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Education

DPhil Social Studies, Nuffield College, University of Oxford, 1997

Certificate in Teaching in Further Education, City and Guilds, 1997

MSc in Social Research and Social Policy, Linacre College, University of Oxford, 1991

Graduate Diploma in Statistics, Trinity College Dublin, 1990

BA Communications Studies, (1st class honours) Dublin City University, 1988

Academic appointments

Health Foundation Professor of Healthcare Improvement Studies and Director of THIS Institute, The Healthcare Improvement Studies Institute, University of Cambridge, August 2018- to date

RAND Professor of Health Services Research, Cambridge Centre for Health Services Research, Department of Public Health and Primary Care, University of Cambridge, May 2016- July 2018

Professor of Medical Sociology, Department of Health Sciences, University of Leicester, April 2007 – August 2016

Adjunct Professor, The Dartmouth Institute for Health Policy and Clinical Practice, Geisel School of Medicine, Dartmouth College, July 2015- June 2017.

Adjunct Professor, Department of Anesthesiology and Critical Care Medicine, Johns Hopkins University, December 2011- 2017

Visiting Professor, Centre for Disease Prevention and Management, Imperial College London. September 2012- March 2015

Visiting Associate Professor, the Dartmouth Institute for Health Policy and Clinical Practice, Geisel School of Medicine, Dartmouth College. July 2014- July 2015

Reader in Social Science and Health, Department of Health Sciences, University of Leicester, April 2006- March 2007

Senior Lecturer in Social Science and Health, Department of Health Sciences, University of Leicester, April 2002-March 2006

Lecturer in Health Policy, Department of Epidemiology and Public Health, University of Leicester, September 1994-April 2002

Distinctions

Award of honorary fellowship of the Royal College of Obstetricians and Gynaecologists, April 2022

John Locke lecture and medal, Worshipful Society of Apothecaries, 17 June 2019

Awarded an honorary fellowship of the Royal College of General Practitioners, 17 May 2019

Harveian Orator, Royal College of Physicians, 2018

Awarded an honorary fellowship of the Royal College of Physicians (London), May 2018

Appointed as NIHR Senior Investigator, 5-year period from April 2018

Elected to the fellowship of the Academy of Medical Sciences, May 2015

Award for “Inspirational Woman” at University of Leicester, March 2015

Elected to the fellowship of the Academy of Social Sciences, September 2011

Selected editorial positions

Member, Advisory Board to the BMJ, 2018 to date

Co-editor-in-Chief, *BMJ Quality and Safety*, 2018 to 2020

Deputy Editor-in-Chief *BMJ Quality and Safety* 2012- 2017

Editorial board member, *Milbank Quarterly* 2015 – to date

Selected professional activities

Member, BMJ Commission on the future of the NHS 2023-to date

Co-lead (with Graham Martin and Lisa Hinton), Evaluation of the national maternity inspection programme commissioned by the Care Quality Commission, 2023-2024

Advisor, Government's Maternity & Neonatal New Action Forum following the East Kent Inquiry 2023-to date

Member, Advisory Group, Health Research Authority, 2021-2022

Chair, Wellcome Trust Expert Review Group for Society and Ethics Investigator and Collaborative Awards section, July 2015- May 2020.

Member, National Advisory Group on Health IT in England, chaired by Professor Bob Wachter, January 2016 to September 2016

Member, National Advisory Group on the Safety of Patients in England, led by Don Berwick, honorary KBE (former head of Medicare/Medicaid 2010-2011). The group was established in March 2013 at the request of the Prime Minister and reported in August 2013.

Selected peer-reviewed publications

1. Martin G, Stanford S, Dixon-Woods M. A decade after Francis: is the NHS safer and more open? (editorial) *BMJ* 2023;380:p513
2. Dixon-Woods M. Learning from maternity service failures at East Kent Hospitals (editorial) *BMJ* 2022; 379 :o2755 doi:10.1136/bmj.o2755
3. Peerally MF, Carr S, Waring J, Martin G, Dixon-Woods M. A content analysis of contributory factors reported in serious incident investigation reports in hospital care. *Clinical Medicine* Sep 2022, 22 (5) 423-433; DOI: 10.7861/clinmed.2022-0042 (accepted 3 July 2022)
4. Ko C, Martin G, Dixon-Woods M. Three observations for improving efforts in surgical improvement *JAMA Surgery* doi:10.1001/jamasurg.2022.3122 (accepted 30 April 2022)
5. Martin G, Chew S, McCarthy I, Dawson J, Dixon-Woods M. (2023) Encouraging openness in health care: Policy and practice implications of a mixed-methods study in the English National Health Service. *Journal of Health Services Research & Policy*. 28 (1): 14-24 doi:[10.1177/13558196221109053](https://doi.org/10.1177/13558196221109053)
6. Chew S, Dixon-Woods M, Martin G. (2021) Why do systems for responding to concerns and complaints so often fail patients, families and healthcare staff? A qualitative study *Social Science and Medicine* 287 <https://doi.org/10.1016/j.socscimed.2021.114375> (accepted 3 September 2021)
7. Wu F, Dixon-Woods M, Aveling EL, Campbell A, Willars J, Tarrant C, Bates D, Dankers C, Mitchell I, Pronovost P, Martin P. The role of the informal and formal organisation in voice about concerns in healthcare: a qualitative interview study *Social Science and Medicine* (accepted 17 May 2021)
8. Dixon-Woods M, Aveling EL, Campbell A, Ansari A, Tarrant C, Willars J, Pronovost P, Mitchell I, Bates DW, Dankers C, McGowan J, Martin G. What counts as a voiceable concern in decisions about speaking out in hospitals: A qualitative study. *Journal of Health Services Research and Policy* (accepted 26 July 2021) January 2022. doi:10.1177/13558196211043800
9. Liberati EG, Tarrant C, Willars J, Draycott T, Winter W, Kuberska K, Paton A, Marjanovic S, Leach B, Lichten C, Hocking L, Ball S, Dixon-Woods M, the SCALING authorship group. (2021) Seven features of safety in maternity units: a framework based on multisite ethnography and stakeholder consultation. *BMJ Quality & Safety* Published Online First: 25 September 2020. *BMJ Quality & Safety*;30:444-456.
10. Martin, G. P., Chew, S., & Dixon-Woods, M. (2020). Uncovering, creating or constructing problems? Enacting a new role to support staff who raise concerns about quality and safety in the English National Health Service.. *Health* (London), 1363459319901296. doi:10.1177/1363459319901296 * (accepted 17 December 2019)
11. Yau C, Leigh B, Liberati E, Punch D, Dixon-Woods, Draycott T. Clinical negligence costs: taking action to safeguard NHS sustainability *BMJ* 2020; 368 :m552 doi: <https://doi.org/10.1136/bmj.m552>
12. Dixon-Woods, M. (2019). How to improve healthcare improvement-an essay by Mary Dixon-Woods.. *BMJ*, 367, l5514. doi:10.1136/bmj.l5514

13. Martin, G., Ozieranski, P., Leslie, M., & Dixon-Woods, M. (2019). How not to waste a crisis: a qualitative study of problem definition and its consequences in three hospitals.. *J Health Serv Res Policy*, 24(3), 145-154.* doi:10.1177/1355819619828403
14. Liberati EG, Tarrant C, Willars J, Draycott T, Winter C, Chew S, **Dixon-Woods, M.** (2019) How to be a very safe maternity unit: an ethnographic study. *Social Science and Medicine* 223: 64-72
15. Martin G, Chew S, **Dixon-Woods M.** (2019) Senior stakeholder views on policies to foster a culture of openness in the English National Health Service: a qualitative interview study. *Journal of the Royal Society of Medicine* 112 (4), 153-159 (accepted 7 November 2018)
16. **Dixon-Woods M.**, Campbell A, Martin G, Willars J, Tarrant C, Aveling EL, Sutcliffe K, Clements J, Carlstrom M, Pronovost P. (2019) Improving employee voice about transgressive or disruptive behaviour: a case study. *Academic Medicine* 94(4): 579–585.
17. Martin GP, Aveling EL, Campbell A, Tarrant C, Pronovost P, Mitchell I, Dankers C, Bates DW, **Dixon-Woods M.** (2018) Making soft intelligence hard: a multi-site qualitative study of challenges relating to voice about safety concerns. *BMJ Quality and Safety* 27 (9), 710-717
18. Armstrong N, Brewster L, Tarrant C, Dixon R, Willars J, Power M, **Dixon-Woods M.** (2018) Taking the heat or taking the temperature? A qualitative study of a large-scale exercise in seeking to measure for improvement, not blame. *Social Science and Medicine* 198: 157-164
19. Tarrant C, Leslie M, Bion JF, **Dixon-Woods M.** (2017) A qualitative study of speaking out about patient safety concerns in intensive care units. *Social Science and Medicine* 193:8-15
20. Shojania KG, **Dixon-Woods M.** (2017) Estimating deaths due to medical error: the ongoing controversy and why it matters. *BMJ Quality and Safety* 26: 423-428
21. **Dixon-Woods M**, Martin G. (2016) Does quality improvement improve quality? *Future Hospital Journal* 3: 191-194
22. Peerally MF, Carr S, Waring J, **Dixon-Woods M.** The problem with root cause analysis. *BMJ Quality and Safety* 2016 <http://qualitysafety.bmj.com/content/early/2016/06/23/bmjqs-2016-005511.full.pdf+html>
23. **Dixon-Woods M**, Pronovost P. Patient safety and the problem of many hands. *BMJ Quality and Safety* <http://qualitysafety.bmj.com/cgi/content/long/bmjqs-2016-005232v1>
24. Aveling, EL, Parker M, **Dixon-Woods M.** (2015) What is the role of individual accountability in patient safety? A multi-site ethnographic study. *Sociology of Health & Illness* 38: 216-32
25. Martin G, McKee L, **Dixon-Woods M.** (2015) Beyond metrics? Utilizing soft intelligence for healthcare quality and safety. *Social Science and Medicine* 142: 19-26
26. Portela M, Pronovost P, Woodcock T, Carter P, **Dixon-Woods M.** (2015) How to study improvement interventions: a brief overview of possible study types. *BMJ Quality and Safety*. 24: 325-36
 - a. *Republished in the *Postgraduate Medical Journal* (2015) 91: 343-354
27. Martin GP, Aveling EL, Armstrong N, Herbert N, **Dixon-Woods M.** (2015) Professionalism redundant, reshaped or reinvigorated: realizing the ‘third logic’ in contemporary healthcare. *Journal of Health and Social Behaviour* 56: 378-97

28. **Dixon-Woods M**, Minion J, McKee L, Willars J, Martin G. The friends and family test: a qualitative study of concerns that influence the willingness of English National Health Service staff to recommend their organisation *Journal of the Royal Society of Medicine* 2014; 107: 318-325
29. Martin GP, Ozieranski P, Willars J, McKee L, Charles K, Minion JT, **Dixon-Woods M**. Walkrounds in practice: corrupting or enhancing a quality improvement intervention? A qualitative study. *The Joint Commission Journal on Quality and Patient Safety*. 2014; 40: 303-310
30. Ozieranski P, **Dixon-Woods M**, Robins R, Minion J, Willars J, Wright J. Martin G. (2014) Running a hospital patient safety campaign: a qualitative study. *Journal of Health Organization and Management* 28: 562-575
31. **Dixon-Woods M**, Baker M, Charles J, Dawson J, Jerzembek G, Martin G, McCarthy I, McKee L, Minion J, Ozieranski P, Willars J, Wilkie P, West M. Culture and behaviour in the English National Health Service: overview of lessons from a large multi-method study. *BMJ Quality and Safety* 2014 Feb;23(2):106-15
32. Martin G, Leslie M, Minion J, Willars J, **Dixon-Woods M**. (2013) Between surveillance and subjectification: professionals and the governance of quality and patient safety in English hospitals. *Social Science and Medicine* 99: 80-88
33. **Dixon-Woods M**, Leslie M, Tarrant C, Bion J. (2013) Explaining Matching Michigan: an ethnographic study of a patient safety program. *Implementation Science* Jun 20;8(1):70.
34. McKee L, Charles K, **Dixon-Woods M**, Willars J, Martin G. (2013) “New” and distributed leadership in quality and safety in healthcare, or “old” and hierarchical? An interview study with strategic stakeholders. *Journal of Health Services Research and Policy* 18 (2 suppl): 11-19
35. Armstrong N, Herbert G, Aveling EL, **Dixon-Woods M**, Martin G. (2013) Optimizing patient involvement in quality improvement. *Health Expectations* 16(3):e36-47
36. Marshall M, Pronovost P, **Dixon-Woods M**. (2013) Promoting improvement as a science. *The Lancet* 381: 419-421
37. **Dixon-Woods M**, McNicol S, Martin G. (2012) Ten challenges in improving quality in healthcare: lessons from the Health Foundation’s programme evaluations and relevant literature. *BMJ Quality and Safety* doi:10.1136/bmjqs-2011-000760
38. **Dixon-Woods M**, Yeung K, Bosk CL. (2011) Why is UK medicine no longer a self-regulating profession? The role of scandals involving “bad apple” doctors. *Social Science and Medicine* 73:1452-9
39. **Dixon-Woods M**, Bosk CL, Aveling EL, Goeschel CA, Pronovost PJ. (2011) Explaining Michigan: developing an *ex post* theory of a quality improvement program. *Milbank Quarterly* 89: 167-205 (this was the journal’s featured article for its June 2011 issue)
40. Benning A, Ghaleb M, Suokas A, **Dixon-Woods M**, Dawson JF, Barber N, Dean Franklin B, Girling A, Hemming K, Carmalt M, Rudge GM, Naicker T, Nwulu U, Choudhury S, Lilford RJ.(2011) Mixed-method evaluation of a large-scale organisational intervention to improve patient safety in four UK hospitals. *BMJ* 342:d195
41. Benning A, **Dixon-Woods M**, Nwulu U, Ghaleb M, Dawson JF, Barber N, Dean Franklin B, Girling A, Carmalt M, Rudge G, Naicker T, Kotecha A, Derrington MC, Lilford RJ.(2011) A controlled

evaluation of the second phase of a multi-component patient safety intervention in English hospitals. *BMJ* ; 342:d199

42. Waring J, **Dixon-Woods M.** Yeung K. (2010) Modernising medical regulation: where are we now? *Journal of Health Organization and Management* 24: 540-555
43. Yeung K, **Dixon-Woods M.** (2010) Design-based regulation and patient safety: a regulatory studies perspective. *Social Science and Medicine* 71: 502-9
44. **Dixon-Woods M.** (2010) Why is patient safety so hard? A selective review of ethnographic studies conducted as part of the Patient Safety Research Programme. *Journal of Health Services Research and Policy* 15 Supp 1: 11-6
45. **Dixon-Woods M.** Suokas A, Pitchforth E, Tarrant C (2009) An ethnographic study of classifying and accounting for risk at the sharp end of medical wards. *Social Science and Medicine* 69: 362-269