



## Challenges and Triumphs: A Student Perspective LEARNING COLLABORATIVE 3 CONGRESS

Showcase: Quality Improvement Stories



Right to left: Milo Mitchell, Quality Improvement Coach (QIC), Jamie Zao, University of Toronto student, Alice Strachan, QIC and Dora-Lynn Davies, QIC at QIIP's Learning Collaborative 3 Congress.

Photo taken by Frontenac Media Inc., May 9, 2010.

On May 9 and May 10, 2010, Quality Improvement & Innovation Partnership (QIIP) hosted the Learning Collaborative 3 Congress, showcasing the accomplishments of Family Health Teams and Community Health Centres who have implemented quality improvement in their practices in the domains of chronic disease management, prevention and office practice redesign. Jamie Zao, a University of Toronto student was in attendance as part of her Institute for Healthcare Improvement course.

Dear Milo,

I wanted to thank you personally for the amazing experience I had today. Thank you for giving me the opportunity to attend the QIIP Learning Collaborative 3 Congress and for allowing me to listen to the audio recordings of the QI teams. It was a privilege to be able to hear each team's challenges and triumphs in their Quality Improvement journeys and it definitely brought the curriculum from the IHI online courses to life. As each team shared their experiences today, they all emphasized how QIIP has equipped them with many essential tools and resources that have helped them make a positive contribution to patient care. One in particular mentioned how the FOBT kits have saved the lives of 2 of their patients and another detailed their comprehensive 5 step diabetes management program. It is stories like these and many others that showcase the importance of the work that QIIP does and it makes me all the more excited to become a health care professional in a province that is so dedicated to improving the quality of patient care. On that note, I would like to thank you not only for today, but also for the work that you and your colleagues do through QIIP. Please also extend my appreciation to Brenda, Liz, Alice and to everybody else who made today such an incredible experience.

Cheers,  
Jamie Zao

E-mail sent to Milo Mitchell, Quality Improvement Coach on May 9, 2010.



*"It was a privilege to be able to hear each team's challenges and triumphs in their Quality Improvement journeys..."* Jamie Zao, University of Toronto

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