








LAURE ISTAS
Quality & Safety Officer

CONTACT

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LANGUAGES



SKILLS

Word	★★★★★
Excel	★★★★★
PowerPoint	★★★★★
Publisher	★★★★★
Visio	★★★★★
Drupal	★★★★★
SurveyMonkey	★★★★★



ABOUT ME

Organised, multilingual, quick and efficient worker, pleasant, creative, leadership quality, motivated and able to work in team



PROFESSIONAL EXPERIENCE

Platform for Continuous Improvement of Quality of Care and Patient Safety (PAQS) - Quality & Safety Officer (January 2017 - now)

- Quality and patient safety improvement expert
- Development of quality and patient safety improvement projects for hospitals on patient partnership and teamwork
- Development of quality and patient safety improvement projects with long-term care facilities

Federal Public Service Health, Food Chain Safety and Environment - DG Health - Acute, chronic and elderly care service – Quality & Safety cell (November 2012 - January 2017)

- Contact person for quality and patient safety improvement projects for Belgian hospitals
- Expert in quality of care and patient safety matters and more specifically on patient empowerment
- Responsible for future EU programs and projects
- Development of quality and patient safety policies and projects
- Continuous education by attending national and international congresses
- Administrative and logistic tasks: organise big events, training sessions and regular meetings
- Development of questionnaires and data analysis
- Website content management



TRAINING - CERTIFICATES

TeamSTEPS® master trainer (June 2017)

Agency for Healthcare Research and Quality (AHRQ)

Course: Change Management, Communication Improvement, Continuous Quality Improvement, Culture of Safety, Education and Training, Institutional Patient Safety Plan, Leadership, Logistical Approaches, Quality Improvement Strategies, SBAR, Structured Handoffs, Teamwork Training

Intercollegiate certificate on quality management in healthcare institutions (November - March 2016)

Université Libre de Bruxelles and Université catholique de Louvain

Professional training at the Training institute for the Federal Administration

- Communication in inter-professional relations
- Assertiveness;
- LEAN management.



EDUCATION

Master's degree, Political sciences, international relations focused on humanitarian action (NOHA European Master's) (Sept 2010 - Sept 2012)

Université Catholique de Louvain-la-Neuve Highest Honors

Course : leadership/project management, law, geopolitics and public health

Bachelor's degree, Applied Linguistics (Sept 2007 - June 2010)

Erasmushogeschool Brussel Distinctions

Course : Spanish and German, translation and et interpreting



LEISURE ACTIVITIES

