

WOMEN IN LEADERSHIP

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Barbara Carnegie

Vice-President of Payor Partnerships
Shoppers Drug Mart



What is Health Solutions by Shoppers and what is your vision for its role in the industry?

Health Solutions by Shoppers was established in 2010 as a division of Shoppers Drug Mart and Loblaw Companies Ltd. Within our team, we leverage our pharmacy and health expertise and our partnerships with insurance carriers, third-party administrators and advisors to deliver health solutions for employers and ultimately for their employees that are both cost-effective and sustainable. Ultimately, we want to have a positive impact on health outcomes and bridge the gap between wellness and productivity for employers. Our vision is to offer employers integrated health solutions, including reporting programs, that help manage drug utilization, chronic conditions, and physical and mental health with a preventative, health-coaching focus.

In the face of rising costs, it's increasingly important for employers to prioritize helping employees better manage their health and stress. I think organizations need to value wellness as highly as they value privacy for their customers or making sure that employees treat each other with respect. Employers can also play a huge role in engaging employees and ensuring that they can navigate their benefits and use the programs

that are available to them. Health Solutions by Shoppers is uniquely positioned to help raise awareness with a team of health professionals who deliver our programs – from pharmacists to dietitians to nurses. They bring a high level of credibility to our solutions.

How was the employee benefits space evolving before the pandemic and what has the pandemic changed that employers need to consider moving forward?

Before the pandemic, employers were already challenged by rising rates of absenteeism and presenteeism, and many were aware that productivity was decreasing. Now, as we move out of crisis mode where many people found a way to cope because there wasn't a choice, the industry as a whole is expecting that we will see a rise in mental health-related and stress-related incidents in the workplace. Post-pandemic stress and burnout is likely to be a significant factor as employers plan for a return to the office. Employers will need practical programs that address short-term and long-term wellness – and we're here to help with solutions that employees now expect, including access to health tools, online coaching and virtual care.

What leadership qualities do you think are important in today's workplace and how do you motivate your team to keep looking for ways to add value to employers and their employees?

I think it's important for leaders to understand and focus on the value employees from different demographics bring to a team. Having diversity of knowledge and experience makes for more dynamic discussions around problem-solving, creative solutions and innovation. I've purposefully developed a team in which broad and varied backgrounds encourage different perspectives and deeper insights. I'm proud that they collaborate so well with each other and have such a strong affinity for providing health solutions for employers to better the lives of their employees. We support them by making health and wellness a priority within our corporate culture and encourage them to access the same health solutions we design for other organizations. As a leader, I'm committed to walking the talk and to our organizational purpose of helping Canadians live life well.