Institute *for* Healthcare Improvement

Improvement Science in Action: Faculty Biographies

Robert Lloyd, PhD, Vice President, Institute for Healthcare Improvement (IHI), provides leadership in the areas of performance improvement strategies, building capacity and capability for improvement, statistical process control methods, and development of strategic dashboards. He also serves as faculty for various IHI initiatives and demonstration projects in the US and abroad. Before joining IHI, Dr. Lloyd served as the Corporate Director of Quality Resource Services for Advocate Health Care (Oakbrook, IL), Director of Quality Measurement for Lutheran General Health System, Senior Director at the Hospital Research and Educational Trust of AHA, and spent ten years with the Hospital Association of Pennsylvania in various leadership roles. He is author of numerous articles, reports, and books.

Amar Shah, Associate Medical Director and Consultant Forensic Psychiatrist, East London NHS Foundation Trust, leads a large organization-wide QI program, aimed at supporting the organization in providing the highest quality mental health and community care in the country. As part of the QI program, in partnership with IHI, the organization is building the will and alignment for improvement at scale. Dr. Shah is an IHI-trained Improvement Advisor, has completed an executive MBA in health care management, and earned a Masters in Mental Health Law and a postgraduate certificate in medical education.

James Innes is Head of the Quality Improvement programme at East London NHS Foundation Trust. James is a Pharmacist and IHI trained Improvement Advisor. He has a clinical background in Psychiatric Intensive Care, acts as editor for the Journal of Psychiatric Intensive Care, and is London regional lead for pharmacist professional development training in Mental Health. James also acts a BMJ Quality Expert, is an honorary lecturer at City University (London) and acts as a Health Foundation Q Initiative Fellow.