

# CANDIDATE INFORMATION BROCHURE

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POSITION PROFILE:

CHIEF EXECUTIVE  
OFFICER

INTERNATIONAL SOCIETY FOR QUALITY IN  
HEALTH CARE (ISQua)

INTERNATIONAL SOCIETY FOR QUALITY IN  
HEALTH CARE EXTERNAL EVALUATION  
ASSOCIATION (ISQua EEA)





# ISQua

International Society for Quality in Health Care

# ISQuaEEA

International Society for Quality in Health Care  
External Evaluation Association


We are seeking a CEO committed to global good and population health. This leader will work closely with ISQua's experienced, mission-driven staff to guide the Society's growth and expand its global impact. This individual will foster strategic partnerships, champion health system improvement, and inspire innovation—ensuring ISQua remains a trusted, influential force in advancing quality, equity, and safety in health care worldwide.

Ezequiel García-Elorrio MD MSc MBA PhD  
ISQua President

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# ABOUT ISQua & ISQua EEA

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The **International Society for Quality in Health Care (ISQua)** is a global organisation dedicated to improving the safety and quality of healthcare worldwide. ISQua was established in 1985 with a vision to promote quality and safety in health care through international co-operation and collaboration. Through its mission to inspire and drive change, ISQua connects healthcare professionals across the world, providing access to cutting-edge knowledge, a strong professional network, and quality improvement initiatives. ISQua's work spans education, external evaluation, and advocacy, fostering collaboration to advance person-centred care, reduce health inequities, and promote sustainable, resilient health systems. With a focus on knowledge sharing and action, ISQua plays a pivotal role in shaping the future of healthcare globally.

**ISQua's External Evaluation Association (ISQua EEA)** was established by the International Society for Quality in Health Care in 2018 to deliver its external evaluation services. It operates as a separate legal entity registered in Geneva, Switzerland. The organisation provides third-party external evaluation services for health and social care entities globally, focusing on evaluating external evaluation organisations and standards-developing bodies. ISQua EEA ensures that these organisations meet international standards of quality and safety.

# MISSION & VISION

ISQua was established in 1985 with a vision to promote quality and safety in health care through international co-operation and collaboration. ISQua is dedicated to making this vision a reality.

## Mission Statement

ISQua's Mission is to inspire and drive improvement in the quality and safety of healthcare worldwide through education and knowledge sharing, external evaluation, supporting health systems, and connecting people through global networks.

## Vision

Our vision is to be the global leader of transformation in healthcare quality and safety for all.

## Tag Line

**KNOWLEDGE | NETWORK | VOICE | ACTION**

Join us to improve your Knowledge, build your Network, make your Voice heard, and take Action.

Every safer system, every better patient outcome, every breakthrough starts with a person who asks, 'How can this be improved?'. ISQua is where those people come together.

# MEMBERSHIP

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ISQua is a global community for individuals and organisations dedicated to healthcare quality improvement and patient safety. With members spanning over 70 countries, including healthcare professionals, academics, policymakers, and researchers, ISQua fosters a collaborative environment for knowledge sharing and professional growth. Members enjoy access to a wealth of resources, networking opportunities, educational platforms, and professional recognition.

## Membership - Individual

ISQua's Individual Membership is designed for healthcare professionals seeking to engage with a global network dedicated to quality improvement. Members gain access to a range of resources, including educational materials, webinars, and opportunities for professional development. This membership is suitable for individuals at various stages of their careers who are interested in staying informed about best practices and innovations in healthcare quality.

### Options include:

**ISQua Guest** - Free - Limited Access to Community Dashboard and Resources

**ISQua Friend** - Free - Available to participants from Low Income Countries only - Full access to the Community Dashboard & Resources - Free access to our Specialist Certificate - 'Introduction to Quality Improvement & Patient Safety'

**ISQua Member** - €50 to €195 (cost dependent on country income level) - Full access to the Community Dashboard & Resources - Discounts for Conference & Fellowship Programme - Free access to ISQua Journals - Certificate of Membership

**ISQua Member + Fellowship** - €150 to €450 (cost dependent on country income level) - Full Individual Membership benefits - Access to ISQua's Fellowship Programme

## Membership - Institutional

ISQua's Institutional Membership is geared towards organisations aiming to demonstrate their commitment to healthcare excellence. Institutional Members benefit from group booking discounts for conference registrations, as well as for ISQua Individual Membership and Fellowship, whether for renewals or new enrolments.

This partnership model supports institutions in fostering a culture of continuous improvement and provides their staff with access to ISQua's extensive resources and global community

# FELLOWSHIP PROGRAMME

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The ISQua Fellowship Programme is designed to nurture and develop healthcare professionals who are passionate about advancing quality and safety in healthcare. The programme offers a flexible and self-directed learning path that connects participants with global experts in the field. Fellows gain leadership skills and expertise, enabling them to implement impactful changes within their healthcare systems and contribute to global discussions on quality improvement.

The Fellowship Programme offers online continuous education for healthcare professionals of all grades.

## Courses:

- Quality Improvement
- Quality and Safety in South-East Asia with CAHO (this replaces the SEA Fellowship which is no longer available)
- Person Centred Care
- Patient Safety (3 courses)
- Critical Crisis Thinking
- Measurement and Evaluation
- Leadership in Healthcare
- Quality and Safety in Resource Challenged Settings
- Sustainable Healthcare (NEW)
- AI and Machine Learning in Healthcare (NEW)

The Fellowship is fully online, accessible 24-7 from anywhere.

## Specialist Certificates

Specialist Certificates are available as supplementary learning as part of the Fellowship Programme. These courses provide essential insights and overviews on focused areas of quality improvement. Certificates issued on these Specialist Certificates will be regarded as equivalent to 1 course on the Fellowship programme and can be submitted accordingly for maintenance and renewal. You must be in year 2+ to avail of this.

A further Specialist Certificate on Introduction to Quality Improvement and Patient Safety is available also for an additional subscription cost.



# CONFERENCES

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ISQua's annual International Conference is one of the leading global events focused on healthcare quality and safety. The conference brings together experts, practitioners, and policymakers to exchange ideas, share experiences, and discuss innovations that advance healthcare quality.

Each conference aligns with ISQua's mission and current healthcare challenges, such as the 2024 theme "**Health for People and Planet: Building Bridges to a Sustainable Future**," which emphasised the connection between health and environmental sustainability.

The theme for 2025 is '**Inclusive Health Systems: Navigating Challenges with Technology and Humanity**', and will be held in São Paulo, Brazil, from October 12th to 15th, 2025.

ISQua's conferences regularly attract 1,200 - 1,500 attendees from over 80 countries.

The conference consists of a pre-conference workshop day, followed by three days of concurrent sessions, with 400+ speakers, over 120 sessions, 700+ posters, almost 100 hours of learning, and 14 networking hours.

The conference regularly receives excellent feedback for its scientific value, networking, learning, and interaction with experts and peers.

The conferences are organised up to three years in advance. Dublin, Ireland has been confirmed for 2026, and Vancouver, Canada for 2027.

ISQua staff directly manage the programme, contracts, and a significant part of the routine operations for each Conference. We also appoint a Professional Conference Organiser (PCO) who can be situated in the host country, another country or a combination of both. The PCO reports directly to ISQua's Events Team.

A Programme and Planning Committee (PPC) with international membership is established for each ISQua conference by the ISQua Board. A local person will co-chair the PPC with an ISQua senior staff or board member. The Committee is mainly responsible for determining the scientific content and direction for the conference, considering local requirements and international best practices.

A Local Organising Committee (LOC) is also normally established. The LOC will contribute to the social and cultural programmes, liaison with national government/s and critical agencies, and assist in sourcing local sponsorship and arranging the educational site visits.



# NETWORKS

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Through its global network, ISQua collaborates with leading international organisations, healthcare institutions, and accreditation bodies. These partnerships support its mission to improve the quality and safety of healthcare by promoting the adoption of best practices, standards, and evaluation frameworks. The network serves as a platform for exchanging knowledge and fostering collaborations that address both local and global healthcare challenges.

## ISQua Experts

ISQua Experts are a global network of professionals who are passionate about improving healthcare quality and safety. This initiative connects experts from various disciplines, offering a platform where they can collaborate, share insights, and contribute to ISQua's mission. The Experts are invited to provide guidance, speak at conferences, contribute to publications, and assist with quality improvement projects worldwide. ISQua Experts are recognised for their deep knowledge and commitment to advancing healthcare systems and improving patient safety, and they help shape policy, education, and practice at local and international levels. This network fosters a community where innovation, mentorship, and leadership in healthcare quality are continuously promoted.

## International Academy of Quality and Safety (IAQS)

The International Academy of Quality and Safety (IAQS) is a prestigious body of professionals who have demonstrated excellence in healthcare quality and safety. The Academy brings together global leaders and distinguished experts in the field, serving as an advisory group to ISQua. Members of the IAQS provide thought leadership, guide strategy development, and act as ambassadors for quality improvement worldwide. Through their contributions, they support ISQua's initiatives and help influence healthcare quality and safety at all healthcare system levels. The IAQS is instrumental in shaping the future of healthcare through its collective expertise and advocacy for high standards in quality and safety.

# COMMUNITIES OF PRACTICE

ISQua's Communities of Practice (COP) are collaborative spaces for healthcare professionals, researchers, policymakers, and quality improvement specialists to exchange knowledge, share experiences, and engage in discussions on advancing healthcare quality and patient safety topics. The COP can be organised by region or topic of interest. It should be noted that each COP can have a different life cycle. Previous COPs include Francophone, South-East Asian, Learning about Improvement, and Person-Centred Care. We currently have three active COPs - Africa (AfCOP), North America (NACOP), and Latin America (COPLAC).

The communities aim to:

- Facilitate knowledge-sharing and professional networking.
- Promote best practices in healthcare quality and safety.
- Provide a platform for continuous learning and professional development.
- Encourage multidisciplinary collaboration across regions and sectors.
- Encourage ISQua membership and involvement in ISQua activities

A Steering Committee, consisting of 5-8 people, including an ISQua Board Member, governs the community.

COP Activities can include:

- Webinars and Workshops: Regular educational sessions featuring expert speakers and interactive discussions.
- Collaborative Projects: Opportunities for members to work together on quality improvement initiatives.
- Resource Sharing: A platform for members to share documents, research, and tools.
- Networking Events: Face-to-face and virtual events to facilitate networking and collaboration.
- Membership Drives: Initiatives aimed at increasing ISQua membership and fellowship by highlighting the benefits and opportunities provided by ISQua.



# JOURNALS

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## International Journal for Quality in Health Care (IJQHC)

The International Journal for Quality in Health Care (IJQHC) is a leading international peer-reviewed scholarly journal addressing research, policy, and implementation related to the quality of health care and health outcomes for populations and patients worldwide.

Contributions come from representatives of all health professions such as doctors, nurses, quality assurance professionals, managers, politicians, social workers, and therapists, as well as researchers from health-related backgrounds.

It publishes research, policy analysis, and reports on practical applications to improve healthcare systems.

ISQua Members receive free access to IJQHC and discounted open-access charges.

Editor-in-Chief - Professor Sir Aziz Sheikh OBE

## IJQHC Communications (IJCOMS)

IJQHC Communications is an open-access, peer-reviewed, international journal that publishes research related to quality and safety in health care, with a focus on implementation science, for a worldwide readership and serves as a companion to the International Journal for Quality in Health Care.

It focuses on publishing shorter research communications, quality improvement reports, case studies, and commentaries.

IJQHC Communications publishes original, de novo submissions, as well as submissions cascaded from the International Journal for Quality in Health Care.

The journal aims to rapidly disseminate new and practical information to improve the quality and safety of healthcare worldwide.

Editor-in-Chief - Richard Greenhill

# INTERNATIONAL ACCREDITATION PROGRAMME (IAP)

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ISQua EEA's primary programme is the International Accreditation Programme (IAP).

The International Accreditation Programme (IAP) delivers a unique global accreditation service to health and social care external evaluation organisations and standards developing bodies.

Since 1999, the IAP has provided these organisations with an independent third-party assessment process to validate their existing systems and drive continuous quality improvement. With client organisations in over 70 countries, the IAP enables these organisations to demonstrate their credibility and benchmark their performance on an international level.

The IAP delivers accreditation through four unique programmes:

- Accreditation of Health and Social Care Standards
- Accreditation of External Evaluation Organisations
- Accreditation of Surveyor Training Programmes
- Accreditation of Quality and Patient Safety Training Programmes

ISQua EEA's activity does not constitute an accreditation within the meaning of Article 2 (10) of Regulation (EC) NO. 765 / 2008 of the European Parliament and of the Council of 9 July 2008. ISQua EEA bases its evaluation of bodies and standards exclusively on privately developed standards, and they do not comprise an assessment or accreditation by public authorities.

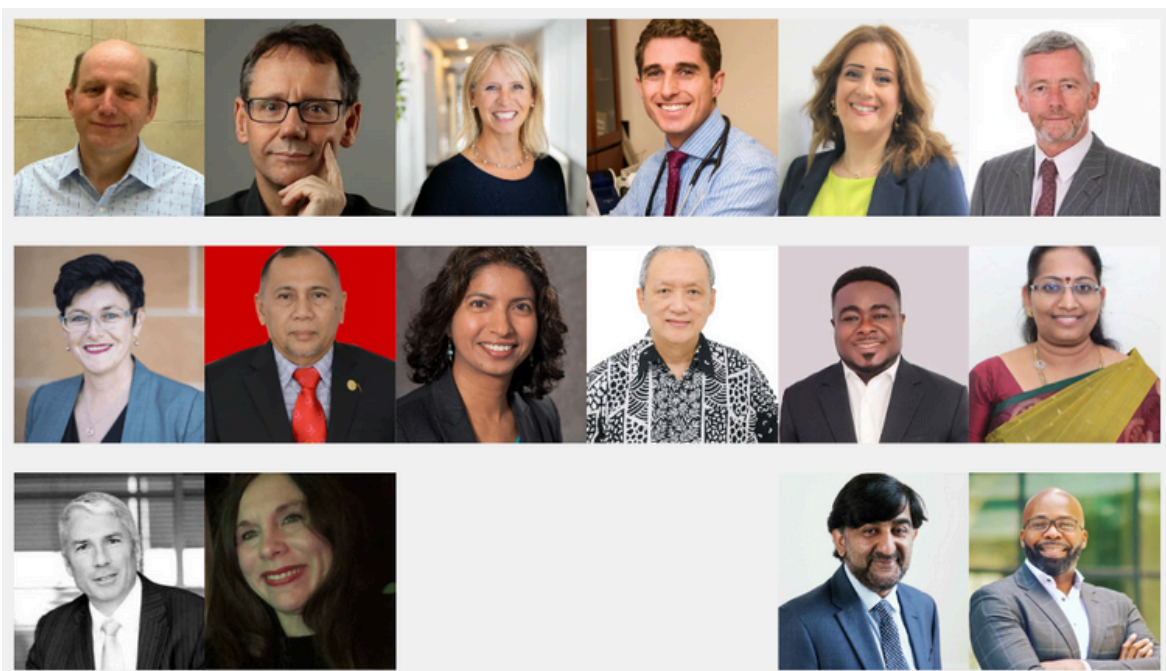
**Note: ISQua EEA does not directly accredit health or social care services. Instead, we assess the organisations which develop the standards which are used to assess these services and the organisations who undertake the assessments of health and social care services.**

# MEET OUT PEOPLE

## Board of Directors

ISQua's Board consists of distinguished leaders in the field of healthcare quality and safety from around the world. The Board plays a critical role in steering ISQua's strategy and ensuring its activities align with its mission to improve healthcare systems globally.

The members of the Board bring diverse expertise from clinical practice, academia, policy, and management, which strengthens ISQua's ability to influence healthcare quality and safety worldwide. The ISQua Board is also the Board of ISQua EEA.



### Top Left to Right:

Ezequiel Garcia Elorrio, ISQua & ISQua EEA President; Jeffrey Braithwaite, ISQua & ISQua EEA Immediate Past President; Ellen Joan van Vliet, ISQua & ISQua EEA President Elect; John Brennan, ISQua & ISQua EEA Board Member; Salma Jaouni, Chair of the EEAC & ISQua EEA Board Member; Philip Crowley, ISQua & ISQua EEA Board Member.

### Middle Left to Right:

Karen Luxford, ISQua & ISQua EEA Board Member; Djoni Darmadjaja, ISQua & ISQua EEA Board Member; Ulfat Shaikh, ISQua & ISQua EEA Board Member; Handjaja Rono Sulistyo, ISQua & ISQua EEA Board Member; Sodzi Sodzi-Tettey, ISQua & ISQua EEA Board Member; Anuradha Pichumani, ISQua & ISQua EEA Board Member

### Bottom Left to Right:

Duncan Inverarity, Honorary Advisor; Anna Edwards, Honorary Advisor; Aziz Sheikh, Editor-in-Chief, IJQHC; Richard Greenhill, Editor-in-Chief, IJCOMS

# MEET OUT PEOPLE

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## ISQua Staff

The ISQua Staff are based in Ireland and predominately work remotely. They have access to a fully serviced office in Dublin city centre and are encouraged to meet in the office, as needed.

Our staff consists of nine ISQua staff members and five ISQua EEA staff members, many of whom have worked at ISQua for a significant period of time.

They are invested in the performance of ISQua and understand the importance of member satisfaction and the development of useful and relevant programmes for the continued success of the organisation.

Staff roles currently cover skills and knowledge around accreditation, strategic partnership support, corporate services support, administration support, events, e-learning, marketing and finance.

### **ISQua Staff:**

Eadin Murphy - Head of Operations  
Sinead McArdle - Business Development Manager  
Simon Donohoe - Senior Events Manager  
Caitriona Curran - Education Manager  
Orla Corcoran - Corporate Support Officer  
Caitriona Kelly - Corporate Support Officer  
Paloma Alaminos De Lima - Social Media & Marketing Officer  
Luke Dunne - Education Programme Administrator  
Sarah Walsh - Events Coordinator

### **ISQua EEA Staff:**

Elaine O'Connor, Head of International Accreditation and Strategic Partnerships  
Nicola McCauley-Conlan - Senior Accreditation Manager  
Laura Boyne - Accreditation Manager  
Lisa Stowe - Accreditation Manager  
Ciara Kavanagh - IAP Coordinator



# POSITION REQUIREMENTS

## Overview

This position is accountable for executing and achieving ISQua's and ISQua EEA's strategic plan in conjunction with the Board, building the reputation and profile of ISQua and ISQua EEA nationally and internationally, managing the external and internal operations of ISQua, and providing consistent high-level advice to the Board on operations, policy and planning. A key component of the role is business development, and to leverage the platform of success ISQua has created in order to build new services and diversify income streams.

The successful candidate will have a passion for the role, be vitally interested in enhancing the business, and will proactively develop measures to propel the growth of ISQua and ISQua EEA both at the individual and institutional level.

## Key Accountabilities

- Financial, resource management
- Operational performance
- Communication and partnership building
- Strategic vision and leadership



# CANDIDATE PROFILE

## Necessary Knowledge and Skills

The essential knowledge and skills of the appointee include proven:

- strategic leadership skills
- senior management experience
- change management skills
- financial management skills
- marketing skills
- facilitation skills
- verbal and written communication skills
- successful capacity in strategic planning and its implementation
- capacity to lead in complex environments
- business development skills
- ability to manage competing demands within limited timeframes.

## Personal Attributes

- open leadership style, actively seeking out and supporting collaborative thinking and problem solving with others in the organisation through to and including the Board
- organised, disciplined, hands-on
- strong business acumen, intelligence, and capacity; able to think strategically and implement tactically
- initiative, self-confidence, good judgment, and the ability to make decisions in a timely fashion
- highly engaged, energetic, focused, and execution oriented
- honest and a highly ethical team player.

# EXPRESSIONS OF INTEREST

CONFIDENTIAL ENQUIRIES ABOUT THE  
POSITION CAN BE MADE TO:



HELEN HALPIN



[helen.halpin@hrduo.com](mailto:helen.halpin@hrduo.com)



<https://hrduo.com>



# RESOURCES

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## **Strategic Goals 2022 - 2026**

<https://isqua.org/about.html#StrategicGoals>

## **Annual Reports 2016 - 2022**

<https://isqua.org/about.html#AnnualReports>

## **Annual Report 2023 - 2024**

<https://login.isqua.org/resources/isquas-annual-report-2024>

## **ISQua's Audited Financial Statements 2023**

<https://login.isqua.org/resources/isquas-audited-financial-statements-2023>

## **The History of ISQua 1985 - 2015**

<https://login.isqua.org/resources/the-history-of-isqua-1985-2015>

## **Memorandum of Association and Articles of Association 2023**

<https://login.isqua.org/resources/memorandum-of-association-and-articles-of-association-2023>

## **'Safe Care is the Right Care' - the ISQua White Paper on Patient Safety for Healthcare Organisations**

<https://isqua.org/media/attachments/2025/04/02/isqua-white-paper-on-patient-safety-in-healthcare-organisations.pdf>

## **'Green Care is High Quality Care' - the ISQua Green Paper and Call to Action for Environmentally Sustainable and Climate Resilient Health Systems**

<https://isqua.org/media/attachments/2024/10/24/the-isqua-green-paper-and-call-to-action-for-environmentally-sustainable-and-climate-resilient-health-systems.pdf>

## **ISQua Conference Report - Istanbul, Türkiye - 2024**

<https://login.isqua.org/resources/conference-report-istanbul-turkiye-2024>