Maureen Bisognano – ‘Leading Today for Nurses and Midwives’

Maureen is President Emerita and Senior Fellow at the Institute for Healthcare Improvement, having previously served as IHI’s President and CEO for five years, after serving as Executive Vice President and Chief Operating Officer for 15 years.

Maureen is a prominent authority on improving health care systems, whose expertise has been recognised by her elected membership to the National Academy of Medicine, among other distinctions. She 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.

Maureen serves on the boards of the Commonwealth Fund, Cincinnati Children’s Hospital Medical Centre, Indiana University Health and Nursing Now.

Prior to joining IHI, she served as CEO of the Massachusetts Respiratory Hospital and was Senior Vice President of The Juran Institute.
Professor Charlotte McArdle — ‘Nurses and Midwives Leading the Future’

As the head of the Nursing and Midwifery professions, Charlotte is responsible for the professional leadership, performance and development of the Professions in Northern Ireland, including providing support to the Department’s lead Allied Health Professions (AHP) Officer.

The Office of the Chief Nursing Officer sets strategic direction for nursing, midwifery services, agreeing programmes of action, setting goals and targets and ensuring that progress is monitored and evaluated. This includes chairing the Department’s Central Nursing and Midwifery Advisory Committee, and the development and oversight of policies for nursing and midwifery in Public Health, for example, the Family Nurse Partnership Programme (FNP), the Northern Ireland Action Plan for Learning Disability Nursing, a Northern Ireland Framework for Patient Experience and the District Nursing Review Framework. In undertaking this role, Charlotte works closely with the Directors of Nursing and her counterparts in the other 3 UK countries and Republic of Ireland.

During the time that Charlotte has been in the role of Chief Nurse she has led a number of policy initiatives which underpin professional practice such as: Person Centred Standards for Record Keeping Practice; Policy Imperative - Delivering Care: Nurse Staffing Levels in Northern Ireland. Under Charlotte’s leadership she has been responsible for the development and implementation of the Attributes Framework for Leadership for Quality Improvement and Safety. Charlotte also chairs the NI Key Performance Indicator Advisory Board for Nursing and Midwifery. The Office of the Chief Nurse leads on policy for patient experience and nutrition and for developing models of practice for Co-production in line with the Department of Health’s statutory responsibility for Personal and Public Involvement.
Charlotte is a Visiting Professor at Ulster University Faculty of Health Science.

**Lynne Charlton** – ‘*Learning to be an Improvement Advisor*’

Lynne is currently working with the Northern Ireland Ambulance Services Trust, but her substantive post is with the Public Health Agency as their Assistant Director of Nursing and AHP Directorate. Lynne is a graduate of the IHI Improvement Advisor Programme.

**Ruth Gray** – ‘*Camper Van of Dreams*’

Ruth is Clinical Lead in Prison Dentistry and Quality Improvement Fellow with the South Eastern HSC Trust, and creator and owner of the Camper Van of Dreams.

As Clinical Lead in Prison Dentistry, Ruth has responsibility for improvement and innovation in prison healthcare. In 2018 she has completed a Masters in Business Improvement and the South Eastern HSC Trust Quality Improvement Fellowship. Ruth is currently working with a team from HSCQI evaluating the impact of QI training in Northern Ireland funded by the Health Foundation. She also works as part of the Project ECHO team developing community of practices to facilitate transformation of services across the region.

The Camper Van of Dreams has been welcoming people on board to speak a hope or a dream since 2014. Over 5000 people have dared to dream in many settings including, hospitals, conferences, schools, colleges and festivals.
Ruth and Simon Coulter run the Camper with help from many fellow dream enablers.

**Caroline Diamond / Gillian Morrow – ‘Leading Midwifery and the QI Journey’**

Caroline is Head of Midwifery and Gynaecology with the Northern HSC Trust.

Caroline registered as a general nurse in 1992 and attained her Diploma in Midwifery in 1996. She completed a degree in Health and Social Services Management in 1998 and her Master’s degree in Advanced Professional Practice in Midwifery in 2012.

Caroline has progressed with high ambition through a variety of roles such as Delivery Suite Sister, Practice Development Midwife and Lead Midwife all of which hugely contributed to her skill set and to her recent appointment as Head of Midwifery and Gynaecology in the Northern Trust.

Caroline is a passionate midwife and an experienced midwifery leader. She offers a wealth of clinical expertise and strategic insight into the understanding and complexities of providing safe and effective care within the NHS.

Caroline has a particular interest in promoting choice and personalisation in birth, supporting women and families to achieve the best birth experience for them. As Head of Midwifery, Caroline’s focus is on developing maternity services in co-production with women to provide a safe, high quality Maternity and Gynae service for women and babies, as well as supporting midwives coming into the profession to achieve their full potential.
Gillian is Project Lead Midwife for the Active Birth Centre at Belfast HSC Trust. Gillian registered as a nurse in 1986 and as a midwife in 1993. She has held a variety of midwifery posts including Practice Development Midwife in the Northern HSC Trust and Intrapartum Midwifery Practice Educator in Belfast HSC Trust. Gillian has attained highly developed specialist knowledge in intrapartum care underpinned by theory and experience.

She is a transformational leader, embracing and influencing change through service development initiatives and quality improvement projects.

Throughout her career, Gillian has continued to develop academically, completing a Postgraduate Certificate in Professional Education and a Master’s degree in Midwifery. Her work has been recognised by many awards and accolades both local and National. Gillian is driven and passionate about midwifery led services, empowering women and putting mothers first.

Katrina Loughran – ‘The Management of Missed Insulin Calls in the Community Setting’

Katrina is Acting Integrated Care Team Manager with the Southern HSC Trust and is one of the participants on the regional QI programme CNO funded to support Nurses to improve communication between acute and community settings and to improve the patient experience.

In her current role, Katrina works with staff and service users to ensure patients receive the best possible care and services. After spending almost 20 years working as a nurse, Katrina knows that service users and frontline staff, who have lived through experiences, are best placed to help improve and transform services.
Katrina has worked as a District Nursing Sister in Dungannon since 2005 and more recently as a District Nursing Team Leader. During this time Katrina was nominated for the University of Ulster School of Nursing, Excellence in Supporting Student Learning in Practice Award. Katrina was also nominated for a RCN Learning in Practice Award.

Katrina holds a BSC Honors degree in Health Studies from The Queens University Belfast and a Post graduate Diploma in Specialist Practice - District nursing.

**Tshamano Mushapho – ‘Home before Lunch’**

*Tshamano* is a Charge Nurse with the Western HSC Trust and was also on the regional QI programme CNO funded to support Nurses to improve communication between acute and community settings and to improve the patient experience.

**Ruth Watson – ‘Home for 1pm’**

*Ruth* is Clinical Manager with the South Eastern HSC Trust. Following qualification as a Registered Adult Nurse in 1990, Ruth took up a Staff Nurse post within Elderly Care Department. She has continued to progress her career across a range of posts within Medical Specialities Directorate and Unscheduled Care; but always describes herself as a Nurse - first and foremost.

Two years ago, Ruth had the privileged opportunity to be seconded to the inaugural South Eastern HSC Trust Quality Improvement Fellowship and in 2018 further expanded her quality improvement journey of learning when she undertook the IHI Improvement Advisor programme.
Ruth has described how these opportunities have enabled her to develop a whole new range of skills and knowledge, and to look at working practices very differently – and in a better way.

Despite the many challenges of her current post, Ruth now welcomes every new opportunity to share her knowledge and skill and support staff on their individual journey of quality improvement.

**Nicki Patterson / Clare Marie Dickson / Courtney McCann – ‘Launch of Nursing Assistant Career Website’**

Nicki is Executive Director of Nursing, Older People and Primary Care with the South Eastern HSC Trust. Nicki undertook her nurse training in the Royal Victoria Hospital in Belfast in the 1980’s. She worked clinically as a staff nurse and ward sister in General Medicine and during these years she combined full time work with part time study and completed her diploma and BSc in Nursing and an MSc in Health Services Management.

Whilst working as Assistant Director of Nursing in the Mater Hospital Trust, Nicki worked in partnership with the Open University to support the first Pre-Registration Programme cohort in NI. She has remained a strong proponent of the programme since then.

Nicki also has experience of working at government level where she was part of the CNO team as a Nursing Officer. In the year prior to major health service restructuring in NI, she took up a Director of Nursing post and then became Nursing Co-Director in the Belfast Trust. During her time in this post she was also the NI registrant council member on the NMC and undertook a Florence Nightingale Travel Scholarship. She is also a qualified coach and mediator.
Clare Marie is Nursing Modernisation Manager with the South Eastern HSC Trust. Clare Marie qualified as a Registered Adult Nurse in 1991, following which she joined the South Eastern Trust nursing family. Clare Marie has continued to progress her career across a range of posts in adult and children’s nursing in hospital and community settings. The opportunities she has been afforded through engagement with post-registration nurse education have motivated her to enthuse others.

Her current post involves providing expert advice and leadership on education, learning and development across the registered and unregistered workforce to maximise the potential of the nursing and midwifery workforce to ensure that it is dynamic, responsive and adapts to change. Clare Marie is passionate about raising the profile and image of nursing not only to encourage the future nursing & midwifery workforce but to ensure the delivery of high quality, person-centred, compassionate care for patients and clients.

Following the publication of her article ‘Every child has the right to smile’ in the Community Practitioner in August 2015, Clare Marie was a finalist in the South Eastern Trust’s Chairman’s Recognition Awards in 2016.

Courtney is a Nursing Assistant in Craigavon Area Hospital, Southern HSC Trust. Shortly after starting her post as a mental health nursing assistant, Courtney began a Level 3 QCF in Mental Health to build her knowledge base and develop herself both professionally and personally. Courtney was later accepted onto the Open University Nursing programme and is in her final year – she is due to become a Registered Mental Health Nurse in October 2019.
Professor Geraldine Walters – ‘Future Nurse Future Midwife - NMC: Future Education Standards’

Geraldine joined the NMC as Director of Education and Standards at the Nursing and Midwifery Council in September 2016.

Having originally trained as a cardiac nurse, her career progressed to a number of executive nurse director posts within acute NHS Trusts in London, at St George’s, Epsom, St Helier NHS Trust, Royal Brompton and Harefield NHS Trust, and most recently she was Executive Director of Nursing and Infection Control at Kings College Hospital NHS Foundation Trust. Geraldine is also a visiting professor at Buckinghamshire New University and at the Florence Nightingale School at King’s College London.

Geraldine will be overseeing the NMC’s Education and Standards directorate at an important time. Council has outlined education as a corporate priority and Geraldine will be leading on the ambitious programme of change for education including the development of new standards of proficiency for future graduate registered nurses and midwives.

Geraldine was awarded a CBE for services to nursing and midwifery in January 2017. She has also a number of academic achievements including an MBA from Henley 1996, and her PhD in 1992 on “Strategies for dealing with pre-hospital cardiac arrest in London”.

Frances Cannon / Dr Neal Cooke / Lynn Woolsey / Dr Karen McCutcheon – ‘Future Nurse Future Midwife - NI Programme Overview / update from Subgroup Chairs’

Frances is Senior Professional Officer with NIPEC and lead officer for the implementation of FNFM in Northern Ireland. Frances has been a Senior Professional Officer in NIPEC since 2012. Once qualifying as an RGN
Frances undertook her RMN training, following which she has worked in a variety of clinical and education roles. During her career she has continually pursued her education and professional development culminating in an MSc Nursing in 2001.

In 1999 she took up an education post and completed her post graduate certificate in education with distinction. Her portfolio in NIPEC includes, education, regulation, learning disabilities and mental health nursing.

Frances is the NIPEC Project Lead for the Future Nurse Future Midwife project in Northern Ireland and is delighted to be working with colleagues across the system to support implementation of the new NMC Education Standards from 2020.

**Neal** is a Reader and the Associate Head of School at the School of Nursing, Ulster University and a Fellow of the Higher Education Academy. He is the Athena SWAN Champion for the School, President of the European Association of Neuroscience Nurses and an Executive Board Member of the British Association of Neuroscience Nurses.

Neal is co-chair of the Practice Assessment Document (PAD) working group for the Future Nurse Future Midwife project within Northern Ireland. His PhD thesis focused on co-design and implementation of practice portfolios for pre-registration nursing, with an emphasis on person-centred nursing.

Neal has taught undergraduate and postgraduate nursing students across a number of courses since he commenced working in higher education and is also an Advanced Life Support Instructor, teaching life support courses in Health and Social Care Trusts and in the University. He has worked in the fields of neurosciences and critical care since registering as a nurse,
becoming a specialist practitioner and subsequently moving into education and research.

Neal has published clinical, research and education papers in the fields of education and neurosciences and remains very active in these endeavours. He remains clinically active in neurosciences and is a Registered Nurse with the Nursing and Midwifery Council (UK).

Lynn is Assistant Director of Nursing Workforce and Education at Southern HSC Trust. Lynn undertook and completed her general nurse training at the Ulster Hospital Dundonald in the late ‘80’s, and her first staffing post was within the private sector caring for older people, where she remained until family life beckoned. She has 3 sons, who are now 27, 24 and 22.

Lynn has held a variety of clinical posts over the years within acute medicine, acute surgery and specialist surgery. Throughout all of these clinical areas Lynn was able to engage in and develop her passion to support and develop staff, with the ultimate aim of improving the experience of patients and clients who use health services.

Lynn has worked across the public, private and education sectors, holding clinical, managerial and leadership roles. Lynn was appointed to her current role as Assistant Director of Nursing in Southern Trust in 2012, and has also been the HSC Nursing Lead for International Recruitment from January 2016.

As well as her passion for developing others, Lynn has achieved a Post-graduate Certificate in Education and MSc with Distinction through Queens University Belfast, a Post-graduate Certificate in Strategic Workforce Planning with Distinction through the University of West London and a Level 5 Certificate in Coaching though the Institute of Leadership and Management.
Karen is Director of Education at the School of Nursing and Midwifery, Queen’s University Belfast. As Director of Education, Karen has primary responsibility for the coordination, development and delivery of programmes in relation to the disciplines of nursing and midwifery within the School. Karen has over 30 years’ experience in Adult nursing and was a senior nurse in the Belfast Trust before joining the School of Nursing and Midwifery at QUB in August 2007 as a lecturer (Education).

Karen is widely regarded as a lead nurse in the area of surgical and perioperative care and as such was appointed as a nurse specialist for the National Institute for Health and Care Excellence (NICE) in 2006. Over the past thirteen years she has been instrumental in the development of over 300 clinical guidelines used by the Department of Health to inform clinicians and maintain high levels of patient safety. This guidance is used internationally and is recognised as best practice worldwide.

Karen is the editor of the Journal of Perioperative Practice and is a clinical section editor for the British Medical Journal. She has published widely both nationally and internationally. Karen’s higher education teaching commitments include pre-registration and postgraduate nursing, with specific interests in perioperative care, anaesthetic and ophthalmology. Karen graduated with a Doctorate in Nursing Practice in 2015 and her main area of research interest is the use of blended and online learning in nurse education.