finish their notes between appointments instead.
- Most clinicians reported that **note completion was faster than their pre-AI scribe workflow** although using an AI scribe **created new tasks**, such as obtaining patient consent, reviewing and editing notes, copy-pasting notes into their electronic medical record (EMR), and post-appointment dictation.

Impact on Clinical Note Completeness and Quality



Over 75%

agreed or strongly agreed that the AI scribe produced clinical notes with minimal errors.



Approximately 80%

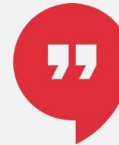
agreed or strongly agreed that the benefits of using an AI scribe outweighed any inconveniences or errors in documentation.



Nearly 70%

agreed or strongly agreed that using an AI scribe improved the completeness and accuracy of their clinical notes.

- Clinicians continue to review and edit the AI-generated notes to confirm accuracy and completeness.



“The [AI scribe] was generating notes that were a million times superior what I was typing. Way more information, and it was pretty accurate... and it's just they're way safer, and especially in team-based care.”

Family Physician-26, Northwest Territories



“To see more patients my notes had become woefully inadequate, brief and sometimes nonexistent. Prior to AI scribe introduction, I feared that a college audit would have said that documentation was entirely inadequate 90% of visits. In about the same time, I now have fantastic notes that I am proud of. It will keep me practicing!!”

Survey respondent, Ontario

Perceived Impact on Patient Care



“Patient interaction has been much better, they notice it and they’ve said ‘Oh, it was really nice. It’s such a difference when you’re not typing.’ They love it... I’ve showed them what it looks like after too, and they’re so impressed.”

Nurse Practitioner-01, Ontario



“I think it’s allowed for me to focus on those things a little bit more at the primary care level, instead of being so overwhelmed with where things are at ... that I have to often just refer to a specialist and say, “Well, I just don’t have time to look into this.” I’ll send them to a specialist, right? And I think it’s allowed me to focus a little more on actually practicing the breadth of primary care that we are trained to practice and not just be a referral hub.”

Family Physician-31, Saskatchewan



Approximately 60%

agreed or strongly agreed that using an AI scribe improved the quality of care they provide.



More than 80%

agreed or strongly agreed that they are more engaged with patients during visits with AI scribe use.



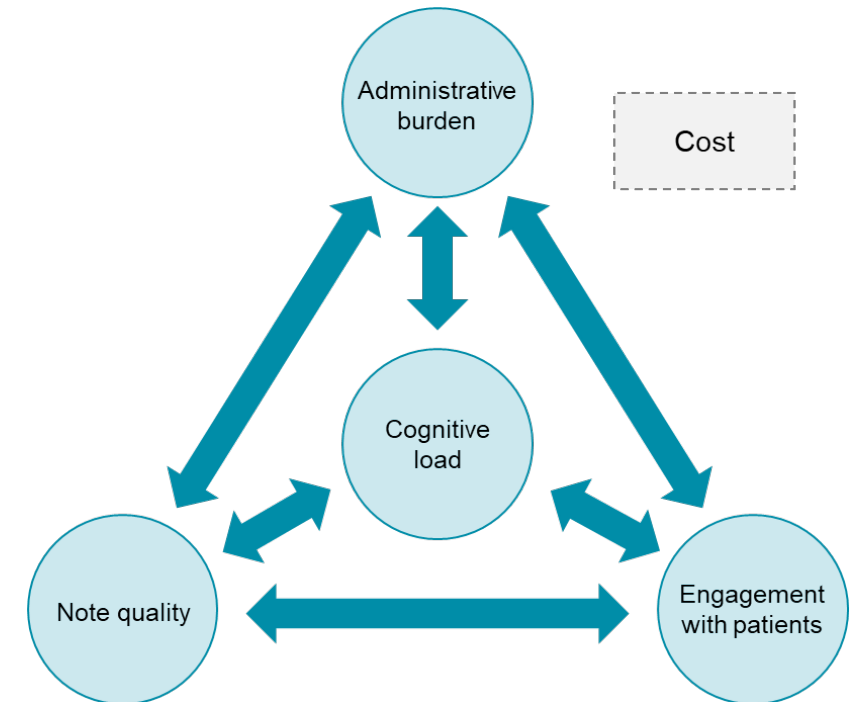
Almost 60%

agreed or strongly agreed that using an AI scribe facilitated more structured and comprehensive patient dialogue.

Different Benefits for Different Clinicians

The impact of AI scribes varies across clinicians, who may experience overlapping or combined benefits.

-  Clinicians who may experience challenges with **timely completion of medical notes**, often not until days, weeks, or months later.
-  Clinicians who may **struggle with producing high quality medical notes**.
-  Clinicians who produce **high quality medical notes** but experience **significant administrative burden** as a result.
-  Clinicians who **split their focus between patient care and medical note taking** during appointments.



Barriers and Facilitators to Implementation

Sustained and high-intensity use was often limited by gaps in implementation support, **highlighting clear opportunities for support.**

Catalysts for adoption



Administrative burden



Word of mouth



Free license



Vendor validation as a catalyst for market growth

Reasons for non-adoption



Fragmented peer learning and formal supports



Inconsistent vendor support



Desire for greater customization support



Low transparency in system behaviour



Infrastructure gaps

Key Takeaways



The AI Scribe Program represents the **largest national implementation and evaluation of AI scribes in primary care** ever undertaken globally.



AI scribes **demonstrated strong overall uptake, with more than 65% of the Program classified as active users** by the end of the evaluation period.

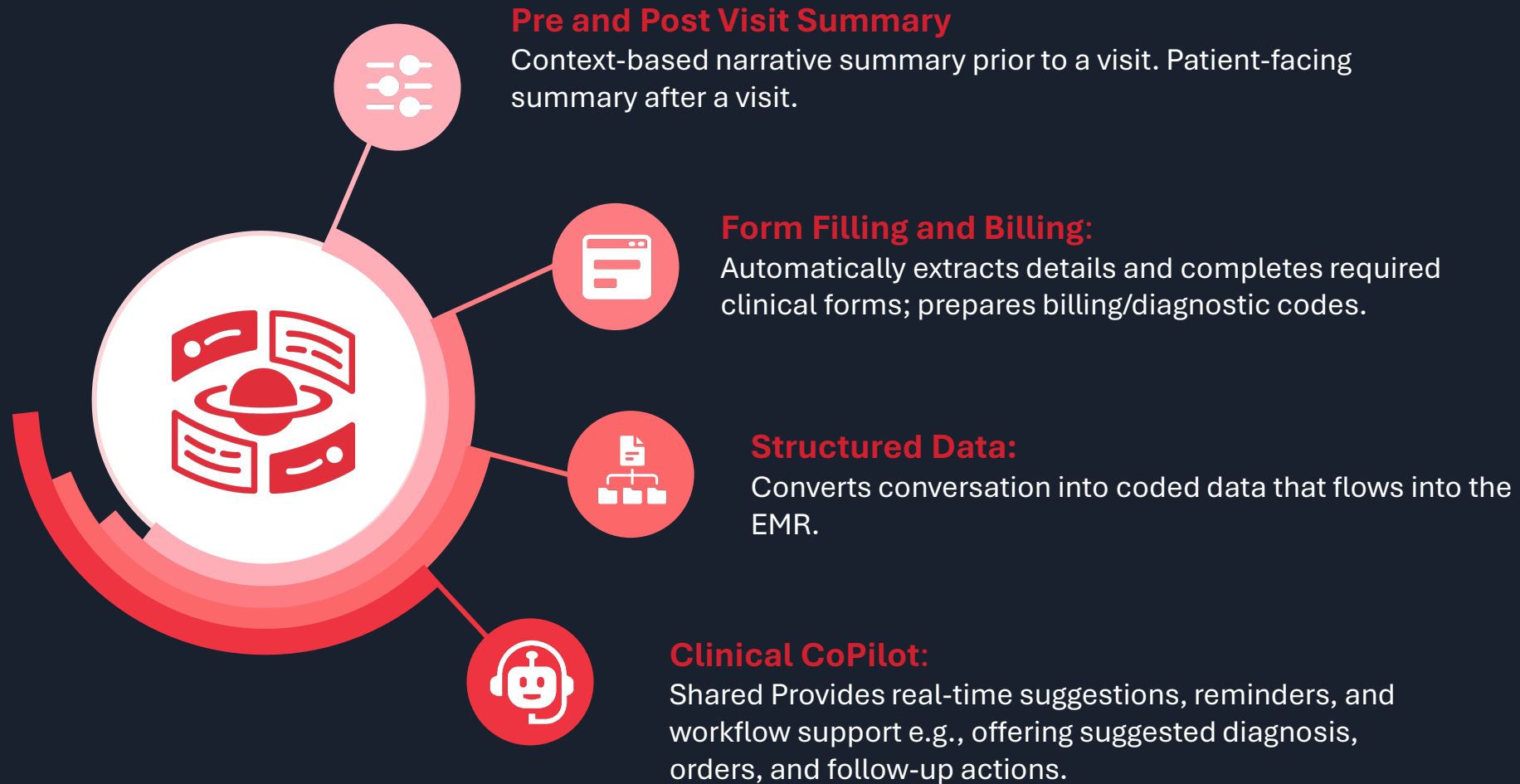


Adoption was particularly strong among highly engaged primary care clinicians, with **the top one-third of users accounting for 85% of total encounters**, suggesting sustained and meaningful integration into clinical workflows for routine users.



AI scribe uptake followed typical **technology diffusion patterns**, consistent with trends observed in other countries (e.g., United States).

The Future of AI in Primary Care





Canada Health Infoway

Thank you!

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infoway-inforoute.ca

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insights.infoway-inforoute.ca/

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Let's Connect on Twitter
[@infoway](https://twitter.com/infoway)



PSHSA's Intelligent Safety™

PSHSA expertise, amplified. AI-accelerated.

- PSHSA's **new** dedicated AI and digital innovation solution
- Advances workplace health, safety, and wellbeing through trusted, human-centered AI technologies
- Focuses on enhancing productivity, accuracy, and access to expertise
- Introduces technologies that reduce administrative burden, streamline complex processes, and support faster, more consistent decision-making
- A human-to-technology division delivering prevention infrastructure and trusted, intelligent tools to reduce complexity and support safer decision-making at scale

Intelligent Safety™ Tools & Products

- Psychological Harm Risk Assessment Tool (Radius)
- Workplace Violence Risk Assessment Tool
- Occupational Stress Injury Resilience Tool (OSIR)
- All Day TA's AI Teaching Assistant
- Compliance First
- **Coming Soon** — AI-enhanced Workplace Risk Assessment Tool



All Day TA

AI-Supported Learning

- Provides opportunities to **engage and ask questions** in a **safe, supportive environment**
- **Supports multilingual learning** and consistent application of knowledge
- **Strengthens team-wide understanding** of health and safety concepts
- **Retain access after training** is complete to continue as an additional resource
- **On-demand resource** to clarify concepts and reinforce understanding

All Day TA

- All Day TA's AI Teaching Assistant is embedded directly into PSHSA courses
- Enhances learning experience and learner outcomes



JHSC Part 1



Health & Safety for
Leaders



More Coming Soon

More exciting things are coming...



PSHSA AI-enhanced Risk Assessment Tool

Greater efficiency and reduced
administrative and cognitive load

- Available to PSHSA consultants as they conduct workplace risk assessments
- Takes notes, compiles data, assists with report building, and provide recommendations for experts' consideration
- Saves consultants time and attention, allowing more focus on the client
- Enhances efficiency and creates consistent outputs

Thank you

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