

## **Case Management Services Ltd**

### **Fiona Waddell, RGN, MACH, MICR**

Fiona is a nurse with over 30 years' experience of patient care, assessment of disability/quality of life and both subjective and objective patient research in academic and commercial organisations.

Fiona worked as a research technician in the University of Edinburgh for six years and then commenced nurse training in 1975 at the Royal Infirmary of Edinburgh. Following her training she worked as a staff nurse in therapeutics and oncology for two years before moving into clinical research as a research nurse.

As a research nurse, Fiona maintained direct patient contact and developed a skill set which included patient and carer interview in both a domestic and clinical setting (more than 1000 patient interviews performed), assessment of disability, assessment of quality of life and other subjective and objective assessment tools. She was involved in the design, set-up and management of clinical trials in many therapeutic areas.

In 1989 Fiona moved to the Department of Clinical Neurosciences in the Western General Hospital in Edinburgh and worked on many national and international clinical trials in neurology. These trials mostly involved patients with acquired brain injury from emboli or haemorrhage but also included studies on patients with traumatic brain injury. She left the NHS in 1998 with the position of senior research sister.

For the next five years, Fiona worked as a consultant in clinical trials with Ethicon (a member of the Johnston & Johnston group) and project managed many trials in medical devices in a broad spectrum of therapeutic areas.

In 2001, Fiona went into business with her husband and created Tower Mains Ltd. Tower Mains Ltd is divided into two independent areas, TMQA and Tower Mains Clinical. Fiona is the Director responsible for Tower Mains Clinical and manages clinical trial staff and organises and manages national and international clinical trials and provides training and mentoring throughout the world on the practicalities and performance of regulatory clinical trials.

While the above was progressing, Fiona attended a year long part-time course in curative hypnotherapy and another in personal counselling passing both with distinction. She brings these skills and expertise to her work as a case manager with CMS Ltd.

Fiona has worked with CMS Ltd as a nurse consultant, then a principal associate performing assessment of needs and case management services since 1995. She has further developed her knowledge and skills by attending focused training courses on head injury, medico-legal assessment of needs (quantification) reporting and court appearance preparation, as well as regular supervision.

The skills and expertise Fiona brings to her role as a case manager and assessment of needs reporter are varied and extensive:

- Interview with patients/carers
- Use of various questionnaires and other assessment tools

- Counselling/Life coaching/Hypnotherapy
- Nursing skills and knowledge
- Management and Organisation
- Teaching/Mentoring/Training
- Research