

Developing Effective Quality Improvement Plans (QIPs)

Featured Speakers:

Daile Moffat



Daile has more than 20 years of experience as a nurse leader in long-term care, having held various positions from a frontline staff nurse, nurse consultant, and director of care. As the VP of Quality and Consulting for Sienna Senior Living, she is responsible for clinical data analytics, informatics, RAI-MDS, quality management, performance improvement and management consulting. Her role in interpreting and utilizing data helps assist managers and frontline users understand key outcomes for clinical decision making—advancing practical system improvements in quality and safety for all of the long-term care communities owned and managed by Sienna.

Danyal Martin



Danyal Martin holds several degrees from Queen's University, including bachelors degrees in arts and education, as well as a Master of Arts (history) and most recently, a Master of Science in Healthcare Quality. She is currently the Manager of Quality Improvement Strategies and Quality Improvement Plans at Health Quality Ontario. Before that, she spent several years as the Clinical Program Coordinator at the Queen's University Department of Family Medicine and Queen's Family Health Team. She is passionate about quality improvement and has special interests in quality and safety education for medical learners and the role of QI and patient safety in primary care.

Margaret Millward



Margaret Millward holds a Bachelor of Science in Nursing from Western University, a Master of Nursing from the University of Toronto, the Improvement Advisor designation (IHI) and a Lean Six Sigma Black Belt Certification. Marg worked at various progressive positions within Public Health and Community Care Access Centres from prenatal education, management of a palliative care team to Regional Manager, Business Processes and Evaluation. She is currently a Quality Improvement Specialist at HQO, with a focus on primary care.

Marsha Stephen



Marsha has worked in the health care for over 35 years. In her current role, her focus has been creating a culture focused on strong interdisciplinary practice and quality. She is committed to utilizing a quality improvement approach to shift individual and system outcomes. She participated in the AHLP through the Rotman School of Business. More recently she participated in the Advanced Learning Program at Intermountain Healthcare in Utah – an integrated healthcare system that has proven that a focus on improving quality can lower costs and improve health outcomes.

Sara Clemens

Sara Clemens is a Quality Improvement Specialist at HQO leading the analysis of long-term care Quality Improvement Plans (QIPs) and supporting the development of other sector and themed reports. Over the past 15 years, Sara has held multiple positions in health care leadership, spanning the fields of policy, management, clinical practice and education. Currently, Sara is finishing her PhD at the University of Toronto's Institute of Health Policy, Management and Evaluation, where she is researching the determinants of quality in Ontario long-term care homes.