Mia knew at the age of 10 that she wanted to be a nurse. Right out of nursing school, she started working in a community health centre that provided vaccinations and counselling on sexually transmitted infections, and a host of other public health services. When her own children started school, Mia went back to school for specialized training and has worked as a labour, delivery and neonatal nurse for the past 12 years.

“I’m much more confident that I can improve patients’ outcomes by ensuring that I, and my colleagues across the healthcare system, are using consistent terminology.”

BIO
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CORE BELIEF
Consistent health terminology and standards reduce communication breakdowns and medical errors, which leads to improving health outcomes.

PRIORITIES
- Reducing the risk of medical errors and improving patient outcomes
- Improving the consistent interpretation of digital healthcare data that nurses access every day
- Bridging the gap between different healthcare providers

NEEDS
- Updated information processes
- Easy-to-use framework for standardized use of terminology

FRUSTRATIONS
- Documentation and communication processes are not user-friendly
- Colleagues don’t always realize the different ways they can use terminology

MOTIVATIONS
- Passionate about high-quality patient care and ensuring clear communication between team members and staff