

# Quality on the Frontlines: Understanding the Impact of Innovative Quality Improvement Initiatives – Afternoon Session

Featured Speakers:

## Cheryl Chapman



Cheryl is an experienced leader, quality specialist, nurse and educator. As a Senior Consultant at the South East LHIN, her portfolio includes Primary Care and Health Links, and she has been leading the Health Links initiative for over 2.5 years. Previously she was Director of Access and Chronic Disease in Primary Care at Health Quality Ontario. Cheryl has diverse leadership and nursing experience in all sectors of the Health care system. She holds a Master's Degree in Health Science (Institute of Health Policy, Management and Evaluation, UofT), a Master's Degree in Education, and a Bachelor of Science in Nursing.

## David Fry



David Fry brings more than 15 years of health care leadership experience to his new role as Vice-President of Client Services at the Mississauga Halton CCAC. He has worked in clinical and leadership positions in hospital, home and community care settings with particular interest in the area of mental health care delivery. Most recently, he was the Director of Patient Care, Ontario Association of Community Care Access Centres. His educational background includes a Bachelor of Science in Occupational Therapy and a Master of Health Science in health administration from the University of Toronto.

## Kerri-Lynn Wilkie



Kerry-Lynn is the Health Link Director for Cambridge and North Dumfries. She began working in community development and neighbourhood-based organizations, in youth work at Langs. At Langs, she has since managed the Community Services and Social Work teams; overseen organizational evaluation and coordinates the organization's work with 20+ on-site partners. Kerry-Lynn is a certified teacher and Executive Coach, completing studies in a Master's Degree in Education and Human Resources. Kerry-Lynn is an active volunteer in her community and in 2013, she was recognized as a Woman of Distinction by the YWCA.

## Kristy McQueen



Kristy McQueen is a System Design and Integration Lead with the South West Local Health Integration Network (LHIN). Kristy currently oversees a portfolio of projects, leading strategic planning, health system integration and improvement initiatives to optimize population health, improve client experience and health system sustainability. With more than 17 years of experience in Home and Community Care primarily in the Community Support Sector, she thoroughly enjoys working closely with health service providers and other partners to develop new approaches to achieve outcomes with a practical focus on being responsive to the changing needs of our communities.

### **Dr. Linda Lee**



Dr. Linda Lee is a family physician and the Director of the Centre for Family Medicine Memory Clinic. She is an Associate Clinical Professor in the Department of Family Medicine at McMaster University. She has developed a Primary Care Memory Clinic model and Training Program which has assisted 70 primary care settings in Ontario to develop new Memory Clinics. In recognition for her leadership in helping to improve the care of seniors with memory disorders, Dr. Lee was awarded the 2014 Individual Champion Minister's Medal Honouring Excellence in Health Quality and Safety.

### **Lisa Gardner**



Currently the South West LHIN Hospice Palliative Care Network Lead, Lisa has spent the last 21 years in health care. She began her career in Detroit, Michigan as a Registered Nurse in the Emergency Department at Detroit Receiving Hospital. She then moved back to London Health Sciences Centre South Street where she worked in Cardiac Surgery and ER. She completed her BSCN at Laurentian University during this time. Lisa went on to serve as Clinical Nurse Educator at Tillsonburg District Memorial Hospital and in an administration role at Alexandra Hospital Ingersoll. She was the Chief Nursing Executive until 2014. She functioned as Interim CEO twice during her Vice Presidency.

### **Michelle Samm**



Michelle is a passionate, transformative leader, with expertise in strategy deployment, quality improvement and performance evaluation. Michelle joined the Mississauga Halton CCAC in 2012 as a Senior Project Manager. In her role she is responsible for leading a LHIN sponsored, partnership initiative between Mississauga Halton CCAC and Trillium Health Partners aimed at improving patient experience with hospital to home transitions. Michelle attained a Masters of Health Science degree in Health Administration from the University of Toronto. She also holds Bachelor degrees in Health Studies and Health Policy from York University and is a Certified Health Executive with the Canadian College of Health Leaders.

### **Dr. Robert Webster**



Dr. Robert Webster is a comprehensive family physician practising in Belleville and sharing a teaching practice both clinic and inpatient hospital care with his wife/physician practice partner. Currently holding four leadership roles (a) Primary Care Lead for Prince Edward Hastings for the South East LHIN (b) Site Director for the Belleville/Quinte Site for the Department of Family Medicine at Queen's University (c) South East Service Delivery Partner Clinician Lead for cNEO (Connecting Northern and Eastern Ontario) and (d) Lead Physician Queen's Family Health Team – Belleville Site. My key interests are in Leadership, Practice Management, Quality Improvement and Faculty Development.

## **Valerie Armstrong**



With a background in occupational therapy and client service management, Valerie Armstrong has worked over 30 years in health care, primarily within the community sector. She is currently the Director of Quality and Risk at the North Simcoe Muskoka Community Care Access Centre. Valerie holds a Six Sigma Green Belt designation and a Masters Certificate in Project Management. In her current role, Valerie provides leadership to support and enable an organizational culture of excellence in quality improvement, risk management and patient safety. She is also the co-chair of the NSM LHIN Quality Improvement Network, a cross-sectoral collaborative group which fosters relationships and collaborative partnerships among health service providers around quality improvement.