



Biography:

Jacqueline (Jackie) Smylie, Board Director

Jackie was elected to the Senior Support Services (CPHC) Board of Directors in August 2016 bringing over 20 years of experience as an Accreditation and Quality Manager working in the areas of quality improvement, accreditation, patient safety, risk management and program evaluation. Her experience is a tremendous asset to the Board Quality & Accreditation Committee of which Jackie has served; she is also a member of the Senior Support Services (CPHC) Consumer Advisory Committee as a Board Representative.

Prior to her recent retirement, Jackie worked with Correctional Service Canada Health Services, National Headquarters in Ottawa for over 6 years in the role of National Accreditation Coordinator/Quality Improvement Analyst.

Jackie has attained several professional designations/certifications that include, but not limited to, Honours Bachelor of Applied Science (University of Guelph), Health Services Management Graduate Certificate (Canadian Healthcare Association), Masters Level Public Health Certification in Health Policy and Health Economics (Lakehead University), Health Care Risk Management Certificate (Ontario Hospital Association), and Certified Patient Safety Officer (Canadian Patient Safety Institute).

Of her many achievements, Jackie has been involved in the development and coordination of organization-wide Accreditation, Patient Safety, Quality Improvement (QI) and Risk Management programs for both inpatient and community programs; she has published several QI, Accreditation, Patient Safety and Program Evaluation articles and chapters; she has presented at many national and international conferences; she is a qualified trainer for the OMHRS (Ontario Mental Health Reporting System); she has coordinated evaluation pilot projects in conjunction with university researchers and the Ministry of Health and Long-Term Care; she has facilitated the development of QI Plans for all inpatient and community based clinical programs at the Royal Ottawa Mental Health Centre, Brockville Mental Health Centre and the Royal Ottawa Place.

Through her years of professional experience working in the health care sector/industry and her multiple professional associations, Jackie brings a multitude of proficiencies to the Senior Support Services (CPHC) organization, Board of Directors, and the communities/clients we serve.

Jackie resides with her family on a hobby-farm in Johnstown where they raise peacocks and have two pet llamas and two cats. Jackie enjoys rowing, kayaking, swimming and cross-country skiing in her spare time.