

CURRICULUM VITAE

Name: Dr Olivia Melanie Jakobs

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Date of Birth: 9 February 1977

Place of Birth: Newcastle, Australia

Nationality: Australian

Foreign Language: Professional Proficiency – German Reading, Writing, Speaking
1981-1983 – Resided in Germany, fluent native speaker

Academic Awards: University Medal, The University of Newcastle – 1998
Speech Pathology Australia Student Award – 1998

Research Grants: Research Infrastructure Block Grant, Australian Government
Department of Education, Science and Training – 2002
Postgraduate Research Grant, Speech Pathology Australia –
2002 and 2003
Research Higher Degree Project Grant, The University of
Newcastle – 2002
Competitive Research Conference Grant-in-Aid, The
University of Newcastle – 2003

Scholarship: Australian Postgraduate Awards Doctoral Degree Scholarship,
Australian Government – 2000-2003

Professional Affiliation: Certified Speech Pathologist (CSP), Speech Pathology
Australia

Professional Experience and Achievements

March 2007 – present

**Senior Researcher in Clinical Governance
Clinical Governance Section, Clinical Operations
ACT Health, ACT Government**

My role as Senior Researcher in Clinical Governance is to provide high-level strategic support to the Senior Specialist in Clinical Governance that ensures the provision of timely and appropriate high-level advice on clinical governance matters to the Deputy Chief Executive by:

- Initiating, planning and conducting analytical and research activities, and preparing associated reports and submissions, on matters concerning the safety and quality of patient care
- Exercising a high degree of originality and demonstrating high-level analytical and conceptual skills in the resolution of complex technical and policy issues as they arise for the peak Territory-wide committees, including the ACT Health New Technology Assessment Committee, the ACT Health Clinical Privileges Committee and the ACT Health Clinical Audit Committee
- Planning, co-ordinating and strategically managing the activities of the ACT Health Clinical Audit Committee and its Executive
- Providing high-level advice and strategic support on matters relating to external reviews and inter-jurisdictional case reviews
- Working closely and consultatively with internal and external stakeholders to support the Senior Specialist in Clinical Governance in the development and maintenance of clinical governance in the ACT and local region
- Representing ACT Health on matters relating to clinical governance with agencies and organisations

December 2003 – March 2007

**Senior Policy Officer in Clinical Governance
Clinical Governance Unit, Clinical Operations
ACT Health, ACT Government**

My role as a Senior Policy Officer was to provide high-level guidance and support to the Senior Fellow in Clinical Governance for the development of clinical quality, safety and risk management activities for ACT Health by:

- Establishing, planning, coordinating and strategically managing the activities of the ACT Health Clinical Audit Committee
- Exercising a high degree of originality and demonstrating high-level analytical and conceptual skills in the resolution of complex technical and policy issues as they arose for the ACT Health Clinical Audit Committee
- Building links between the ACT and other jurisdictions in clinical audit

- Preparing research plans (aims, hypotheses, methodology) for projects on matters concerning the safety and quality of patient care, including the quality assurance audit of inter-hospital transfers in the ACT
- Supervising first- and second-year medical students enrolled in the MBBS graduate-entry program at the Australian National University Medical School by overseeing the research design, implementation and documentation stages of ANU MBBS Research Projects
- Preparing briefs, reports and submissions to senior Executive in ACT Health and peak committees, including the Clinical Council and Clinical Council Executive
- Working closely and consultatively with internal and external stakeholders to support the Senior Fellow in Clinical Governance in the development and maintenance of clinical governance in the ACT and local region
- Representing ACT Health on matters relating to clinical governance with agencies and organisations
- Participating as a selection panel member in Joint Selection and Selection Advisory Committees for the appointment of staff to Health Professional, Registered Nurse and Administrative Support Officer positions in the newly established Patient Safety and Quality Unit of ACT Health

Key Achievements

As a Senior Policy Officer, I worked closely and consultatively with the Senior Fellow in Clinical Governance to develop a Clinical Governance Framework for the Australian Capital Territory. This included the:

- Development of territory-wide clinical audit, clinical review and incident management policies, processes, and procedural guidelines
- Development of Memoranda of Understanding between ACT Health and the Greater Southern Area Health Service (GSHAS) and the Department of Justice and Community Services for the investigation of adverse events that involve ACT Health and the GSAHS or the ACT Ambulance Service
- Establishment of a suite of territory-wide patient safety clinical indicators for ACT Health
- Establishment of the ACT Health Clinical Risk Register, including the development of an Access Database
- Establishment, planning and co-ordination of the activities of the Early Recognition of the Deteriorating Patient Steering Group
- Significant contribution to the development of the Patient Safety Management Systems Checklist for the Australian Council for Safety and Quality in Health Care, now the Australian Commission on Safety and Quality in Health Care, including proofing of drafts, final editing and formatting the layout and design of the documentation for publication

Academic Appointments - The University of Newcastle

Between 2000-2004, I held various academic appointments in Linguistics and Speech Pathology at The University of Newcastle, Callaghan Campus (Newcastle) and Central Coast (Ourimbah) Campus. These were casual appointments whilst I was undertaking my doctoral research at the University.

Semester 2, 2003; Semesters 1 and 2, 2001; Semester 2, 2000

**Course Co-ordinator and Lecturer in Linguistics
School of Humanities, Central Coast Campus
Faculty of Education and Arts, The University of Newcastle**

My appointment as Course Co-ordinator and Lecturer in Linguistics included the subject co-ordination and teaching of coursework in Language and Cognition, Language Structure and Meaning, and Introduction to Linguistics. I was responsible for:

- Developing Course Information Handbooks and compiling wide-ranging subject reading materials for Level 100 and 200/300 subjects
- Developing lecture presentations and other supplementary teaching materials, including PowerPoint lecture displays and comprehensive lecture overview handouts for Level 100 and 200/300 subjects
- Developing Level 100 and 200/300 subject assessment programs, including the development of all coursework assessment material (take-home assignments and end-of-semester examinations) and detailed marking guides for intra-rater reliability
- Presenting 2-hr and 1-hr lectures at Level 100, 200/300 and 300/600
- Undertaking statistical analyses of course grade distributions for final grade allocations, including the development of Microsoft Excel workbooks for data entry and collation of student assessment scores
- Liaising with Disability and Student Support Officers for case management of special consideration students.
- Mentoring students' personal and professional growth development to support life-long, autonomous learning
- Liaising with a diverse student base for course-related enquiries, including extensive face-to-face consultations (individual/group), routine e-mail and telephone correspondences

Semester 2, 2003; Semester 2, 2001

**Lecturer in Linguistics
School of Language and Media, Callaghan Campus
Faculty of Education and Arts, The University of Newcastle**

My appointment as Lecturer in Linguistics included the teaching of coursework in Language Structure and Meaning, and the Structure of English. I was responsible for:

- Developing Level 100 and 300/600 lecture presentations and other supplementary teaching materials, including PowerPoint lecture displays and comprehensive lecture overview handouts
- Developing Level 100 and 300/600 coursework assessment material, including take-home assignments and end-of-semester examinations
- Presenting 2-hr and 1-hr lectures at Level 100 and 300/600
- Liaising with the Head of School and Subject Course Co-ordinators for final allocation of student grades
- Liaising with a diverse student base (incl., students with visual and hearing impairments) for course-related enquiries, including face-to-face consultations (individual/group) and e-mail correspondences

Semester 1, 2004; Semesters 1 and 2, 2002

Guest Lecturer in Speech Pathology School of Language and Media, Callaghan Campus Faculty of Education and Arts, The University of Newcastle

My appointment as Guest Lecturer in Speech Pathology included the teaching of an advanced applied topic in speech pathology in the sub-specialty of paediatric dysphagia. I was responsible for:

- Developing specialist advanced applied topic lecture presentations that included research updates and a video case study series for clinical applications and other supplementary teaching materials, including comprehensive lecture overview handouts and overhead transparencies
- Presenting 2-hr guest lecture presentations at Level 400
- Inspiring professionalism, critical and reflective thinking as well as the application of high-level clinical problem-solving skills in senior students

Semester 1, 2000-2003

Tutor in Linguistics School of Language and Media, Callaghan Campus School of Humanities, Central Coast Campus Faculty of Education and Arts, The University of Newcastle

My appointments as Tutor in Linguistics included instruction in Foundations of Language, Language Structure and Meaning, and Introduction to Linguistics. I was responsible for:

- Developing course-related Level 100 tutorial material, including detailed notes for subject tutors and the compilation of tutorial exercises with worked solutions, at the Central Coast Campus
- Presenting 1-hr tutorials at Level 100
- Developing supplementary teaching material, including overhead transparencies
- Mentoring students' personal and professional growth development

- Supporting life-long, autonomous learning by instigating, and engaging in, group debate and discussion on a wide range of complex course-related topic areas
- Liaising with a diverse student base for course-related enquiries, including face-to-face consultations (individual/group) and e-mail correspondences

Semester 2, 2002

**Marking (Academic Judgement) in Speech Pathology
School of Language and Media, Callaghan Campus
Faculty of Education and Arts, The University of Newcastle**

As a marker in Speech Pathology, I was responsible for:

- Undertaking specialist marking in Speech Pathology (sub-discipline of dysphagia) at Level 300
- Developing, and applying, a comprehensive marking guide for intra-marker reliability, that included a detailed assessment summary feedback sheet for students
- Undertaking statistical analyses of course grade distributions for assessment grade allocations, including the development of Microsoft Excel workbooks for data entry

Semesters 1 and 2, 2000-2001

**Marking (Academic Judgement) in Linguistics
School of Language and Media, Callaghan Campus
Faculty of Education and Arts, The University of Newcastle**

As a marker in Linguistics, I was responsible for:

- Undertaking standard marking of end-of-semester examination short answer written responses at Level 100
- Applying a standardised marking scheme to examination papers to ensure inter- and intra-marker reliability

Clinical Appointments - The University of Newcastle

Between 2000-2003, I held various clinical appointments in the Department of Speech Pathology. These were casual appointments directly related to the clinical area of my doctoral research, the speech pathology sub-specialty of paediatric dysphagia.

Semester 2, 2000

Chair, Steering Committee

The Interdisciplinary Dysphagia Clinic, Department of Speech Pathology Faculty of Education and Arts, The University of Newcastle

As Chair of The Interdisciplinary Dysphagia Clinic Steering Committee, I was responsible for coordinating the establishment of a team-based clinical service in paediatric dysphagia within the Speech Pathology Department at The University of Newcastle by:

- Convening an interdisciplinary panel of academics to form the Steering Committee and provide honorary consultant services in paediatric dysphagia for the clinic
- Developing, and supporting the achievement of, the clinic's core strategic directives and research plans
- Designing and developing strategies and frameworks for the clinic to achieve the provision of high quality clinical services
- Attracting and securing funding for long-term clinic sustainability.
- Managing the utilisation and allocation of funding resources

Semester 1, 2003; Semesters 1 and 2, 2001-2002

Clinic Co-ordinator

The Interdisciplinary Dysphagia Clinic, Department of Speech Pathology Faculty of Education and Arts, The University of Newcastle

As Clinic Co-ordinator of The Interdisciplinary Dysphagia Clinic, I was responsible for:

- Managing and leading the clinic's dynamic team of health professionals (Paediatrician, Dentist, Dietitian, Occupational Therapist, Speech Pathologist)
- Overseeing the implementation of a flat management structure
- Motivating, guiding and supporting team members to co-operate in the achievement of short- and long- term clinic objectives
- Establishing and maintaining strategic working relationships with key stakeholders, including local and state-wide health professionals in community and hospital settings, government agencies and community-based organisations, to achieve successful client outcomes
- Undertaking clinic marketing and media activities, including the design and development of the clinic logo and clinic brochure

- Designing, developing and pilot testing a specialist training workshop in paediatric dysphagia for Hunter Area Health speech pathologists
- Preparing high quality national and international research publications and conference presentations
- Advocating for, and representing, the clinic at national and international conferences with high-level professionalism
- Managing the clinic's open referral system with flexibility to allow for the prioritisation of urgent cases as they presented
- Establishing and maintaining systems for accurate and efficient file management, including the design and development of clinic pro-forma (e.g., intake/follow-up and all report protocols)
- Designing, developing and managing the clinical and research database (Microsoft Access), including entry of new case file data and generation of research reports
- Preparing clients' clinical reports detailing team recommendations and interdisciplinary management plans
- Developing, reviewing, overseeing and evaluating undergraduate student research projects
- Undertaking the purchasing of clinic equipment and consumables
- Committing to, complying with, and leading in high quality Occupational Health & Safety and workplace diversity principles and practices

Semester 1, 2003; Semesters 1 and 2, 2001-2002

Team Speech Pathologist

**The Interdisciplinary Dysphagia Clinic, Department of Speech Pathology
Faculty of Education and Arts, The University of Newcastle**

As one of two team Speech Pathologists at The Interdisciplinary Dysphagia Clinic, I was responsible for:

- Providing specialist consultant services in speech pathology by contributing discipline-specific assessment, diagnosis, treatment and management advice to team members for collective problem-solving with complex paediatric patient populations
- Operating interdependently with team members across all health disciplines to ensure collaborative team-working
- Interacting with culturally diverse patient groups and their families with sensitivity and professionalism
- Working within the legal and ethical guidelines of my profession
- Mentoring speech pathologists in the Hunter region and across New South Wales managing complex cases of paediatric dysphagia.

Semester 2, 2002

Clinical Educator in Speech Pathology The Interdisciplinary Dysphagia Clinic, Department of Speech Pathology Faculty of Education and Arts, The University of Newcastle

As the Clinical Educator in Speech Pathology at The Interdisciplinary Dysphagia Clinic, I established a specialist clinical training program in paediatric dysphagia for on-campus speech pathology (and other health) students. I was responsible for:

- Developing the theoretical and philosophical frameworks to establish an innovative, interdisciplinary model of clinical education in paediatric dysphagia for health professionals and senior undergraduates in health
- Establishing a competency framework for speech pathology program participants in accordance with Speech Pathology Australia's Competency-Based Occupational Standards
- Signing-off clinical competencies towards students' practicum requirements for certifications
- Planning, implementing, co-ordinating and evaluating the pilot of the specialist undergraduate clinical placement program
- Promoting the clinical placement program at conference and seminar presentations as a model for national training curricular
- Undertaking administration responsibilities for the development of the clinical placement program, including active recruitment of program participants, case file allocations to program participants, management of participant scheduling
- Mentoring the personal and professional growth development of program participants
- Valuing program participants' differences and diversity by negotiating supervisory relationships on an individual basis
- Formulating specific clinical learning objectives with individual program participants to optimise students' theoretical and clinical learning
- Overseeing the development of session progress notes and written reports drafted by program participants
- Designing and developing the Student Orientation Program for participants to ensure standardised implementation of clinic policy and procedures
- Developing and implementing quality assurance frameworks to achieve ongoing improvements in program delivery, including the planning, design, implementation and evaluation of standardised clinic feedback questionnaires

Other Academic and Professional Activities

- 2005 Delegate, 3rd Australasian Conference on Safety and Quality in Health Care 10-13 July 2005, Adelaide Convention Centre, AAQHC-AHA
- 2003 Contributor, National Dysphagia Working Group, Speech Pathology Australia
- 2003 Postgraduate Representative, School of Language and Media – Independent Enquiry by the St James Ethics Centre into plagiarism policies, procedures and management controls for The University of Newcastle
- 2000-2001 Registered on Newcastle Institute of Public Health Research Staff Bank
- 2000 Attendance at Epidemiology Lecture Series (Basic Methods, Research Design), Centre for Clinical Epidemiology and Biostatistics, The University of Newcastle
- 1996-1997 Student Representative, Board of Studies in Speech Pathology, The University of Newcastle

Education

Tertiary – Postgraduate

- 2007 Doctor of Philosophy, The University of Newcastle – Dissertation entitled “Paediatric Dysphagia and Speech Pathology in Australia: New Innovations in Clinical Service Delivery and Tertiary Training”.

Contributions of Doctoral Research to the Literature

Dysphagia is a new and rapidly emerging area of clinical practice in speech pathology in Australia and internationally. My dissertation is concerned with the place of paediatric dysphagia in speech pathology practice, and in speech pathology training, in Australia, where paediatric dysphagia is a marginalised sub-discipline. Against the background of an emerging need for models of practice in paediatric dysphagia, and for models of training, my dissertation offers a composite perspective: by way of an analysis of the Australian speech pathology profession’s own view of its competencies and preparedness for practice in paediatric dysphagia; the description of the establishment and operations of an interdisciplinary dysphagia clinic in a University Speech Pathology Department, which provides one model for the delivery of paediatric dysphagia services, and paediatric dysphagia clinical education and in-service training; and a conceptualisation of paediatric dysphagia practice through the notion of “failure-to-thrive”. The studies contribute to the disciplinary knowledge of the speech pathology profession in the Australian context by combining an understanding of speech pathologists’ and students’ perspectives of their needs in paediatric dysphagia with a report on a real-world application of innovative principles of patient care and professional training in this medically complex clinical practice area.

Tertiary – Undergraduate

- 1998 Bachelor of Speech Pathology, Honours Class 1, University Medal, The University of Newcastle
Major Areas of Study – Speech Pathology and Linguistics
- 1999 Bachelor of Arts, The University of Newcastle
Major Areas of Study – Linguistics, Psychology and Business German
- 1998 Associate Diploma in Pianoforte Performance, The Australian Music Examinations Board, Australia – Associate of Music Australia (ATCL)
- 1996 Associate Diploma in Pianoforte Performance, The Trinity College, London – Associate of Trinity College London (ATCL)

Secondary

- 1994 St. Francis Xavier's College, Hamilton, Newcastle, New South Wales
Tertiary Entrance Rank (TER) 98.80
- 1992 St. Mary's High School, Gateshead, Lake Macquarie, New South Wales

Research Publications

International Peer Reviewed Conference Proceedings

- Jakobs, O. M., Mathisen, B. A., Baines, S. K., & Jones, P. D. (2004). Competency in paediatric dysphagia: A professional requirement for speech pathologists in Australia. In B. E. Murdoch, J. Goozee, B. Whelan, & K. Docking, (Eds.), *Proceedings of the 26th World Congress of the International Association of Logopedics and Phoniatrics. CD-ROM, Melbourne, Victoria, Australia: Speech Pathology Australia.*
- Jakobs, O. M., Mathisen, B. A., Jones, P. D., & Baines, S. K. (2004). Making educational innovation in paediatric dysphagia economically sustainable. In B. E. Murdoch, J. Goozee, B. Whelan, & K. Docking, (Eds.), *Proceedings of the 26th World Congress of the International Association of Logopedics and Phoniatrics. CD-ROM, Melbourne, Victoria, Australia: Speech Pathology Australia.*

National Peer Reviewed Conference Proceedings

- Jakobs, O. M., Mathisen, B. A., Baines, S. K., & Jones, P. D. (2002). Failure to thrive in an Australian Context: A Clinical Profile. In C. Williams & S. Leitao (Eds.), *Journey from the Centre: Proceedings of the 2002 Speech Pathology Australia National Conference* (pp. 87-94). Melbourne, Victoria, Australia: Speech Pathology Australia.

- Jakobs, O. M., Mathisen, B. A., Jones, P. D., & Baines, S. K. (2001). Failure to thrive in Australian infants: An investigation of oral-motor function and feeding development. In L. Wilson & S. Hewat (Eds.), *Evidence and Innovation: Proceedings of the 2001 Speech Pathology Australia National Conference* (pp. 233-240). Melbourne, Victoria, Australia: Speech Pathology Australia.
- Jakobs, O. M., & Mathisen, B. A. (1999). Failure to thrive in infancy: Identification of an Australian population. In S. McLeod & L. McAllister (Eds.), *Towards 2000 - Embracing Change, Challenge & Choice: Proceedings of the 1999 Speech Pathology Australia National Conference* (pp. 237-245). Melbourne, Victoria, Australia: Speech Pathology Australia.
- Mathisen, B., Jakobs, O. M., Jones, P., Baines, S., & Dathan-Holder, K. (2002). Client satisfaction with the interdisciplinary dysphagia clinic. In C. Williams & S. Leitao (Eds.), *Journey from the Centre: Proceedings of the 2002 Speech Pathology Australia National Conference* (pp. 79-86). Melbourne, Victoria, Australia: Speech Pathology Australia.

National Conference Module Coordination

- Jakobs, O.M. & Ramsey, W.A. (2005). Clinical risk in speech pathology: Improving quality care and patient safety. Module 12 and 17. *Speech Pathology Australia National Conference (29 May-2 June), Practicality and Impact: Making a Difference in the Real World*. Canberra, ACT, Australia.
- Jakobs, O. M. & Mathisen, B. A. (2005). Epidemiology in speech pathology: Making an impact in the national and international arena. Module 11. *Speech Pathology Australia National Conference (29 May-2 June), Practicality and Impact: Making a Difference in the Real World*. Canberra, ACT, Australia.

Research Presentations

National Conference Research Presentations

- 2005 *Clinical risk in speech pathology*. Paper presented at the National Conference of Speech Pathology Australia, Canberra, Australian Capital Territory, Australia.
- 2003 *Mentoring undergraduate speech pathology students in paediatric dysphagia: An initiative of the interdisciplinary dysphagia clinic team*. Paper presented at the National Conference of Speech Pathology Australia, Hobart, Tasmania, Australia.
- 2002 *Failure to thrive in Australian infants: Preliminary findings*. Paper presented at the National Conference of Speech Pathology Australia, Alice Springs, Northern Territory, Australia.
- 2002 *The Interdisciplinary Dysphagia Clinic – Nutrition matters!* Paper presented at the National Conference of Speech Pathology Australia, Alice Springs, Northern Territory, Australia.

- 2001 *Failure to thrive in Australian infants: An investigation of oral-motor function and feeding development.* Paper presented at the National Conference of Speech Pathology Australia, Melbourne, Victoria, Australia.
- 2001 *Lara's story: A clinical profile of gastro-oesophageal reflux disease (GORD).* Paper presented at the National Conference of Speech Pathology Australia, Melbourne, Victoria, Australia.
- 1999 *Failure to thrive in infancy: Identification of an Australian population.* Paper presented at the Speech Pathology Australia New South Wales Branch Dysphagia Interest Group, Concord Hospital, Sydney, New South Wales, Australia.

International Conference Poster Presentation

- Jakobs, O. M. & Mathisen, B. A. (2004). *The competency of Australian speech pathologists in paediatric dysphagia.* Poster presented at the Thirteenth Annual Dysphagia Research Society (DRS) Meeting. Montreal, Canada.

National Conference Poster Presentation

- Jakobs, O. M. & Mathisen, B. A. (2005). *A perspective on paediatric dysphagia and speech pathology in Australia.* Poster presented at the National Conference of Speech Pathology Australia, Canberra, Australian Capital Territory, Australia.

Other Presentations

- 2002 Paediatric Grand Rounds Presentation (September), John Hunter Children's Hospital, Newcastle, NSW. *Paediatric dysphagia: Role of the speech pathologist in the assessment and management of complex cases.*
- 2002 Clinical Training Workshop Presentation (November), Upper and Lower Hunter Area Health Speech Pathologists, Maitland Hospital, Maitland, NSW. *Paediatric dysphagia: Role of the speech pathologist in the assessment and management of complex cases.*
- 2002 Linguistics and Speech Pathology Postgraduate Student and Staff Seminar Day, The University of Newcastle, NSW. *An investigation of failure-to-thrive in an Australian context.*
- 2001 Department of Linguistics Postgraduate Seminar Day, The University of Newcastle, NSW. *Failure-to-thrive in Australian infants: An investigation of oral-motor function and feeding development.*
- 1999 The New South Wales Dysphagia Interest Group Research Update (August), Concord Repatriation General Hospital, Sydney, NSW. *Failure-to-thrive in infancy: Identification of an Australian population.*

Administration Skills

Typing 85 wpm

Professional proficiency in:

Microsoft suite of applications – Word, Access, PowerPoint, Excel, Project

Minitab and Analyse-it Statistical Programs

Internet Research – Medline, PsychINFO, AUSTHealth

Extracurricular Interests

Yoga, Tai-Chi, Swimming, Jogging, Walking – current

Pianoforte – current

Pianoforte Tuition – 1999-2003

Higher School Certificate Mathematics Tuition – 1998-1999

Pianoforte Solo and Duet Performances:

Pepperina's Bookshop and Café, Newcastle – 1996-1999

Music Therapy Program, Mater Misericordiae Hospice – 1996-1997

Charity performances, Lake Macquarie and Hunter Region – 1992-1998

City of Lake Macquarie Concert Band (clarinet) – 1989-1992

Lake Macquarie Youth Choir – 1988-1992

Valentine Tennis Association – 1989-1996

Referees

Professor Guan Chong

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