

ANDREW MILROY

Toronto, ON | andrewpmilroy@gmail.com

QUALITY ASSURANCE AND IMPROVEMENT SPECIALIST

Action-oriented and results-driven Quality Assurance and Improvement Specialist with expertise in quality management and risk analysis for major healthcare organizations and clinical research firms. Strategic planner and Lean Six Sigma Black Belt who successfully manages quality improvement projects and implements Lean process improvements to enhance patient safety, mitigate risk, and reduce waste. Empowering and dynamic leader who directs team members to consistently employ best practices and exceed organizational goals.

- Effective Quality expert who develops and manages programs, conducts risk and waste assessments, and mentors staff to ensure operational efficiency and compliance to optimize patient care quality
- Experienced healthcare auditor with 150+ internal audits, 550+ IPAC and mobility audits, 11 external audits (inspection, accreditation, initial supplier evaluation, annual), and 15 supplier audits
- Successfully investigated 250+ quality-related incidents since 2018 to identify systemic issues, assign risk level, and provide corrective actions
- Certified Lean Six Sigma Black Belt skilled at conducting root cause analysis to identify risks/trends and make recommendations for process improvements to senior management

CORE COMPETENCIES

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| <input type="checkbox"/> Quality Management Systems | <input type="checkbox"/> Quality Assurance/Risk Assessment | <input type="checkbox"/> Team Leadership |
| <input type="checkbox"/> Safety Compliance | <input type="checkbox"/> Failure Modes & Effects Analysis (FMEA) | <input type="checkbox"/> Strategic Planning |
| <input type="checkbox"/> Patient Safety | <input type="checkbox"/> Internal/External Audits | <input type="checkbox"/> Process Improvements |
| <input type="checkbox"/> Regulatory Compliance | <input type="checkbox"/> Lean Methodologies | <input type="checkbox"/> Root Cause Analysis |
| <input type="checkbox"/> DMAIC/PDSA | <input type="checkbox"/> Process/Value Stream Mapping | <input type="checkbox"/> Project Management |

PROFESSIONAL EXPERIENCE

Quality Specialist **2017-PRESENT**
KENSINGTON HEALTH – EYE BANK OF CANADA (ONTARIO DIVISION) – Toronto, ON

Manage and regularly assess/audit the organization's Quality Management System to ensure compliance with all EBAA medical standards and federal regulations while optimizing patient care quality at Kensington Health Ambulatory. Conduct root cause analysis and investigate incident trends to recommend corrective actions to senior management and act as key contact during accreditation and regulatory inspections.

Key Contributions

- Promoted from Quality Coordinator to Quality Specialist in 2021.
- Created and implemented a standards-based Quality Management System focused on quality assurance and regulatory compliance for patient safety.
- Increased operational efficiency/reliability while reducing clinical and operational risks/wastes by implementing process improvements using Lean and Six Sigma methodologies.
- Minimized risk by analyzing data/trends and implementing improvements to clinical programs to maximize patient and staff safety.

Continued ...

**Manager, Clinical Quality Assurance and Human Research Protection Program
ETHICA CLINICAL RESEARCH, INC. – Montreal, QC****2014-2016**

Led the Quality Program for the ethica Clinical Research Inc. group of companies to ensure participant safety while guarding participants rights and best interest while participating in various clinical trials. Conducted assessments via routine internal audits to ensure compliance and to make recommendations for corrective and preventive action for company procedures and practices.

Key Contributions

- Successfully managed a third-party audit which had zero official observations and resulted in the client being awarded a \$1M+ contract.
- Improved staff performance and enhanced participant safety by conducting regular training needs assessments to develop educational materials and conduct training sessions.
- Increased workflow efficiency and reduced risk by communicating with senior management on auditing status to recommend process improvements.

**Program Coordinator – Qualification Program (Contract)
CLINICAL TRIALS ONTARIO – Toronto, ON****2013-2014**

Streamlined review processes and reduced clinical trial start-up times as an integral team member in the development process for qualifying Research Ethics Boards (REB) in Ontario.

Key Contributions

- Created a REB qualification manual to certify REBs under the Qualification Program to ensure compliance with applicable regulations.
- Supported Clinical Trials Ontario advisory groups, which included documenting notable discussions, decisions, and action points from key meetings.
- Reviewed clinical trial participant engagement and recruitment literature to present findings for presentations on the topic.

**Research Assistant – Geriatrics (Contract)
MOUNT SINAI HOSPITAL – Toronto, ON****2012-2013**

Conducted routine audits to track and assess performance improvements and educational interventions at Toronto General Hospital and Mount Sinai Hospital. Analyzed key data and reviewed quality indicators to complete targeted projects and implement process improvements.

Key Contributions

- Conducted integral weekly audits of patient rooms which served as key data for publications and reports.
- Reviewed quality indicators for integrated home-based primary care and translated findings to write a chapter for the healthcare provider toolkit.
- Reduced functional decline and promoted mobility among elderly patients by implementing auditing processes for a clinical research project.

ADDITIONAL EXPERIENCE**Special Assistant
MEMBER OF PARLIAMENT – Toronto, ON****2010-2011****Consultant
UNITED NATIONS MILLENIUM CAMPAIGN – Bangkok, Thailand****2009-2010****Junior Professional Consultant
UNITED NATIONS DEVELOPMENT PROGRAM (Canadem) – Bangkok, Thailand****2008-2009***Continued ...*

EDUCATION

Master of Arts (Distinction) – Applied Ethics: Social and Political

Norwegian University of Science and Technology, 2008

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

Bachelor of Arts (Hon) – Specialist in Bioethics

University of Toronto, 2005

CERTIFICATIONS

Certificate Course on Quality Improvement and Patient Safety

Centre for Quality Improvement and Patient Safety, (University of Toronto Faculty of Medicine), 2022

Patient Safety Specialization

Johns Hopkins Medicine: Armstrong Institute for Patient Safety and Quality, (Coursera), 2018

Lean Six Sigma Black Belt

Six Sigma Global Institute, (IASSC Accredited Training Institute), 2017

Lean Six Sigma Green Belt

Six Sigma Global Institute (IASSC Accredited Training Institute), 2016

TRAINING

Root Cause Analysis

ASQ Online Learning, 2019

Eight Wastes

ASQ Online Learning, 2019

Failure Mode and Effects Analysis (FMEA) – Managing Risk

ASQ Online Learning, 2019

Measuring & Managing Customer Satisfaction

ASQ, Quality WBT Centre for Education, 2018

Blueprint to Building Better Training Programs

Barnes, Orgwide Custom Learning Solutions, 2016

VOLUNTEER EXPERIENCE

Director, Board of Directors

Canadian Mental Health Association Toronto Branch, Toronto, Canada, 2022 – Present

Member, Quality Improvement Committee

Canadian Mental Health Association Toronto Branch, Toronto, Canada, 2022 – Present

Member, Quality Assurance Committee

Eye Bank Association of America, Toronto, Canada, 2020-2022

Rotarian, (Former President)

Toronto Twilight Rotary Club – Rotary International, Toronto, Canada, 2012-2014 and 2018-2022