

## PERSONAL INFORMATION

## Anabela Coelho

 Estrada de Algeruz, Monte da Elvira, n.º 1, 2910-279 Setúbal, Portugal

 +351 265 50 15 68

 +351 91 91 201 90

 [anabelacoelho@dgs.pt](mailto:anabelacoelho@dgs.pt)

 [anabelacoelho09@hotmail.com](mailto:anabelacoelho09@hotmail.com)

Sex Feminine | Date of birth 10/03/1974 | Nationality Portuguese

## PROJECT APPLIED FOR

Department of Quality in Health (Internal Process)

## WORK EXPERIENCE

2005 – (...)

**Head of Quality Management**

Directorate-General of Health, Alameda D. Afonso Henriques, 45, 1049-005 Lisboa, Portugal (<http://dgs.pt>)

As head of quality management:

- Provides intermediate leadership, direction, and oversight of critical issues of the Portuguese Strategy for Quality in Health such as clinical and organizational guidelines, clinical and organizational audits, patient safety plan, reference centers quality standards, etc.
- Proactively identifies and develops plans to mitigate quality issues/risks and serves as the liaison for the Quality Department Director
- Provides process standardization and harmonization of quality standards for implementation across all the health care providers.
- Drives internal and external affairs including chronic disease strategy, quality standards for health care delivers, inter-ministerial rare disease strategy and reference centers standards whenever delegated for this, by the Director of the Department of Quality in Health or by the General-Health Director.
- Is member of the taskforce for the quality certification of the Department of Quality in Health of the Directorate- General of Health.

**Business or sector** Health Policy and Management

2006 – (...)

**Part-time Professor of Public Health and Health Care Management**

Lisbon School of Health Technology– Polytechnic Institute of Lisbon (Portugal)

Institute of Hygiene and Tropical Medicine – New University of Lisbon (Portugal)

Portuguese Catholic University, Lisbon (Portugal)

- Responsible for the following disciplines at graduate and pos-graduate levels:
  - Epidemiology (2017-...)
  - Management and Control of Noncommunicable Diseases (2016-...)
  - Public Health (2015- ...)
  - Health Planning (2009-2013).
  - Health Care Management Tools (2007-2010)
  - Health Care Units Management (2006-2010)
  - Quality Management (2006-2010)
- Directed internships for students in hospital administration, medicine and nursing;
- Instructed students in the preparation of monographs, master's thesis and doctoral.

**Business or sector** Teaching

2002 – 2005

**Full-time Professor of Health Care Management and Community Health**

Nursing School *Calouste Gulbenkian* in Lisboa, Portugal

- As a full-time professor assesses learner characteristics, including learning styles and learning needs for program development, creates an effective learning environment, demonstrates proficiency in use of technology, evaluates the outcomes of staff education, functions in the roles of both teacher and facilitator, implements a variety of teaching strategies tailored to the learner's characteristics, learning needs, cultural perspectives, and outcome objectives, and plans programs that are culturally relevant and that incorporate concepts of multicultural and multigenerational education.

**Business or sector** Teaching

**1997 – 2002 Nurse**  
 São Bernardo Hospital, Setúbal, Portugal

- Registered Nurse (1997-2000)
- Nurse Manager (2000-2002)

Responsible for the delivery of patient care utilizing the nursing process through data collection and assessment, identifying and determining the priority of patient's/ resident's/client's problems/needs, and evaluating the process and outcome of nursing care.  
 Coordinates, provides and directs patient teaching activities and coordinates the care provided by health team members.  
 Possesses good interpersonal and teamwork skills and practices the Core Values of the National Health System.

**Business or sector** Health Provider (Hospital)

**EDUCATION AND TRAINING**

**2014 International Health PhD ( specialized in Health and Development Policies)**  
 Institute of Hygiene and Tropical Medicine – New University of Lisbon (Portugal)

- Policy Analyses and Research

**2004 Public Health Master Degree (specialized in Policy and Health Management)**  
 National School for Public health – New University of Lisbon (Portugal)

- Health Outcomes Analyses and Research
- Epidemiology

**2001 Management Degree (specialized in Human Resources Management)**  
 School of Business Administration – Polytechnic Institute of Setúbal (Portugal)

- Management skills

**1997 Nursing Degree (specialized in Community and Public Health)**  
 Nursing Scholl *Calouste Gulbenkian* Lisbon (Portugal)

- Clinical skills

**PERSONAL SKILLS**

**Mother tongue(s)** Portuguese

| Other language(s)                                      | UNDERSTANDING |         | SPEAKING           |                   | WRITING |
|--|---------------|---------|--------------------|-------------------|---------|
|  | Listening     | Reading | Spoken interaction | Spoken production |         |
| English  | C1            | C2      | B2                 | C1                | C1      |
| Oxford School (language school in Lisbon)              |               |         |                    |                   |         |
| French   | B2            | B2      | B1                 | B1                | A2      |
| Autodidactic   |               |         |                    |                   |         |
| Spanish  | B2            | B2      | B1                 | B1                | A2      |
| Autodidactic   |               |         |                    |                   |         |
| German   | A1            | A1      | A1                 | A1                | A1      |
| Sprachenschule Bremer & Partner in Darmstadt (Germany) |               |         |                    |                   |         |

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user  
 Common European Framework of Reference for Languages

**Communication skills** Good communication skills gained through my experience as national project leader and professor.

**Organisational / managerial skills**

- Leadership (currently responsible for a team of 10 people)
- Supervision of Clinical and Organizational Guidelines (currently responsible for the follow-up of more than 50 working groups)
- Command of Quality Audits ( currently responsible for the follow-up of 270 clinic and organizational audits)

**Job-related skills**

- Good command of quality control processes (currently involved in a taskforce for the Quality Certification of the Department of Quality in Health of the Directorate- General of Health in Lisbon)

**Computer skills**

- Good command of Microsoft Office™ and SPMS tools

**Other skills**

- Team working.

**Driving licence**

- Licence category: B

ADDITIONAL INFORMATION

---

**INTENTIONAL BLANK SHEET**

## Publications

- Fatores Facilitadores e Inibidores no Atendimento Telefónico de Enfermagem: Uma Revisão Sistemática. Andreia Costa, Paulo Nogueira, Anabela Coelho, Sérgio Gomes, Joana Duarte, Gisele Câmara e Isabel Barroso. Revista Enfermería Activa 2018 número 11 (outubro).
- Development and Validation of the National Functionality Table for Chronic Diseases. Carla S. Pereira, Jaime Branco, Manuel Lopes, Ana Escoval, Paulo Nogueira, Alexandre Diniz, Fernando Guerra, Anabela Coelho. Acta Médica Portuguesa 2016, 29(2):114-122. DOI: 10.20344/amp.6692
- A national e-Delphi towards the measurement of safe medication practices in Portuguese hospitals. Mara Pereira Guerreiro, Madalena Plácido, Carla Teixeira Barros, Anabela Coelho, Anabela Graça, Maria João Gaspar, Sofia de Oliveira Martins. Eur J Hosp Pharm Published (2016) Jun 10: doi:10.1136/ejhpharm-2016-000955
- Approach and Registry of Anaphylaxis in Portugal. Inês Mota, Ana Margarida Pereira, Celso Pereira, Elza Tomaz, Manuel Branco Ferreira, Filipa Sabino, Anabela Coelho, Anabela Santos, Henrique Martins, Mário Morais-Almeida, Acta Médica Portuguesa, 2015, 28(6):786-796.
- The Rare Disease Person's Card Implementation Strategy In Portugal. Anabela Santosa, Paulo Sá, Rui Romão, Cristina D'Arrábida, Anabela Coelho, J. Alexandre Diniz, Henrique Martins. Procedia Computer Science 64 ( 2015 ) 1149 – 1156.
- The integrated management for renal replacement therapy in Portugal. Anabela Coelho, Helena Oliveira Sá, José Alexandre Diniz, Gilles Dussault. Haemodialysis International, 2014; 18: 175–184. doi: 10.1111/hdi.12064
- Integrated Disease management: A critical review of foreign and Portuguese experience. Anabela Coelho, Cláudia Leone, Vanessa Ribeiro, Pedro Sá Moreira, Gilles Dussault. Ata Médica Portuguesa. 2014; 27(1): 18- 27.
- Gestão Integrada da Doença Renal Crónica: Análise de uma política inovadora em Portugal. Anabela Coelho, José Alexandre Diniz, Zulmira Hartz, Gilles Dussault. Revista Portuguesa de Saúde Pública (submetido em agosto 2013)
- Health 2.0: Quality and Innovation in the National Health Service (Portugal). Pedro Moreira, Ana Escoval, Anabela Coelho, Patrícia Barbosa, Vanessa Ribeiro, Nuno Madureira. ICER12012 Proceedings. 2012; 3368-3377 (disponível em <http://library.iated.org/view/MOREIRA2012HEA>).
- Comparação dos utentes do antigo Hospital do Desterro com os utentes do Hospital de S José no acesso à consulta de Medicina Interna - Parte II: diferenças em acesso realizado. Maria Isabel Pereira; Bruno de Sousa; Anabela Coelho; Paulo Ferrinho. Revista Portuguesa de Saúde Pública. 2012; 30 (1):18-34.
- Comparação dos utentes do antigo Hospital do Desterro com os utentes do Hospital de S José no acesso à consulta de Medicina Interna - Parte I: objetivos, população, métodos e resultados sobre potencial de acesso. Maria Isabel Pereira; Bruno de Sousa; Anabela Coelho; Paulo Ferrinho. Revista Portuguesa de Saúde Pública. 2011; 29 (2): 187-198.
- Gestão Integrada da Doença: uma abordagem experimental de gestão em saúde. Ana Escoval; Anabela Coelho; José Alexandre Diniz; Miguel Rodrigues; Filipa Moreira; Paulo Espiga. Revista Portuguesa de Saúde Pública. 2010; 9: 105-115.
- Determinants of violence against health workers in Portugal. Isabel Craveiro, Inês Fronteira, Anabela Coelho Candeias. Cahiers de sociologie et de démographie médicales. 2007; 47(3): 345-358.
- The utilization of a patient classification system to improve nursing effectiveness. Anabela Coelho Candeias. Cahiers de sociologie et de démographie médicales. 2007; 47(3): 313-328.
- A "Reengenharia do S.N.S.": uma visão ou missão para o futuro? Anabela Coelho Candeias. Revista Nursing. 2006; 215 (16): 48-50.
- Comunidades de Prática: Uma ferramenta na gestão do Conhecimento e Informação da Saúde. Anabela Coelho Candeias. Revista Portuguesa de Enfermagem. 2005; 3: 5-9.
- A Gestão do Trabalho de Enfermagem e os Resultados Observados em Doentes. Anabela Coelho Candeias. Revista Pensar Enfermagem. 2005; 9 (1): 68-69.
- A Gestão do Trabalho de Enfermagem e a Qualidade da Prestação de Cuidados. Anabela Coelho Candeias. Atas do II Congresso em Saúde e Qualidade de Vida da Escola Superior de Enfermagem de S. João do Porto (17 e 18 de fevereiro de 2005).
- Conjuguar a informação, inteligência e as ideias nas nossas complexas organizações de saúde. Anabela Coelho Candeias. Revista de Saúde Amato-Lusitano. 2004; 17:45-46.

## Publications

**Monograph**

- Os resultados das intervenções de enfermagem na Linha de Saúde Pública. May 2015. DOI: 10.13140/RG.2.1.4486.9844
- Análise de uma política pública de saúde: Gestão Integrada da Doença. Jun 2014. <http://hdl.handle.net/10362/13967>
- 2013 Report on The State of The Art of Rare Disease Activities in Europe State of The Art of Rare Disease Activities in Portugal

**Chapter of a Monograph**

- Productivity gains in health care delivery settings- clarifying the concept of productivity, how are targets defined, who defines them and who monitors them with what consequences? In Portugal. Direção-Geral da Saúde - Consultations on Strategic Health Planning in Portugal. Lisboa: Direção-Geral da Saúde, 2004. ISBN 972-675-100-4.

## Editorial Activity

- Member of the Scientific Council of the Portuguese Journal of Nursing since 2005.
- Invited reviewer Hemodialysis International Journal, since 2013.
- Invited reviewer of the World Journal of Medicine and Medical Science Research, since 2014.

## Presentations

**More than one hundred oral presentations at training courses, seminars and conferences, moderating several working groups at national and international conferences. The list below presents some of this participations that were considered relevant:**

- "National Rd Plans/Strategies" presented at EUCERD Joint Action Workshop "Monitoring and Evaluation of Health Projects on Rare Diseases".
- "Mapping National Initiatives Addressing the Quality of Care in the Field of RD" presented at EUCERD Joint Action Workshop "Monitoring and Evaluation of Health Projects on Rare Diseases"
- "Sustainability and Integration of RD Initiatives Across Disease Specific and National Areas" presented at EUCERD Joint Action Workshop "Monitoring and Evaluation of Health Projects on Rare Diseases"
- "Quality and patient safety: opportunities, constraints and guarantees", presented at the 5th International Congress of Hospitals
- "Development of a survey to evaluate safe medication practices in Portuguese hospitals: interim findings from a national Delphi panel", presented at the 42nd European Society on Clinical Pharmacy Symposium
- "Health 2.0: Quality and Innovation in the National Health Service, presented at the 2th International Conference on Education, Research and Innovation (ICERI2012).
- "Integrated Disease Management: The Portuguese Model" presented at the EU ministerial conference: Innovative approaches for chronic illness in public health and healthcare system.
- "Measuring Quality and Safety of Health Care Services: main challenges and available evidence" presented at WHO Round Table.
- "Advancing Interoperability and Health Information Exchange for Efficient Chronic Disease Management" at the 5th Annual World Health Care Congress - Europe

Official Representations

**Participates, representing the Ministry of Health and the Directorate General of Health in several international and national councils, committees, ministerial and inter-ministerial technical groups, namely:**

- OECD Health Quality Care Outcomes (2017-...)
- European Reference Networks IT Advisory / Directorate-General For Health And Food Safety (2017-...)
- OECD Health Quality Care Indicators Expert Group (2015-2017)
- National Council for Quality in Health (2015, ...);
- Expert Group for Rare Diseases/Jont Action for Rare Diseases / European Commission/ Directorate-General For Health And Food Safety (2015-2017)
- EUCERD Joint Action (2014-2017).
- ORPHANET Joint Action,(desde 2014-2017).
- European Project for Rare Diseases National Plans Development/ European Commission/ DG-SANCO(2012-2014).
- Patient Safety and Quality of Care Working Group/ European Commission/(2012-2014).
- National Sectoral Commission for Health (2013-...);
- National Monitoring Committee of Support Products (2013-2015);
- National Technical Group for the development of the Quality Monitoring System and Medical Equipment Management (2014-2015);
- National Monitoring Technical Group of Pulmonary Hypertension (2012-2015);
- National Surgical Treatment Monitoring Technical Group of Obesity (2010-2015);
- National Technical Group for Therapy and Good Clinical Practice in Multiple Sclerosis (2010- 2014);
- Inter-Ministerial Technical Group (Health, Education, Employment and Social Security) for the development of allocation system support products (2009-2015);
- National Commission for Monitoring Dialysis (2008-2015);
- National Technical Group for Hospital Dialysis area (2012-2013);
- National Technical Group for preparation of private dialysis units concierge designs (2013);
- National Council for Quality in Health (2009-2013 replacing the permanent member);
- National Scientific and Organizing Committee of Good Practices Award in Health (2010-2012);
- Inter-Ministerial Technical Group (Health, Employment and Social Security) to assess and review the National Strategy for Social Protection and Social Inclusion 2006-2008, 2008-2010 and 2010-2012 (replacing the permanent member);
- Ministerial Technical Group for evaluation and review of the 2nd and 3rd of Diabetes Protocol (2008-2010);
- National Commission for Surgical Treatment of Obesity Assessment (2007-2009);
- National Technical Group for preparation of dialysis ordinance projects, radiology, radiotherapy and nuclear medicine (2008);
- National Technical Group for the preparation of good practice manuals (laboratory of pathology and radiotherapy) (2008);
- National Technical Group for the evaluation of its policies by DGS and respective communication circuits, in partnership with the High Commissioner of Health and Inspection General of Health (2008);
- National Technical Group for the management and monitoring of medical procedures on patients evacuated from African countries under the Cooperation Agreements (2007-2008);
- Ministerial Technical Group on "Cross-border Health Care" (2007);
- Ministerial Technical Group on maximum guaranteed response times in access to health care in the National Health Service (2007).

Honours and awards

- Award for the best doctoral degree in International Health 2014-2015 (Institute of Hygiene and Tropical Medicine – New University of Lisbon)
- Casemix Innovation Prize for the best project submitted to the “24th PCSI Working Conference - Casemix Beyond Funding: Contributions for Health Policy”.