



Speaker Bios

Helen Haskell

Helen Haskell is co-chair of the World Health Organization's Patients for Patient Safety advisory group, president of the American nonprofit patient organizations Mothers Against Medical Error and Consumers Advancing Patient Safety, and a board member of the Institute for Healthcare Improvement. Since the medical error death of her young son Lewis in 2000, Helen has devoted herself to enhancing the patient contribution to safety and quality in healthcare, in areas ranging from infection prevention, medication safety, and diagnostic accuracy to health professional education and response to patient harm. She has been closely involved in the passage of patient safety legislation in her state of South Carolina and has written numerous articles, book chapters, and patient educational materials, including a co-edited textbook of case studies in patient safety from the patient perspective. Her son Lewis's story has been featured in educational programs and videos including Transparent Health's full-length *Lewis Blackman Story*. Helen holds a bachelor's degree in Classical Studies from Duke University and a master's degree in Anthropology from Rice University in the United States.

Neelam Dhingra

Neelam Dhingra leads WHO's efforts at providing strategic leadership on patient safety within the context of strengthening health systems for Universal Health Coverage. Neelam worked as Coordinator for Blood Transfusion Safety when she joined WHO in 2000. Since 2015, Neelam has been leading and coordinating WHO global patient safety efforts, and now heads the recently launched WHO Flagship Initiative "A Decade of Patient Safety 2020-2030" to implement the 2019 WHA Resolution 'Global Action on Patient Safety', including World Patient Safety Day and Global Patient Safety Action Plan. A haematologist from India, Neelam served as a medical faculty in a teaching hospital in New Delhi for 14 years. She obtained her medical graduation and post-graduation qualifications from New Delhi and fellowships in the UK in haematology, laboratory and transfusion medicine.

Hussain Jafri

Hussain Jafri is the Vice Chair of Advisory Group of WHO's Patients for Patients Safety Program. He is also the Chair Elect of World Patients' Alliance, a global patients alliance. He has been very active in the field of patient safety and has currently also been nominated by the Government of the Punjab as the Provincial Focal Person on Patients Safety & Quality. As the Provincial Focal Person, Hussain has been given the responsibility of developing patients safety and quality services in health sector of the province of Punjab, with a population of over 110 million people.



WHO Collaborating Centre for
Patient Safety and Patient Engagement



Sharon Nettleton

Sharon Nettleton is one of the founding members of Patients for Patient Safety Canada and a former Co-Chair. Sharon's career has been in health services planning and policy where she has worked over many decades in two provinces; Ontario and Alberta. One of her most gratifying achievements was in engaging patients/families after a sentinel incident in one health system changed the way in which safe patient care became the number one health priority. Engaging patients/families in improving patient safety became a standard practice; first at a systems level all the way across a large health organization to the front lines - where we as patients/families receive care. Sharon has worked with a multitude of patients/families, health leaders, planners, policy makers and care providers to implement change and improvements together. Sharon is one of several founding members of Imagine Citizens Collaborating for Health – Alberta. In her own community, she is one of three 'Scarboro Community Coffee Klatsch' organizers and a member of her neighbourhood Community Association Board.

Alex Adusei

Alex Adusei is a Human Right Advocate and Community Health worker. He has been trained as researcher, facilitator, trainer and consultant. Alex promotes health development and advocates for human rights including health rights. He has over 15 years' experience in community health promotion and development with special focus on Health rights including sexual and reproductive health and rights. Alex also promotes gender equality and empowerment of women and girls. Currently, he is the Executive Director of Women's Hope Foundation an NGO advancing women and girls rights and justice in Ghana. Alex is also a World Health Organization Patient Safety Program, Patients for Patient Safety Champion in Ghana.

Dr Josephine Ocloo

Dr Ocloo works at King's College London as the diversity and Inclusion lead for the Applied Research Collaboration South London and as a research fellow in the Mental Health Policy Research Unit. She is active as a harmed patient and gained a PhD in patient safety in 2008 as a result of the death of her daughter due to a medical failure to manage her heart condition. She is a Patients' for Patient Safety (PFPS) Champion, part of the WHO Patient Safety Programme. Josephine has also recently been appointed to sit on two national mental health equalities committees: The Advancing Mental Health Taskforce and the Patient and Carers Race Equality Framework Committee (PCREF), at NHS England and NHS Improvement. These committees have been set up to achieve key national strategic priorities in mental health.

Martin J Hatlie

Marty Hatlie is President & CEO for Project Patient Care, a Chicago-based safety and quality improvement coalition dedicated to using the voice of the patient to improve care. He also serves as Co-Director of the MedStar Institute for Quality & Safety, which integrates open and honest communication strategies, patient and family engagement, research and high reliability organization methods into quality and safety improvement. He is active in federal health system transformation work as a consultant on several projects funded by Centers for Medicare and Medicaid Services, Agency for Healthcare Research & Quality, and the Patient Centered Outcomes Research Institute.