



Biography of speakers at the Third International Incident Disclosure Conference

Prof. Michelle Mello (Stanford University School of Medicine, Stanford Law School)



Michelle Mello is a leading empirical health law scholar whose research is focused on understanding the effects of law and regulation on health care delivery and population health outcomes. She holds a joint appointment at the Stanford University School of Medicine in the Department of Health Research and Policy. Mello is the author of more than 150 articles and book chapters on the medical malpractice system, medical errors and patient safety, research ethics, regulation of pharmaceuticals, legal interventions to combat obesity and non-communicable disease, and other topics.

Prof. Kris Vanhaecht (KU Leuven Institute for Healthcare Policy)



Kris Vanhaecht is assistant professor in Quality Management KU Leuven and has been working since 1998 in the field of care process improvement and quality control. Kris became Doctor in Public Health at Leuven University in 2007. He leads research projects in the field of quality improvement and patient safety with a special interest in care process organization and the respectful management of clinicians & managers after patient safety incidents. Kris is coordinator of the research line on quality & patient safety of the new KULeuven Institute for Healthcare Policy (Leuven Instituut voor Gezondheidszorgbeleid – LIGB). He is part time collaborating with Dutch hospitals on quality, safety and leadership development.

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Prof. Jo Shapiro (Brigham & Women's Hospital & Harvard Medical School)



Dr. Jo Shapiro is the director of the Center for Professionalism and Peer Support and a surgeon in the Division of Otolaryngology in the Department of Surgery at the Brigham and Women's Hospital (BWH) in Boston and an Associate Professor of Otolaryngology at Harvard Medical School. The Center has become a model for institutions that are seeking methods to enhance teamwork and respect and are looking to help mitigate the epidemic of burnout that is plaguing the medical profession. She was recently appointed an Honorary Professor of Professional Behavior and Peer Support in Medicine through the academic track at UMCG in The Netherlands.

Prof. dr. Rob Slappendel (University of Antwerp)



Robert Slappendel became an anesthesiologist in 1990. At TIAS Robert Slappendel is Distinguished Professor of Safety and Quality of Care since January 2013. Major topics are (preventable) hospital mortality, complaints and claims, falling incidents, medication mistakes, calamities, introduction of professional guidelines and blood management. From 1st January 2016 he started as head of the department of anesthesiology at the University Hospital Antwerp, Belgium.

Drs. Hans Schoo (Dutch Health Care Inspectorate)



Hans Schoo is head of the department of curative care, pharmaceuticals and medical technology of the Dutch Health Care Inspectorate. Hans has worked in several leadership roles in both home care and other health care institutions. He has a background in nursing, has studied art history at the University of Amsterdam and an MBA of the Erasmus University Rotterdam.

Prof. Arno Akkermans (Vrije Universiteit Amsterdam)



Arno Akkermans is professor of law at the Vrije Universiteit Amsterdam (VU). He is a pioneer in interdisciplinary cooperation and empirical legal research methods. His research is inspired by a broad perception of the aims and responsibilities of the law and the legal discipline, including the moral, psychological and non-financial needs of citizens who resort to the legal system. It aims to contribute to the improvement of the performance of the legal system in meeting a wider spectrum of human needs and motivations than traditionally are the focus of law and the legal discipline, such as acknowledgement, validation, involvement, 'voice', restoration, apology and forgiveness. Arno works with multidisciplinary research teams and cooperates with colleagues at the Faculty of Psychology and at the VU medical centre (VUmc). He is a founding member of Network OPEN, an educational network where hospitals and researchers work together to gain insight in the way hospitals can organize being open after something went wrong in health care.

Prof. Roland Friele (NIVEL, Tilburg University)

Roland Friele is deputy director at NIVEL in Utrecht, an independent research institute specialized in health care research, and Professor of Social impact of health law at Tilburg University. His focus is on evaluation of health law and the methods for evaluating health law. Roland has published extensively about patient rights and complaints procedures in health care. He is part of Network OPEN, an educational network where hospitals and researchers work together to gain insight in the way hospitals can organize being open after something goes wrong in health care.

Stuart McLennan (Hannover Medical School)

Stuart McLennan is a Research Fellow at the Institute for History, Ethics and Philosophy of Medicine, Hannover Medical School, Germany. He is a former complaints assessor at New Zealand's Health and Disability Commissioner's Office. A PhD in Biomedical Ethics was awarded Sum Cum Laude from the Universität Basel in 2014 examining policy and practice regarding medical error communication. Published widely regarding the issue of apologies after a medical error and the law.

Janine McIlwraith (Slater & Gordon Lawyers, Monash University, University of New England)

Janine is a health lawyer and academic who has spent her legal career working for plaintiffs in the health and medical law arena. Amongst her publication list, she has co-authored prominent texts, Health Care and the Law, Australian Medical Liability and National Disability Insurance Scheme Handbook. She also teaches health law.

Stef Verhoeven (www.zorgveilig.nl) & Jos Bus



Stef Verhoeven (1961) is editor in chief at storytelling website www.zorgveilig.nl ('safe care'). Stef was a teacher in writing and publishing at the Faculty of Journalism at the University of Applied Sciences in Utrecht. Since 2009 he is the owner of media agency Magazines & Motivatie. He regards storytelling as a powerful tool to stimulate transparency in health care. Sharing of experiences and learning from them is what he calls constructive journalism.

Jos Bus is creative director of communication agency Arboriginals. With Zorgveilig.nl Jos creates events and learning tracks to motivate people in care organisations.

Catherine Poorthuis (Training in Praktijk)



Catherine Poorthuis is the founding partner at Training in Praktijk, a coaching agency specialized in training and coaching for healthcare professionals. They developed and operate a 24 hours training service, in order to guide and support healthcare workers after involvement in an adverse clinical event in their communication with the patient or relatives. During her career she has been working in management consultancy for Healthcare, developed continued education for Health care professionals and communication training. She holds a Master's degree in Health Law, a Bachelor's of Health Care Business Administration and is a certified communication trainer.

Josje Kok (PhD-candidate, Health Care Governance Group)



Josje Kok is a PhD candidate at the Health Care Governance Group, instated at the Institute of Health Policy & Management at the Erasmus University in Rotterdam. She holds a Master's degree in Medical Anthropology and is currently enrolled at the Netherlands Institute of Government graduate school.