National Patient Safety Office (NPSO) Conference 2023

Thursday 19th October 2023
Printworks, Dublin Castle
Message from the Minister

Welcome to Dublin Castle for the National Patient Safety Conference 2023.

This event offers a unique opportunity for healthcare professionals and managers, policy makers and patient representatives and advocates to come together to share ideas and develop a collective vision for the future of patient safety in Ireland.

Today’s programme includes a wide variety of presentations, panel discussions, and workshops designed to include something for all in attendance. The theme of the event, ‘Nurturing a Positive Culture of Patient Safety – Listening, Learning, Responding’, could not be more relevant as we all continue our work to foster a culture of openness and transparency to ensure trust and confidence in our health system.

A significant milestone in this regard was the enactment of the first Patient Safety Act in May of this year. This landmark legislation will provide for mandatory open disclosure when commenced and implemented, and is a vital enabler of the culture we all wish to see nurtured and embedded. I am very pleased that we are launching the National Open Disclosure Framework today which further underpins our commitment to a more positive and open culture. The Framework promotes a clear and consistent approach to open communication with patients and service users following a patient safety incident or an adverse event. Learning from the things that go wrong is the bedrock of making services safer. Central to shaping and delivering on these improvements is continued dialogue with patients and advocates as true partners. I hope that today’s event will give renewed energy to the important work underway across our health services and wider society.

I’m pleased to see workshops today on clinical audit, which is another essential element of the work to continually learn and improve, and the various stands from partner organisations provide new opportunities to make valuable connections. With almost 100 poster submissions across the ‘General Patient Safety’ and ‘Antimicrobial Resistance’ competitions combined, this demonstrates the breadth and rigour of the work on quality and patient safety throughout the healthcare system.

I hope that all participants will have a productive and thought-provoking day. I look forward to continuing our work together to further enhance and nurture the patient safety culture that so many of you have contributed to building so far.

Minister for Health, Stephen Donnelly, T. D.
## Programme

### Plenary Session

*Nurturing a Positive Culture of Patient Safety – Listening, Learning, Responding*

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<tr>
<th>Time</th>
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<tr>
<td>10.00am</td>
<td><strong>Chair:</strong> Kate O’Flaherty, <em>NPSO Director – Welcome &amp; Housekeeping</em></td>
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<td>10.10am</td>
<td>Stephen Donnelly, T.D., Minister for Health</td>
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<td>10.20am</td>
<td>Robert Watt, Secretary General, Department of Health</td>
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<td>10.30am</td>
<td>Bernard Gloster, HSE Chief Executive Officer</td>
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<td>10.40am</td>
<td>Rie Fujisawa, Health Economist &amp; Policy Analyst at the Organisation for Economic Co-operation &amp; Development (OECD)</td>
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<td>‘OECD’s Work on Patient Safety’</td>
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### Morning Session

*(Workshop ‘Introduction to Clinical Audit’ will run in parallel at 11:30am)*

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<tr>
<td>11.00am</td>
<td>Coffee</td>
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<tr>
<td>11:30am</td>
<td>Panel Discussion on ‘Nurturing a Positive Culture of Patient Safety – Listening, Learning, Responding’ followed by an audience Q&amp;A</td>
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<td><strong>Rachel Kenna</strong> – Chief Nursing Officer, Department of Health</td>
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<td><strong>Prof. Breda Smyth</strong> – Chief Medical Officer, Department of Health</td>
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<td><strong>Dr. Colm Henry</strong> – HSE Chief Clinical Officer</td>
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<td><strong>Dr. Orla Healy</strong> – National Clinical Director, HSE National Quality &amp; Patient Safety Directorate</td>
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<td><strong>Katie Verling</strong> – Representative from Patients for Patient Safety Ireland</td>
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<td><strong>Dr. John Brennan</strong> – General Practitioner &amp; Fellow and Board Member of the International Society for Quality (ISQua)</td>
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<td><strong>Dr. Ronan Glynn</strong> – Health Sector Lead at EY Ireland</td>
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<tr>
<td>1.00pm</td>
<td>Lunch, Networking &amp; Poster Review</td>
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Afternoon Session
(Workshop 'Introduction to Clinical Audit' will run in parallel at 2pm)

Chair: Dr. Orla Healy, National Clinical Director, HSE National Quality & Patient Safety Directorate (NQPSD)

2.00pm  Maurice O'Donnell, NPSO
National Open Disclosure Framework LAUNCH & Overview

2.20pm  Panel Discussion on ‘Next Steps for Open Disclosure’ followed by an audience Q&A

  Maurice O'Donnell – Head of Patient Safety Legislation & Advocacy, NPSO
  Lorraine Schwanberg – HSE Assistant National Director QPSIM (Incident Management, Open Disclosure and NIMS)
  Angela Tysall – HSE Quality and Patient Safety Directorate
  Georgina Cruise – National Manager of the Patient Advocacy Service
  Seán Egan – Director of Healthcare Regulation, Health Information & Quality Authority (HIQA)
  Carolyn Donohoe – Director of Education, Policy & Standards, Nursing & Midwifery Board of Ireland (NMBI)
  Bernie O’Reilly – Representative from Patients for Patient Safety Ireland
  Prof. Catherine McHugh – Consultant Endocrinologist at Sligo University Hospital

3.10pm  Rachel Kenna – Chief Nursing Officer, Department of Health
Poster Prizes & Closing Remarks

4.00pm  Close
The National Open Disclosure Framework aims to promote a clear and consistent approach to open communication, by health and social care organisations with patients and service users following a patient safety incident or an adverse event.

This Open Disclosure includes a discussion about what has happened, why it happened, and what is being done to prevent it from happening again.

The Framework provides overarching principles and a national, consistent approach to open disclosure in health and social care in Ireland which can then be drawn from to suit the needs of the various organisations. The Framework was prepared by the National Patient Safety Office of the Department of Health and informed by recommendations from the Independent Patient Safety Council.

Who does the Open Disclosure Framework apply to?

- public and private health and social care service providers (e.g., acute hospitals, private hospitals, nursing homes, etc.)
- service regulators (e.g., HIQA, the Mental Health Commission, etc.)
- health and social care professional regulators (e.g., the Nursing and Midwifery Board of Ireland, the Medical Council, etc.)
- health and social care educators (e.g., Royal College of Surgeons of Ireland, Trinity College, etc.) and
- other relevant bodies and organisations.

What is the purpose of the Open Disclosure Framework?

It is designed to be used in the development, or upgrading, of an organisation's internal policies, processes, and practices regarding patient safety incidents and adverse events, and to facilitate open communication.

Individual organisations will need to implement the process outlined in this Framework within their existing internal policies, which may need to be changed or upgraded to facilitate the open disclosure process.

The Framework guides the operational procedures and standards which determine how patients/service users, their families, or support persons and carers are communicated when something goes wrong in the course of their care.

The Framework leads relevant health and social care service providers through the substantial culture change required to improve patient/service user outcomes and their experience in this area.
How will the Framework be implemented?
The Department of Health will monitor the implementation of this Framework in keeping with the principles set out in the policy document. All relevant stakeholders will be required to submit an annual report to the Minister for Health outlining their compliance with each relevant section of the Framework.

The Minister and Department of Health will then publish an aggregated annual report on open disclosure to share the nationwide progress of the implementation of the open disclosure framework.

TIMELINES:
- **October 2023** – Launch of the Framework
- **January to December 2024** – Adoption of the Framework by relevant stakeholders and incorporation into their organisational policies and procedures.
- **April 2025** – Submission of relevant stakeholders’ progress report on the roll-out of the requirements of the Framework in their organisation.
- **2026 onwards** – Ongoing annual reporting of compliance with the requirements of the Framework.

Further Information about the Framework can be found at:
Researchers in the Royal College of Surgeons in Ireland (RCSI), Dublin, are conducting a study called “A Stakeholder consultation on the clinical complaints process in Ireland”. We want to understand what people think about the current complaints process, and what their opinions are on introducing a way for patients to make complaints about the clinical decisions of their healthcare providers.

We want to know what you think should be included in a fit for purpose, accessible clinical complaints process in Ireland. We are currently looking for people to take part in one-to-one interviews on this topic. We are looking for people who have used the system as patients, or patient advocates, in particular. We are also looking for people who work with the current complaints system, such as healthcare providers, complaints officers and managers, members of the Office of the Ombudsman, as well as any other interested parties.

In the future we may need people to take part in an online survey, and an in-person workshop on this topic. If you are interested in sharing your thoughts, taking part in the interviews, survey, or workshop, or want to learn more about the study, please leave your contact details at the QR Code below, and the researchers will be in touch with more information.

This independent research is being led by Dr Emily O’Dowd and Professor Eva Doherty, Royal College of Surgeons in Ireland, and is funded by the Department of Health. The study has been approved by the RCSI Research Ethics committee. Any personal information that is collected will only be used for the purpose stated (contacting you with more information about the study) and will be stored securely on RCSI servers, adhering to GDPR principles. Your information will not be shared with third parties, including but not limited to the Department of Health. Please contact emilyodowd@rcsi.ie if you have any queries or concerns, or if you wish for us to remove your details from our system at any time.
Morning and Afternoon Workshops
(11.30 am – 12.30 pm and 2 – 3 pm)
Please register at the workshop desk, numbers are restricted

The Seven Stages of Clinical Audit: Navigating the Clinical Audit Cycle for Effective Healthcare Improvement
Hosted by: HSE National Centre for Clinical Audit (NCCA)

Introduction
This workshop will enhance participants understanding of Clinical Audit, by exploring the 7 stages of Clinical Audit in practice. The session will be facilitated by the HSE National Centre for Clinical Audit, who are responsible for Clinical Audit training and education across the Irish Healthcare system.

The purpose of the National Centre for Clinical Audit is to strengthen the development of an end to end process for Clinical Audit. This is in line with the recommendations in the National Review of Clinical Audit Report 2019.

The HSE National Centre for Clinical Audit (NCCA) established within the National Quality and Patient Safety Directorate, follows publication of the HSE National Review of Clinical Audit Report. This step confirms the HSE’s commitment to developing Clinical Audit as an essential quality and patient safety tool in Ireland, promoting improved patient outcomes. The HSE NCCA is building the capacity and capability of HSE staff, services and stakeholders to standardise and promote the implementation of the recommendations of the HSE National Review of Clinical Audit Report.

Target Audience
This workshop is open to Clinical and Non-Clinical delegates who are interested in Clinical Audit and wish to gain further insights into best practice standards.

Aim of Workshop
- To equip healthcare professionals with best practice guidance to conduct effective Clinical Audits by learning to select topics, identify standards and criteria, collect and analyse data and interpret results. Participants will also gain insights into implementing evidence-based practice and driving quality improvement initiatives.
- To foster collaboration among healthcare professionals and provide a platform for participants to share their experiences, challenges and best practices related to Clinical Audit
- To empower healthcare professionals to take a pro-active role in Clinical Audit, by instilling knowledge and confidence to initiate and lead Clinical Audit projects that will drive change.

Learning Objectives
Upon completing this workshop participants will be able to:
- Describe the purpose of the National Centre for Clinical Audit NCCA
- Understand the steps involved in Clinical Audit through the Seven Stages of the Clinical Audit cycle
- Recommend educational and training resources for Clinical Audit that may be utilised in healthcare settings.

Scan to visit NCCA Website
Watch our QPS TalkTime Webinar series
Join our fortnightly free webinar to hear from national and international experts and those improving QPS throughout our health service. Participate as an individual, with a group or listen to our catalogue of past episodes.

Read Quality and Patient Safety Matters #AllThingsQuality
This quarterly newsletter shares QPS news, your QPS stories, educational content and upcoming training, events and networking opportunities.

World Patient Safety Day
Almost one in three people in Ireland have difficulty accessing and understanding health-related information. Asking or answering questions such as the following help:
- What do I need to know now?
- What do I need to do next?
- What can I expect? How will this help me?

Access “Your Health, Your Voice” resources for people using and delivering healthcare via the QR Code.

For more information
Visit our website to find out more including for example:
- Reporting and managing an incident
- Applying to become a Q community member
- NQPSD Research
- Preparing for and managing Open Disclosure
- Using human factors thinking
- Sepsis

Follow us on:
Website  www.hse.ie/nqpsd
Twitter  @NationalQPS
LinkedIn  HSE National QPS Directorate
YouTube  HSE National QPS

Listen to our Walk and Talk Improvement Podcast
This All Ireland podcast aims to improve patient care by capturing the personal stories of people who work in and use health services. The series is co-produced by patient partners and members of the Health and Social Care Quality Improvement (HSCQI) Northern Ireland and HSE NQPSD team. It is available wherever you listen to your podcasts.

Access Education and Learning
The Prospectus of QPS Education and Learning Programmes contains details of topics such as quality improvement, incident management, open disclosure, clinical audit and human factors. It also contains information about how to connect and network with others interested in improving QPS in our health services.

The 2024 prospectus is currently in development and will be made available in the coming months.

Join Patient Safety Together: learning, sharing and improving
We are building a national community for staff working in QPS in HSE / HSE-funded services. Access up-to-date patient safety information through alerts, supplements and stories.

For more information
Visit our website to find out more including for example:
- Reporting and managing an incident
- Applying to become a Q community member
- NQPSD Research
- Preparing for and managing Open Disclosure
- Using human factors thinking
- Sepsis

Follow us on:
Website  www.hse.ie/nqpsd
Twitter  @NationalQPS
LinkedIn  HSE National QPS Directorate
YouTube  HSE National QPS

Expand your knowledge through free resources from the HSE National Quality and Patient Safety Directorate.
Kate O’Flaherty – National Patient Safety Office Director

Kate O’Flaherty is the Director of the National Patient Safety Office (NPSO) at the Department of Health. The NPSO provides leadership and strategic direction to deliver key patient safety policy objectives for Ireland, working closely with a wide range of stakeholders and organisations both nationally and internationally.

Kate took up the role of NPSO Director in April 2023, having worked in a number of other roles in the Department over the previous decade. Kate led the implementation of the cross-Government Healthy Ireland initiative from 2013 to 2020. She was a member of the COVID-19 NPHET during 2020 and chaired its Behavioural Change sub-group, while more recently she led Population Health Screening policy in the Department. Kate’s professional background includes pharmacy, professional regulation, journalism and communications.

Dr. Orla Healy – National Clinical Director of Quality and Patient Safety in the HSE

A graduate of UCC, Orla worked in hospital medicine for five years before embarking in a career in Public Health Medicine. She has occupied a range of senior executive and clinical leadership roles at regional and national levels in the health services including Director of Quality, Governance and Patient Safety, Director of Strategy, Planning and Population Health and Chief Operations Officer. In 2018, she was made Adjunct Clinical Professor in the School of Public Health UCC.

Since taking up post as National Clinical Director of Quality and Patient Safety in the HSE in April 2021, Orla has reconfigured the Corporate Quality and Patient Safety Directorate, to deliver on the organisations Patient Safety Strategy. The goal of NQPSD is to work in partnership with HSE operations, patient representatives and other internal & external partners to improve patient safety and the quality of care.

Orla leads the following teams:

- Patient Safety Programme
- QPS Improvement (National Medication Safety Programme, National Clinical Programme for Sepsis, Deteriorating Patient Improvement Programme)
- QPS Intelligence
- QPS Incident Management
- QPS Education
- QPS Connect
- NCCA
Speaker Biographies

Dr. John Brennan - General Practitioner & Fellow and Board Member of the International Society for Quality (ISQua)

Dr. John Brennan is an International Society for Quality in Health Care (ISQua) Fellow and Board Member, past ISQua/ Royal College of Physicians of Ireland (RCPI) Scholar in Residence and a practicing General Practitioner. In addition to providing clinical care, he also currently works with the RCPI in designing and delivering quality improvement and patient safety education across a variety of platforms. John has published extensively in peer reviewed scientific journals and has received several awards for quality improvement work presented globally. He is a co-author of the RCPI Improvers Guide, multiple book chapters on QI, patient safety and person-centred care, and recently co-edited the Oxford Handbook of Patient Safety.

Georgina Cruise – National Manager, Patient Advocacy Service

Georgina is the National Manager of the Patient Advocacy Service. Georgina has worked with the Patient Advocacy Service since its inception in November 2019, working as Acting Service Manager and Advocacy Team Lead since joining. Georgina has over 17 years' experience working in the area of citizens' rights and entitlements across the health and advocacy sector and has over 15 years' senior management experience. Georgina is a graduate with an Advanced Diploma in Advocacy Practice Provision, Patient Safety Complaints Advocacy, Human Resources and Leadership and Management.

Georgina has frontline experience of direct advocacy provision having previously worked with the Citizens Information Service for 12 years as an advocate and development manager and has a keen interest in advocacy and social policy development.

Carolyn Donohoe - Director of Education, Policy & Standards, Nursing & Midwifery Board of Ireland (NMBI)

Carolyn Donohoe is NMBI's Director of Education, Policy and Standards, having joined the organisation in 2021.

She is a registered nurse with more than 20 years’ experience in multiple nursing roles including as Clinical Facilitator and Clinical Nurse Manager 3 (CNM3) in Critical Care, Nursing Practice Development Coordinator and Directorate Nurse Manager for Perioperative Services in St Vincent's University Hospital, Dublin. A keen advocate of education and continuous professional development, her post-graduate qualifications include a Higher Diploma in Critical Care Nursing, a Master's in Nursing Education, and a Professional Diploma in Strategy, Innovation and Change. More recently, her studies have focused on leadership in regulation at an international level.

Since joining NMBI, she has led change in the organisation's approach to regulatory site inspections, focussing on the balance between academic and clinical components of programmes. She has updated a number of important resources that set standards and requirements for nursing and midwifery education and practice. Carolyn leads a team of Professional Officers and Education Department Officers who strive to ensure that our standards and guidance materials are relevant for today's practice environment and that the outputs provide a clear road map for safe effective practice, for the benefit of both the public and the professions.
Speaker Biographies

Seán Egan - Director of Healthcare Regulation, Health Information & Quality Authority (HIQA)

Seán has over 20 years’ experience in working to improve the quality and safety of healthcare for patients, either through healthcare provision or research in the acute setting, or in more recent years through the monitoring and regulation of healthcare services with HIQA.

A Clinical Pharmacist by training and profession, Seán holds graduate and postgraduate qualifications in Clinical Pharmacy (MPharm and MSc) from the University of Nottingham and Trinity College Dublin, Leadership and Quality in Healthcare (HDip) from the RCPI, and Management and Corporate Governance (MSc) from the University of Ulster. He has a keen interest in healthcare quality improvement science and is certified in Lean Six Sigma.

Over the past ten years, Seán has fulfilled management and leadership positions within HIQA to advance the Authority’s monitoring and regulatory role in the healthcare setting. Seán has led key areas of monitoring work including a focus on the areas of pre-hospital emergency care, infection prevention and control and antimicrobial stewardship, medicines safety, safe maternity care and a number of key governance assurance reviews into specific healthcare services following service failures. Seán also led on HIQA’s commencement as the patient safety regulator and Competent Authority in the area of medical exposures to ionising radiation.

Rie Fujisawa – Health Economist & Policy Analyst at the Organisation for Economic Co-operation & Development (OECD)

Rie is a health economist at the OECD and has over 20 years of experiences in conducting cross-country analyses on various health policy areas including patient safety, healthcare quality, cancer care and long-term care. She leads indicator development work on patient-reported experiences including in the area of patient safety and she is responsible for developing and collecting healthcare quality and outcomes indicators for international comparisons at the OECD. She authored and co-authored a number of OECD reports and publications including Patient Engagement for Patient Safety, Health at a Glance and Review of Health Care Quality.

Bernard Gloster - HSE Chief Executive Officer

Bernard Gloster took up the post of Chief Executive Officer of the HSE in March 2023. He has worked in health and social services for over 34 years, and rejoined the HSE from the state Child and Family Agency Tusla where he served as Chief Executive Officer from September 2019. Prior to that he held several senior management positions within the HSE including Chief Officer of HSE Mid West Community Healthcare, and he worked in and managed in both community and acute hospital operations. He is a social care worker by profession, holds an MBA from Oxford Brookes University and an MSc in Management Practice from UCC.
Speaker Biographies

Dr. Ronan Glynn - Health Sector Lead at EY Ireland

Dr. Ronan Glynn is a physiotherapist and medical doctor, with a PhD in surgical oncology and post-graduate qualifications in surgery, public health medicine, healthcare quality and safety and health systems leadership. Ronan is a Fellow of the Faculty of Public Health Medicine at the Royal College of Physicians of Ireland. Over the last 20 years, Ronan has worked across virtually all parts of the healthcare system in Ireland, in public and private organisations, in patient-facing and policymaking roles and in multidisciplinary and cross-sectoral teams. As Deputy Chief Medical Officer at the Department of Health, Ronan had a leadership role in the public health response to the COVID-19 pandemic in Ireland, including as Acting Chief Medical Officer and Chair of the National Public Health Emergency Team (NPHET) for six months of the pandemic. He was a member of the COVID-19 Vaccination Taskforce and the cross-Governmental COVID-19 Senior Officials and Oversight Groups. Ronan joined EY Ireland as Health Sector Lead in 2022.

Dr. Colm Henry - HSE Chief Clinical Officer

Dr. Colm Henry was appointed as the first Chief Clinical Officer (CCO) to the HSE in April 2018. He was previously the National Clinical Advisor and Group Lead for Acute Hospitals from 2014 – 2018, and National Lead for the Clinical Director Programme from 2012 to 2014. Prior to these national roles, he was Clinical Director of the Mercy University Hospital Cork from 2009 to 2012 where he worked as Consultant Geriatrician since his appointment in 2002, establishing a service for acute care and rehabilitation in both Cork voluntary hospitals. A graduate of UCD, he trained in Medicine of the Elderly in Cork and subsequently entered and completed SpR training in Edinburgh.

As Chief Clinical Officer, he has directed on the design and implementation of new models of care, designed by National Clinical Programmes in response to the needs of population. These models, reflecting the responsibility within the Office for all healthcare professions, involve diversification of healthcare settings and personnel and harnessing of innovation informed by the experience of frontline healthcare workers. Overarching all is a more robust approach to improving population health, both in preventing illness through early intervention and through reconfiguration of healthcare towards the needs of the population guided by a new and reformed Public Health leadership within HSE. He has led on the first Genetics and Genomics Strategy for Irish healthcare which is commencing implementation through a National Office. He also led on the HSE response to the Scally report on CervicalCheck which has resulted in a reformed National Screening Service with overhauled governance. In the wake of the pandemic, he is overseeing investment and implementation of integrated models of care for older people in collaboration with National Clinical Programmes and his Office is leading on new clinical pathways to address waiting lists through new community-based services and alternative hospital-based models of care. This work will build on the reform of older persons and chronic disease care which has seen substantial investment in recent years. He is co-leading on a three-year plan for unscheduled care which will have particular focus on improving the experience of older people.
Speaker Biographies

Rachel Kenna – Chief Nursing Officer, Department of Health

Rachel Kenna is the Chief Nursing Officer (CNO) for Ireland and was appointed to the post in June 2020. Rachel was formerly a Deputy Chief Nursing Officer leading on nursing and midwifery policy for patient systems, safety, and governance. She is a Registered Children's and General Nurse (RCN/RGN) and has extensive clinical and managerial experience, spanning 30 years in Ireland and the UK across a wide variety of clinical areas. Prior to her roles in the Department of Health, Rachel was Director of Nursing in Ireland’s largest Children’s teaching Hospital with national responsibility for the provision of quaternary and tertiary healthcare services.

The Chief Nursing Officer role is an important strategic leadership and influencing role providing professional policy direction and evidence-based expert advice for Government on nursing, midwifery, and general health policy development. Rachel has a real interest in health policy and brings a knowledgeable clinical practice, patient, system and governance perspective to its development and implementation. The development of flexible nursing and midwifery policy to ensure the professions are in the best position to meet population need is a particular focus for Rachel and includes a real passion about nurturing the next generation of healthcare leaders.

As an Assistant Secretary in the Department of Health, the CNO in addition to Nursing and Midwifery policy has a wide health policy portfolio. These include professional regulation oversight (medical council, CORU and NMBI), strategic workforce planning across the health service, population health screening and the National Patient Safety Office.

Rachel’s interest in global health policy includes active membership of the WHO European region Government Chief Nursing and Midwifery Officers Hub contributing to strengthening the nursing and midwifery workforce to improve health outcomes.

She is educated in a wide range of areas to support her in her role and holds a MSc in Child Protection and Welfare and a BSc in Nursing Management. Rachel’s other educational qualifications includes a Higher Diploma in Professional Practice, Critical Care Nursing, Leadership and Quality in Healthcare, a Diploma in Human Rights and Equality and a Professional Diploma in Governance. Rachel is also a Florence Nightingale Leadership graduate.

Prof. Catherine McHugh – Consultant Endocrinologist at Sligo University Hospital

Professor Cathy McHugh Consultant Endocrinologist and Associate Academic Officer at Sligo University Hospital.

Graduated from University of Galway. Special interest in Endocrinology, Eating Disorders and Medical Education. MBA from Smurfit Business School, Diploma in Medical Education (Dundee University) MD (Southampton University).

Fellow of Royal College of Physicians of Ireland. Currently on council of RCPI, and chairperson of the MRCP examination board.
Speaker Biographies

Maurice O'Donnell – Head of Patient Safety Legislation and Advocacy, NPSO, Department of Health

Maurice O’Donnell is Head of Patient Safety Legislation and Advocacy in the National Patient Safety Office (NPSO) of the Department of Health. His portfolio includes the development of relevant patient safety legislation, including the Patient Safety Act, which passed through the Oireachtas and was signed into law by the President in May 2023. Other key policy areas under his remit include the Patient Voice Partner policy, the commissioning and oversight of the Patient Advocacy Service, and the Open Disclosure Framework, which will be launched by Minister Donnelly at the NPSO Conference this year. Maurice previously worked in the Disability Unit of the Department and the Minister’s Office and, prior to his time in D/Health, worked in the Department of Foreign Affairs.

Bernie O’Reilly - Representative from Patients for Patient Safety Ireland

Bernie O’Reilly is a member of Patients for Patient Safety Ireland (PFPSI) and has followed the progress of the HSE Open Disclosure policy for eight years. She is a member of the HSE National Open Disclosure Steering Committee and a member of the Patient Safety Act 2023 HSE Implementation Working Group. Bernie lives and works on the family farm in County Meath. She is a member of a local writer’s group and writes poetry.

Lorraine Schwanberg - HSE Assistant National Director QPSIM (Incident Management, Open Disclosure and NIMS)

Lorraine leads out on the Incident Management arm of the National Quality and Patient Safety Directorate (NQPSD) in the HSE which includes Incident Management, Open Disclosure and the National Incident Management System (NIMS). Lorraine and her teams collaborate extensively with many partners on all things related to quality and patient safety to help drive and support learning and improvement. Lorraine and her team are leading out on the implementation of the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023 and National Open Disclosure Framework across the HSE in partnership with colleagues and with the support of patients as partners.

Lorraine has worked in leadership roles in incident management, quality, risk and patient safety for many years, predominantly in the NHS before joining the HSE as AND QPSIM at the end of 2021. Lorraine also enjoyed a career as a paediatric and general nurse in Ireland where she developed an interest in patient safety which remains her passion.

Prof. Breda Smyth – Chief Medical Officer, Department of Health

Professor Breda Smyth is currently Chief Medical Officer in the Department of Health, leading the provision of evidence-based public health advice across a range of areas including the response to COVID-19 and Monkeypox. Professor Smyth served as a Member of the NPHET for COVID-19 and currently chairs the COVID-19 Advisory Group.

She is a Personal Professor of Public Health Medicine in NUI Galway and most recently worked as a Consultant and Director of the Department of Public Health HSE West.

Amongst her numerous contributions to public health medicine is Professor Smyth's national leadership on public health reform, healthy ageing, and stroke prevention.
Speaker Biographies

**Angela Tysall - HSE Quality and Patient Safety Directorate**

Angela is the HSE National Lead for Open Disclosure since 2010 and General Manager of the HSE National Open Disclosure Office since May 2019. She has led the development and implementation of the national Open Disclosure policy and programme across all HSE and HSE funded services.

Angela's background is in nursing and midwifery with clinical nurse specialist roles in minor illness and ear care. She has 5 years experience as senior sister, team leader and acting manager of a nurse led NHS Walk-in Centre and 6 years service management experience in a GP Out Of Hours service in the North West of Ireland.

Angela is committed to the area of patient safety and working together with patients and service users to improve the experience of people accessing our health and social care services.

**Katie Verling – Representative from Patients for Patient Safety Ireland**

Katie Verling’s interest in the patient voice began in the 1980’s when she studied Medical Ethics; the principles of autonomy, justice, informed consent and truth telling. When Katie developed Acute Lymphoblastic Leukaemia in 2007 her ethical interests became personal.

In 2015, in collaboration with Milford Compassionate Communities she co-developed “Kicking the Bucket” a project dealing with illness, dying, death and truth telling – it ran for 3 years and is the subject of an award-winning RTE Radio 1 documentary. She is a member of Patients for Patient Safety Ireland. In her former career in arts management she was an experienced policy maker, strategist, and collaborator.

**Robert Watt - Secretary General of the Department of Health in Ireland.**

Robert joined the Department of Health as the Secretary General in 2021. Prior to this, he spent ten years as Secretary General in the Department of Public Expenditure and Reform. With the Department of Finance, he managed the budget and estimates process. During this period Robert was one of the principal advisers to the Government on economic, budgetary and financial policy issues. He was centrally involved in the management of the Troika Programme.

Robert is an economist and has experience in both the public and private sectors. He has worked in several roles within the Department of Finance. He has been a member of numerous boards including the board of the NTMA and the Economic Management Council. He is currently a Board member of the Football Association of Ireland.
CONFERECE THEME:
Nurturing a Positive Culture of Patient Safety - 
Listening, Learning, Responding

Dublin Castle Wi-Fi: DC_Conference
Password: October-2023

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