

Andrew MILROY

Toronto ON | Email: andrewpmilroy@gmail.com

QUALITY ASSURANCE AND IMPROVEMENT SPECIALIST

CAREER SUMMARY

Certified Lean Six Sigma Black Belt healthcare professional and systems thinker with a passion for Quality. Over 10 years of combined experience managing Quality Management Systems, working on quality assurance and improvement projects, and supporting complex regional projects within healthcare, the clinical research industry, and international development.

HIGHLIGHTS

- ✓ 8+ years of experience in executing improvement methodologies and tools to continuously deliver necessary changes and ensure the best future healthcare environments were built
- ✓ 6+ years of experience managing Quality Management Systems in healthcare and the clinical research industry ensuring safety and compliance to regulatory and accreditation standards
- ✓ Extensive knowledge, and experience with Lean Six Sigma (DMAIC/PDSA, Root Cause Analysis, Process and Value Stream Mapping, FMEA) from over 50+ Quality Improvement Projects
- ✓ Experienced Auditor with 125+ Internal Audits, 400+ IPAC and Mobility Audits, 8 External Audits (Accreditation, Initial Supplier Evaluation, Annual), 11 Supplier Audits
- ✓ Investigated 225+ Quality related incidences since 2018 providing corrective actions while assigning Risk Level, assessing for systemic issues, and reporting to Senior Management

PROFESSIONAL EXPERIENCE

Quality Specialist

Quality Coordinator (promoted May 2021)

Kensington Health - Eye Bank of Canada (Ontario Division) – Toronto, ON 2017 - Present

- Responsible for the management and ongoing assessment of the Eye Bank of Canada's Quality Management System ensuring compliance with all EBAA Medical Standards, Provincial and Federal Regulations and Standards
- Leading patient care quality improvement and enhancement initiatives at Kensington Health Ambulatory entities to increase operational efficiency and reliability, and reduce clinical and operational risks and cost using DMAIC/PDSA with attention to lean process improvement
- Leading internal and external audits ensuring compliance with Regulations and Standards, and preparing and facilitating all stages of Inspections (accreditation & regulatory) for Eye Bank and other Ambulatory entities while acting as key contact during the Inspections
- Identifying and investigating incident trends, applying root cause analysis, providing feedback and recommendations to the senior management team, and ensuring corrective actions are undertaken to address nonconformities or opportunities for improvement
- Collaborating with clinical programs to implement recommendations that improve patient and staff safety by completing safety and data reviews, identifying trends, and implementing recommendations
- ✓ **Achievement: Developed and implemented a Standards based Quality Management System with focus on quality assurance for patient safety**

Manager, Clinical Quality Assurance and Human Research Protection Program

ethica Clinical Research Inc. – Montreal, QC

2014 - 2016

- Managed the Quality Program for the ethica Clinical Research Inc. group of companies to assure patient safety while participating in clinical trials with their rights and well-being protected
- Assessed through routine internal auditing, levels of compliance for practice areas and study activities, and made recommendations for Corrective and Preventive Action to facilitate process and quality improvement of company procedures and practices
- Performed training needs assessments, developed training materials, and conducted training sessions for staff
- Communicated regularly with President and Senior Management on auditing status, provided recommendations to enhance performance improvement and process efficiencies
- ✓ **Achievement: Successfully managed a Third-Party Audit which had zero official observations and resulted in the client being awarded a contract worth over \$1 million**

Program Coordinator – Qualification Program

Clinical Trials Ontario – Toronto, ON

Contract 2013 - 2014

- Developed Research Ethics Board (REB) Qualification Manual used for certifying REBs under the Qualification Program, a certification activity of auditing REBs for compliance with applicable regulations
- Provided support to Clinical Trials Ontario advisory groups including drafting of accurate meeting notes which captured key discussions, decisions, and action points, and disseminated notes in a timely manner
- Conducted literature review on clinical trial participant engagement and recruitment and synthesized findings for presentations on the topic
- Developed Standard Operating Procedures to support the processes involved in the Qualification Program
- ✓ **Achievement: Instrumental in developing the process for qualification of REBs in Ontario with the aim of streamlining review processes to reduce clinical trial start-up times.**

Research Assistant - Geriatrics

Mount Sinai Hospital – Toronto, ON

Contract 2012 – 2013

- Implemented the auditing phases of a clinical research project targeting hospital staff, aimed at reducing functional decline and promoting mobility among elderly patients
- Conducted audits to benchmark, track, and evaluate a performance improvement and educational intervention at Toronto General Hospital and Mount Sinai Hospital.
- Conducted a literature review on the Quality Indicators for integrated home-based primary care and synthesized findings into a chapter for healthcare provider toolkit
- ✓ **Achievement: Played a vital role through routine weekly auditing of patient rooms which served in the collection of data for use in publications, and reports.**

ADDITIONAL PROFESSIONAL EXPERIENCE

Special Assistant , <i>Member of Parliament</i>	2010 – 2011
Project Coordinator , <i>United Nations Millennium Campaign</i>	2009 - 2010
Junior Professional Consultant , <i>United Nations Development Program CANADEM</i>	2008 - 2009

VOLUNTEERISM

- **Member**, Quality Assurance Committee – Eye Bank Association of America (Toronto, Canada); July 2020 - Present
- **Rotarian**, (Past President) Toronto Twilight Rotary Club – Rotary International (Toronto, Canada); February 2012 – November 2014 & July 2018 – Present
- **Chair**, Webinar Development Sub-Committee – Canadian Association of Research Ethics Boards (Montreal, Canada); July 2016 – March 2017

EDUCATION

Master of Arts (Distinction) – Applied Ethics: Social and Political 2008
Norwegian University of Science and Technology

- Awarded Erasmus Mundus Scholarship (€21,000) for academic success and experience in the field of ethics

Bachelor of Arts (Hon) – Specialist in Bioethics 2005
University of Toronto

CERTIFICATIONS

Certificate Course on Quality Improvement and Patient Safety (cand.) 2022
Centre for Quality Improvement and Patient Safety (U of T Faculty of Medicine)

Patient Safety 2018
Johns Hopkins Medicine: Armstrong Institute for Patient Safety and Quality
(Coursera 7 Course Specialization)

Lean Six Sigma Black Belt 2017
Six Sigma Global Institute (IASSC Accredited Training Institute)

TRAINING

- Failure Mode and Effects Analysis (FMEA) – Managing Risk – ASQ Online Learning 2019
- AATB Online Auditor Course – Online Training Course by AATB 2019
- Measuring & Managing Customer Satisfaction – Course by ASQ 2018
- An Introduction to the Model for Improvement – Webinar by Robert Lloyd, PhD, Institute for Healthcare Improvement (IHI) 2017
- Blueprint to Building Better Training Programs – Webinar by Traci Morrison and Thonda Barnes, Orgwide Custom Learning Solutions 2016