

THE PERFORMERS

× CANADA'S INFLUENTIAL THOUGHT LEADERS ×

CHRISTINE GRIFFIN

Head of strategic accounts and client relations at Express Scripts Canada



Christine Griffin, head of strategic accounts and client relations at Express Scripts Canada, sees this as a challenging yet exciting time for the healthcare landscape in Canada, with technology increasingly making it possible to help people on an individual level, keeping them healthier and enabling them to better manage their conditions. Here, she shares her approach to leadership at Express Scripts Canada.

What are the most important values you demonstrate as a leader at ESC?

One is a passion for caring, which means understanding and helping people while forging ahead when there are challenges. Another involves mutual respect and treating everyone equally and fairly. A third is around authenticity – being my true self every day. I believe in my team and I believe in the great work that we do on behalf of clients and partners. Being sincere about these things garners trust and

confidence and these are the values that I strive to demonstrate daily.

What are the most important decisions you make as a leader at ESC?

Good leaders aren't simply empowered to make decisions due to their position. Good leaders understand that every decision matters and has an impact on employees, clients and partners. I believe one of the biggest decisions I make every day is to show up for the team – my employees, my colleagues and my clients. I actively look for ways to inspire, motivate, mentor and direct, because I believe in empowering people to make decisions that are in the best interest of our clients and the organization. Their empowerment assures me that I have all of the information I need to make sound decisions.

How do you encourage innovation at ESC?

Our president, Dr. Dorian Lo, has great vision and an ability to think outside the box. His enthusiasm for innovation drives us all to achieve greatness for the organization and ourselves. He sets a good example and encourages new ideas and measured risk-taking. His leadership gives us licence to go all-out to achieve success.

We are fortunate to be part of a global company that is a recognized innovator. This helps us motivate people to explore new ideas, experiment and adapt to change. It's critical to give credit and raise the profile of people

who have great ideas. We are an organization that allows employees to see their ideas through to fruition. I encourage my team to trust in their instincts, which generate ideas that lead to change, evolution and innovation.

Successful innovation also means choosing the right partners. We want to contribute to the growth and evolution of the healthcare landscape, so we offer our clients new ways to reach their members by partnering with us to innovate and differentiate themselves in the market. Our goal is to inspire innovation and be a trusted advisor to our clients.

Where do you see ESC in 10 years?

I am proud to say that I've been with this organization since its inception in 1996. We started as a simple pharmacy benefit manager, evolved into a health benefit management company and then added a home delivery pharmacy to positively impact patient health. That's where we are today. Looking ahead, the organization will continue to evolve to create personalized health solutions. We will invest in tools that bring data and insights to life to allow early interventions to maintain patient health, and also provide assistance and clinical solutions to help people on a personal level. We're moving towards increasingly holistic and personalized solutions that link wellness and technology. I can't wait for the next 10 years!

