

**Bio** Katie Aitken, Improvement Advisor

### **Career Overview**

I have worked in service improvement for the last 10 years both as a member of the NHS Tayside Improvement Team and also as a Service Improvement Manager as part of the Scottish Government Health Delivery Directorate, Quality and Efficiency Support Team (QuEST) more recently on the Whole System Patient Flow Programme (WSPFP) and previously on the Acute Flow and Capacity Management Programme and the 18 Weeks Service Redesign and Transformation Programme. I graduated with a MA(Hons) in Psychology and have a postgraduate diploma in Development Management.

In my current position as a Service Improvement Manager on the Whole System Patient Flow Programme we are working with the Institute for Healthcare Optimisation (IHO) as a technical partner with the aim of optimising patient flow through the reduction of variation in services and the implementation of operations management science. A large part of this work has been ensuring that this methodology is transferable to our context in NHSScotland.

### **Contact details**

Level 6 Improvement Academy, Ninewells Hospital, Dundee, DD19SY

t. 01382 632701

e. [Katie.Aitken@scotland.gsi.gov.uk](mailto:Katie.Aitken@scotland.gsi.gov.uk)