DESIGNING FOR PATIENT SAFETY SEMINAR

Speaker Biographies

Linda Dickey, RN, MPH, CIC, Director, Epidemiology & Infection Prevention
University of California, Irvine Healthcare

Linda Dickey has practiced epidemiology & infection prevention for 17 years, with prior experience as a registered nurse primarily in adult critical care. Linda earned a BS in Nursing in 1981 from the University of South Carolina and a Masters in Public Health in 1999 from the University of South Florida. Since 2002 she has directed the Epidemiology & Infection Prevention program at the University of California, Irvine Healthcare System.

Linda also serves as faculty for the American Society for Healthcare Engineering (ASHE), teaching throughout the U.S. on infection prevention and health care construction. Since 2007 she has been a member of the Health Guidelines Revision Committee of the Facilities Guidelines Institute, the organization which publishes the Guidelines for Design and Construction of Health Care Facilities, and joined the Steering Committee of the HGRC in 2011. Linda also serves as a member of the Practice Guidance Council for the Association for Professionals in Infection Control & Epidemiology (APIC).

Tejas Gandhi, Assistant Vice President, Management Engineering, Lean & Enterprise Analytics
Virtua Health

Tejas 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. Tejas 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.

Tejas 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. Tejas is a native of Bombay, India.

Skip Gregory, President
Health Facility Consulting, LLC.

From 1986 until his retirement in June of 2010, Skip Gregory 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 Skip 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.

Skip 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 R. Grout is an 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, John returned to school, earning a Ph.D. in management science from Pennsylvania State University in 1990. After graduation, John worked at Southern Methodist University from 1990 to 1997, subsequently accepting a position at Berry College.

Some of John’s most notable research focuses on the Japanese term poka-yoke, or “mistake-proofing”. In May 2004, he received the Shingo Prize for Manufacturing Excellence in Research in connection with research in this field.

Kerm Henriksen, Ph.D. Human Factors Advisor for Patient Safety
Agency for Healthcare Research and Quality

Dr. 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, Kerm managed the Patient Safety Research Coordinating Center which was 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 served as Associate Editor of the Journal of Patient Safety and as Lead Editor for two AHRQ publications, Advances in Patient Safety: From Research to Implementation and Advances in Patient Safety: New Directions and Alternative Approaches.

He has over 35 years of experience in behavioral science research, specializing in human factors, industrial/organizational behavior, adverse events, and simulation and training studies. Kerm 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 Fundacion 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.

Anjali 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 Anjali 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.

Michael S. Kotzen
Vice president and chief operating officer, Virtua Voorhees

As Vice President/COO of Virtua Voorhees, Michael S. Kotzen is responsible for supporting Virtua’s mission to provide a world-class patient experience through the operation of the hospital inpatient, outpatient and emergency services, and community outreach. Kotzen is also driving plans to expand the hospital’s capabilities in the areas of women’s and children’s health, oncology and surgical services, as well as overseeing the construction of Virtua Voorhees’ exciting new replacement hospital set to open in 2011.

In 1996, Michael was appointed assistant vice president of operations for Michael West Jersey Hospitals Marlton and Voorhees. In this position, Michael achieved many significant accomplishments including the successful integration of the Diagnostic Radiology, Ultrasound, CT Scan, Nuclear Medicine and Angiography programs. Michael also managed multiple simultaneous construction projects including Emergency Department, ICU, Maternal Child Health and Operating Room expansion projects.

In 2001, Michael was appointed vice president and chief operating officer of Virtua West Jersey Hospital Berlin. In 2002, he was awarded the Early Career Healthcare Executives Award from the American College of Healthcare Executives for his leadership abilities as well as his commitment to healthcare and the South Jersey community. In 2003, Michael’s role as Vice President and Chief Operating Officer was expanded to include responsibility for Virtua’s Mobile Intensive Care Unit and Ambulatory Services at the Virtua Camden campus. In 2005, Michael was recognized for exceptional leadership in NJ Biz Magazine’s "Top Forty Under 40."

Michael obtained his Bachelor of Science degree from Rutgers University School of Business. He earned a Master of Business Administration in healthcare administration from Saint Joseph’s University in Philadelphia, PA. He has been certified as a healthcare executive by the American College of Healthcare Executives since 2002.
Debra Levin, MA, EDAC, President and CEO
The Center for Health Design

Debra Levin’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

Eileen 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 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. Eileen 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, Eileen 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, Richard 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, Richard’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 a 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 NJBiz.

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. John 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 Rostenberg 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 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.
Ninfa Saunders, RN, MSN, MBA, PhD
Executive Vice President & COO for health services, Virtua

Ninfa Saunders, RN, MSN, MBA, PhD, is responsible for all healthcare operations throughout Virtua’s four hospitals, two rehab centers, senior services, home care, ambulatory and outpatient services. Ninfa brings more than 30 years of clinical nursing and hospital administrative experience to this position. Prior to joining Virtua, she served on the Governor’s Georgia Cancer Coalition, which was created by Governor Roy Barnes to develop regional centers of excellence for cancer prevention, detection, treatment and research using funds from the tobacco settlement.

Previously, Ninfa served as chief operating officer for the Dekalb Medical Center in Decatur, GA. During her nearly 10-year tenure, gross revenue at the Center grew by more than 59% and the quality assurance program received the Georgia Hospital Association Award for Best Initiative. In this position, she oversaw the expansion of a new surgical center, an expanded intensive care unit, a new emergency department and the purchase of a home health service company.

For the preceding 13 years, Ninfa served as director of nursing resources for Emory University Hospital in Atlanta, GA. From 1974-1980, she held various roles at St. Barnabas in Livingston, NJ, including assistant vice president of nursing, director of critical care, in-service instructor and assistant head nurse. She started her career as a staff nurse in the intensive care unit of Riley Memorial Hospital in Meridian, MS.

Ninfa earned a Master of Business Administration from Emory University in Atlanta, GA, a Master of Science in Nursing from the Rutgers University in Newark, NJ, and a Bachelor of Science in Nursing from Concordia College in Manila, Philippines. She also attended the Healthcare Executive Program at Wharton School of the University of Pennsylvania in Philadelphia, PA, and the International Business Program at the London School of Business in London, England. In 2006, she completed her Doctorate in Healthcare Administration at the Medical University of South Carolina.

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 Tannen 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 Taylor 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.