**Biography**

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Michelle is Registered Nurse with clinical expertise in haematology & oncology she has since moved into senior operational and corporate roles developing her leadership skills within both the NHS and the private sector. As a Darzi Fellow alumnus she is passionate about high quality patient care and has experience as a specialist advisor to the CQC as well as gaining a QSIR practitioner qualification to build upon the QI skills gained during her time as a Darzi Fellow.

Michelle is a caring, approachable, and authentic leader who uses her initiative to motivate and inspire others, utilising the knowledge & skills gained during her clinical and professional leadership experience to ensure that both staff and patient experience is of a high quality.

Michelle is proud to have double Masters qualifications with an MSc in Advanced Practice (leadership) & an MBA in Health & Social Care. She is also currently a student researcher at Anglia Ruskin University on the DProf Health & Social Care programme.

Michelle had a personal contribution in the design, pilot and rollout of a ward accreditation programme at a London NHS Trust & was intrigued to discover if the concept does in fact improve patient care. This was the basis of her MBA dissertation in which she undertook a piece of secondary research.

Michelle is currently Deputy Chief Nurse at West Hertfordshire Teaching Hospitals NHS Trust.

**The Abstract**

Ward Accreditation as an assurance tool for quality.

• **ward accreditation explained**

What is it and what is it intended to achieve?

Why am I interested in it?

• **encouraging ownership of continuous quality improvement at ward level**

Going for silver

Medal awards

• **engaging and empowering staff to improve the basic standards and quality of care at ward**

**Level and reduce variation in standards between wards**

CQC fundamentals of care 9 standards

• **sharing best practice across wards**

Peer review

• **increasing staff pride within their ward areas**

Going for gold

**Key points**