

Putting it together: Aligning Personalized Practice Reports to Drive Quality Improvement in Primary Care

Featured Speakers:

Anna Greenberg



Anna Greenberg, Vice-President, Health System Performance at Health Quality Ontario. Prior to joining HQO, Ms. Greenberg was Director, Strategic Policy at the Ministry of Health and Long-Term Care where she led a branch of policy professionals in the development of policy in a wide variety of areas including mental health and addictions, healthcare quality and safety, clinical and social service integration, and reproductive technology. She previously spent over a decade in leadership roles in the cancer system, spearheading initiatives such as Ontario's first publicly reported cancer system performance measurement tool, and cancer system planning and policy development, and knowledge management at Cancer Care Ontario, Princess Margaret Hospital/University Health Network, and the Canadian Partnership Against Cancer.

Monique Hancock



Monique Hancock's twenty-seven years of unique business experience encompass skills including marketing and finance management, web design to health administration. After an Honours B.A. at U of T in Economics, Commerce and Mathematics, she completed a professional designation with the Canadian Institute of Management. While working with 3M, where she managed a \$15 Million business, she was awarded a very distinguished "Pyramid of Excellence Award". For the last 4 years, Monique has had the privilege to act as Executive Director for the STAR Family Health Team. In this capacity, she has served on several provincial committees, including the Association of Family Health Teams of Ontario's (AFHTO) Quality Improvement Decision Support (QIDS) Steering Committee and Chair of AFHTO's QIDS Indicators Working Group.

Dr. Noah Ivers



Dr. Noah Ivers is a scientist at Women's College Research Institute and a family physician at Women's College Hospital. He is also an adjunct scientist at the Institute for Clinical Evaluative Studies. His research is focused on systematically developing and evaluating initiatives that aim to improve quality in primary care. He uses principles from clinical epidemiology and health services research to conduct pragmatic evaluations of complex interventions. He focuses on use of data to drive healthcare decisions through initiatives such as performance feedback to health professionals as well as tailored reminders to patients to enable both evidence based and patient centred care. He is supported by New Investigator Awards from CIHR and from the Department of Family and Community Medicine, University of Toronto.

Dr. Richard H. (Rick) Glazier



Dr. Rick Glazier is a Senior Scientist and Program Lead of Primary Care and Population Health at the Institute for Clinical Evaluative Sciences (ICES) in Toronto. He is also a Family Physician at St. Michael's Hospital and a Scientist in its Centre for Research on Inner City Health. At the University of Toronto, Dr. Glazier is a Professor in the Department of Family and Community Medicine (DFCM), and is cross-appointed at the Dalla Lana School of Public Health. His research focuses on primary care health services delivery models, performance measurement, health of disadvantaged populations, and improving equity in health.