



The power of storytelling in Quality and Patient Safety

Join our upcoming QPS TalkTime on
Tuesday, 30th May from 13.00 - 14.00 to explore:

- The tools and resources available to support you to capture and use patient and staff stories in your service.
- The impact and benefits of patient and staff stories in practice and for your service.
- Join the conversation with patient partners and people supporting patients and staff to share their stories.

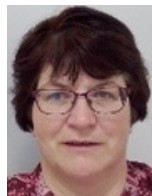
Speakers



Loretta Jenkins

General Manager in Incident Management, National Quality and Patient Safety Directorate

Loretta Jenkins is a registered nurse and midwife and has worked in healthcare for 40 years. She has worked nationally and internationally in UK and New Zealand in Senior Management/Incident Management roles. I returned home in 2001 and have been working in the HSE since 2005. She has achieved qualifications in MSc. Healthcare Ethics and Law, B.N Nursing, Registered Midwife, Registered General Obstetric Nurse, Dip. H&S, Cert. H&S, Dip. Mediation, Reg. Teacher, Reg. Mediator and Conflict Management and Resolution, in process of completing Restorative Practice through Maynooth University



Ger Kilkelly

Quality and Patient Safety Advisor

Ger Kilkelly is a Quality and Patient Safety Advisor working in Community Healthcare West. Ger has worked as a nurse in the Acute Services for several years and then took up the role of as a Patient Advice Liaison Officer with the (PALS) Service before moving to Community Care. Following her own illness she shared her experience of being a patient, 'Two sides of the coin' at the 1st National Patient Safety Office Conference in 2016 giving a personal account of her journey which has influenced her work in Patient Safety.



Dr Gemma Moore

Qualitative Research and Evaluation, National Quality and Patient Safety Directorate

Dr Gemma Moore is qualitative research and evaluation lead on the QPS Intelligence Team, NQPSD. Gemma has worked with the HSE Leadership team and the HSE Board's Safety and Quality Committee to co-design an agenda item which shares both positive and negative patient, service-user, family and staff experiences at their meetings. This work complements the Quality Profile as part of Quality and Patient Safety Data for Decision Making which helps boards, committees and leadership teams improve oversight and accountability of quality and patient safety.



Jacqui Browne

Member of the Safety and Quality Committee of HSE Board

Jacqui Browne has over 35 years of experience as a disability equality consultant at local, national, European, and international level. She is now officially retired due to ill health as a result of Thalidomide. She is currently a member of the HSE Board's Safety and Quality Committee and the Disability Advisory Committee to the Irish Human Rights Equality Commission (IHREC). Jacqui has previously served as a member of various committees concerning the education, training, health, social and independent living needs of disabled people in Ireland.

Co-hosts



Dr. John Fitzsimons, Clinical Director with the National Quality and Patient Safety Directorate and Consultant Paediatrician at Children's Health Ireland at Temple Street.



Juanita Guidera, Quality Improvement Facilitator with the National Quality and Patient Safety Directorate.

National Quality and Patient Safety Directorate

The National QPS Directorate provides a regular lunch time, one hour webinar series, focusing on quality safety and improvement. Running approximately every two weeks (in term time), it is open to all those interested in improving quality. Join individually or together as a group to assist in building your own local QPS networks.

@NationalQPS @QPSTalkTime Kris.kavanagh@hse.ie

