

Name	Biography
Professor Don Berwick	<p>Donald M. Berwick, MD, MPP, FRCP is President Emeritus and Senior Fellow at the Institute for Healthcare Improvement (IHI), an organization that Dr. Berwick co-founded and led as President and CEO for 18 years. He is one of the nation's leading authorities on health care quality and improvement. In July, 2010, President Obama appointed Dr. Berwick to the position of Administrator of the Centers for Medicare and Medicaid Services (CMS), which he held until December, 2011. A pediatrician by background, Dr. Berwick has served as Clinical Professor of Pediatrics and Health Care Policy at the Harvard Medical School, Professor of Health Policy and Management at the Harvard School of Public Health, and as a member of the staffs of Boston's Children's Hospital Medical Center, Massachusetts General Hospital, and the Brigham and Women's Hospital. He has also served as vice chair of the U.S. Preventive Services Task Force, the first "Independent Member" of the Board of Trustees of the American Hospital Association, and chair of the National Advisory Council of the Agency for Healthcare Research and Quality. An elected member of the Institute of Medicine (IOM), Dr. Berwick served two terms on the IOM's governing Council and was a member of the IOM's Global Health Board. He served on President Clinton's Advisory Commission on Consumer Protection and Quality in the Healthcare Industry. He is a recipient of numerous awards, including the 1999 Joint Commission's Ernest Amory Codman Award, the 2002 American Hospital Association's Award of Honor, the 2006 John M. Eisenberg Patient Safety and Quality Award for Individual Achievement from the National Quality Forum and the Joint Commission on Accreditation of Healthcare Organizations, the 2007 William B. Graham Prize for Health Services Research, the 2007 Heinz Award for Public Policy from the Heinz Family Foundation, the 2012 Gustav O. Lienhard Award from the IOM, and the 2013 Nathan Davis Award from the American Medical Association. In 2005, he was appointed "Honorary Knight Commander of the British Empire" by the Queen of England, the highest honor awarded by the UK to non-British subjects, in recognition of his work with the British National Health Service. Dr. Berwick is the author or co-author of over 160 scientific articles and four books. He also serves now as Lecturer in the Department of Health Care Policy at Harvard Medical School, and as a Senior Fellow at the Center for American Progress.</p>
Jo Bibby	<p>Jo Bibby is Director of Strategy at the Health Foundation. Jo has worked in healthcare at national and local level for the last 15 years with a strong focus on quality improvement and performance. As Director of Strategy, Jo is responsible for positioning The Health Foundation as a leading voice in patient safety and person centred care through a portfolio of research, improvement programmes and public affairs activity. Before joining the</p>

	<p>Foundation, Jo led a major service reconfiguration programme to deliver improvements in quality, safety and patient experience. Previously, Jo worked at the NHS Modernisation Agency and at the Department of Health where she led the Health Technology Assessment programme and, as Head of NHS Performance, she oversaw the implementation of the performance aspects of policy agenda set out in the NHS Plan. Jo has a PhD in medical biophysics.</p>
<p>Maureen Bisognano</p>	<p>President and CEO, Institute for Healthcare Improvement (IHI), previously served as IHI's Executive Vice President and COO for 15 years. She is a prominent authority on improving health care systems, whose expertise has been recognized by her elected membership to the Institute of Medicine and by her service on The Commonwealth Fund's Commission on a High Performance Health System, among other distinctions. Ms. Bisognano advises health care leaders around the world, is a frequent speaker at major health care conferences on quality improvement, and is a tireless advocate for change. She is also an Instructor of Medicine at Harvard Medical School, a Research Associate in the Brigham and Women's Hospital Division of Social Medicine and Health Inequalities, and serves on the Boards of the Commonwealth Fund, the ThedaCare Center for Healthcare Value, and Mayo Clinic Health System-Eau Claire. Prior to joining IHI, she served as CEO of the Massachusetts Respiratory Hospital and Senior Vice President of The Juran Institute.</p>
<p>Ian Callaghan</p>	<p>Ian Callaghan is the Service User Lead for My Shared Pathway. Part of the NHS QIPP programme, My Shared Pathway aims to encourage the recovery and outcomes focus in secure services and in so doing, aims to reduce service users' length of stay. Ian develops materials for the programme, co-delivers training and co-facilitates regional groups for service providers. He has also contributed to a published article on the development and implementation of the programme.</p> <p>Ian is a Patient and Public Engagement representative for the forensic and secure services Clinical Reference Group, which advises the NHS Commissioning Board about service specifications, CQUINs and QIPP programmes and other initiatives.</p> <p>As a Service User Expert, Ian works with the Quality Network for Forensic Mental Health Services of the Royal College of Psychiatrists, which undertakes Peer Reviews of all Medium and Low Secure services. In this capacity he regularly present at workshops on topics including security, recovery, clinical supervision and service user involvement. He is a member of the Advisory Group and has contributed on numerous occasions</p>

	<p>to their newsletter.</p> <p>Ian is a member of the South East Regional Committee of Rethink Mental Illness and has been involved in their work at a regional and national level. He was awarded the Rethink Mental Illness Member of the Year Award in 2012.</p>
David Dalton	<p>David Dalton has been Chief Executive of Salford Royal NHS Foundation Trust for 11 years - an integrated provider of hospital, community and primary care services, including the University Teaching Hospital. David has a strong profile, both locally within Greater Manchester, and also nationally in the areas of quality improvement and patient safety. His Trust was the first Foundation Trust to produce a Quality Improvement Strategy in 2007 with a clear ambition to be the safest organisation in the NHS. David's other interest is in sustaining an organisational culture which delivers high reliability of clinical standards – Salford Royal has achieved the highest staff satisfaction scores for 3 consecutive years of acute Trusts in the NHS staff satisfaction survey. His organisation has other relevant credentials in the field of patient safety being one of the few Trusts in the country this year to have met all the standards of the Clinical Quality Commission and to maintain accreditation at Level 3 (the highest level) of the NHS Litigation Authority. Salford Royal has also pioneered the programme of 'harm free care' including the development of the 'safety thermometer' now in use in all hospitals in the NHS. He chairs a new network organisation of Foundation Trusts - NHS QUEST- which aims to achieve unprecedented levels of quality improvement; and he leads the Greater Manchester Academic Health Science Network which aims to improve health through better adoption of evidence of best practice.</p>
Mary Dixon- Woods	<p>Mary Dixon-Woods is Professor of Medical Sociology at the Department of Health Sciences, University of Leicester, where she is head of the Social Science Applied to Healthcare Improvement Research (SAPPHIRE) Group. She leads a large programme of research focused on patient safety and healthcare improvement, healthcare ethics, and methodological innovation in studying healthcare. Professor Dixon-Woods is very widely published and cited. She is the Deputy Editor of BMJ Quality and Safety and of the Sage journal Chronic Illness. Mary has been a member of the Health Foundation's Improvement Science Development Group since 2010. She won the University of Leicester's Frank May prize in 2005 in recognition of research excellence. She was elected as an Academician of the Academy of Social Science in 2011. She has been appointed as Adjunct Professor in the Department of Anaesthesiology and Critical Care Medicine at Johns Hopkins University and as</p>

	<p>a visiting professor at Imperial College's Centre for Infection Prevention and Management. She was, in 2012, one of the first recipients of a Wellcome Trust Senior Investigator Award, given "world-class scholars asking the most important questions at the interface of science, medicine and the humanities". Her five year programme of research under this award will examine the ethics of patient safety and quality in healthcare.</p>
Jan Gould	<p>Jan has been working as a volunteer for Asthma UK for over ten years. She works as a Speaking Up for Asthma representative and is a member of the Users and Carers Forum. In addition, since March 2009 she has been the patient representative on the Department of Health Asthma Steering Group and also sits on the National Respiratory Board. Professionally, Jan is a Chartered Business Psychologist with over 25 years' experience working in industries including transport, construction, the public sector and not for profit. She specialises in supporting individuals and teams throughout change.</p>
Carol Haraden	<p>Carol Haraden is Vice President at the Institute for Healthcare Improvement (IHI), and is a member of the IHI team responsible for developing innovative designs in patient care. She currently leads IHI's work with Health Improvement Scotland aimed at transforming the safety of every Scottish hospital over five years. She also leads work in Denmark, the South of England, and the USA to improve the safety of health care systems in these countries. Dr. Haraden is the executive lead for the IHI Patient Safety Executive Development Program. She has been a dean in higher education, a clinician, consultant, and researcher. She served on the Institute of Medicine Committee on Engineering Approaches to Improve Health Care, is a judge for several national quality awards, and is an associate editor for the journal, BMJ Quality and Safety.</p>
Jean Hartley	<p>Jean has recently joined the Open University Business School as Professor Public Leadership. She previously worked at Warwick Business School, where she was Head of the Institute of Governance and Public Management. She has held academic posts at the universities of Manchester, Sheffield and London (Birkbeck). Her research is focused on two themes: on public leadership (political, managerial, professional and community leadership) and on innovation, organizational change and improvement in public service organizations. She is currently researching the political astuteness skills of public managers in working with stakeholders with diverse interests, in UK research and in a cross-national study in Australia and New Zealand. Other research on innovation and change is being undertaken in local government and in policing. She has written six books, including Leadership for Healthcare, as well as reports for the civil service on leadership across the whole system, and on the evaluation of leadership development.</p>

<p>Elaine Inglesby-Burke</p>	<p>Elaine Inglesby-Burke joined the Salford Royal Foundation Trust in April 2004 and is currently their Director of Nursing and Executive Lead for nursing, governance, quality and safety. Elaine has held Executive Nurse Director positions since 1996 in both specialist and large acute Trusts. She qualified as a Registered nurse in 1980 at Warrington District General Hospital and specialised in critical care and general medicine. She has held various clinical positions at ward level and nurse specialist. Educated to postgraduate degree level Elaine maintains her professional/clinical development through regular clinical shifts and executive safety shifts with frontline staff. She is a Florence Nightingale leadership Scholar and took the opportunity to undertake a women's leadership programme for global executives at Harvard University as well as the Executive Quality Academy at the Institute of Healthcare Improvement, Boston. She has a strong track record in professional nursing and operational management. Elaine is also a member and workstream lead for the PM commissioned Nursing Care Quality Forum.</p>
<p>Lucian Leape</p>	<p>Lucian Leape, MD, is Adjunct Professor of Health Policy at the Harvard School of Public Health and a health policy analyst whose ground-breaking research has focused on patient safety and the quality of care.</p> <p>Dr. Leape is internationally recognized as the leader of the patient safety movement, beginning with the publication of his seminal article "Error in Medicine" in the <i>Journal of the American Medical Association</i> in 1994. He is one of the founders of the National Patient Safety Foundation, the Massachusetts Coalition for the Prevention of Medical Error, and the Harvard Kennedy School Executive Session on Medical Error. He was also a member of the Institute of Medicine's Quality of Care in America Committee, which published "To Err Is Human: Building a Safer Health System" in 1999 and "Crossing the Quality Chasm" in 2001.</p>
<p>Jason Leitch</p>	<p>Jason has worked for the Scottish Government since 2007 and is now The Clinical Director of the Quality Unit in the Health and Social Care Directorate. He is a member of the Health and Social Care Management Board and one of the senior team responsible for implementation of the NHS Scotland Quality Strategy.</p> <p>Jason is also the Medical Director of the Tayside Centre for Organisational Effectiveness and an Honorary Professor at the University of Dundee.</p> <p>Jason was the 2011 HFMA UK Clinician of the Year.</p> <p>He is a non-executive Board member of AQUA in the North-East of England. He was a 2005-06 Quality</p>

	<p>Improvement Fellow at the Institute for Healthcare Improvement, in Boston, sponsored by the Health Foundation. Jason is also a trustee of the UK wing of the Indian Rural Evangelical Fellowship which runs orphanages in southeast India.</p> <p>He has a doctorate from the University of Glasgow, an MPH from Harvard and is a fellow of the Royal College of Surgeons of England, The Royal College of Physicians and Surgeons of Glasgow and the Royal College of Surgeons of Edinburgh. He is also a Fellow of the Higher Education Academy.</p>
<p>Professor James Reason</p>	<p>Professor James Reason is recognised as a world leading expert on human error, with a distinguished career spanning industry, healthcare and academia. He is a graduate of the University of Manchester and held the position of Professor of Psychology from 1977 to 2001. He has written books on absent-mindedness, human error, aviation human factors and managing the risks of organisational accidents.</p> <p>In 2003, he was appointed Commander of the British Empire for services toward reducing risk in healthcare.</p> <p>For the past 40 years, his principal research area has been human error and the way people and organizational processes contribute to the breakdown of complex, well-defended technologies such as commercial aviation, nuclear power generation, process plants, railways, marine operations, financial services, and healthcare institutions. His error classification and models of system breakdown are widely used in these domains, particularly by accident investigators.</p> <p>In recent years, he and his co-workers have focused upon the development of error management techniques. This work has been carried out in collaboration with a variety of organizations including Shell, British Railways, British Airways, Singapore Airlines, and the Bureau of Air Safety Investigation (Canberra). A recent project, funded by the British Heart Foundation and carried out in collaboration with surgeons at Great Ormond Street Hospital for Sick Children, investigated the ways in which human and organizational factors affect the outcome of neonatal cardiothoracic surgery. Current work focuses on how people maintain the safety of complex systems by timely adjustments to unexpected and potentially threatening events.</p> <p>Professor Reason has just finished a book entitled 'A Life in Error.'</p>

Lisa Richards-Everton	<p>Lisa Richards-Everton became involved in Patient Safety after her husband died in a patient safety incident involving an overdose of Amphotericin. This loss motivated Lisa to campaign continuously to make hospitals a safer place that everyone can depend upon in times of need.</p> <p>In her work for safer hospitals Lisa has spoken at health conferences, supported research projects and is currently part of the board of Governance and Risk at the Heart of England NHS Trust. As part of her drive for patient safety, Lisa has produced Video Safety promotions and has attended various government meetings regarding the NPSA for Safety Alert protocol at hospitals supported by Peter Walsh from Actions against Medical Accidents (AVMA).</p>
Professor Charles Vincent	<p>Charles Vincent trained and worked as an NHS clinical psychologist before beginning a research career. In 1995 he established the Clinical Risk Unit at University College where he was Professor of Psychology before moving to Imperial College in 2002. He is now Director of the Imperial Centre for Patient Safety and Service Quality (CPSSQ) and the Clinical Safety Research Unit, which is based in the Department of Surgery and Cancer. He is the editor of Clinical Risk Management (BMJ Publications, 2nd edition, 2001) and author of Patient Safety (2nd edition 2010). From 1999 to 2003 he was a Commissioner on the UK Commission for Health Improvement. He is a Fellow of the Academy of Social Sciences and NIHR Senior Investigator.</p>