

Jackie McCallum, Teaching Lead Improvement Academy

Career Overview

I am a qualified and experienced specialist Improvement Advisor (IHI) having spent the last ten years creating capacity, capability and confidence for quality improvement in healthcare both locally in NHS Tayside and nationally with the Scottish Government. I have a track record of quality improvement both through the development and delivery of training and education packages and the provision of expert consultancy support to commissioned strategic improvement programmes. This has proven to be an effective model of service delivery with each aspect of the role informing the other.

I am passionate about teaching, learning and staff development. I have a Post-graduate Certificate in Teaching in Higher Education and am an Honorary Lecturer with the University of Dundee. Within this role I have responsibilities as the Associate Programme Lead for the Masters Programme, MSc Quality Improvement and Module Lead for the modules Quality Improvement in Action and Measuring Quality.

My improvement consultancy is grounded in my long career as a nurse both in Secondary and Primary Care and currently with NHS Tayside's Nurse Bank. My personal values and beliefs are therefore rooted in patient centred care, ensuring that my practice remains focused on improving the experience of healthcare for patients and their families.

Contact details

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