

Toi Holliday

Tel: 310-684-3811, ext. #1 | Email: toi.holliday@magnuspracticefacilitation.com
Web: www.magnuspracticefacilitation.com | Online Profile: <https://tinyurl.com/ToiHollidayMagnus>

Professional Summary

Practice Transformation Consultant with 20+ years of experience supporting acute care hospital systems, community health centers, and health plans in quality improvement, workflow redesign, and patient-centered care transformation. Demonstrated expertise in coaching clinical teams, implementing data-driven performance strategies, and advancing initiatives aligned with national quality frameworks, accreditation standards (including NCQA), and value-based care programs. Extensive experience across diverse care environments, including safety-net settings, primary care, population health, and health equity initiatives.

Professional Experience

Magnus Practice Facilitation – Founder & Lead Consultant

(Contract via LA Net Community Health Resource for LA Care Health Plan)

August 2022 – Present

- Serves as a Practice Transformation QI Coach supporting LA Care Health Plan primary care and FQHC network practices in advancing clinical quality and patient-centered care.
- Provides technical assistance, staff training, data analysis, and workflow redesign to implement sustainable, team-based care models aligned with value-based care and quality program requirements.
- Facilitates quality improvement initiatives through PDSA cycles, performance monitoring, and care gap closure strategies across priority clinical measures (HEDIS, MIPS, CMS, CAHPS).
- Collaborates with practice leadership to strengthen workflows, improve outcomes, and support alignment with national quality frameworks, accreditation standards (including NCQA), and health equity initiatives.

Prime Healthcare Services: St Francis Medical Center – Risk Manager

Jan 2022 – May 2022

- Led hospital-wide risk management and patient safety programs, including incident reporting, grievance resolution, and Root Cause Analyses (RCA).
- Collaborated with compliance and legal teams to mitigate organizational risk and strengthen regulatory alignment.

Heluna Health / LA County Department of Health Service (Contractor)

Quality Improvement Consultant

Apr 2020 – Dec 2021

- Facilitated QI projects under LA County DHS for CMS QIP & Whole Person Care programs.
- Clinical measure reviews and stakeholder meetings to improve performance outcomes.

LA Net Community Health Resource / LA Care Health Plan (Contractor)

Practice Transformation Consultant

Oct 2016 – Apr 2020

- Provided Practice Transformation QI coaching and technical assistance to LA County DHS Ambulatory Care Network clinics under the CMS TCPI initiative.
- Designed and implemented QI plans, workflow redesign, and academic detailing to support evidence based, patient-centered care and population health.

Toi Holliday

Tel: 310-684-3811, ext. #1 | Email: toi.holliday@magnuspracticefacilitation.com
Web: www.magnuspracticefacilitation.com | Online Profile: <https://tinyurl.com/ToiHollidayMagnus>

- Led outreach, health disparity reduction planning, staff training, and NCQA-aligned initiatives to support PRIME, QIP, and survey preparation.

LA County Department of Mental Health (Contractor) – Marketing Coordinator, MAT Project Dec 2019 – Jan 2021

- Developed branded materials and digital tools for the Medication Assisted Treatment (MAT) program under SAMHSA & NIH grant.
- Developed MAT SharePoint sites, provider and patient-facing education content.

Health & Wellness Consultant (Owner) 1996 – 2020

- Developed and delivered custom wellness plans and nutrition education.
- Managed business operations, marketing, and seminar facilitation.

Loma Linda Univ. Medical Center – Murrieta – Process Integrity / Risk Manager Aug 2012 – Sept 2015

- Oversaw hospital-wide quality, safety, risk, and regulatory compliance programs.
- Led incident investigations, supported CMS/CDPH readiness, and governance-level reporting

Prime Healthcare Services – Performance Improvement Manager Jan 2008 – Aug 2012

- Managed performance improvement activities and Joint Commission readiness efforts.
- Core Measures abstraction, peer reviews, grievances, RCA facilitation, quality reporting and HCAHPS.

Good Samaritan Hospital – QM/Case Mgmt. Dept. Specialist May 2002 – Jun 2007

- Supported quality management reporting, data abstraction, and Joint Commission readiness.

Education & Specialized Training

- B.S. Business Management (In Progress) – Penn Foster College
- B.S. Natural Health – Clayton College of Natural Health
- Publish Health Studies (Coursework completed, American Public University)
- Additional Training: Lean (LLUMC), Holistic Nutrition, Mind Body Nutrition Counseling

Skills & Quality Platforms

- EHR Systems: Epic, Cerner, Meditech, Office Ally, DrChrono, Paragon, Midas
- Quality & Performance: PDSA, RCA, NCQA, Joint Commission, Quality Analytics
- Tools: Microsoft Office, Google Workspace, SharePoint

Certifications & Credentials

- Healthcare & Quality: HACCP, Six Sigma MBB, Project Management Certified (PMC)
- Emergency Management: CERT, SEMS, IS-100/200/700
- Licensure & Recognition: Realtor (CA, GA), CMS TCPI Award, LA Care Health Plan Recognition