



**First name:** Styliani (Stella or Liana) **Second name:** Michailidou

**Date of Birth:** 10.06.1975

**Languages:** English, French, German, Greek

**Academic degrees:**

- PhD in Health Services Management (Birmingham, UK, Bodossaki Foundation/Greek State Scholar)
- MSc in Managing Quality in Health Care (Birmingham, UK, Bodossaki Foundation/Greek State Scholar)
- BSc in Informatics (Thessaloniki, Greece)

**Professional Background:**

- Head of Quality Department in Papageorgiou General Hospital, Thessaloniki, Greece (2015-2025)
- Team Leader in Papageorgiou General Hospital (2003-2015)
- Member of academic staff in Greek University Departments and member of teaching staff in the National Institute for Training-Public Administration (2006-2010)

**Project leader:**

- Internal audit on patient safety: in house training/support/guidance for 50 health care professionals-auditors
- Risk management/adverse events: risk identification/assessment and PSIRS in Papageorgiou General Hospital
- National pilot projects (pilot hospital): a) SAFE HOSPITAL: coloured codes of emergency and drills (National Agency for Quality Assurance) b) KPIs (WHO Office, Athens and National Agency for Quality Assurance) c) PATH Project and WHO Patient Safety Surgery List (3<sup>rd</sup> Health Region d) Common Assessment Framework CAF (Home Secretary)
- SAFEST: self assessment tool for patient safety in perioperative care.
- ISO Certification in clinical departments, ISO Accreditation in laboratories, Centers of Expertise: training/support/guidance
- Health service user feedback (surveys, complaints)

**More:**

- HOPE exchange program participant in Denmark (European Hospital and Healthcare Federation, 2025)
- Quality Ambassador: nominated by TUV Nord (2025)
- WHO Office for Quality of Care and Patient Safety, Athens – European Region Participating in a) WHO stakeholders' meetings about HEALTH IQ Program-KPIs and National Strategy for Quality of care and Patient Safety (2023-2024) b) WHO workshop on Quality of Care and Patient Safety in Lisbon (2024) c) the 1<sup>st</sup> Forum launched by the newly established Greek Patients Association (2024)
- Greek conference on Quality of Care and Patient Safety: co-chair of the scientific committee (2023)
- International Forums on Quality of Care and Patient Safety by IHI and BM: attendee (2023-2024)
- Greek Healthcare Business Awards: Gold and Bronze Awards (2018-2019)
- Greek conferences: round table chair/speaker about quality of care, patient safety, healthcare management with award winning papers (1998-2025)