DESIGNING FOR PATIENT SAFETY SEMINAR

Judene Bartley, MS, MPH, CIC, Vice President
Epidemiology Consulting Services Inc.

Judene M. Bartley is a clinical consultant for the Premier Safety Institute and Vice President of Epidemiology Consulting Services in Beverly Hills, Michigan. She is also an active member of several safety and infection prevention editorial boards, e.g., ECRI Institute’s CHEM, and American Journal of Infection Control. In addition, she has been a member of the Facility Guidelines Institute (FGI) task force for revising the Guidelines for Design and Construction of Health Care Facilities since 1993 and served on FGI Guidelines Steering Committee since 1996. She is the American Society of Healthcare Engineer’s (ASHE) liaison with the Association for Professionals in Infection Control and Epidemiology (APIC), a member of ASHRAE® Sustainability 189.2 and Standard 170 Ventilation committees, as well as policy committees for APIC and the Society for Healthcare Epidemiology of America (SHEA).

Judene earned a B.S in chemistry, a M.S. in biochemistry, and an M.P.H. in epidemiology. During her 35 years in healthcare, she initiated comprehensive epidemiology programs in several major university-affiliated tertiary-care hospitals. Her 16 years at Detroit Medical Center included an administrative position in regulatory compliance, with responsibility for agency surveys, quality management, epidemiology, employee health, and safety programs. She is a standing consultant for federal, regulatory and healthcare agencies, including the Centers for Disease Control and Prevention and the American Hospital Association on safety and infection prevention-related issues. She is an active participant in national and state patient safety initiatives e.g., Michigan’s Keystone Initiatives on Healthcare-Associated Infections, and lectures widely and has authored more than 100 publications, with a focus on patient safety associated with construction issues, sharps management, and medical waste. Honors include APIC’s highest award for achievement, receiving the Carol de Mille award in 2005.

Douglas Erickson, FASHE, CHFM, HFDP, Deputy Executive Director
American Society of Healthcare Engineering

Mr. Erickson is currently the Deputy Executive Director the American Society for Healthcare Engineering (ASHE). He is a Fellow of the Society (FASHE), a certified healthcare facility manager (CHFM), and a certified healthcare facility design professional (HFDP).

Mr. Erickson has been providing service to the health care community for over 30 years in the areas of Joint Commission Environment of Care compliance, NFPA Life Safety Code® compliance, management evaluations of engineering departments and environmental infection control. He is the past director of engineering for the Joint Commission (1977 - 1981) and past director of design and construction for the American Hospital Association (1985 - 1995).


Mr. Erickson has served on the AIA Guidelines for the Design and Construction of Hospitals and Health Care Facilities since 1978, has been the Vice Chairman of the document for the past 10 years and is the Chairman of the 2010 edition. He is a past Chairman of the NFPA’s Health Care Section and a past member of NFPA’s Standards Council and a past member of Joint Commission’s Committee on Health Care Safety on which he served for over 6 years. Mr. Erickson is a member of ASHRAE and severed on its special project committee to write the Hospital and Clinics HVAC System Design Manual. He was also a member of the CDC review committee for the Guidelines of Environmental Infection Control. He is a featured speaker at national and local conferences on codes, standards, and environmental.
Tejas Gandhi, Assistant Vice President, Management Engineering, Lean & Enterprise Analytics
Virtua Health

Mr. Gandhi brings more than 8 years of process improvement and management engineering expertise in different industries, lending to his unique perspective to problem-solving and operations improvement. He has applied his knowledge of lean principles, six sigma, 7-S methodologies and B2B business models to both chemical manufacturing sector and healthcare industry. Mr. Gandhi leads the management engineering department at Virtua Health and leads the use of science and applied research in executive decision making while working with all levels of the organization to improve performance and optimize processes. He is currently actively involved with the design of a new Greenfield hospital using lean principles and integration of the organization’s digital roadmap.

Mr. Gandhi earned a Master of Science degree in industrial engineering from the State University of New York and holds bachelors of engineering in chemical engineering from Bombay University. He is involved in professional research and has published several articles in peer-reviewed journals. Mr. Gandhi is a native of Bombay, India.

Skip Gregory, President
Health Facility Consulting, LLC.

From 1986 until his retirement in June of 2010, Skip worked for the Agency for Health Care Administration, first as a review architect and then as the Bureau Chief of the Office of Plans and Construction. As the Bureau Chief, he was the Authority Having Jurisdiction for all licensed health care facilities in Florida, and directed 45 staff members composed of architects, mechanical and electrical engineers, and fire safety inspectors in the review and approval of the design, construction, and fire safety inspections of those facilities. He was also responsible for the revisions of the design and engineering codes and standards for all health care facilities in Florida.

Presently he works as a health care code consultant in the review of the design and construction of hospitals, nursing homes, ambulatory surgical centers, and other similar health care facilities. He continues to serve on many national code writing committees and advocacy groups for the advancement of health care facility design. He is an outspoken advocate for resident directed care and household designs in nursing homes, family centered care designs in hospitals, and infant centered care design of neonatal intensive care units.

He is a registered architect, a certified fire safety inspector, and is a member of the National Council of Architectural Registration Boards (NCARB).

John R. Grout, PhD, Dean of Campbell School of Business
Berry College

John is educator who serves as Dean of the Campbell School of Business at Berry College. He received a B.S. from Brigham Young University’s Marriott School of Management in 1984, receiving the Operations/Systems Award for being the highest ranked graduating senior in his major. After working a few years for Signetics, Grout returned to school, earning a Ph.D. in management science from Pennsylvania State University in 1990. After graduation, Grout worked at Southern Methodist University from 1990 to 1997, subsequently accepting a position at Berry College.

Some of Grout’s most notable research focuses on the Japanese term poka-yoke, or “mistake-proofing”. In May 2004, Grout received the Shingo Prize for Manufacturing Excellence in Research in connection with research in this field.
Kerm Henriksen, PhD, Human Factors Advisor for Patient Safety
Agency for Healthcare Research and Quality

Kerm Henriksen is an experimental psychologist and currently serves as a Human Factors Advisor for Patient Safety with the Center for Quality Improvement and Patient Safety (CQuiPs) at the Agency for Healthcare Research and Quality (AHRQ). AHRQ’s mission is to improve the quality, safety, efficiency, and effectiveness of health care for all Americans and is the lead government agency for supporting research on patient safety.

In addition to managing a number of contracts and grants that address various patient safety research issues, Dr Henriksen also manages the Patient Safety Research Coordinating Center which is responsible for coordinating activities, fostering collaborations, supporting dissemination efforts and assisting with the overall needs of a large and diverse collection of patient safety researchers. He serves on the editorial board of the Journal of Patient Safety and is an editor of the recently released AHRQ four-volume publication, Advances in Patient Safety: From Research to Implementation.

In addition to his patient safety work, he has 30 years of experience in behavioral science research, specializing in human factors, industrial/organizational behavior, human error, and simulation and training studies. Dr. Henriksen also serves as Adjunct Professor in the Graduate School of Management and Technology at the University of Maryland, University College where he teaches on-line and on-site courses.

John Heymann, Professional Facilitator
New Level Group

John Heymann has more than 30 years’ experience as an entrepreneur, business owner, and leader. A former Peace Corps volunteer, Managing Director of the Land Trust of Napa County, and Chief Executive Officer of Motto Kryla & Fisher, John is well known for his ability to work with disparate groups to gain consensus and deliver results.

With a keen understanding of the needs of both businesses and the not-for-profit sector, John helps organizations build cultures and structures to improve performance and productivity. Working with clients in the areas of strategic planning, board and executive development, organizational effectiveness, sustainability, and strategic fund development, John has helped dozens of organizations achieve new levels of success.

John is a Past-Chair of the Napa County Farmworker Oversight Committee, serves on the Steering Committee of the Mayors’ Roundtable for Arts & Culture, is an Advisor to the Fundación Humanitaria, was a Past-President of the Architectural Woodwork Institute, and has served on the advisory boards of Theodore Roosevelt National Bank and Montgomery College.

Anjali Joseph, PhD, EDAC, Director of Research
The Center for Health Design

Dr. Anjali Joseph is the Director of Research at The Center for Health Design. Trained as an architect, she has a Ph.D. in Architecture from the Georgia Institute of Technology, Atlanta, Georgia. Her work focuses on the relationship between the healthcare built environment and healthcare outcomes. She leads and coordinates the research activities at The Center. She works closely with the Center’s member healthcare organizations called the Pebble Partners in developing their research agenda, identifying research partners and in communicating the results of their research efforts through different channels.

Dr. Joseph has been actively involved in several different research projects aimed at understanding the relationship between architecture and health. She has collaborated with and lead research projects for different organizations including the Agency for Healthcare Research and Quality (AHRQ), California HealthCare Foundation (CHCF), National Association of Children’s Hospitals and Related Institutions.
(NACHRI), the US Green Building Council (USGBC) and the American Association of Homes and Services for the Aging (AAHSA).

She published a series of whitepapers on the impact of different aspects of the environment on healthcare outcomes. Peer reviewed articles authored by Dr. Joseph have been published in several peer reviewed journals. She is a regular speaker at many national conferences such as Healthcare Design, Institute for Healthcare Improvement Forum (IHI), Environments for Aging, Environmental Design Research Association (EDRA) etc. She is EDAC certified. She served on the Health Guidelines Revision Committee of the Facility Guidelines Institute for the 2010 guidelines revision cycle. She was voted among the top 25 most influential persons in healthcare design in 2010 in a survey conducted by Healthcare Design magazine.

**Debra Levin, MA, EDAC, President and CEO**
**The Center for Health Design**

Debra’s trailblazing efforts in the field of healthcare facility design research, education and advocacy have propelled The Center for Health Design (CHD) into industry consciousness and the forefront of evidence-based healthcare design.

Under Debra’s leadership, CHD’s flagship research initiative, the Pebble Project, has gained international recognition and grown from four participants to more than 70. Debra led the creation of the annual Healthcare Design and Environments for Aging conferences, which are produced by Vendome Group, LLC, in association with CHD. She has forged successful partnerships with the Robert Wood Johnson Foundation, Institute for Healthcare Improvement, California Health Care Foundation, Agency for Healthcare Research and Quality, and other prestigious healthcare organizations.

Debra 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 Healthier Hospitals Initiative, American Academy of Healthcare Interior Designers, and Arizona State University Healthcare Design Initiative. A Fellow of the Jim Whittaker Discovery Camp for Innovation and Leadership, Debra was named one of “Twenty People Making Healthcare Better” in 2007 by HealthLeaders magazine.

**Eileen Malone, RN, MSN, EDAC, Senior Partner**
**Mercury Healthcare Consulting, LLC**

Ms. Malone is the Senior Partner for Mercury Healthcare Consulting, LLC located in Alexandria, Virginia supporting clients embracing evidence-based design as a means to improve patient, staff and resource outcomes. She is a member of the Center for Health Design’s Research Coalition, assisted the Center with the development of the EDAC study guides and is a member of The National Association of Children’s Hospitals and Related Institutions Advisory Board. Eileen Malone is a nurse executive who has supported the Military Health System’s commitment to evidence-based design for a multi-billion dollar modernization program, which will result in the next-generation of military healthcare facilities designed to improve patient and staff outcomes, positively contribute to the bottom line and expand the body of evidence-based design science.

With over thirty years in healthcare, Eileen served in a variety of key leadership positions during her twenty-six year Army career, including Commander of the Fort Belvoir hospital and was responsible for the health of almost 150 thousand beneficiaries living in Northern Virginia. As the commander she led her team in the population analysis, business planning and concept design strategy for a 105 million dollar replacement facility. Ms. Malone had early facility experience as the nurse methods analyst for the Army’s Health Facility Southeast Project Office, which supported a six state region with multiple projects including a 1.1 million square foot, 250 million dollar medical center at Fort Bragg, North Carolina that opened in 2001.

Additional key leadership assignments included Army Congressional Liaison Officer, Assistant Chief of the Army Nurse Corps Personnel Branch, Quality Improvement Nurse and nurse practitioner assignments around
the world. Her last Army assignment before retirement in 2004 was as the Chief Information Officer for the Army Medical Department, for which she received the Health Information and Management Systems Society (HIMSS) 2004 Leadership Award in recognition of her work to create and implement a patient-focused IM-IT strategy, which included the deployment of a longitudinal electronic health record from battlefields to the medical centers. A recipient of many military awards and recognitions and consultant and academic appointments, Ms. Malone has delivered numerous national presentations and has contributed to a number of recent articles about evidence-based design and in the past about information management and technology strategy and quality care improvement.

Richard Miller, CEO
Virtua Health

Richard P. Miller is CEO of Virtua, a non-profit, multi-hospital healthcare system offering a full continuum of acute, outpatient and long-term care. Headquartered in Marlton, New Jersey, Virtua was formed in 1998 by the merger of two health systems. Since then, Miller has led the system in innovative directions by creating a values-based culture defined by the “Star Initiative,” adopting Six Sigma and other process improvement tools, partnering with industry leaders such as GE, and transforming a group of community-based hospitals into technologically advanced regional medical centers.

As an industry leader, Miller’s efforts were recognized nationally with appointments to the Leadership Advisory Council of the Joint Commission Center for Transforming Healthcare (CTH) and to the governing council of healthcare executives for the American Hospital Association. He served in a variety of officer positions on the Board of Trustees of the New Jersey Hospital Association culminating as chairman in 2008 and immediate past chairman in 2009. He is past Chairman and lifetime member of Southern New Jersey Chamber of Commerce board. He has also been named among The 100 Most Powerful People in New Jersey Business by NJ Biz.

John G. Reiling, PhD, President and CEO
Safe by Design

John Reiling is the President and CEO of Safe by Design. As a healthcare administrator, as faculty at the University of Minnesota program in Health Administration and faculty at the University of St. Thomas, he has focused on safety and quality in healthcare, organizational changes in healthcare, finance and the incentives its creates. He led the effort to design the St. Joseph’s Hospital in West Bend Wisconsin using FMEA. He talks about designing for patient safety in national and international forums.

He is the former President and CEO of SynergyHealth, Inc and St. Joseph’s Community Hospital in West Bend, WI, an 82-bed hospital that was rebuilt utilizing patient safety, quality and safe design principles. Dr. Reiling has a 30 year career in health care administration. He has been recognized as one of the “50 Health Care Leaders for the 21st Century” by American Hospital Association. He consults with hospitals and health systems across the country regarding facility and patient care designs that emphasize safety, error reduction and quality.

Bill Rostenberg, Senior Principal
Anshen + Allen, a part of Stantec Architecture

Bill has written numerous books and articles about healthcare facility design, including the industry standard The Architecture of Medical Imaging. He is a guest instructor at Harvard University GSD Office of Executive Education, Clemson University, Texas A+M University College of Architecture, The University of Kansas, The Institute for Healthcare Improvement (IHI), The Radiological Society of North America (RSNA), The American College of Surgeons (ACS) and The American College of Healthcare Executives (ACHE). He is an Advisory Board Member of the Health Environments Research Design (HERD) Journal and is an Editorial Board Member of Enterprise Imaging and Therapeutic Radiology Management Magazine.

Bill was named by Healthcare Design Magazine as one of “Twenty Five Most Influential People in Health
Facility Design,” and was elevated to Fellowship in the American Institute of Architects in 2001 for his notable contributions in advancing the practice standards of architecture. Bill served as the AIA’s liaison representative to the Radiological Society of North America (RSNA).

Bill is a founding fellow of the American College of Healthcare Architects (ACHA), and has been awarded Presidential Citations, both nationally and locally, from the AIA / Academy of Architecture for Health for Extraordinary Service to the Profession, and is a recipient of the AIA/AHA National Fellowship in Health Facility Design.

Jonas Shultz, MSc, Human Factors Specialist
Alberta Health Services

Jonas Shultz has worked as a Human Factors specialists with Alberta Health Services and the former Calgary Health Region for the past six years. The discipline of Human Factors is concerned with understanding the interaction between people and the physical, cognitive, and technological aspects of their work. The majority of Jonas’ work has focused on the design and evaluation of healthcare spaces including ICU’s, hybrid operating room, medication rooms, patient care rooms, and supportive living resident rooms. He has also been involved in a number medication safety project to minimizing human error during medication administration. Additional projects include equipment procurement and reporting system software evaluations. Jonas currently holds eight publications and has presented at numerous national and international conferences.

Rob Tannen, PhD, Director of Research & Interface Design
Bresslergroup

Rob is Director of Research and Interface Design at Bresslergroup. He focuses on optimizing the fit between people and technology. He has over fifteen years’ experience in human factors and design. His skills have helped organizations including Microsoft, the New York Stock Exchange, Kodak, Siemens, and the United States Air Force improve device and interface usability. He earned a doctorate in human factors psychology from the University of Cincinnati and is a certified Professional Ergonomist. He serves as vice-chair of IDSA’s Human Interaction professional interest section, created the Designing for Humans blog, and is a frequent online contributor to Fast Company.

Rob is an active speaker, with numerous presentations, publications and podcasts for the Industrial Designers Society of America (IDSA), the Human Factors and Ergonomics Society, and the Usability Professionals’ Association, Housewares and Hardware Shows, DMI and many others.

Ellen Taylor, AIA, MBA, EDAC, Research Associate
The Center for Health Design

Ellen brings more than 20 years of experience in architecture, research and business to our research team. A registered architect and member of the American Institute of Architects, she has been a guiding force for the research efforts of many of our Pebble Project partners. Experienced in both the owner’s and consultant’s sides of the table, Ellen has been responsible for large-scale program management, capital planning, service standards planning, brand management, developing and conducting design research for the built environment and extensive cross-departmental coordination.

Ellen has a bachelor’s degree in architecture from Cornell University’s College of Architecture, Art and Planning and Global Executive MBA degrees from Columbia University and London Business School. She has completed doctorate-level coursework in multivariate analysis. Ellen serves on our Environmental Standards Council and our Evidence-Based Design Accreditation and Certification (EDAC) Advisory Council.