**Nancy Dixon** is a specialistin the subject of measuring and improving the quality of healthcare services. She has worked in the field of healthcare quality for over 25 years in the UK and several other countries.

Nancy is Director of Strategic Services for Healthcare Quality Quest (HQQ) Ltd. She is involved in the following activities: developing national or corporate strategies related to measuring, monitoring and accounting for the quality and safety of healthcare services, designing and managing complex or large-scale quality improvement projects or clinical audits; teaching clinicians and managers how to carry out quality improvement and clinical audit projects, risk assessment, root cause analysis and clinical governance, and authoring policy and educational publications.

She led the provision of Fellowship programmes on quality improvement for multidisciplinary teams and for doctors for Health Education England, Wessex; has taught numerous quality improvement courses and workshops, and has developed several guides on quality improvement published by the Healthcare Quality Improvement Partnership (HQIP) in the UK, and books published by HQQ.

Nancy works regularly in the UK and has worked in Botswana, Holland, Italy, Qatar, Saudi Arabia and Taiwan in recent years. She is trained as a psychologist with the following qualifications in healthcare quality: Certified Professional in Healthcare Quality (US); Certified in Medical Quality (US); Fellow of the National Association for Healthcare Quality (US); Fellow of the Chartered Quality Institute (UK); and Member, Q, The Health Foundation Quality Community. She serves as a peer reviewer for *BMJ Open Quality* and the *Journal for Healthcare Quality*.