

Best in class: Award winning IDEAS

Featured Speakers:

Clint Atendido



Clint Atendido attended IDEAS Cohort 2 and led Markham Stouffville Hospital's (MSH) project to improve access and flow by increasing the percentage of patients discharged by 11AM. He and his IDEAS team were the recipients of the 2014 Alumni Achievement Award for Capacity Building for successfully spreading the practice of 11AM discharges to multiple medical units. Mr Atendido has led numerous organizational and clinical program quality change initiatives to improve access and flow and the delivery of care to patients in his various programs. Mr Atendido is currently the Director of Emergency, Surgery, Access and Flow, and Interim Director of Ambulatory Services at Markham Stouffville Hospital.

Loretta Morson



Loretta Morson is a Registered Nurse and has her Master's in Education from University of Toronto. Loretta is currently the manager of the inpatient surgical units at Markham Stouffville hospital where she has been for the last 8 years. Loretta is passionate about nursing, and in particular with surgical nursing having spent the span of her career in the Operating Room and Inpatient units. Loretta was involved with Clint and Sandi as part of IDEAS Cohort 2. Loretta is intimately involved in sustaining the new benchmark of percentage of patients discharged by 11AM. Loretta has also been involved in several LEAN events to achieve efficiencies in different areas of the hospital.

Dr. Michelle Grinman



Dr. Michelle Grinman is a Clinical Assistant Professor in the Division of General Internal Medicine at the Rockyview General Hospital, Calgary, Alberta. In 2013, she completed a Masters in Public Health from Johns Hopkins University and the IDEAS program developed by Health Quality Ontario and funded by the Ministry of Health and Long-term Care. In 2014, she received the IDEAS Alumni Achievement Award (Improving & Driving Excellence Across Sectors) 'Best Change Idea'. Dr. Grinman has been involved in multiple outreach initiatives for vulnerable seniors in East Toronto. She co-founded the Integrated Long-term Care Program with Dr.

Tia Pham working on development of an integrated healthcare delivery system for East Toronto LTC residents.

Ross Baker



Ross is a professor and the Director of the new MSc in Quality Improvement and Patient Safety at the University of Toronto. He is also co-Principal Investigator of the Improving & Driving Excellence Across Sectors (IDEAS) program, a province-wide learning initiative which builds capacity in quality improvement, leadership and change management across all of Ontario's health care sectors. Ross also leads a team of researchers who are doing case study research on international patient engagement strategies and engaging patients in service design, research and planning in a project funded by the Canadian Foundation for Healthcare Improvement. Ross is a board member of the Saskatchewan Health Quality Council and served on the King's Fund Commission on Leadership and Management in the

National Health Service (NHS).

Sandi Lofgren



Sandi Lofgren attended IDEAS Cohort 2 and led Markham Stouffville Hospital's (MSH) project to improve access and flow by increasing the percentage of patients discharged by 11AM. She has been a Registered Nurse for almost 30 years, and is currently a Patient Care Director and Director of Corporate Clinical Informatics. She and her IDEAS team were the recipients of the 2014 Alumni Achievement Award for Capacity Building for successfully spreading the practice of 11AM discharges to multiple medical units. She most recently co-facilitated a "mega-Lean" event to improve access and flow of patients and information between 17 Ambulatory Clinics, Diagnostic Imaging and Laboratory Services at the hospital.

Sarafina Hui



Sarafina has over 20 years of experience in health promotion and social service both in hospital and community settings. She is currently the Community Health Programs Manager at St. Paul's L'Amoreaux Centre. She oversees community support programs including Health Promotion, Caregivers Support, Recreation, Transportation, MOW, and Friendly Visiting Programs. Her passion is in health promotion, developing and implementing innovative accessible programs in collaboration with internal and external partners, and volunteers to address community needs and issues. She holds a Bachelor Degree of Arts in Social Work Stream with the Major in

Social Development Studies.

Sanjeev Sockalingam

Dr. Sanjeev Sockalingam is the Deputy Psychiatrist-in-Chief at the Centre for Mental Health, University Health Network and Director of the Bariatric Surgery Psychosocial Program at Toronto Western Hospital. At the University of Toronto, he is an Associate Professor of Psychiatry and the Director of Continuing Practice and Professional Development. He is also the Director of Curriculum Renewal and UGME Faculty Lead for the Medical Psychiatry Alliance in Toronto. Dr. Sockalingam has over 65 peer reviewed publications and is an investigator on several peer-reviewed grants.