

Session 6

The Use of Benchmarks in Public Reporting: Measuring Performance & Setting Meaningful Goals

Miin Alikhan – MHS, CHE, Certified Patient Safety Officer



Miin Alikhan is the Director of the Health Quality Branch, which has a mandate to help accelerate the implementation strategy for the Excellent Care for All Act (2010). Beginning as a clinician, Miin has held progressively senior roles related to organizational strategic planning & process improvement, change leadership and provincial comparative performance measurement.

A Certified Healthcare Executive, a Certified Patient Safety Officer through Intermountain's Advanced Training Program, and a Harvard Executive leadership program graduate, Miin has published numerous articles and is a frequently invited guest speaker. She is the recipient of several awards including one for excellence in mentorship and the 3M™ Health Care Quality Team Award – in recognition for innovation, quality and teamwork in health care.

Cathy Fiore, BSW



Cathy Fiore is a healthcare professional with 16 years' experience in social work and long-term care. Currently in her role as Administrator at The O'Neill Centre Long Term Care Home, Cathy spends much of her time leading her team towards ensuring excellent quality care and service is delivered to residents, families and staff.

Over the last two years Cathy and her team have participated in several speaking engagements sharing knowledge and expertise on how to employ quality improvement initiatives in long term care settings.

Cathy holds an undergraduate degree in Social Work from Ryerson University and a Social Service Worker Diploma – Geriatrics Specialization, from Seneca College of Applied Arts and Technology.

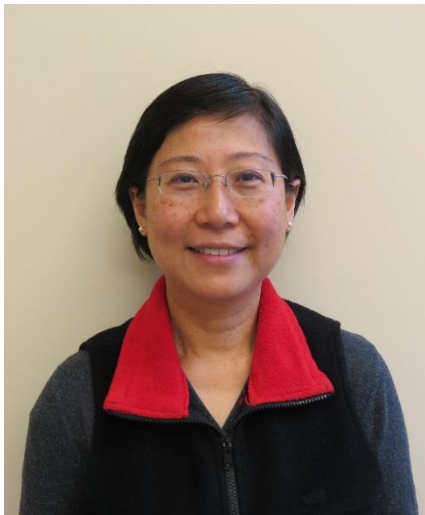
Dr. Astrid Guttman, MDCM, MSC, FRCP (C)



Astrid Guttman is an Associate Professor of Paediatrics and Health Policy, Management and Evaluation at the University of Toronto, a General Paediatrician at the Hospital for Sick Children, and a Senior Scientist at the Institute for Clinical Evaluative Sciences where she is the Program Leader for the Health System Planning and Evaluation Program.

She holds a Canadian Institute for Health Research (CIHR) Applied Chair in Child Health Services and Policy Research and multiple operating grants. Her research interests focus on the relationship of healthcare policy to access and quality of care for children and youth.

Stella Leung



Stella is an RN and has been working in Long Term Care Sector since 1991. She worked as the Director of Resident Care and Administrator at the homes of Mon Sheong Foundation. She is now the Senior Administrator oversees the 3 Mon Sheong Long Term Care Homes day-to-day operation. Stella believes that by using the care data of residents would identify areas for improvement.

Appropriate plan could be developed through an interdisciplinary approach to improve the quality of residents care. She is very proud of her team working together to achieve this and happy to share her experience with you all.

Corry O'Neil, RN, BSN, M.Ed



Corry has 25 years of experience at Windsor Regional Hospital, including critical care nursing, clinical education, and Director of education. She earned her Master's in Education and Bachelor of Science in Nursing from the University of Windsor. Corry is currently Director of Organizational Effectiveness Portfolio; which includes Utilization Management; Decision Support, Infection Prevention and Control and Patient Safety Quality. In her role she leads a number of patient safety improvement teams; the development of the annual QIP and actively participates in LHIN based initiatives.

Corry is constantly seeking creative ways to foster and promote high quality patient care and continuous improvement.

Jonathan Wiersma



Jonathan Wiersma is the Director of Decision Support, Royal Victoria Regional Health Centre. He has an undergraduate degree in bio-Medical Physics and a Masters in Biology (Bio-informatics) from Laurentian University, Sudbury. Jonathan has held various roles in information for the past 14 years, pioneering the use of GIS in Primary Care, working with Discovery's™ "Animal Face-Off," and working with experts building performance frameworks of Ontario's Local Health Integration Networks. In 2008, Jonathan joined RVH, and evolved decision support to include clinical, financial and strategic performance evaluation.

Happily married and a father of three, Jonathan is a passionate leader with expert understanding of how information shapes and executes strategy.

Dr. Walter Wodchis, PhD, MAE, MA



Dr. Wodchis is Associate Professor at the Institute of Health Policy, Management and Evaluation at the University of Toronto. He is also a Research Scientist at the Toronto Rehabilitation Institute, an Adjunct Scientist at the Institute for Clinical Evaluative Sciences and Principal Investigator for the *Health System Performance Research Network* (www.hsprn.ca). His main research interests are health economics and financing, health care policy evaluation, and long-term care.

Dr. Wodchis is currently leading a second province-wide research study called The Determinants of Quality in Ontario Long Term Care. Other research projects include identifying and developing performance measures for complex populations with chronic conditions who transition through multiple health care sectors, health system performance measurement and measuring return on investment for interventions in the health system.