



Vicki Doyle PhD, MEng

MANAGERIAL EXPERTISE: excellent verbal and written communication skills encompassing ability to disseminate to non-experts; influencing and negotiating skills at senior level; understanding of political and cultural environments, strategic and operational planning, proposal writing and business development.

TECHNICAL EXPERTISE: quality improvement in health care, health systems strengthening, capacity development, institutional health partnerships, curriculum development, bespoke training, operational research, programme evaluation, expert facilitation.

LANGUAGES: FLUENT ENGLISH; VERY GOOD SPANISH

PROFILE

Vicki is a UK-based health development professional, with more than 20 years experience of working in research, education, management and consultancy. She has designed, delivered and evaluated health projects and programmes for district, regional and national health systems in sub-Saharan Africa, Asia and Latin America working with UN agencies, global health partnerships, research institutions, consultancy companies and NGOs. She has been a member of technical and management advisory groups on several large multi-million pound DFID funded technical assistance programmes, providing guidance in relation to her core areas of expertise which include health systems strengthening, quality improvement in health care, strategic planning, capacity development and monitoring and evaluation of health programmes. Her research and consultancy work has resulted in a range of publications including global guidance and national strategy documents, policy briefs, training manuals, book chapters and journal articles. She has extensive experience in the development of context specific healthcare quality assurance systems and has delivered institutional capacity strengthening programmes across the developing world. She has considerable experience in strategic and operational planning and has supported the strategic planning process for a range of institutions including GAVI, MoH Bhutan, National AIDS Control Programmes in Kenya and Namibia and the European Esther Alliance (EEA). Vicki has a keen interest in capacity development and effectiveness of Institutional health partnerships and has evaluated diverse health partnership programmes between southern institutions and their partners in the global north. She has a passion for ensuring that all forms of technical assistance, whether research, training, consultancy or volunteering are delivered effectively and within an ethical framework. She is director of studies for a unique post-graduate certificate course in international health consultancy that she runs annually at the Liverpool School of Tropical Medicine. She is the co-founding director of Capacity Development International, which is dedicated to improving the effectiveness of development assistance in health.

QUALIFICATIONS

PhD in Measurement and Information in Medicine	City University, London	2001
MEng in Electrical and Electronic Engineering	City University, London	1990

EMPLOYMENT

Mar 12 - Present	Director	Capacity Development International, UK
Joint founding Director of Capacity Development International. Responsible for the development and delivery of consultancy, evaluation and bespoke training programmes in areas relating to key expertise and experience.		
2005 - Present	Honorary Lecturer	Liverpool School of Tropical Medicine, UK
Director of Studies for post-graduate short course in International Health Consultancy, including mentoring participants in delivering consultancy to UK based charities. Lecturing on post-graduate courses, PhD supervision, internal examiner for PhDs. http://www.lstm.liverpool.ac.uk/learning-teaching/lstm-courses/short-courses/mg01---international-health-consultancy		
May 09 - Mar 12	International Health Consultant	Freelance, UK
Sourcing and delivering effective short-term technical assistance to national, bilateral and multilateral clients in areas relating to key expertise and experience (refer to selected consultancies for examples of work).		
May 06 - May 09	Head of Technical Delivery	Liverpool Associates in Tropical Health, UK
Responsible for LATH's technical areas of expertise (maternal and newborn health, laboratory systems, malaria control, human resources for health) and played a key role in shaping strategic thinking of LATH. Championed capacity development both within LATH and externally, through building institutional capacity of southern partners and the development of a unique post-graduate course in international health consultancy. Contributed to the development of numerous successful multi-million pound funded		

proposals in partnership with multiple partner agencies. Responsible for the management and technical backstopping of a wide range of international programmes/projects ranging from £200K up to £80M.

Sep 01 - May 06	Health Systems Development Manager	Liverpool Associates in Tropical Health, UK
Responsibilities included providing technical assistance, technical backstopping of LATH programmes, business development and marketing, project management services and strategic and operational planning.		
Sep 93 - Sep 01	Research Fellow	Liverpool School of Tropical Medicine, UK
Writing research proposals and implementing research programmes primarily in the area of quality assurance in health care in the context of health reforms. Led operational research projects in Ghana, Central America, India and Kenya.		
1990 - 1993	Research Assistant	City Uni. & St Thomas' Hospital, UK
Research project on implementing Total Quality Management in a health care setting through the development and use of customer-supplier models.		

SELECTED CONSULTANCIES, PROJECTS & TEACHING

Sep-Oct 14	Ghana/Malawi	LSTM on behalf of the Malaria Capacity Development Consortium
Research Consultant, Rapid base line assessment evaluating capacity of research management systems to support international standard research in African Universities.		
Sep 14	UK/Uganda	SANYU Research Unit, University of Liverpool
Training consultant, design and delivery of 3-day bespoke training in cross-cutting issues for achieving research excellence for mid and senior level Ugandan and South Sudanese health professionals.		
Sep 14	UK	Royal College of General Practitioners (RCGP)
Facilitator, Designed and facilitated ½ day strategic planning workshop, for the RCGP Global Centre in Primary Care.		
2008 - present	UK	Liverpool School of Tropical Medicine
Director of Studies, Post-graduate Certificate Course in International Health Consultancy (run annually), including mentoring and supervision of course participants in delivering effective consultancy to UK based charities and NGOs. http://www.lstm.liverpool.ac.uk/learning-teaching/lstm-courses/short-courses/mg01-international-health-consultancy		
Mar –Apr 14	UK/7 countries	Royal College of General Practitioners (RCGP)
Consultant, Rapid strategic review of the MRCGP[INT] exam accreditation programme conducted in 7 sites (Brunei, Dubai, Egypt, Oman, Kuwait, Malta, South Asia) in relation to broader International Strategy of the Royal College, to inform development of future international work, funding and operational and financial frameworks.		
Sep 13 – Apr 14	8 European Countries	European ESTHER Alliance (EEA)
Consultant, supported the strategic planning process for the EEA and produced a strategic framework and five-year roadmap for this Alliance of European Countries that have institutional health partnerships programmes working in over 40 low and middle-income countries.		
Oct-Dec 13	UK	THET
Adviser & facilitator, support to the development of THET's strategic thinking and theory of change. Designing, guiding and facilitating a series of workshops with THET senior management team.		
Nov 13	UK/Uganda	SANYU Research Unit, SAFRI NGO
Training Consultant, design and delivery of a three-day bespoke strategic planning workshop for a newly formed indigenous research NGO (SAFRI) who focus on clinical trials in maternal health with their partner research unit at the University of Liverpool (SANYU). Outputs from the workshop were used to inform the presentations made at SAFRI's official launch events in the UK and Uganda.		
Apr 13 – Oct 13	Namibia	LSTM for National AIDS Control Programme, Namibia (CDC funded)
Expert facilitator, support to the development of the national strategic and operational plan for HIV counselling and testing (HCT). Designed and facilitated 4-day consultative stakeholder meeting for input into the National HCT Plan and using workshop outputs developed first draft of national plan for HCT.		
Feb 13 – Jun 13	Europe, Global	European ESTHER Alliance (EEA)
Consultant, qualitative evaluation of the European ESTHER Alliance and its members' health partnership work that spans across 40 countries in sub-Saharan Africa, North Africa, Central and South America, Central and South-East Asia. Report summarised key achievements and challenges and provided recommendations for the future of the EEA and how it could position itself in relation to the development cooperation landscape. http://capacity-development.com/wp-content/uploads/2013/07/Background-Note.pdf		
Oct 12	Basel, Switzerland	Swiss Tropical and Public Health Institute (Swiss TPH)
Consultant and coopted member of the biennial external review team focusing on a strategic and structural review of the service departments of the Swiss Tropical Public Health Institute, including a rapid strategic review of the business development function of the Swiss Centre for International Health. http://www.swisstph.ch/resources/publications/biennial-reports/biennial-report-2011-2012.html		

June 12- Nov 12	Uganda, Malawi, Zambia	Tropical Health & Education Trust (THET)
Joint lead consultant, qualitative evaluation of the DFID funded International Health Links Funding Scheme from developing country partner perspective, focusing on the factors behind successful health partnerships and what support partner organisations in the south would benefit from in future programmes. Recommendations within the report have been actioned by THET. http://www.thet.org/hps/resources/evaluations/ihlfs-full-evaluation-report		
Mar 2012	UK (Sudan)	Liverpool School of Tropical Medicine for Government of Sudan
Trainer, development and delivery of bespoke training in personal management and development for study tour of Senior M&E MoH officials, Sudan, Liverpool School of Tropical Medicine.		
Oct 11 - May 12	Saudi Arabia	Liverpool School of Tropical Medicine
Module Leader. Developed and delivered 2 modules in "Quality Management Systems for Health Care" for a Masters in Public Health in Health Systems and Quality Management. Supervision of Students completing their Masters projects. College of Public Health and Health Informatics. King Saud bin Abdelaziz University for Health Sciences, Riyadh.		
Oct 10 - Oct 11	Bhutan	Euro Health Group for Kingdom of Bhutan (DANIDA)
Consultant, institutional capacity strengthening of MOH in the development of a National Quality Assurance System for the Kingdom of Bhutan through a review and elaboration of a national QA strategic plan, development of a training manual and curriculum on quality improvement in health services, design and facilitation of a master trainers programme for QA scale-up. http://www.health.gov.bt/serviceStandard/QAM%20pages.pdf		
Sep 10 - Oct 10	UK	Family Refugee Support Project
Lead Consultant, Qualitative evaluation of the Family Refugee Support Project and capacity building of the project team to develop a robust monitoring and evaluation framework.		
Mar 2010	Geneva	WHO, Global Health Workforce Alliance
Lead facilitator, First Meeting of the Health Workforce Information Reference Group.		
Jun 09 – Jun 10	Global	WHO
Consultant, Development of handbook and technical briefing paper for improving HIV Testing and Counselling Services (available in English, French & Chinese). Key phases: Leading expert panel meeting; drafting handbook which went out for expert peer review; Leading global consultation meeting with representatives from the Americas, Africa, Asia and Europe. http://www.who.int/hiv/pub/vct/9789241500463/en/index.html .		
Dec 09 – Nov 10	UK	Laureate Online on behalf of University of Liverpool
Module Leader. Development of module "Policy and Programme Challenges in Low Income Countries", contributing to an online Masters in International Public Health.		
2005 - 2008	Mozambique	World Bank
Project Manager, support to the revision of the processes and implementation of planning using a sector wide approach (SWAp).		
2002 - 2008	Nigeria	HLSP on behalf of DFID
Technical management group member and project manager for PATHS Programme (£80M), responsible for improving the quality of preventive and curative services for the most common disease conditions.		
Nov 06 - May 07	Pakistan	DFID/GTZ
Technical adviser, evaluation of quality of care and community satisfaction in public sector facilities in North West Frontier Province.		
2006	Global	Global Alliance for Vaccines and Immunisation (GAVI)
Team leader, support to the strategic planning process, development & facilitation of milestone plan and nested plans.		
2005 - 2006	Mozambique	Finn Consult on behalf of Finland Development Cooperation
Technical adviser on base-line study to assess quality of care and development of a pilot QA programme in Manica Province.		
2003 - 2005	Kenya	Futures Group on behalf of DFID
Technical Advisory Group Member to the DFID funded HIV/AIDS Prevention and Care Programme (£10M). Advising on QA and health systems strengthening.		
2004	Mozambique	Finn Consult on behalf of Finland Development Cooperation
Lead Consultant, Rapid assessment of quality of care at province, district, facility and community level from professional, client and management perspectives comprising facility assessments, exit interviews with users, focus group discussions with community leaders, workshops with MOH staff. Development of 3 year plan for institutionalisation of QA within the province.		
2003 - 2004	Kenya	Liverpool VCT
Consultant to Kenyan NGO in building institutional capacity for rolling out QA training for VCT sites across 10 districts.		
2003 - 2004	Kenya	National Aids and STD Control Programme
Consultant, support to national QA team, developing national QA strategy, annual plan for scale-up of voluntary counselling and testing (VCT) services across Kenya. Capacity building of provincial/district supervisors to support QA at facility level.		
2003 - 2004	UK (Yemen)	Government of Yemen
Consultant, development of QA guidelines in reproductive health for the national level MoH		

2001	Global	Global Alliance for Vaccines and Immunisation (GAVI)
Consultant, Evaluation of immunisation data quality audit (DQA) tools based on pilot programme		
2001	Kenya, Uganda	Global Alliance for Vaccines and Immunisation (GAVI)
External auditor, data quality audit (DQA) for the Global Alliance for Vaccines and Immunisation		
2001	Kenya	Family Health International on behalf of DFID
Technical adviser on scaling up voluntary counselling and testing for HIV/AIDS prevention and care; a district-based approach		
2001	Mozambique	LATH on behalf of DFID
Lead consultant, strengthening existing QA system and integrating QA issues into the Mozambique national health plan		
2000	China	HLSP on behalf of World Bank
Lead consultant, improving quality of health services and strengthening supervisory support at township and village level		
1999 - 2000	Ghana	DFID
Technical adviser in an evaluation of QA activities in 4 regions of Ghana.		
1996 - 2001	Costa Rica, Panama, Honduras	EU/DFID
Principal investigator, "Salud con calidad para Centro América", Operational research programme to develop a model for QA of health services in Central America		
1996 - 2001	India	Ford Foundation
Technical adviser in quality of care on the operational research project "Development of women centred health care provision for sexual health needs, Mumbai Municipal Corporation".		
1994 - 1998	Ghana	DFID/Wellcome Trust
Co-investigator, "Development of a QA training programme and guidelines for a regional led institutional QA programme".		

SELECTED PUBLICATIONS

- Doyle V, Haran D (2011). Quality Assurance Handbook for Health Services. Royal Government of Bhutan.
- Doyle V, Taegtmeier M (2010). Handbook for improving HIV Testing and Counselling Services, Field Test Version. WHO, Geneva. <http://www.who.int/hiv/pub/vct/9789241500463/en/index.html>
- Bosch-Capblanch X, Ronveaux O, Doyle V, Remedios V, Bchir A. (2009). Accuracy and quality of immunization information systems in forty-one low income countries. Tropical Medicine and International Health Vol 14 NO 1 pp 2-10 January 2009.
- Doyle V, Taegtmeier M (2005). The National Quality Assurance Strategy for Voluntary Counselling and Testing, Ministry of Health, Kenya.
- Doyle V, Haran D (2001). "Health Reforms and Quality of Care: Lessons Learnt from Ghana and Central America" in Quality in Care: Strategic Issues in Health Care Management, HTO Davies, M Tavakoli and M Malek (Eds), Ashgate Publishing Ltd.

SELECTED PRESENTATIONS

- Doyle V**, Kelly E (2013). Keynote address, *Learning from each other*, THET Annual Conference. Presented learning and debated key issues at the heart of effective delivery of health partnership projects in low and middle-income countries, 9th-10th September, 2013, London, UK.
- Alkhabbaz M, Hassan A, **Doyle V** (2013). *How do Staff Perceive a Newly Introduced Accreditation Program in Kuwait?* Oral Presentation, 30th International Conference of the International Society for Quality in Health care, 13th-16th October, 2013, Edinburgh.
- Choipel D, Wangchuk K, **Doyle V**, Haran D (2011). *Planning of an Annual Cycle of Quality Improvement for the Health Service in Bhutan*. Poster Presentation. 28th International Conference of the International Society for Quality In Health Care. 14th-17th September 2011, Hong Kong.
- Doyle V**, Ngare C, Mutsungah Y, Thiomi J, Taegtmeier M (2007). *Developing a Comprehensive Quality Assurance programme for National Scale-up of Voluntary HIV Counselling and Testing (VCT) in Kenya*. Poster Presentation. International Forum on Quality Improvement in Health Care. 18-20 April 2007 (Barcelona, Spain).