



## Board & Management Team Bios

### Board of Directors

#### **Rosalyn Cama, FASID, EDAC**

Rosalyn Cama is President and Principal Interior Designer of [CAMA, Inc.](#) in New Haven, Connecticut. An interior planning and design firm steeped in evidence-based design, the firm's mission is to create interior environments that improve outcomes. Ms. Cama has been a practicing healthcare designer for 30 years, and has worked on projects throughout the United States, including Yale-New Haven Hospital, Baystate Health System, Dublin Methodist Hospital of OhioHealth, The American Cancer Society and Hope Lodge and the University Medical Center at Princeton.

A fellow of the American Society of Interior Designers (ASID), Ms. Cama has served as the chair of its Healthcare Specialty Network and is a past National President. She is also a recipient of many design and service awards.

Ms. Cama is a frequent speaker about evidence-based healthcare design at meetings and conventions internationally. She has also written and published numerous articles on the subject. Her latest book publication is titled, "Evidence-Based Healthcare Design" (John Wiley & Sons in association with the American Society of Interior Designers, 2009).

#### **Robin Guenther FAIA, LEED AP, EDAC**

Robin Guenther, FAIA, LEED AP, is principal of Perkins+Will, a 20-person New York City firm with extensive experience in healthcare design. Her projects have been published nationally and internationally in magazines such as *The Architectural Review*, *HEALTHCARE DESIGN*, *Interior Design*, *Contract*, and *Architectural Record*.

Prior to joining The Center for Health Design's Board of Directors, Ms. Guenther received The Center's Changemaker Award for being a "green champion" and for her efforts to continuously improve and support change in healthcare environments. She is a co-coordinator of the Green Guide for Health Care and serves on the LEED for Healthcare Committee.

Ms. Guenther is also co-author of the book *Sustainable Architecture for Health*, published by John Wiley & Sons in 2007.



## **D. Kirk Hamilton, FAIA, FACHA**

Kirk Hamilton is a Fellow of the Center for Health Systems & Design and Associate Professor of Architecture at [Texas A&M University](#) in College Station, TX, where his research area is the relationship of evidence-based design of health facilities and measurable organizational performance. He is also a Founding Principal of Emeritus, [WHR Architects](#), Houston and Dallas, TX. WHR is an internationally recognized firm that specializes in healthcare architecture.

A board certified healthcare architect with 30 years experience in hospital design, he was elevated to the AIA College of Fellows for his advocacy for excellence in architecture for health, innovations in design, for research and his visions for the hospital of the future. His experience includes professional training in facilitation, graphic recording, conflict resolution and small group dynamics through the American Leadership Forum and a Master's Degree in organizational development at Pepperdine University.

Mr. Hamilton is a past president of the AIA's Academy of Architecture for Health, as well as past president and a founding regent of the American College of Healthcare Architects. In addition to The Center for Health Design, he serves on the board of the Coalition for Health Environments Research. He was the 2003 chair of the Society for Critical Care Medicine's design committee, and serves on the faculty of the Institute for Healthcare Improvement's collaboratives on improving flow in the acute care setting and transforming care at the bedside.

Mr. Hamilton is a frequent speaker and lecturer on health facility design. He is the author of numerous articles and books, including *Innovations in Planning for Healthcare*, *UNIT 2000*, and *ICU 2010*. He has taught courses on healthcare design and design for critical care at Harvard University's Graduate School of Design and the University of Houston - Clear Lake.

## **Frederick A. Hessler**

With over 35 years of experience in the healthcare industry, Mr. Hessler is known nationally as one of the most experienced investment bankers and strategic advisors, particularly with respect to sophisticated systems at varying stages of integration, consolidation and network formation. He serves as senior banker and advisor to many of the most prestigious and highly rated multi-dimensional organizations in the country including health providers, insurers and managed care companies. Mr. Hessler also oversees the mergers and acquisitions initiative at Citi and has completed acquisition, sale and merger transactions involving health systems, managed care plans, freestanding hospitals and ancillary businesses.



He currently serves on the American Hospital Association Operations Committee and Chairs its Investment Committee. He is also Chair of the Board of Trustees of the Health Research and Education Trust and is a Board Member of The Center for Health Design and the Health Insights Foundation. He is an active speaker before a considerable array of healthcare organizations and has served as an expert witness to various state and federal agencies. He has authored numerous articles on health care finance.

Prior to joining Citi, Mr. Hessler was a Partner and Regional Director for healthcare at Ernst & Young, where he was responsible for conducting feasibility, corporate reorganization and strategic planning studies for healthcare clients.

### **Debra J. Levin, EDAC**

Ms. Levin has worked for The Center for Health Design in various roles since 1989, and is currently President and CEO. From 1989-1998, she was primarily responsible for developing and managing the annual Symposium on Healthcare Design and also helped direct The Center's research and advocacy efforts.

From 1998-2000, Ms. Levin was an event planning, business development and marketing consultant, serving healthcare, design, and real estate clients nationally and internationally. Since rejoining The Center for Health Design in 2000 as a full-time employee, Ms. Levin has been responsible for managing the organization, whose annual revenues now top \$3 million.

Under her direction, the Pebble Project research initiative has gained international recognition, growing from four participants to more than 50. She has also been instrumental in developing, launching, and creating the annual Healthcare Design and Environments for Aging conferences, which are produced by Vendome Group, LLC in association with The Center. In addition, she has formed successful partnerships with the Robert Wood Johnson Foundation, the Institute for Healthcare Improvement, Turner Healthcare, HealthTech, Kaiser Permanente, Health Care Without Harm, The Military Health System, Samueli Institute and others.

Ms. Levin has a master's degree in management and organizational leadership from the John F. Kennedy School of Management and a bachelor's degree from Arizona State University's College of Architecture. She serves on advisory boards for The Global Health and Safety Initiative, Healing HealthCare Systems, Touch Briefings, The Envirosence® Consortium and the American Academy of Healthcare Interior Designers. A Fellow of the Jim Whittaker Discovery Camp for Innovation and Leadership, Ms. Levin received an Outstanding Alumni Award from



ASU in 1998 and was named one of Twenty People Making Healthcare Better in 2007 by *HealthLeaders* magazine.

### **Jain Malkin, CID, AAHID, EDAC**

Jain Malkin is President and Founder of the San Diego, California, interior architecture firm, [Jain Malkin Inc.](#) that specializes in healthcare facilities. A leader in the field of health care design, Malkin has lectured widely and written numerous articles on the psychological effects of health care environments.

For 12 years, Ms. Malkin taught at Harvard University in the Graduate School of Design and is often a keynote speaker at conferences on topics relating to research-based design and creating optimal patient experiences. She is the author *Hospital Interior Architecture and Medical and Dental Space Planning: A Comprehensive Guide to Design, Equipment, and Clinical Procedures*, both published by John Wiley & Sons and *A Visual Reference for Evidence-based Design* published by The Center for Health Design.

Ms. Malkin has been named by *California Medicine* magazine one of California's 100 most interesting and influential health care leaders and she was awarded the 1997 Hyde Chair of Excellence at the University of Nebraska College of Architecture.

### **Mary P. Malone, MS, JD.**

Mary Malone is a passionate advocate for transforming patient and family experiences with all aspects of the health care system.

Ms. Malone's expertise lies in guiding strategic decision making for health care organizations regarding satisfaction measurement and improvement. She has worked with hundreds of providers and thousands of health care professionals, helping them maximize the value of satisfaction data, integrate satisfaction data into performance improvement initiatives, and develop effective strategies for improving patient and family experiences. Her emphasis is on creating a culture of "patient-inspired excellence" and inspiring the hearts of health care professionals.

Ms. Malone has more than thirty years of experience in the health care industry. Prior to forming her own firm in 2005, she worked for Press Ganey Associates – the nation's largest health care satisfaction measurement and improvement company – for more than 14 years,



serving in a variety of senior leadership positions in corporate development, marketing, communications, customer service and sales. She was responsible for integrating the operations of the former Parkside Associates, which was purchased by Press Ganey.

Her most recent position was Executive Director, Consulting Services where she served as the primary client contact for all consulting engagements. She remains a consultant to the firm. Ms. Malone has additional experience as a Senior Consultant and, later, Director of Health Care Communications for a national accounting and consulting firm. Her professional career began as an administrative project assistant at a large Midwestern academic medical center and one of its affiliate community hospitals.

Ms. Malone is a member of the board of directors for The Center for Health Design, and serves on the Advisory Board of the Rush Center for Healthcare Management and Policy Research. She's a member of several other professional associations, including The Leader's Board for Service Excellence, Society for Healthcare Consumer Advocacy and Society for Healthcare Strategy and Market Development.

An insightful strategist, she writes and speaks often about various aspects of patient satisfaction. She is a sought after commentator on the future of customer service in health care and gives several hundred presentations each year to hospitals, healthcare organizations and professional societies. She's widely recognized as an expert resource for individuals and teams helping to create Wow experiences for patients, families, physicians and healthcare professionals.

A prolific writer, in 2005 Ms. Malone co-edited book [Making It Right: Healthcare Service Recovery Tools, Techniques and Best Practices](#). She also recently authored chapters in [Improving Healthcare with Better Building Design](#) edited by Sara Marberry and [Patient Satisfaction: Understanding and Managing the Experience of Care, Second Edition](#) by Irwin Press, PhD. She is a contributing editor for [Masterpieces in Health Care Leadership: Cases and Analysis for Best Practices](#), published by Jones & Bartlett in 2007.

Ms. Malone has also published numerous articles in leading health care journals such as *Joint Commission Journal on Quality and Safety*, *Strategies for Healthcare Excellence*, *Trustee*, *Quality Review Bulletin*, *Journal of Employee Health Benefits*, and *Healthcare Financial Management*. Her columns were a regular and popular feature of *The Satisfaction Monitor*, a client publication of Press Ganey.



## **Julie A. Schmidt**

As Chief Transformation Officer (CTO), Julie Schmidt will drive strategic initiatives and business growth to help HealthEast achieve its milestone quality goal of becoming the “benchmark for quality in the Twin Cities by 2010” and beyond. She will be responsible for creating the road map for change to fundamentally position the entire organization for sustained growth.

Julie Schmidt recently led a dynamic team of hospital administrators in her role as CEO of Woodwinds Health Campus, a collaboration between HealthEast Care System and Children’s Hospitals and Clinics. Schmidt embarked this once in a lifetime opportunity in 1997, when she accepted the challenge of helping to transform the patient care experience by creating an innovative and unique hospital designed around the needs of patients and families. Since opening in August 2000, the 86-bed acute care facility in Woodbury, Minnesota has earned national and international accolades for its healing environment design, compassionate service philosophy and holistic model of care.

As CEO of the health care campus, Julie was involved in a broad range of activities associated with the project from visioning to construction to on-going operations. She held overall responsibility for the leadership of implementing the hospital’s ambitious vision, *to be the innovative, unique and preferred resource for health by fundamentally creating the health care experience in a way that has not been done before.*

Prior to her work with Woodwinds, Schmidt held the position of Vice President, Regional Services for Allina Health System, providing operational leadership to Allina’s 14 non-metro hospitals. Julie was also responsible for implementing the ASK-A-NURSE program, now merged with Medformation. Before joining Allina in 1989, Julie was on the administrative team at Children’s Hospital of St. Paul for eight years in a variety of positions.

Julie holds a Bachelor of Science degree from the University of the State of New York, Albany and a Masters degree in Business Administration from the University of Minnesota. She is a Diplomate with the American College of HealthCare Executives, member of the Washington County Public Health Advisory Committee, Board member for the SouthEast Area YMCA, Member, Lion’s International, and a member of the Women’s Health Leadership Trust.

### **Awards & Recognition:**

- Vista Award Winner - American Society for Healthcare Engineering of the American Hospital Association – 2001-2002



- Regent's Award – American College of HealthCare Executives – 1999
- Vision Award – MHA
- Most Innovative Women – City Business – 2000
- Past chair, Go Red for Women 2007- American Heart Association

### **Paul N. Uhlig, MD, MPA, FACS**

Dr. Uhlig received his MD degree from the University of Kansas School of Medicine, served his residency in general surgery with additional training in general thoracic surgery at the Massachusetts General Hospital / Harvard Medical School in Boston, his cardiothoracic surgery residency at Indiana University, and was a research fellow in cardiovascular physiology at the University of California San Francisco. Dr. Uhlig was the Thoracic Surgery Foundation scholar-in-residence at the Kennedy School of Government at Harvard University, and is past co-chair of the health policy committee of the Society of Thoracic Surgeons.

Dr. Uhlig is an internationally recognized expert in patient safety, high reliability healthcare teamwork, and patient and family involvement in care. The cardiac surgery team he led at Concord Hospital, Concord New Hampshire, received the John M. Eisenberg Patient Safety Award, the highest honor in patient safety awarded by the Joint Commission and National Quality Forum.

Dr. Uhlig has given presentations on patient safety and high reliability teamwork at academic health centers and health systems across the US including Stanford, Harvard, Mayo, Kaiser, Cleveland Clinic, University of California San Francisco, Duke, University of Pittsburgh, and Johns Hopkins. He has given invited addresses for the Boston Surgical Society, National Health Policy Forum, Manitoba Provincial Patient Safety Conference, and Ontario Hospital Association; and was awarded a King James IV professorship by the Royal College of Surgeons of Edinburgh (Scotland) for contributions in patient safety. His research concerns understanding the social processes that underlie clinical practice culture, and how these can be transformed to meet evolving needs of patients, practitioners and society.

Dr. Uhlig and his wife, Anna Nelson Uhlig, have four sons and live in Wichita, Kansas.

### **Roger S. Ulrich, Ph.D., EDAC**

Roger Ulrich is Professor of Architecture at [Texas A&M University](http://www.tamu.edu) and a Faculty Fellow of the Center for Health Systems and Design, an interdisciplinary center housed jointly in the colleges



of Architecture and Medicine. A behavioral scientist, he conducts research on the effects of healthcare facilities on safety and other medical outcomes.

Professor Ulrich has researched, for example, the effects of hospital window views on recovery from surgery; the influences of visual surroundings on outcomes in intensive care; and how noise impacts staff and patients. Among other achievements, his research is the first to document scientifically the health-related benefits for patients of viewing nature.

Dr. Ulrich has published widely in both scientific and design journals, and is probably the most frequently cited researcher internationally in evidence-based healthcare design. His work has influenced the architecture, interior design, and site planning of scores of major hospitals in different countries.

### **Craig Zimring, Ph.D., EDAC**

Craig Zimring is an Environmental Psychologist and Professor of Architecture at the [Georgia Institute of Technology](#) in Atlanta, GA. His work focuses on understanding the relationships between the physical environment and human satisfaction, health, performance, and behavior. His current research program focuses on several issues:

- How the design of the healthcare environment impacts patients, staff and organizations.
- How the design of the built environment can contribute to increased physical activity and decreased obesity.
- Supporting new ways of working through innovative workplace design.
- Design and evaluation of courthouses and other public buildings.

Dr. Zimring has conducted studies for Steelcase, the Robert Wood Johnson Foundation, U.S. General Services Administration, Santa Clara County's Valley Medical Center, Ministry of Education of France, World Bank, California Department of Corrections, U.S. Courts, U.S. Department of State, Florida Board of Regents, California Department of General Services, Army Corps of Engineers and many others.

He has served on the board of several organizations, including the Robert Wood Johnson Foundation's Building Bridges program, National Research Council's Board on Infrastructure and the Constructed Environment, the Environmental Design Research Association, and others. He has won 10 awards for his research.