QI TALK TIME
Building an Irish Network of Quality Improvers

Creating work environments conducive to continuous improvement

1 pm Tuesday January 21st 2019

Connect   Improve   Innovate

Speakers

Dr Anne Kilgallen, Chief Executive, Western HSC Trust, N Northern Ireland

is a Consultant in Public Health Medicine. Prior to taking up post as Chief Executive of the Western Trust, she worked as Deputy Chief Medical Officer with responsibility for population health policy in the Department of Health, Belfast.

In 2013/14 Anne undertook a Quality Improvement Fellowship for one year based at the Institute for Healthcare Improvement in Boston, USA. She had the opportunity to study international healthcare systems that have successfully brought clinical leadership, improvement science and system thinking together to transform care.

Prior to her fellowship, Anne served for 6 years as Medical Director in the Western Health and Social Care Trust.

Anne graduated from NUI Dublin and completed her training in public health medicine in Ireland. She has a MSc in Public Health from NUI Dublin (1995) and from Harvard University (2016). She is a fellow of both the Faculty of Public Health (UK) and the Faculty of Public Health Medicine in Ireland, where she has served on the board.

Instructions

- Interactive

- Sound:

Computer or dial in:

Telephone no: 01-5260058

Event number: 840 630 964#

- Chat box function
  - Comments/Ideas
  - Questions

- Keep the questions coming
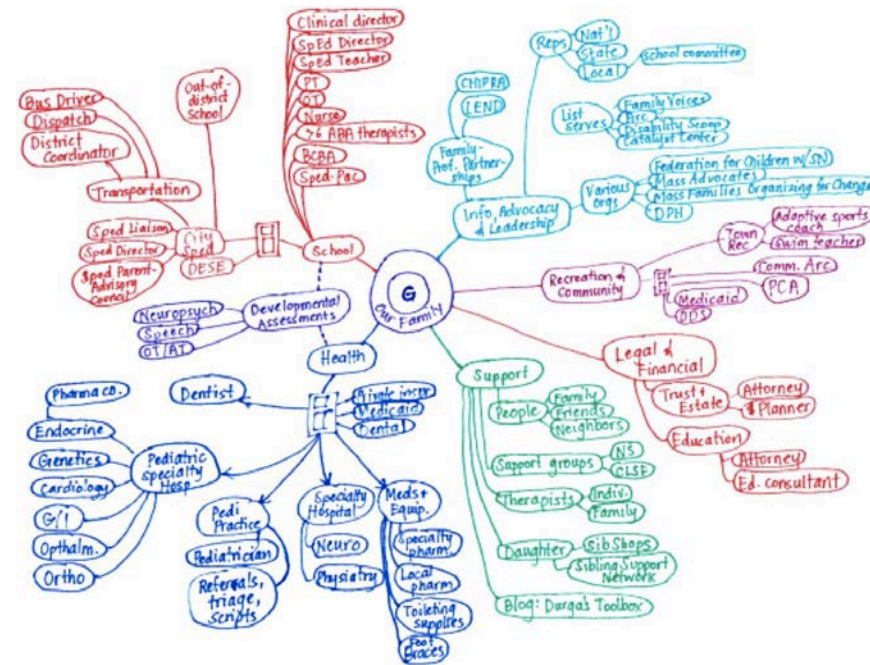
- **Twitter: @QITalktime**
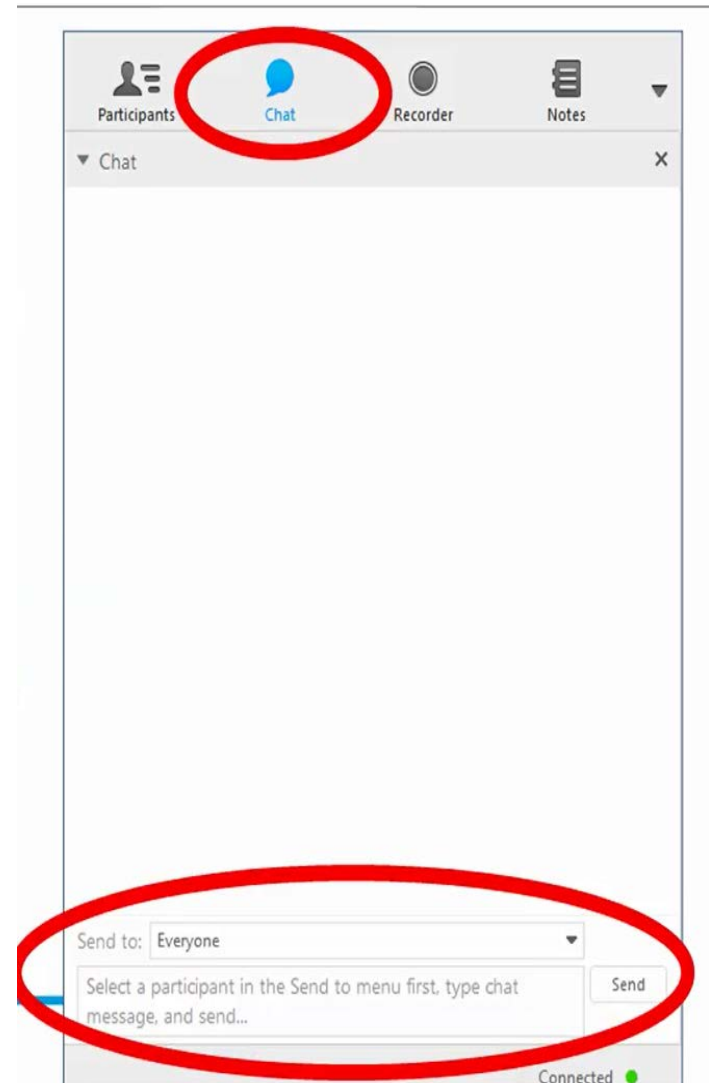
Creating work environments conducive to continuous improvement

Dr Anne Kilgallen

22nd January 2019

Western Health & Social Care Trust

⭐ Population of **300,000** people served

⭐ Employing **10,298** staff across all job groups

⭐ Annual budget of **£700,000,000**

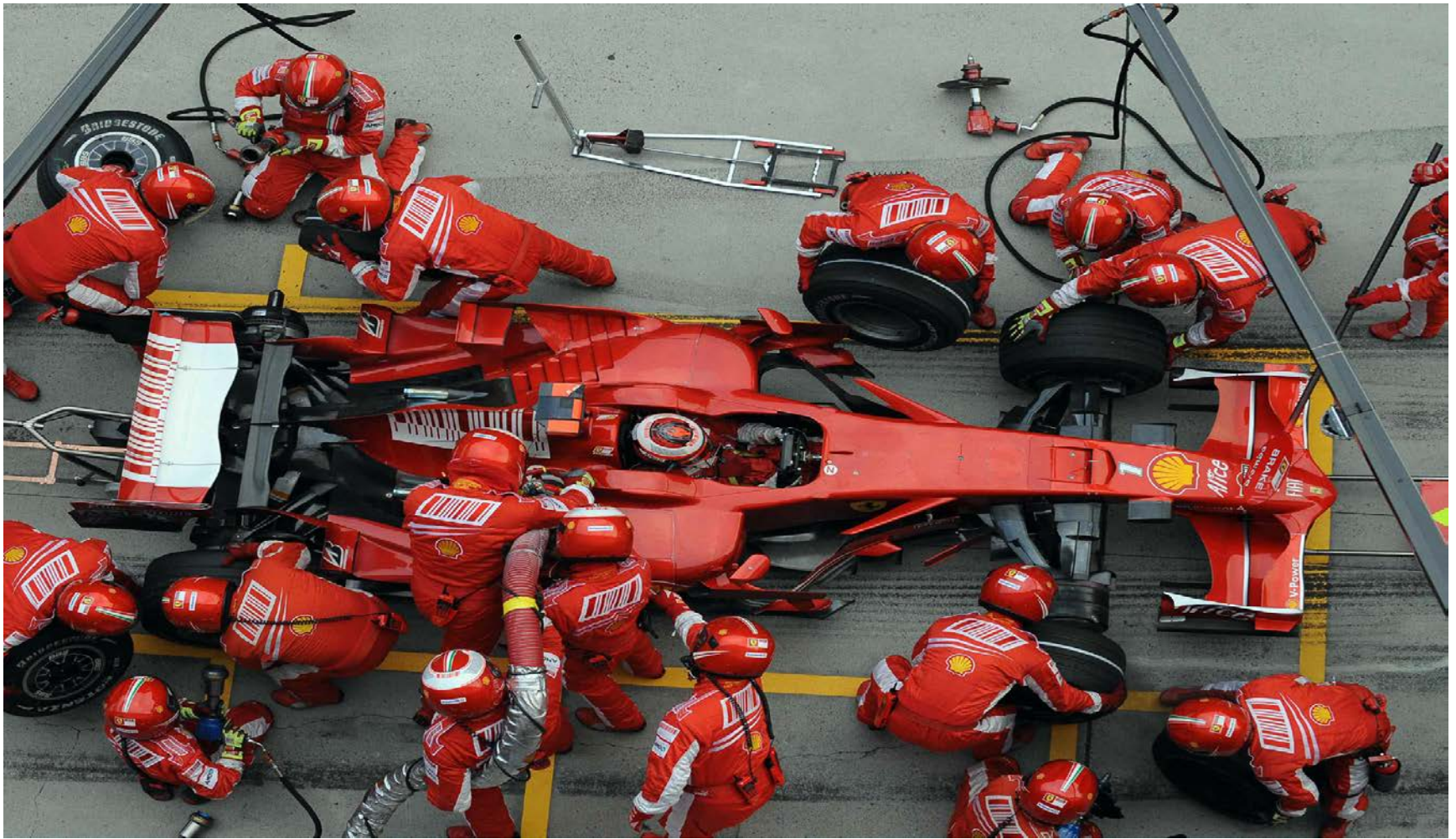*"If we know what to do, why aren't we doing it everywhere now?"*

IHI

"…….is founded on an unshakeable belief in the idea that everyone in healthcare really has two jobs when they come to work every day: to do their work and to improve it"

And high performing teams

Characteristics?

- Shared purpose
- Drive for excellence
- Flattened hierarchy
- Practice
- Intentional design