

BIOGRAPHICAL DATA FORM

Lloyd Provost

Education (include basic preparation through highest degree held)			
Degree	Institution (Name, City, State)	Major Area of Study	Year
BS	University of Tennessee	Statistics	1970
MS	University of Florida	Statistics	1977

Use the space below to provide a brief bio describing professional experience or areas of expertise related to involvement in continuing education and particular role, e.g., planner, presenter, administrator, etc.

Lloyd works as an advisor to organizations, helping them make improvements in their products and services and to increase their capacity to continually learn and improve. His experience includes consulting in planning, management systems, measurement, planned experimentation, and other methods for improvement of quality and productivity. Lloyd has advised clients worldwide in a variety of industries including computers, health care, chemical, manufacturing, engineering, construction, automotive, electronics, food, transportation, professional services, retail, education, and government. In his work with leaders of organizations, he uses the API Quality as a Business Strategy template for alignment and focusing of improvement.

For the past nine years, Lloyd has worked as an Improvement Advisor to the Institute of Healthcare Improvement (IHI) collaborative improvement initiatives called the "Breakthrough Series." In this role as Senior Fellow at IHI, he is responsible for the improvement framework and the measurement strategies for IHI collaboratives. Topics he has been involved in with IHI, National Initiative for Children's Healthcare Quality (NICHQ), and NC CHI include waits and delays in the health care system, access to healthcare, service in healthcare, and chronic disease management (elderly, diabetes, CHF, asthma, HIV, and depression), ADHD, preventive services, cancer services, supply chain, and TB and HIV in developing counties. Lloyd also works with IHI on their "Improvement Advisor Development Program" and the leadership component of the IMPACT program.