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Objective

To work with a diverse community of stakeholders to gain experience and contribute to both team and community initiatives to lead the advancement of Patient Engagement in Patient Safety, Quality Improvement, and Innovation in British Columbia.

Consultant, Special Initiatives and Projects – MHSU, Fraser Health Authority

April 2022 - Present

Consultant, Special Initiatives and Projects, Trauma & Resiliency Informed Practice, MHSU

- Design the virtual TRIP Centre for Dialogue with technology supported by FH privacy policies
- Host at least two TRIP Dialogues between Jan-March 2023
- Plan for an additional four dialogues to be hosted between April- Sept 2023
- Collaborate with TRIP Leader in supporting at least 10 TRIP Stewards who are leading change at their respective sites/services inspired by TRIP
- Collect change stories from TRIP Stewards to inform implementation guide
- Collaborate with TRIP Leader and Project Coordinator in designing and starting to write implementation guide which includes an organizational readiness assessment
- Support TRIP Facilitator Development
- Attend meetings when possible and participate in evaluation and report writing

Design a Person with Substance Use Living Experiences Engagement Guide

- Engage and support between 10-12 PLE-SU in all aspects of this project
- Curate and conduct a national rapid scan of strategies, guides, and resources for engaging with People with Living SU experience (PLE – SU) in healthcare
- Conduct collaborative inquiry (focus groups) with PLE-SU and SU services providers (n=20) to inform PLE-SU engagement guide
- Draft PLE-SU engagement guide based on findings from above three deliverables
- Attend meetings when possible and participate in evaluation and report writing as time allows.

Experience, Lead – Vancouver Island Health Authority

April 2022 - October 2022

- Supports patient partners, clinicians, decision-makers and researchers in the development and implementation of Patient Safety, Quality Improvement, and Innovation
 - Lead - Patient Partnership & Involvement Revitalization Program Design, Development, and Implementation
 - Lead - Assessing Patient Bill of Rights
 - Lead – Introduction of Trauma & Resiliency Informed Practices to IH Experience
 - Team member - Restorative Approach to Healthcare Harm Feasibility Study



Patient Engagement Specialist – BC SUPPORT Unit

January 2017 – March 31st, 2022

- Supports patient partners, clinicians, decision-makers and researchers in the development and implementation of Patient-Oriented Research.
- Facilitates the Canadian Institute for Health Research's (CIHR) National Strategy for Patient-Oriented Research (SPOR) in collaboration with all stakeholders, including patient partners.
- Develops and implements a strategic plan and help set objectives for the Department of Evaluation and Research Services to contribute to overarching priorities within the department but also within the health authority at large.
- Meaningfully engages those with living experience in patient-oriented research as a keynote speaker, panelist, and organizational representative. Supports team development, mitigates and resolves conflict, builds capacity, recruitment, and evaluation.
- Initiated and/or supported the development and implementation of:
 - An Environment for Indigenous Health Research:
 - Was the inaugural ICCO Member (Non-Indigenous) of BC Network Environment for Indigenous Health Research (NEIHR)
 - Co-developed and designed an innovative evaluation framework with elders and community members for BC NEIHR Evaluation Framework
 - Held the Fraser Salish Indigenous Health Research Symposium (first of its kind) exploring cultural humility and decolonization of research
 - Trauma and Resiliency Informed Practice (TRiP) Guideline to mitigate stigma and healthcare harm:
 - Developed first and only TRiP training for those in research and evaluation (two half-day workshops)
 - Became a key partner and Lead Developer for National TRiP curriculum in Collaboration with Mental Health Commission of Canada, funded by Health Canada
 - Residents and Families Interested in Research in Long Term Care and Assisted Living:
 - Led a group of LTCAL residents and families interested in research partnerships to help inform and influence LTCAL research, evaluation, and QI
- Justice Equity Diversity and Inclusion (JEDI+) for BC SUPPORT Unit Phase II
- REDcap Contact Data Management Project for stakeholder tracking
- Strategic Research Alliance Council (SRAC) Communications Member:
 - Led a KT Communications Workshop attended by 110 stakeholders (provincial and regional organizations, Health Authorities, patient partners)
 - Developed resources on Risk Communications by adapting shared / informed decision-making tools and incorporating TRiP adopted by PHO and MoH
 - Co-authored WHO Publication outlining Pandemic Research, Risk Communications (specifically a chapter on PPI)



- Supports patient public engagement for pandemic response evaluation initiatives including the formation of a novel evaluation framework and dashboard and the rapidly expanded Virtual Health program.
- Co PI/Research User Co-Lead – Beyond Binary in BC: taking patient-oriented and trauma-informed approach to building partnerships and dialogue to incorporate gender equity into women's health research. Submitted a successful grant application receiving a C2 grant from MSFHR.
- Principle Investigator - Intersection of Trauma and Grief – on a successful grant for a nationwide project. Grew partnership with Sick Kids, Canuck Place, BC Children's (POR). First recipient of a publicly initiated research project through SPOR Evidence Alliance.
- Winner of the International Pain Symposium 2021 PSA Pain Champion award, for developing and implementing ChildKind practices at BC Children's and Women's Hospital.
- Winner, BC Patient Safety Quality Council's Quality Trailblazer Award 2021
- Co-creator and host of SPORcast, a weekly podcast discussing the Strategy for Patient-Oriented Research across Canada.
- Patient Voices Network – Member of the Oversight & Advisory Council:
 - Initiated the adoption of BCCDC Language Guide
 - Initiated DEI statement and definitions endorsed by BCPSQC leadership

Health Care Educator/Curriculum Development

January 2017 – Present (contract)

- As a health care educator, supports the development of and teaches the End-of-Life Doula program, Train the Trainer and End of Life Caregiver program at Douglas College. Engages stakeholders as a trained facilitator and teaches the SPOR curriculum.
- Faculty member at Healthcare Can, teaching the Patient-Centred Care Leadership Program. Co-designed the online curriculum for a new Patient-Partner Leadership Program.
- Co-leading the development of an online multi-media curriculum engaging diversity in health care research with UBC Department of Psychiatry. Also the lead primary investigator for a research project looking into the Intersection of Trauma and Grief.
- Author/Speaker: Living Grief, the Profound Journey of Ongoing loss.
- Led Project Management/Curriculum Development/Community Implementation of a new Provincial Learning Management System, which teaches health care professionals how to engage diverse community in Advanced Care Planning, specifically for South Asian and Chinese communities.
- Meaningfully engaged partners such as the BC Cancer Agency, Vancouver Coastal Health Research Institute, UBC Faculty of Medicine, BC Women's Hospital, BC Centre for Palliative Care and Canuck Place Children's Hospice.



Strategic Lead, Patient Engagement

March 2007 – Present (contract)

- Supports organizations and businesses through strategic community and family engagement, social innovation and redesigning human systems utilizing technology.
- Partnered with organizations such as Sunlife, Bayshore Home Health, Vancouver Island Health Authority, the Aboriginal Human Resource Council, Dalai Lama Centre for Peace and Education, Tapestry Home Health.
- Team member, Clinical Implementation for ChildKind Accreditation Project at BC Children's, Sunnyhill and BC Women's Hospital.
- Team member, Medication Reconciliation Oversight Committee and Working Group for Children's and Women's Hospital
- Health Standards Organization – Clinical Governance Working Group, Leadership Working Group

Eighty Twenty Advantage (Certified Medical Education)

March 2003 – January 2005

- Supported special educational events in the health care industry, called Certified Medical Education Forums.
- Facilitated special events to provide project management and development for healthcare educational seminars to fill that need.
- Collaborated with Providence Health, Fraser Health and Canadian Cancer Society to coordinate events such as UBC Respiratory Retreat, Western Lung Conference, GI Forum.
- Worked closely with physicians coordinating international panels, the development of plenary and workshop sessions, and the overall project management. Worked with agency accounting departments to work within pre-approved budgets and post-mortem reporting of expenditures and sponsorship dollars.

MDS Metro Labs (currently LifeLabs) Oct 1988 – March 2003

- Certified Laboratory Technologist: Worked in a variety of roles in the community health care sector. Provided everyday client services, mobile lab services, phlebotomy, cardiac testing, medical-legal urine drug screening.
- Organizational Renewal Officer: Worked at MDS Head Office to design and implement new processes and procedures to enhance client satisfaction (patients and doctors), increase QA/QC, and reduce overhead. Implemented new processes to remove bacteriology plating in patient service centers resulting in reducing EFT cost and improving QC/QA for bacteriology testing/results.
- Received several awards for developing new innovative procedures and client service including a Capital Idea Award for developing and implementing an interlab reporting system for same day cancer patients. This initiative is now an offshoot company called My eHealth.



Current Education

- Mindful Self-Compassion – Centre for Mindful Self Compassion (2022)
- Excellence in Healthcare Leadership (EHL) – Johnson Shoyama Graduate School of Public Policy (2022)
- McMaster University - Family Engagement in Research Certification (Fall 2019)
- IHI - Certified Professional in Healthcare Quality and Safety (2018)
- Government of Canada – Panel on Research Ethics TCPS 2 Core (2018)
- MBA, Social Change

Volunteer Experience

- Canuck Place Children's Hospice Family Coalition (2022 - current)
- Canadian Association of Health Services and Research Policy (CAHSPR)– Executive Board Member (2022 - current)
- BC Patient Safety Quality Council – Oversight & Advisory Committee (2019 – current)
- Canuck Place Children's Hospice – Family Advisory Council (2014 - 2020)
- BC SUPPORT Unit – Provincial Patient Council (2018 – 2020)
- Crisis Centre – Crisis Line / Youth In BC / Seniors Call Centre (2012 – 2014)
- Qmunity – Board Chair (2008 – 2012)
- REACH Child and Youth Society – Director (2006 - 2010)

Skills/Strengths

Creating opportunities for collaboration	Identifying impact of service in a community
Problem solving	Motivating people to get engaged
Mapping / diagnosing	Creating an approach that fits constraints of a situation
Attention to Detail	Reliable

Honours and Awards

- BCPSQC Quality Trailblazer Award Winner
- International Pain Symposium 2021 PSA Pain Champion
- Ron Calhoun Science Ambassador Award recipient
- YWCA Woman of Distinction Winner (Innovation and Technology)
- Vancouver's Top 40 Under Forty Winner
- Stevie Award Top Female Canadian Entrepreneur