



## **Penny Paucha**

### **Founder, Instincts at Work**

Penny is the principal of Instincts at Work and has extensive experience as a facilitator, change management expert and leadership coach with healthcare leaders around the province. As an accredited coach with the Neuroleadership Institute, all of Penny's programs are designed based on recent research from the field of social neuroscience to create sustainable improvements in how healthcare teams collaborate.

She has been chosen as a faculty member of the IDEAS Program at the Institute of Health Policy, Management and Evaluation at the University of Toronto, teaching leaders from around the province methods to promote spread and sustainability of quality improvement projects.

Given her experience as a front line mental health counselor in a Community Health Centre and her post graduate degree in Applied Psychology, Penny has a keen appreciation for the social determinants of health and the need for a coordinated team approach to addressing the needs of the most vulnerable populations in Ontario.

As a faculty member of the Ontario College of Family Physicians, Penny co-designed the Leadership Development Program and trained physicians in its delivery. Her approach was recognized as highly effective, which led to her firm being selected to facilitate the business planning processes for 9 Health Links across Ontario. Having also designed and delivered sessions on patient engagement, board engagement and one-year follow-up meetings, Penny is one of the most informed and experienced consultants in the province on the unique challenges of building a sustainable Health Link.

- Accredited coach - Neuroleadership Institute
- Faculty member of Ontario College of Family Physicians
- Past faculty member –IDEAS at the University of Toronto
- Masters in Applied Psychology - University of Toronto
- Extensive leadership development experience, specialty in health care and Health Links
- Experienced front line mental health counselor - Community Health Centre