

## Quality Improvement: It's About Culture

Featured Speakers:

### Donna Cripps



As the CEO of the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN), Donna Cripps leads the organization that plans, funds, and integrates the local health care system, with the goal of providing access to coordinated and high quality care for the more than 1.4 million people across Hamilton, Niagara, Haldimand, Brant, Burlington and Norfolk. Prior to joining the HNHB LHIN in October 2010, Donna held two key positions at Hamilton Health Sciences as President of St. Peter's Hospital and Executive Lead Rehabilitation and seniors' health. Donna has also been actively involved in many regional and provincial initiatives, including Co-Chair of the Behavioural Supports Ontario (BSO) Project Steering Committee, and of the Provincial Rehabilitative Care Alliance.

### Dr. Jeffrey Turnbull



Dr. Turnbull is Chief, Clinical Quality at Health Quality Ontario. In this role, Dr. Turnbull works with thought leaders and clinicians to affect change and improve the quality and safety of care that is delivered across the province. Dr. Turnbull is also co-founder and Medical Director of Ottawa Inner City Health. He has a Doctorate in Medicine from Queen's University and specialty certification in internal medicine through the Royal College of Physicians and Surgeons of Canada. Jeffrey is currently Chief of Staff at The Ottawa Hospital. Jeffrey is the recipient of several national and international grants and awards, including the Order of Canada and the

Order of Ontario.

### Dr. Tim Rutledge



Dr. Tim Rutledge, President & CEO of North York General Hospital since 2010, has focused on building a strong values-based culture as a foundation to the Hospital's pursuit of excellence in integrated, patient-centred care. He is also a passionate advocate for the continued evolution of North York General as a community academic hospital. Tim has held a number of leadership positions at NYGH, including Chief of Emergency Medicine, Chair of the Medical Advisory Committee, and Vice President of Medical & Academic Affairs. Tim is an Associate Professor in the Department of Family and Community Medicine at University of Toronto.

### Dr. Wendy Levinson



Dr. Levinson is a national and international expert in the field of physician-patient communication and, in particular, on the disclosure of medical errors to patients. In fact, Dr. Levinson was recently appointed as an Officer of the Order of Canada for this work. Dr. Levinson has led efforts to educate and engage residents and faculty members in patient safety, quality improvement and the stewardship of finite resources. Most recently, she is leading Choosing Wisely Canada, a campaign to help physicians and patients engage in conversations about unnecessary tests, treatments and procedures, and to help physicians and patients make smart and effective

choices to ensure high-quality care.

**Winnie Doyle**

Winnie Doyle has over 35 years of experience in healthcare as a midwife, registered nurse, educator, and senior executive. Currently she is the Vice President and Chief Nursing Executive at St Joseph's Healthcare Hamilton which is part of St Joseph's Health System. Winnie has a very strong commitment to driving improvement, quality and patient engagement at both the local and system level. Winnie holds a Bachelor of Science degree in Nursing, and a Masters of Nursing Administration. She is on the faculty of the School of Nursing McMaster University.