

## CV

### Margareta Palmberg, MPH

Margareta Palmberg is CEO and owner of Mementor Leadership AB. Mementor Leadership started 2006 to meet the need of developing new knowledge for leadership and improvement of systems in the healthcare and other service sectors by working in the frontline of research and practice and to bridge the gap between what we know and what we do.

Margareta is a registered physical therapist who early in her career worked in different types of organizations under different types of leaders. Hence, she became aware of and interested in the influence of leadership and organization in the care of patients. During the late 1980's, she worked as a director and head of physical therapy departments in Stockholm and Umeå University Hospital.

Since 1990, Margareta has been working with research and development, focusing on leadership and quality improvement in health care and other organizations. In 1995, she received her Masters of Public Health (MPH) degree at the Nordic School of Public Health in Gothenburg with a thesis entitled Physicians as Leaders, Knowledge and Values as Determinants of Leadership.

She started her work at the Federation of Swedish County Councils 1995, as head of Quality and Development, to build a unit for supporting, facilitating and accelerating quality improvement and leadership development in Swedish health care. She was responsible for the development and implementation of QUL (Quality Development and Leadership) a tool for systematic evaluation and development of organisations as systems. She also led the work to adapt new methods for implementation and improvement, as the Breakthrough Series (BTS) and other methods, introduced by Institute for Health Care Improvement (IHI) in Boston, MA, USA. Margareta is still working close to and get inspiration from IHI in different fields. Margareta has continued working with knowledge building in networks for Health Care Leaders.

Margareta was the CEO of Astrid Lindgrens Children's Hospital, a division of Karolinska Hospital in Stockholm when it opened in March 1998. The hospital is one of the largest full scale children's hospitals in Europe. It has 1200 employees, and about 180 beds.

Margareta is involved in national and international networks aimed at increasing the customer focus; knowledge based and cost effectiveness of care by improvement of healthcare systems. She served as visiting professor at the Centre for the Evaluative Clinical Sciences at Dartmouth Medical School, Hanover, NH, USA, during winter and spring 1998.

Furthermore, Margareta has been a board member of the Swedish Council on Technology Assessment in Health Care (SBU) and the IPF Institute of Uppsala

University as well as Alfta Rehab Center AB. She has also chaired the European Forum on Quality Improvement in Health Care, a yearly event organized in cooperation between the Institute for Healthcare Improvement (IHI) in Boston, USA and the British Medical Journal, UK. Margareta has been a member of the editorial board of British Medical Journal's magazine, Quality in Health Care.

2006 Margareta decided that she wanted a freestanding position and started Mementor Leadership. Today she is working together with her daughter Klara Palmberg, PhD. Klara holds an M.Sc in Industrial Engineering and Management and a Doctorial degree in Quality Technology and Management.

Mementor is a family owned consultancy firm with focus on management support for improvement of complex organisations. The company's mission is to contribute to the development of society through delivering support for improvement in organisations and services. It requires a deep understanding of the challenges for complex organisations combined with extensive knowledge and experience of leading change.

Our capabilities range from performing analysis to managing processes of learning and improvement in organisations, and support leaders in these kinds of processes. Our knowledge base is within leadership, organisational development and process improvement – all which we believe are important components in managing complex organisations.

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