

# Charles Shaw

Independent adviser on healthcare quality

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## Summary

Trained in the UK to be a proper doctor, I spent six years as medical director of the general hospital in Bermuda. This exposed me to many New World ideas, like hospital standards, medical bylaws, credentialing, clinical audit, and the Canadian Council on Hospital Accreditation. Over the next 20 years I tried, and largely failed, to introduce these ideas to UK and Europe.

I took up writing (about medical audit), research (community hospitals), training in public health, a PhD (“standards in the NHS”) and a book (“Good practice in small hospitals”) which became the first standards for a UK accreditation programme. I developed quality credentials as hospital general manager (NHS), national quality assurance project manager (King’s Fund), founder of the Hospital Accreditation Programme (now CHKS), civil servant (advising the Department of Health on how to deliver Margaret Thatcher’s promise of mandatory medical audit) and health service research (CASPE).

Luckily in 1985 I was invited to a WHO workshop on “training for quality assurance” in Udine, Italy, at which the International Society for Quality Assurance (now ISQua) was founded. That led to many contacts, advisory appointments, collaborative research (for WHO, World Bank, European Commission), and visits to fascinating places in every continent except the Antarctic. My terms of reference are usually about technical interventions, such as performance indicators, clinical audit or hospital standards, at provider level. But quality systems at this level have little impact without corresponding policies, leadership, coordination and change at regional and national level.

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## Experience

### **Visiting Professor at Macquarie University**

2014 - Present (2 years)

Adviser to ACCREDIT project to evaluate accreditation systems (funded by Australian Research Council)

### **Consultant at World Health Organization**

2013 - Present (3 years)

See Quality and safety of health care in the Republic of Moldova. Health Policy paper Series no 19.

Copenhagen, WHO: 2015 [http://www.euro.who.int/\\_\\_data/assets/pdf\\_file/0007/281869/Quality-safety-of-health-care-in-MDA.pdf?ua=1](http://www.euro.who.int/__data/assets/pdf_file/0007/281869/Quality-safety-of-health-care-in-MDA.pdf?ua=1)

### **Consultant at World Health Organization**

December 2012 - Present (3 years 6 months)

Support to development and evaluation of healthcare accreditation and national policy on quality and safety.

### **Consultant at University Research Co., LLC-Center for Human Services**

June 2012 - 2014 (2 years)

Short-term contract to support USAID funded evaluation of selected hospitals in Indonesia ("HAPIE" project, 2012-2015), initially to assist in design of assessment tools and interpretation of findings and implications for health system

### **Visiting professor at University of New South Wales**

June 2010 - 2014 (4 years)

Member of International Advisory Group to ACCREDIT research project, funded by Australian Research Council, at Australian Institute of Health Innovation in the Faculty of Medicine. Also collaborating on research and surveys of healthcare accreditation and standards-based assessment systems worldwide

### **Technical leader at SANITAS project**

January 2011 - 2013 (2 years)

Optimistic founder of project to define common safety standards for hospitals in Europe based on recommendations from Council of Europe, WHO, European Union and NGOs. Project supported by European Society for Quality in Health Care and European Health Management Association. See Eurohealth 2012; 18:26-8

### **Expert adviser at FAD**

November 2009 - 2013 (4 years)

Assist in the development of a tool for external assessment of hospitals in six European countries (DUQuE project, EC-funded)

### **Senior Lecturer at University of Liverpool**

2007 - 2009 (2 years)

Design and deliver module on quality and safety within Masters programme in healthcare management

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## Skills & Expertise

**Healthcare Management**

**Hospitals**

**Healthcare Consulting**

**Patient Safety**

**Health Services Research**

**Quality Improvement**

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## Education

**Welsh National School of Medicine**

Doctor of Philosophy (PhD), Standards in the National Health Service, 1982 - 1986

**Royal Colleges of Physicians**

Member, Faculty Community Medicine; Fellow 1991, Community Health and Preventive Medicine, 1978 - 1981

**Canadian Hospital Association**

Diploma HCOM, health care organisation and management, 1975 - 1977

**University of London**

MB, BS, Medicine, 1963 - 1969

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