



All Ireland Schwartz Rounds and QI Conference

People make change happen

Conference Programme with speaker bios



A collaboration between the
Health Service Executive and Health and Social Care Northern Ireland

Dublin Castle
18th February 2020

@NationalQI @HSCQI #QIreland

Event Wifi: Username: DC_Conference Password: February-2020

For more information on the conference please see staffengagement.ie or follow us on twitter for updates using the hashtag #QIreland and #SchwartzRounds.



Welcome

We are delighted to welcome you to the All Ireland Schwartz Rounds and Quality Improvement Conference.

We hope that you enjoy the opportunity to connect with colleagues and the knowledge and insights shared by our esteemed speakers who have given of their time so generously to be here today.

This conference makes the connection between Schwartz Rounds and Quality Improvement (QI). We hope it will help you:

- to communicate, connect, collaborate and network, and
- showcase some of the most innovative QI work impacting on health services across Ireland.

We look forward to continuing our work with you to build the community of Schwartz Rounds and QI across Ireland. As with our earlier conferences and events, our wish for you today is that is that you feel that great sense of hope that this work inspires and that when you leave here you will share the importance of this work on a personal and professional level. In doing so, you have the potential to be part of a movement to create a culture where every staff member working in the health sector has an opportunity to feel that sense of belonging, compassion and connection. We really believe People Make Change Happen...

Photography and audio recording

We were excited by the level of interest in the programme and given the demand, we are going to take photos and audio record the events of the day so that it may be shared with a wider audience via www.staffengagement.ie.
We will not be recording the live Schwartz Rounds.

If you do not wish to be photographed, please advise a member of the organising team thanks.

Twitter

If you wish to share your thoughts or follow the threads throughout the day on twitter our hashtag #QIreland or #SchwartzRounds and follow us on @NationalQI and @HSCQI.

Conference Programme

Time	Topic	Speaker
09.30	Registration open	
10.00 - 10.30	Networking event / refreshments	
10.30 - 10.40	Welcome - connecting the community	Dr. Philip Crowley , National Director National Quality Improvement Team Dr. Mark Roberts , Clinical Director, Improvement Hub for HSCQI (incorporating HSC Safety Forum)
10.40 - 10.50	Why what we do matters...	Ms. Laura Collins , Family Carer and HSCQI Alliance Expert Service User/Carer Representative
10.50 - 11.00		Capturing the voice of Schwartz Rounds Ms. Yvonne Doyle , CNM3 Children's Emergency Department, Children's Health Ireland (CHI) at Tallaght University Hospital Ms. Irene Maguire , Schwartz Round Facilitator and Mentor Ms. Rachel Leonard , Senior Speech and Language Therapist, Mayo University Hospital
11.00 - 11.45	Key note	Dr. Eanna Falvey , Consultant in Sports and Exercise Medicine and Team Doctor to the Irish Senior Rugby Team 2009 - 2015 British & Irish Lions Tours 2013 and 2017



Time	Topic	Speaker
11.45 - 12.15	In conversation	<p>Dr. Philip Crowley, National Director, National Quality Improvement Team</p> <p>Dr. Mark Roberts, Clinical Director, Improvement Hub for HSCQI (incorporating HSC Safety Forum)</p> <p>Ms. Laura Collins, Family Carer and HSCQI Alliance Expert Service User/Carer Representative</p> <p>Dr. Eanna Falvey, Consultant in Sports and Exercise Medicine and Team Doctor to the Irish Senior Rugby Team 2009 - 2015 British & Irish Lions Tours 2013 and 2017</p> <p>Dr. Jocelyn Cornwell, Founder of The Point of Care Foundation</p>
12.15 - 12.30	Celebration of work - Magic moments of QI and Schwartz Rounds	<p>Dr. Maureen Flynn, Director of Nursing, National Quality Improvement Team, QI Connections Lead</p> <p>Ms. Yvonne Doyle, CNM3 Children's Emergency Department, Children's Health Ireland (CHI) at Tallaght University Hospital</p>
12.30 - 13.30	Lunch and networking	
13.00 - 13.45	QI Talktime live from the event for those linking in remotely for insights into the conference.	<p>Dr. Jocelyn Cornwell, Founder of The Point of Care Foundation</p> <p>Ms. Mandy Gormley, Transformation Manager (Independent Coach)</p> <p>Dr. John Fitzsimons, Consultant Paediatrician</p> <p>Dr. Philip Crowley, National Director, National Quality Improvement Team</p> <p>Ms. Stacey Lally, Head of Delivery, Q Community</p> <p>Facilitated by Ms. Roisin Breen, QI Facilitator</p>
13.30 - 15.30	Parallel Sessions	<p>Workshops A run from 13.30 - 14.25</p> <p>Workshops B run from 14.30 - 15.25</p>
Parallel session	Workshop	Facilitators
<p>Parallel session one</p> <p>Magic moments and darkness of Schwartz Rounds</p> <p>(For members of the Schwartz Rounds Community)</p>	<p>Workshop 1A: Presidents Room (green room)</p> <p>Schwartz Round Moments of lightness and darkness in Schwartz Rounds</p>	<p>Prof Anthony McCarthy, Consultant Perinatal Psychiatrist, National Maternity Hospital</p> <p>Ms. Irene Maguire, Schwartz Round Facilitator and Mentor</p>
	<p>Workshop 1B: Presidents Room (green room)</p> <p>Open facilitated conversation about acting on challenges of Schwartz Rounds</p>	<p>Ms. Geraldine Tracey, Schwartz Round Facilitator and Mentor, Assistant Director of Nursing and Operations, OHLCS, Blackrock Hospice</p> <p>Ms. Irene Maguire, Schwartz Round Facilitator and Mentor</p>
<p>Parallel session two</p> <p>Introducing Schwartz Rounds</p> <p>(Open to all)</p>	<p>Workshop 2A: La Touche Room (red room)</p> <p>An introduction: Schwartz Round - A person I'll never forget</p>	<p>Ms. Jean Kelly, Interim Chief Director of Nursing & Midwifery, Executive Board Member, Saolta University Health Care Group</p> <p>Dr. Catherine Anne Field, Lecturer, Discipline of Health Promotion, NUI Galway</p>
	<p>Workshop 2B: Chesterfield (purple room)</p> <p>Guidance on starting Schwartz Rounds</p>	<p>Dr. Maureen Flynn, Director of Nursing, National Quality Improvement Team, QI Connections Lead</p> <p>Ms. Jean Kelly, Interim Chief Director of Nursing & Midwifery, Executive Board Member, Saolta University Health Care Group</p>
<p>Parallel session three</p> <p>People make change happen</p> <p>(Open to all)</p>	<p>Workshop 3A: Main hall (blue room)</p> <p>Building an organisational culture for QI</p>	<p>Ms. Linda Kelly, AD Nursing South Eastern Trust</p> <p>Ms. Veronica Hanlon, School of QI</p> <p>Dr. Dorothy Breen, Consultant in Intensive Care and Clinical Lead for Quality, Cork University Hospital</p>



	<p>Workshop 3B: Main hall (blue room)</p> <p>How Pathway Teams Can Make Change using a Coaching Approach</p>	<p>Ms. Cathy Glass, Service Manager, Trauma & Orthopaedics (T&O) (Clinical Coach)</p> <p>Mr. Kieran Lappin, T&O Consultant & Clinical Lead</p> <p>Mr. Ahrooran Sivakumar, Specialty Doctor, T&O</p> <p>Sr. Sandra Barr, Fracture Clinic Departmental Manager</p> <p>Mr. Paul Davitt, Business Support Officer</p> <p>Ms. Bronwyn McArdle, Senior Physiotherapist</p> <p>Ms. Mandy Gormley, Transformation Manager (Independent Coach)</p>
<p>Parallel session four</p> <p>Partnering with people</p> <p>(Open to all)</p>	<p>Workshop 4A: Chesterfield (purple room)</p> <p>How we meaningfully partner with people who use our services?</p>	<p>Ms. Laura Collins, Family Carer and HSCQI Alliance Expert Service User/Carer Representative</p> <p>Mr. Clifford Mitchell, Senior Quality Improvement Lead, Quality Improvement Team, Southern Health & Social Care Trust</p> <p>Mr. Michael Brophy, Chairperson National Patients Forum</p> <p>Ms. Bernie O'Reilly, Chairperson, Patients for Patients Safety Ireland</p> <p>Mr. Greg Price, Assistant National Director</p>
	<p>Workshop 4B: La Touche Room (red room)</p> <p>Getting the best learning from Quality and Safety Walk-rounds</p>	<p>Dr. John Fitzsimons, Consultant Paediatrician and Clinical Director for Quality Improvement</p> <p>Mr. Colin McMullan, Senior Manager, Quality Improvement and Patient Safety Belfast Trust</p> <p>Ms. Siobhan Reynolds, QI Facilitator</p> <p>Dr. Maria O'Kane, Medical Director, Southern Health & Social Care Trust</p> <p>Ms. Ruth Rogers, Head of Communications, Southern Health & Social Care Trust</p>
<p>15.30 - 15.50</p>	<p>Closing plenary</p>	<p>Dr. Prodeep Mukherjee, Consultant in Emergency Medicine, University Hospital Kerry</p>
<p>15.50 - 16.00</p>	<p>Conference close</p>	<p>Dr. Philip Crowley, National Director, National QI Team</p>



Speaker bios (in order of appearance)

Dr. Philip Crowley, National Director National Quality Improvement Team

Dr. Mark Roberts, Clinical Director, Improvement Hub for HSCQI (incorporating HSC Safety Forum)



Ms. Laura Collins, Family Carer and HSCQI Alliance Expert Service User/Carer Representative

Professional Background:

Nursing, management graduate, university disability mentor.

Expert-by-Experience:

Full-time unpaid Family Carer for past 38 years.

Decades of voluntary advocacy work and activism in support of family carers and people with disabilities - of which 25 years formally representing family carers at local, regional and national levels.

Current engagement:

Chair IECF (Independent Expert Carer Panel) - DH Adult Social Care reform
HSCQI Alliance - CoChair Personal & Public Involvement Community of Practice
Belfast Trust Safety & Quality Steering Group - lay member
The Q Community (Health Foundation) - first lay member in NI
Cochrane Collaboration - lay 'consumer' member
IHRD (Inquiry into Hyponatraemia Related Deaths) - Liaison Group carer member
Public Health Agency R&D PPI Group (PIER - Public Involvement Enhancing Research)



Ms. Yvonne Doyle, CNM3 Children's Emergency Department, Children's Health Ireland (CHI) at Tallaght University Hospital

Yvonne is currently the CNM3 in Children's ED in National Children's Hospital in Tallaght. She trained here in Ireland between OLCHC and Meath Hospital before moving to UK where she worked in the NHS for more than 10 years in Children's Intensive Care and specialised in ECMO (Extra Corporeal Membrane Oxygenation), had a brief stint in Australia and then went back to the NHS as Deputy ECMO coordinator for largest programme in the world. Her arm was twisted to return to Ireland where she was the ECMO coordinator for the Paediatric Cardiac ECMO programme in OLCHC. Shortly after starting back in OLCHC she met her now husband on a building site (he sold her an expensive house). For the last 3 years Yvonne has worked in NCH ED, where she has led Schwartz since it was introduced in September 2017 and is currently undertaking an MSc in Nursing and Healthcare Quality Improvement in UCC.



Ms. Irene Maguire, Schwartz Round Facilitator and Mentor

Having graduated from the University of a Ulster at Jordanstown with a BSc Hons Physiotherapy, Irene has worked as a Physiotherapist in Ireland, the UK and Australia, before specialising in the area of Paediatric and Adult Cystic Fibrosis in Galway University Hospitals. She is a past Chairperson of the International Physiotherapy Group in Cystic Fibrosis. Irene is actively involved in teaching undergraduate and qualified physiotherapists in the clinical management of Cystic Fibrosis, but also mentoring them through the emotional challenges faced when working with patients and their families. Her past experience as Physiotherapy manager has consolidated her belief that staff support and development is key to ensuring positive staff and patient experience. She is currently undertaking a postgraduate specialist certificate in Health Promotion: Workplace Wellness, at NUIG. Irene trained as Schwartz Rounds facilitator as part of the HSE Quality Improvement Division pilot project and more recently as Schwartz Rounds mentor. She is a Schwartz Rounds Facilitator in Galway University Hospital and part of the Schwartz Rounds team who have been holding rounds there for the past two years.

Ms. Rachel Leonard, Senior Speech and Language Therapist, Mayo University Hospital



Dr. Eanna Falvey, Consultant in Sports and Exercise Medicine and Team Doctor to the Irish Senior Rugby Team 2009 - 2015 British & Irish Lions Tours 2013 and 2017

Dr Éanna Falvey MB BCh PhD FRCPI MmedSci (Sports & Exercise Medicine) FFSEM, Director of Sports & Exercise Medicine, Sports Surgery Clinic, Dublin, and Chief Medical Officer, World Rugby.

Dr Falvey has been involved in team coverage for Hurling, Football, Boxing, Rugby and Australian Rules football at elite levels. He graduated from University College Cork before working clinically and researching at Cork University Hospital. He undertook a fellowship in Sports Medicine at the University of Melbourne and completed a PhD at University College Cork.

Dr Falvey was the Team Doctor to the Irish Senior Rugby Team and the Irish Boxing High Performance Unit from 2009-2016- during a time of unprecedented success for both teams. He was doctor to the successful British & Irish Lions tour to Australia in 2013, and was doctor with Munster Rugby for four years from 2003-2007, including the inaugural Heineken cup win in 2006. He was the Medical lead for the British & Irish Lions tour to New Zealand in 2017.

Dr Falvey's work with the Irish Amateur Boxing Association high performance maintained a link to his own sporting past where he was National Amateur Heavyweight and Superheavyweight boxing champion, representing Ireland at the 2001 AIBA World Senior Boxing Championships.

Dr Falvey's current research interests include the biomechanics of groin pain, the use resistance training in mechanical back pain and the role of gut microbiota in athlete health and performance, exercise induced asthma and the inflammatory response to exercise, concussion and rehabilitation. Dr Falvey has co-authored "Clinical Sports Anatomy" and is a contributing author for several books, as well as over 45 peer-reviewed publications.

His professional interests include concussion, chronic groin pain, tendon injury, lower limb overuse injury, performance and injury management in elite team sport.

Dr. Jocelyn Cornwell, Founder of The Point of Care Foundation

BA Hons (Cantab), MSc, PhD



Jocelyn Cornwell is the founder and chief executive of The Point of Care Foundation, an independent charity that aims to humanise health and care services, and improve the experiences of patients and staff.

Jocelyn was originally a medical sociologist and anthropologist. In the course of her career she has worked in academic research and teaching; NHS management; and in regulation at the Audit Commission, the Department of Health and the Commission for Health Improvement (CHI). She is a trustee of the Nuffield Trust.

Dr. Maureen A. Flynn, PhD, RGN, RNT Director of Nursing, QI Connections Lead, National Quality Improvement Team and ONMSD, Health Services Executive



Lead for the QI connections strategic programme with aims to further the development and learning of QI by helping people to communicate, connect, collaborate and network with people who work in and avail of health and social care services. Maureen is passionate about staff care and how staff care enables quality patient care. She led the improving programmes in: governance for quality and staff engagement (2015-2018) national clinical governance development initiative developing testing and working in partnership with services in strengthening their quality and safety governance arrangements (2011-2015). Before this she had responsibility for the introduction of nurse and midwife medicinal product prescribing (2007-2011). She held the position of Assistant Director of Nursing for critical care services at St. Vincent's University Hospital (2002-2007). Maureen was previously employed as a Nurse Researcher with the Department of Health and Children (1998-2002) and the Irish Commission on Nursing (1997-1998). She trained as a Registered General Nurse at St. Vincent's University Hospital is a graduate of the Scottish Patient Safety Fellowship Programme and has a PhD from the Michael Smurfit Graduate Business School, University College Dublin.

Dr. John Fitzsimons, Consultant Paediatrician



Dr. John Fitzsimons is a Consultant Paediatrician at the Children's University Hospital, Temple St, Dublin and Clinical Director with the HSE's National Quality Improvement Team (NQIT). He graduated from University College Dublin in 1996. He trained in paediatrics in Ireland, Australia and the UK. He trained as a Patient Safety Officer with the Institute of Healthcare Improvement (IHI) and was a fellow of the Improvement Faculty at the NHS Institute for Improvement & Innovation.

He has a half-time role as Clinical Director for Quality Improvement. He has led and participated in many improvement projects including Irish Paediatric Early Warning System (PEWS), Situation Awareness for Everyone (SAFE), Quality and Safety Walkrounds, Pressure Ulcer and VTE reduction collaboratives, Schwartz Rounds and the HSE's Patient Safety Strategy 2019-2014.

He is a course director of the HSE/RCPI Diploma(s) in Leadership and Quality in Healthcare and Community Care. He is a co-founder of the Safety in Health System (SHS) group which promotes partnership between healthcare professionals and researchers who share an interest in improving quality and patient safety.

Ms. Stacey Lally, Head of Delivery, Q Community



Stacey joined The Health Foundation in 2015. She is the Associate Director for Community and Professional Development for the Q Initiative, which is a network of over 3,500 people with expertise in improvement. Stacey leads the strategic delivery of a number of Q's service areas and the ways in which Q delivers value to its members and organisations that make up the health and care system in England.

Stacey previously worked for the national team that provides leadership development in the English National Health System, The NHS Leadership Academy. She worked on the development and delivery of a variety of leadership programmes and interventions to support individuals and teams. She has a MSc in Healthcare Leadership.

Prof Anthony McCarthy, MRCPsych, FRCPI, DCH, MSc (Psychotherapy), Consultant Perinatal Psychiatrist, National Maternity Hospital, Holles Str Dublin 2.



Clinical Lead for Schwartz Rounds in Holles Str. Hospital. Former Clinical Director for Adult Mental Health St Vincents University Hospital Elm Park and Dublin South East. Previously Consultant Psychiatrist and Clinical Director Guys Hospital London. Was President College of Psychiatrists of Ireland 2012-2014. Associate Professor of Psychiatry University Hospital Dublin.

Ms. Geraldine Tracey, Schwartz Round Facilitator and Mentor, Assistant Director of Nursing and Operations, OLHCS, Blackrock Hospice



Geraldine Tracey is the Assistant Director of Nursing and Operations in Blackrock Hospice. She is both a Schwartz Rounds Facilitator and a Mentor. Geraldine was a member of the Blackrock Hospice Team who participated in the original Quality Improvement Division Schwartz Rounds test of concept project.

Geraldine is passionate about the development and delivery of specialist palliative care service and is committed to working with the local community to increase their awareness of and involvement with the palliative care. She has recently completed the European Palliative Care Academy's Leadership Course which provided the opportunity to work with palliative care leaders from across Europe to advance the speciality.



Ms. Jean Kelly, Interim Chief Director of Nursing & Midwifery, Saolta University Health Care Group

Jean is a native of Dublin, she commenced her Nurse training with the Medical Missionaries in Our Lady of Lourdes Hospital in Drogheda. Having completed her Midwifery training in the Coombe Hospital, she worked in Dublin as a Staff Nurse for a year before travelling to work as a Nurse in Paris. Following several years working in ICU in France she returned to Dublin to take up a post in the Meath Hospital.

On moving to Galway she worked for 15 years in the Private sector before commencing work in Galway University Hospital in 2003. Jean held a number of Senior Nurse Management roles before being appointed as Director of Nursing in 2013. She also acted as DON in Sligo University Hospital for a period in 2014. She has been involved in many of the changes in Galway University Hospital and in the development of the Saolta University Health Care Group.

Jean has a passion for the Fundamentals of Nursing that always puts the Patient at the centre of Healthcare. She is a champion of Public and Patient Involvement and has led the move towards a proactive approach to all patients' needs in the Saolta Group. In addition staff wellbeing and support were the reasons Jean got involved with the Schwartz Rounds. She is a Clinical Lead and mentor for other hospitals that are rolling out the rounds.

She is the Nurse Lead on the Change agenda for the Group Structure and is accountable to the Saolta Board for the Patient Experience.

She manages a WTE of 3,500 Nurses and Midwives, over 1,000 beds and promotes a Culture of Learning & Teamwork across the Group.

Jean is also leading on developing a National Framework for Patient Experience for the HSE.



Dr. Catherine Anne Field, Lecturer, Discipline of Health Promotion, NUI Galway

Catherine Anne is a lecturer in public health and medical professionalism at the national university of Ireland Galway. Catherine Anne completed her undergraduate degree in Social Science at University College Dublin and a Masters in Health Policy at the London School of Economics. She initially worked for six years in the area of community based addiction and mental health in Ireland and the United Kingdom in clinical and research remit. She was awarded her PhD from UCD in 2013 for her study on the management of problem alcohol use in Primary Care. She currently teaches on the undergraduate medical programme and the Masters in Health Promotion at NUIG. She has particular interest in promoting compassionate, empathy and resilience in healthcare professional staff and students. Catherine Anne is Schwartz Round facilitator at Galway University Hospital, the first acute centre to implement rounds in Ireland, she also acts as a mentor to new sites.



Ms. Linda Kelly, Assistant Director of Nursing : Safe and Effective Care, South Eastern Health and Social Care Trust

Linda started nurse training at the South College of Nursing in Belfast in 1987, registered as a nurse in 1990 and completed a BSC Hons in Nursing in 1999. She worked across a range of acute hospital settings in Northern Ireland before working as a District Nursing Sister and then a Care Management Team Leader. In 2008, Linda took up a post as a Governance Manager in the South Eastern HSC Trust where she completed a PGD in Health and Social Care and a Masters in Public Administration in 2011. Since 2011 she has worked as Assistant Director of Nursing: Safe & Effective Care in SET.

In 2015/2016 she completed the IHI Improvement Advisor Programme and is passionate about embedding a Quality Improvement approach in operational working and strategy development. Most recently, Linda graduated in the Aspiring Nurse Directors Programme with London South Bank University in September 2019.



Ms. Veronica Hanlon, School of QI

Veronica Hanlon works within the School of QI in the National Quality Improvement Team, HSE. Her primary focus is education and training. She holds a Master's Degree in Education and BA in Human Resource Management as well as recently completing a Diploma in Leadership and Quality in healthcare and LEAN Green Belt certification. Veronica has been working in the area of education and training for over twenty five years in both private and public sector and as a keen interest in supporting multi-disciplinary teams to implement improvement through education, training and coaching. Veronica is also an accredited coach with the International Coaching Federation.



Dr. Dorothy Breen, Consultant in Intensive Care and Clinical Lead for Quality, Cork University Hospital

@cuhimprovers

Dr. Dorothy Breen is a Consultant in Intensive Care and Clinical Lead for Quality in Cork University Hospital.

She has previously worked as the Director of Education at the ASSERT simulation centre at University College Cork and as a consultant in Intensive Care at Royal Prince Alfred Hospital, Sydney. She has been the PI in Cork and Sydney for several multi-centre clinical trials. Her interests include simulation, clinical communication, sepsis, acute deterioration as well other aspects of Quality and Safety. She co-chaired the guideline development group for the National Clinical Guideline on Communication in Acute and Children's Hospital Services, NCEC Guideline NO 11.



Ms. Cathy Glass, Nursing Service Manager, Trauma & Orthopaedics (T&O) (Clinical Coach)

@cathyglasscathy and @westernHSCTrust

#WTHeroes

I have been a nurse for 30 years. I worked in the Western Trust for the last 25 years as a staff nurse, ward sister and nursing/services manager. I currently manage an expanding T&O service and enjoy the challenges of service improvement and development.

I became a FLOW coaching clinical coach in 2018 and coach the elective orthopaedic big room. This role has been my first formal training in QI.



Mr. Kieran Lappin, Orthopaedic Consultant & Clinical Lead

I am a Trauma and Orthopaedic surgeon with a subspecialty interest in upper limb surgery. I have been working in the Western Trust for some 14 years, with the last 8 years spent as Clinical lead.

I have an interest in quality improvement and see it as an essential tool to developing services for our patients. When not working I enjoy too many hobbies; cycling, golfing and 'rockin and rolling' in a local band.



Mr. Ahrooran Sivakumar, Trauma & Orthopaedics SHO

I am currently working in the trauma and orthopaedic department as a Senior House officer. I have been working in the department for nearly 2 years now at this level and I am looking to progress my career in orthopaedics within the unit as a speciality doctor.

I am involved with big room as well as rota co-ordinator, M+M presenter and medical student teaching.



Sr. Sandra Barr, Fracture Clinic Departmental Manager

I started to work in Trauma & Orthopaedics in 1985 and became a Sister in 1989. I am in my current post as Fracture Clinic Manager since 2000.

Last year I obtained my Quality Improvement Level 2 qualification and which I continue to use for the development of my department.



Mr. Paul Davitt, Business Support Officer

I have been working in the Western Trust in administration since 2000 with In-Service Education. I joined the Orthopaedic Pre-op Assessment team in 2012 and took up my current role of Business Support Officer in March 2018.

As a result of the Orthopaedic Big Room I am currently doing my Quality Improvement Level 2 qualification which I really enjoy.



Ms. Bronwyn McArdle, Orthopaedic Physiotherapist

I am the Team Lead Physiotherapist for Trauma & Orthopaedics.

I have worked in the Western Trust for 20 years now and in my current role for 17 years managing a team of 14 staff. I work across a number of teams within trauma & orthopaedics including in-patients, out-patients, fracture clinic and day case unit.

I became involved in the Orthopaedic big room in 2018. This has allowed me to develop and drive quality improvement from within the physiotherapy team and the wider team in general. It has provided opportunities to engage with other staff and move forward with new initiatives.



Ms. Mandy Gormley, Transformation Manager (Independent Coach), Western Health & Social Care Board

Mandy has been working in her current post since July 2019 and is involved in shaping and driving the quality improvement (QI) and innovation strategy within Acute Services. Prior to this she was the QI lead within the Trust and has been co-ordinating the quality and safety programme since 2007. Mandy has over 30 years' experience in health and social care - mainly spent working in QI, audit and risk management. She is a trained Microsystem and Flow Coach and is currently the lead faculty member for the Flow Coaching Academy, Northern Ireland.



Mr. Clifford Mitchell, Senior Quality Improvement Lead, Quality Improvement Team, Southern Health & Social Care Trust

Clifford Mitchell is a Senior Quality Improvement (QI) Lead in the Quality Improvement Team, Southern Health and Social Services. With a background in Systems and Computing, Clifford has worked in Informatics and Acute Services (waiting list management and theatre scheduling) before moving to Quality Improvement. Clifford has over 10 years' experience in QI and project management.

Clifford led on the development of bespoke QI eLearning modules that follow a holistic approach with content including project management, data for health care, human dimensions of change, service user engagement/co-production, QI diagnostic tools and evaluation tools.

Following development of eLearning, Clifford led, in partnership with Open College Network (OCN NI), on the development of three new accredited QI qualifications (Level 3 Award in QI, Level 3 Certificate in QI, Level 5 Diploma in Leading QI). The Level 3 Award in QI has been offered to service users and carers – a first in Northern Ireland.

This model of offering service users and carers an accredited qualification whilst working in partnership with NHS staff on a small step change project has been successfully piloted locally and regionally. Clifford and his team are currently supporting service users within Autism, Learning Disability and Personal and Public Involvement.



Mr. Michael Brophy, Chairperson National Patients Forum

Michael Brophy is a former Senior Investigator with the Office of the Ombudsman. In that capacity he had functional responsibility for the examination and investigation of all complaints received by the Ombudsman about the public health service. In the course of this work he qualified as a Barrister.

Following his retirement Michael conducted complaint investigations and reviews on an independent basis, under the statutory complaints process for the public health service introduced in the Health Act 2004. In this capacity he was involved in the aftermath of the Leas Cross and Aras Attracta controversies.

Michael has served as a lay member of the Fitness to Practice Committees with the Medical Council and an Bord Altranais (Nursing Regulatory Board). He has also acted as a lay observer with the National Board of the College of Emergency Medicine in Ireland and as a representative of the public interest with the Irish College of General Practitioners (ICGP). He currently serves as a patient representative on the steering group of the HSE Leadership Academy and as Chairperson of the HSE National Patient and Service User Forum

Michael is a member of **Hearts in Healthcare**, a network of individuals who are committed to the re-humanisation of healthcare on a worldwide basis. In his work in this area he has designed and facilitated educational interventions, centred on the values of personal excellence and compassion, for healthcare staff, in a variety of settings throughout Ireland.

Michael holds the position of chairperson on the management committee of the Clareville Day Centre in Glasnevin, Dublin where he facilitates a **Socrates Café** on a weekly basis.

In 2018 he completed the entire Camino de Santiago in Spain.

Ms. Bernie O'Reilly, Chairperson, Patients for Patients Safety Ireland

Mr. Greg Price, Assistant National Director



Mr. Colin McMullan, Senior Manager, Quality Improvement and Patient Safety Belfast Trust

Colin McMullan is Senior Manager for Quality Improvement and Patient Safety in the Belfast Health and Social Care Trust. Colin has been responsible for helping to build the conditions and a structure that will enable the Belfast Trust to achieve its improvement objectives and its aim of being a world leader in the provision of safe, effective and compassionate care. Colin has 15 years experience working in health and social care in Northern Ireland in service delivery and in regional commissioning and quality assurance roles. Colin is a Scottish Improvement Leader (ScIL) and part of the ScIL Faculty for delivering Quality Improvement training in Belfast Trust and across Northern Ireland. Colin has been a Quality Improvement Mentor to many improvement projects in Belfast and has a masters degree in Interprofessional Health and Social Care Management.

Ms. Siobhan Reynolds, QI Facilitator

Dr. Maria O'Kane, Medical Director, Southern Health & Social Care Trust

Ms. Ruth Rogers, Head of Communications, Southern Health & Social Care Trust



Dr. Prodeep Mukherjee, Consultant in Emergency Medicine, University Hospital Kerry

At work Dr Pro Mukherjee is a consultant in emergency medicine at University Hospital Kerry. His professional journey has taken him through many different roles in many different places - Canada, India, Belgium, England and now Ireland. Pro is also a mindfulness practitioner and developed formal mindfulness and well being modules for Leicester University medical school. Outside of work, Pro loves exploring Kerry's scenic beauty with his wife who is from the area and their sports happy son.

LinkedIn: Pro Mukherjee Twitter: @ProMukherjee

Thank you to the National QI Team
staff supporting the event
organisation

Noemi Palacios, Ross McGauley, Shannon Clausen, Stephanie Ryan, Mary Lawless, Grainne Cosgrove, Roisin Breen, Nicola O'Grady, Anne Marie Heffernan, and Maureen Flynn

