

Curriculum Vitae

Susan B. Frampton, Ph.D.
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EDUCATION:

Rutgers University, New Brunswick, NJ, USA B.A. in Medical Anthropology, 1979

University of Connecticut, Storrs, CT, USA M.A. in Medical Anthropology and
Community Medicine, 1981
Ph.D. in Medical Anthropology and
Community Medicine, 1990

WORK EXPERIENCE:

2000-Present President, Planetree International, Derby, CT, USA
Planetree is a not-for-profit advocacy, membership and consultation organization founded
by an Argentinian patient in 1978. The first patient-centered care organization in the
USA, the Planetree philosophy of care has become a model for global person-centered
healthcare improvement efforts and is used by over 700 clinical sites in 19 countries.

1998-2000 Director, Center for Health Promotion, Saint Francis Hospital and Medical Center,
Hartford, CT, USA

1994-1998 Director, Center for Health Management, Beth Israel Deaconess Medical Center,
Boston, MA, USA

1987-1994 Director, Department of Community Health Education, Manchester Memorial Hospital,
Manchester, CT, USA

1982-1987 Director, University of Connecticut Sickle Cell Service, Hartford, CT, USA

1979-1982 Research Associate, Futures Group Research Consulting Firm, Glastonbury, CT, USA

APPOINTMENTS/ OTHER EXPERIENCE

2017 Chair, National Quality Forum's National Quality Partners Leadership Consortium,
Washington, D.C.

2016-present Vice Chair, WHO Health Promoting Hospitals Network Governance Board, Copenhagen,
Denmark

 Director, Kimball International Board of Directors, Jasper, IN

 Director, Planetree Latina America Board of Directors, Chile

2015-2016 Chair, Scientific Advisory Panel to the National Academy of Medicine's Care Culture
and Decision-making Innovation Collaborative and the Patient & Family Leadership
Network, Washington, D.C.

Co-chair, National Quality Forum, National Quality Partner's Advanced Illness Care Action Team, Washington, D.C.

Co-Investigator, "Creation of Resident-Led Patient Communication Rounds to Improve Patient-Centered Communication, Empathy, Education, and Patient Engagement", Griffin Hospital, Derby, CT.

Subcontract Project Administrator, State Innovation Model Primary Care Practice Transformation Pilot Project, funded by the State of Connecticut (20-month project,

Member, Technical Advisory Group, African Patient Centered Care Institute, Kenyatta University, Nairobi, Kenya

Invited Chair, Plenary Session on Clinical Health Promotion, WHO Collaborating Centre for Health Promotion in Hospitals and Health Care, Ludwig Boltzmann Institute Health Promotion Research, Vienna

Member, Connecticut Partners for Health, Wethersfield, CT

Member, Nursing Leadership Advisory Council, Planetree, CT

2014-present Co-chair, National Quality Forum-National Quality Partners, Washington, D.C.

Member, Governance Board, International HPH Secretariat, Clinical Health Promotion Centre (WHO CC), Frederiksberg, Denmark

Co-chair, National Quality Forum, Patient Family Engagement Action Team, Washington, D.C.

Member, Institute of Medicine Patient and Family Council Leadership Network, Washington, D.C.

Member, Leadership Advisory Council, Patient Voices Institute, Rhode Island, USA

Editorial Board, Journal of Compassionate Health Care, Biomed Central, London, UK

2013-2015 Editorial Board, Journal of Compassionate Healthcare, Greece.

Leadership Council, Dementia Action Alliance, Washington, D.C.

Project Director, Harvey Picker Center of Innovation and Applied Research Program in Long-Term Care, funded by Picker Institute, Boston, MA

2013-2014 Co-chair, National Quality Forum, (re)Admissions Action Team, Washington, D.C.

Member, Steering Committee, Patient Advocacy Credential Project, Department of Social Justice and Human Service, University of Toledo, OH

2012-2014 Co-chair, National Quality Forum-National Priorities Partnership, Washington, D.C.

2012-present Director, Planetree Netherlands Board, The Hague, Netherlands

2011 Invited Referee for Grant Application through the HCF Health & Medical Research Foundation, Sydney, Australia.

Invited Manuscript Reviewer, International Journal for Quality in Healthcare

2010-2013 Project Administrator, National Patient-Centered Care Culture Change Initiative, Veterans Health Administration, Washington, D.C.

2010-2011 Project Director, Long Term Care Improvement Project, funded by Picker Institute, Boston, MA

2009-2010 Member of the American Institutes for Research Advisory Council for Patient Family Engagement Guide, Washington, D.C.

Recognition by HealthLeaders Media as one of '20 People Who Make Healthcare Better', December 2009

2009 Invited Manuscript Reviewer for the Institute of Medicine's Workshop Summary on "Integrative Medicine and the Health of the Public: A Summary of the February 2009 Summit", Washington, D.C.

2009 Member of the National Quality Forum (NQF) Steering Committee on Endorsing Preferred Practices, Tools and Performance Measures for Measuring and Reporting Care Coordination, Washington, D.C.

2009-present Honorary Member, Board of Directors, Planetree Quebec Network, Sherbrooke, Quebec, Canada

2008-2009 Manuscript Reviewer, Health Environments Research & Design Journal

Expert Advisory Panel Member, Cultural Competence and Patient-Centered Care, The Joint Commission, Oakbrook Terrace, IL

2008 Invited Member, ACGME Patient and Family Centered Care and Graduate Medical Education Roundtables, Chicago, IL.

2007-2008 Project Director, Patient Centered Care Improvement Project, funded by Picker Institute, Boston, MA

2006 Invited Member, IHI Expert Panel on Patient and Family-Centered Care, Boston, MA.

Member, International Advisory Committee on Person-Centered Care, CARF, Washington, D.C.

2005 Invited Panel Member, Institute of Medicine, Committee on Identifying and Preventing Medication Errors Patient-Consumer Panel, Washington, D.C.

2003-present Invited Faculty, Inter Agency Institute for Federal Healthcare Executives, George Washington University, Arlington, VA.

2000-present Secretary, Board of Directors, Planetree, Inc.

1997-1999 Vice President for Finance, International Board of Directors, Association for Worksite Health Promotion.

1991-1994 Consultant and Trainer, American Institute for Preventive Medicine, Farmington Hills, Michigan.

1987-1993 Board Member, Connecticut Society to Prevent Blindness Public Education Committee.

1987-1989 President, Sickle Cell Association of Connecticut, Inc. Hartford, CT.

1983-1987 Executive Director, Sickle Cell Association of Connecticut, Inc., Hartford, CT.

PUBLICATIONS

Harrison, J and Frampton, S.B. Patient and Family Engagement in Research in Era 3. JACR, 2016 13:12PB, 1622.

Harrison, J and Frampton, S.B. *Resident-Centered Care in 10 US Nursing Homes*. Journal of Nursing Scholarship 2016.

Frampton, S.B. and Guastello, S. *Patient-Centered care retreats as a method for enhancing and sustaining compassion in action in healthcare settings*, Case Study in the Journal of Compassionate Health Care 2014 1:2

Frampton, S.B. *Patient-Centered Care is Accountable Care* in Prescriptions for Excellence in Health Care, A Collaboration between Jefferson School of Population Health and Lilly USA, LLC, ISSUE 22, published online: Fall 2014, Pages 8-12

Frampton, S.B. and Guastello, S. *Time to Embrace a New Patient-Centered Care Rallying Cry: 'Why Not?'* in The Patient - Patient-Centered Outcomes Research Journal, Springer Publishing, Switzerland, published online: 24 June 2014.

Frampton, SB, Guastello, S., Lepore, M. *Compassion as the foundation of patient-centered care* in Journal of Comparative Effectiveness Research, 2013 2(5).

Frampton SB, Charmel PA, Guastello S. editors. *The putting patients first field guide: global lessons in designing and implementing patient-centered care*. San Francisco: Jossey-Bass; 2013.

Frampton, S. B., "The Time for Patient- and Family-Centered Care is NOW", Health Issues, Journal of the Health Issues Centre, Winter 2011, Pages 11 & 12.

Frampton, S. B., Guastello, S., and others, Long Term Care Improvement Guide, Planetree and Picker Institute, October 2011.

Frampton, S. B., Guastello, S., "Patient-centred care: more than the sum of its parts – Planetree's patient-centred hospital designation programme", World Hospitals and Health Services, The Official Journal of the International Hospital Federation, January 2010 - Volume 46 Number 4.

Frampton, S. B., Guastello, S., Putting Patients First - "Patient-Centered Care: More than the Sum of Its Parts", The American Journal of Nursing (AJN), September 2010, Pages 49-53.

Frampton, S. B., Wahl, C., Cappiello, G., Putting Patients First – "Partnering with Patients' Families", The American Journal of Nursing (AJN), July 2010, Pages 53-56.

Frampton, S. B., Patients First – "Open Medical Records", The American Journal of Nursing (AJN), August 2009, Pages 59-63.

Frampton, S. B. (Contributing Author), Spatz, M.A., Patients First - Personalized Health Information – "Patient-centered education includes the use of 'patient pathways' and tailored information", The American Journal of Nursing (AJN), April 2009, Pages 70-72.

Frampton, S. B., Patients First – Creating a Patient-Centered System – "Most facilities are designed for the provider's convenience – Planetree is out to change that.", The American Journal of Nursing (AJN), March 2009, Pages 30-33.

Frampton, S. B., Guastello, S., Brady, C. and others, Patient-Centered Care Improvement Guide, Planetree and Picker Institute, October 2008.

Frampton, S. B., Charmel, P., Putting Patients First: Best Practices in Patient Centered-Care, Jossey-Bass Publishers, San Francisco, CA, October 2008.

Frampton, S. B., Charmel, P., "Transitioning from 'Never Events' to 'Patient-Centered Ever Events'", Health Leaders Media, October 26, 2008

Frampton, S. B., Guastello, S., "Honoring the Life of a Pioneer in Patient-Centered Care – Harvey Picker, PhD (1915-2008)", Patient 2008, Page 73-75.

Frampton, S. B., Charmel, P., "Building The Business Case for Patient-Centered Care", *hfm Magazine*, March 2008: 80-85.

Frampton, S. B., *Letter to the Editor*, Health Environments Research & Design Journal (HERD), Inaugural Issue, Fall 2007, Vol. 1, Page 7.

Frampton, S. B. "The Role of Organizational Change in Patient Advocacy", Chapter 14 of Patient Advocacy: An Introduction, edited by Jo Anne Earp, Chair, School of Public Health, University of North Carolina and Elizabeth French, MA, Editorial Associate, Chapel Hill, NC (pending publication by Jossey-Bass in Winter 2007).

Frampton, S. B. and Guastello, S. "Healing Design and the Planetree Model of Care", Public Service Review-Health, Volume 7-2006, PSCA International, Newcastle-Under-Lyme, England.

Schweitzer, M., Gilpin, L., and Frampton, S. "Healing Spaces: Elements of Environmental Design That Make an Impact on Health", The Journal of Alternative and Complementary Medicine, Vol. 10, 2004: S-71-84.

Frampton, S. B., Gilpin, L. and Charmel, P. Putting Patients First: Designing and Practicing Patient Centered Care, Jossey-Bass Publishers, San Francisco, CA. 2003. (Awarded the *2004 Hamilton Healthcare Book of the Year Award* by the American College of Healthcare Executives)

Frampton, S. B. "Planetree Patient-Centered Care and the Healing Arts", Complementary Health Practice Review, Vol. 7, Fall 2001:17-19.

"Vantage Point: The Planetree Model" in Integrating Complementary Medicine Into Health Systems, Faass, N. Aspen Publishers, Gaithersburg, MD, 2001.

"On-site ambassadors keep employees well-informed" in Hospital Employee Health, April 1998; 48-50.

Frampton, S. B., Brochu, S. and Murray, J. "Creative Strategies for Promotion of Worksite Health Services", Am J Health Promot 1996; 11(1):10-1.

Frampton, S. B., et al. "A Working Organizational Model for Interdisciplinary Health Team Care Delivery to School Age Children With Sickle Cell Disease", 1984 Proceedings of the Sixth Annual Conference on Interdisciplinary Health Team Care, Hartford, CT.

Rohner, R. P. and Frampton, S. B. "Perceived Parental Acceptance-Rejection and Artistic Preference", J of Cross-Cult Psych 13 (2):250-59.

Schuchman, H.L., Frampton, S. B., and Abel, E. "Self-Regulation in Accounting, Law and Medicine", Washington, DC: NSF No. 7818035

Frampton, S. B. "Practicing Anthropology in Diverse Settings", Practicing Anthro 1981; 3(3):22-43.

SELECTED PRESENTATIONS

- 10/16 Workshop, “Partnering with Patients and Families to Improve Quality of Care”, and Pre-Conference Workshop, “Patient Reported Outcomes Measures”, ISQua Annual Conference, Tokyo, JA
- 9/16 Keynote, “Patient and Family Engagement”, Florida Hospital Association Annual Conference, Orlando, FL.
- 7/16 Keynote “Brave New World of Patient Engagement”, Health Facilities Management Association, AZ.
- 5/16 Workshop “Delivering Quality Patient-Centered Care “, IHI Middle East Forum, Doha, QT.
- 3/16 Panel presentation “Patient Centered Care by Design”, Sixteenth Population Health Colloquium, Philadelphia, PA.
- 1/16 Keynote, “Patient Centered Care Movement”, Best Doctors Conference, San Francisco, CA.
- 8/15 Invited Keynote, “Quality Checking your Patient Engagement Strategies”, University of Texas Science Center Annual Forum, San Antonio, TX
- 5/15 Invited Panelist, “What it Takes to be a Quality of Life Leader”, First Annual Quality of Life Conference, Sodexo, New York
- 4/15 Invited Speaker, “Patient-Centered Care as a Quality Improvement Strategy”, Grand Rounds, West China Hospital, Chengdu, China
- 3/15 Invited Speaker, “Maintaining a Patient-Centered Culture during Mergers and Acquisitions”, Planetree Netherlands Annual Conference, Nieuwegein, The Netherlands
- Speaker, “Quality Checking Patient Engagement Strategies”, ACHE Annual Congress, Chicago, IL
- 1/15 Keynote Speaker, Ohio Health Action Collaborative Annual Conference, Columbus, Ohio
- 10/14 Invited Participant/Speaker, WHO Patient Family Engagement Forum, Geneva, Switzerland
- 7/14 Panel Member, HealthLeaders Live Simulcast, “Patient Experience Strategies”, Charlotte, NC
- 5/14 Invited Speaker, “Hospitalists Roles’ in Patient Engagement”, Apogee Physicians, Atlanta, GA
- Invited Keynote, “Improving the Patient Care Experience”, Motion Picture Television Fund Health Care Summit, Los Angeles, CT
- 3/14 Invited Panelist, “Patient Engagement-Practical Strategies”, Patient Centered Medical Home Annual Conference, Philadelphia, PA
- 3/14 Speaker, “The Business Case for Compassion”, ACHE Annual Congress, Chicago, IL
- 11/13 Keynote Speaker, Verizon-Alcatel Healthcare Providers Annual Meeting, Atlantic City, NJ
- Keynote Speaker, American Osteopathic Association Annual Meeting, Atlanta, GA
- Keynote Speaker, American Association of Eye and Ear Centers of Excellence Annual Meeting, New Orleans, LA

- 10/13 Keynote Speaker, Joanna Briggs Institute 2013 Biennial International Convention, University of Adelaide, Australia
- Invited Speaker, WHO Panel on Patient Engagement, ISQua Annual Conference, Edinburgh, Scotland
- 5/13 Invited Speaker, Texas Hospital Association Annual Meeting, Austin, TX
- 3/13 Speaker, "Patient-Centered Care: A Strategic Imperative", ACHE Annual Congress, Chicago, IL
- 10/12 Invited Keynote Speaker, Transforming Healthcare Private Public Collaboration, KPJ Medical Conference, Selangor, Malaysia
- 9/12 Panel member, HealthLeaders Live Simulcast, "Patient Safety Quality and Patient-Centered Care", San Diego, CA
- Invited Keynote Speaker, "Nursing Leadership in Patient-Centered Care", Saskatchewan Union of Nurses Innovators Conference, Saskatoon, Canada
- 6/12 Invited Keynote, International Conference on Compassionate Care, Edinburgh, Scotland
- 5/12 Invited Speaker, African Patient Centered Care Initiative Taskforce Leadership and Education Workshop, Mombassa, Kenya
- 3/12 Invited Speaker, "Prioritizing Measure Gaps", National Quality Forum Annual Meeting, Washington, D.C.
- 10/11 Invited Keynote Speaker, Health Council of Canada National Symposium, "Defining & Measuring Patient-Centered Care", Toronto, Canada.
- Panelist, Samueli Institute 10th Anniversary Reception, "Healing Spaces & Places", Washington, D.C.
- Presenter, Interagency Institute for Federal Health Care Executives (IAI), "Putting Patients First: Linking Quality, Safety and Satisfaction to Patient-Centered Care", Arlington, VA.
- 9/11 Speaker, International Society for Quality in Health Care Annual Conference, Hong Kong
- 7/11 Invited Keynote Speaker, Consumers Reforming Healthcare, Melbourne, Australia.
- Invited Keynote Speaker, Australian Commission on Safety and Quality in Health Care, Sydney, Australia
- 4/11 Invited Speaker, American College of Physician Executives, "Patient-Centered Quality", San Antonio, TX.
- Speaker, European Medical Travel Conference, "Planetree Patient-Centered Hospital Designation Program", Barcelona, Spain
- 3/11 Presenter, Interagency Institute for Federal Health Care Executives (IAI), "Connecting Quality, Safety and Patient-Centered Care", Arlington, VA.
- 2/11 Speaker, The Ottawa Hospital Workshop, "Developing Best Practices in Patient-Centered Care", Ottawa, Ontario
- 10/10 Speaker, International Society for Quality in Health Care Conference, "Patient-Centered Communication Strategies", Paris, France

- Invited Speaker, Long Island Healthcare Network Symposium, “Patient-Centered Communication Strategies”, Melville, NY
- Invited Speaker, Yale-New Haven Hospital, “The Planetree Model: Implications of Patient-Centered Care for Support Services”, New Haven, CT
- 9/10 Presenter, Interagency Institute for Federal Health Care Executives (IAI), “Putting Patients First: Linking Quality, Safety and Satisfaction to Patient-Centered Care”, Arlington, VA.
- Invited Speaker, John Peter Smith Health Network Nursing Retreat, Fort Worth, TX.
- 6/10 Speaker, Vanguard Health Systems, “Patient-Centered Quality and Safety: Connecting the Dots”, Boston, MA.
- Panelist, Change Foundation’s Meeting of the Minds 2010, “Health Panel: Why and How We Changed the Picture and What It Looks Like Now”, Toronto, Ontario, Canada.
- 5/10 Speaker, European Medical Travel Conference 2010, “Patient-Centered Care: Connecting the Dots”, Venice, Italy
- 4/10 Invited Participant, Picker Institute Summit Meeting on “Always Events”, Washington, D.C.
- Presenter, Interagency Institute for Federal Health Care Executives (IAI), “Putting Patients First: Linking Quality, Safety and Satisfaction to Patient-Centered Care”, Arlington, VA
- Speaker, The Risk Management And Patient Safety Institute (RM & PSI), “Patient-Centered Care: Connecting the Dots”, Seattle, WA
- 11/09 Presenter, Health Care Design ’09 Conference, “Connect Four: Patient-Centered Care, Quality Safety, and Design”, Orlando, FL.
- 10/09 Invited Speaker, International Society for Quality in Health Care's 26th International Conference (ISQUA), “Delivering Optimal Patient Experiences in The Hospital Environment”, Dublin, Ireland
- 9/09 Presenter, Interagency Institute for Federal Health Care Executives (IAI), "Putting Patients First: Linking Quality, Safety and Satisfaction to Patient-Centered Care", Arlington, VA.
- 8/09 Presenter, The Risk Management & Patient Safety Institute's Annual Risk Management Seminar, "Patient-Centered Quality & Safety: Connecting the Dots", Grand Rapids, MI.
- 6/09 Presenter, EU Conference, The Netherlands, "Perspectives on Patient-Centered Care: Better Care, Healing Environment, Healthy Organizations", Amsterdam, The Netherlands.
- 5/09 Invited Speaker, International Medical Center Conference – ‘Paradigm Shift in Healthcare’, Jeddah, Saudi Arabia.
- 5/09 Invited Speaker, 17th International World Health Organization Health Promoting Hospital Conference, “Tertiary Health Promotion in Acute Care: Decreasing length of stay and cost per case using a holistic approach to care”, Crete, Greece.
- 4/09 Presenter, Interagency Institute for Federal Health Care Executives (IAI), “Putting Patients First: Linking Quality, Safety and Satisfaction to Patient-Centered Care”, Arlington, VA.
- 3/09 Presenter, American College of Healthcare Executives (ACHE), “HCAHPS, P4P and Patient-Centered Care: Connecting the Dots to Achieve Excellence”, Chicago, IL.

- 3/09 Chair, World Healthcare Congress 2nd Annual Leadership Summit on “Redesigning The Patient Experience”, Orlando, FL.
- 5/08 Invited Speaker, World Health Organization Health Promoting Hospital Conference, “Patient-Centered Hospital Designation Program”, Berlin, Germany.
- 2/08 Plenary Speaker, Society of Teachers of Family Medicine Conference, “Creating Patient-Centered Office Practices”, New Orleans, LA.
- 12/07 Keynote Speaker, Netherlands Quality Institute, “Patient-Centered Care & Quality”, The Netherlands.
- 10/07 Keynote Speaker, MGMA Annual Conference, “The Planetree Model of Care: Designing a Patient-Centered Practice”, Philadelphia, PA
- 10/07 Keynote Speaker, Quality & Innovations Forum, “Creating a Culture of Customer Service”, Arlington, VA
- 9/07 Keynote Speaker, Canadian Summit on Transforming Healthcare Delivery, “Strategies to Increase Patient Participation and Reduce Strain on the System”, Toronto, Ontario
- 10/06 Keynote Speaker, Healthcare Facilities Design Symposium, “Using Healing Design to Put Patients First”, Chicago, IL
- 10/06 Keynote Speaker, The Jackson Organization Annual Conference, “Putting Patients First: best Practices in Patient-Centered Care”, Williamsburg, VA.
- 8/06 Invited Speaker, Second Epidaurus Conference, Uniformed Health Services University, “Public Versus Private Spaces in Hospital Environments”, Bethesda, MD.
- 5/06 Invited Speaker, World Health Organization Health Promoting Hospital Conference, “Integrated Primary Care in Patient-Centered Settings”, Palanga, Lithuania.
- 3/06 Panelist, 10th Annual HCAHPS User Group Conference, “Transitioning to the Hospital CAHPS Patient Satisfaction Survey”, Baltimore, MD.
- 1/06 Chairperson, World Congress Leadership Summit on Redesigning Patient Care, Orlando, FL.
- 6/05 Invited Speaker, Patient-First Patient-Safety Conference, Lisbon, Portugal.
- 4/05 Keynote, Annual Meeting of the Ministry of Health, “Creating a Culture of Patient-Centered Care”, Reykjavik, Iceland.
- 3/05 Keynote Speaker, 2nd Annual Patient Advocacy Summit, University of North Carolina, Chapel Hill, NC.
- 2004 Guest Lecturer, University of North Carolina at Chapel Hill, Complementary Medicine Seminar: “Patient Centered Care Models”, Chapel Hill, NC.
- 10/04 Keynote Speaker, Irish Health Promotion Network, “Creating Optimal Healing Environments”, Enniskillen, Northern Ireland.
- 5/04 Panelist & Invited Speaker, World Health Organization Health Promoting Hospital Conference, “Culture Change in Healthcare Organizations”, Moscow, Russian Federation.
- 3/04 Presenter, American College of Healthcare Executives Annual Congress, “The Business Case for Patient-Centered Care”, Chicago, IL.

- 9/03 Invited Speaker, Catholic Health East Conference, "Creating a Culture of Patient-Centered Care", Washington, D.C.
- 5/03 Panelist, First Annual Epidaurus Conference, Uniformed Health Services University, "Tension between patient-centered design and program", Bethesda, MD.
- 2002 Symposium Facilitator, Yale University Department of Public Health and Epidemiology: "Patient Driven Care-Who's in the Driver's Seat?", New Haven, CT.
- 9/02 Keynote Presenter, Ontario Hospital Association Annual Meeting, "Delivering a Different Kind of Health Care", Toronto, Canada.
- 9/02 Presenter, Highmark Blue Cross, Blue Shield Hospital Executive Conference, "Differentiating Hospital Care", Pittsburgh, PA.
- 3/02 Presenter, American College of Healthcare Executives Annual Congress, "Employer of Choice", Chicago, IL.
- 2001 Guest Lecturer, East Tennessee State University, Department of Medicine Seminar: "Changing Paradigms in Health care", Bristol, TN.
- 9/01 Presenter, Society for Healthcare Strategy and Market Development of the American Hospital Association Annual Conference, "Marketing Patient-Centered Care", San Diego, CA.
- 2000 Guest Lecturer, Southern Connecticut State University Love & Health Institute: "Patient Centered Care Models", New Haven, CT.
- 10/00 Presenter, Premier Inc. Integrative Medicine Conference, "Personalizing, Demystifying and Humanizing Health Care", Orlando, FL.
- 1995/ Guest Lecturer, Yale University Bioethics Lecture Series: "Ethical Implications of
1996 Genetic Screening", New Haven, CT.
- 1983 to Instructor, University of Connecticut Medical School, Department of Pediatrics,
1987 Farmington, CT.