



CONTINUING STUDIES@UVIC

"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

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.

MIA

THE HEALTHCARE PRACTITIONER

Registered Nurse (RN)
Regional Hospital
Early 40s
Lower Mainland, BC

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

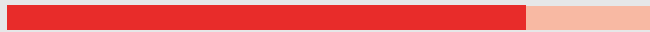
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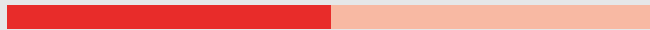
COMMUNICATOR



EMPATHETIC



CREATIVE THINKER



PROBLEM SOLVER



University of Victoria