

Karen Kendall, Improvement Advisor

### **Career Overview**

I am a qualified Improvement Advisor with 10 years practical experience of supporting and coaching teams through service improvement work within NHS Tayside. My portfolio of work is aligned to the delivery of NHS Tayside strategic priorities, and currently I am responsible for leading the Value Management project in NHST. I also have shared responsibility for designing and delivering education and development programmes building capacity and capability for Quality Improvement throughout the organisation.

I am a team player and enjoy working with people to ultimately improve the patient, service user, and staff experience. I am also interested in the “human” side of change and how this can influence the success or failure of improvement work. I also enjoy the challenge of coaching staff in measurement for improvement and analysis and presentation of data.

My improvement role is grounded in 25 years clinical experience in acute settings, and I firmly believe the patient should be at the heart of everything we do.

### **Contact details**

Level 6, Improvement Academy, Ninewells Hospital

t. ext 32701

e. karen.kendall2@nhs.net