

Kate Davis, Ed.D.
Director, Learning & Organizational Development
MedStar Montgomery Medical Center

Kate Davis, Ed.D., has been active in the fields of organizational development, psychotherapy, and education for over thirty years, most recently supporting people at all levels of organizational life to become consciously aware of how their everyday interactions are actually generating the organizations in which they work. Currently, Dr. Davis is the director of Learning and Organizational Development at MedStar Montgomery Medical Center where she is responsible for leadership development, diversity and inclusion initiatives, and workforce development, including the management of the Learning Center.

In addition, Dr. Davis has provided organizational consultation to leaders at a number of federal agencies, private for-profit companies as well as non-profit hospitals. As a psychotherapist, she held a number of mental health positions including Employee Assistance professional, child and adolescent therapist in Montgomery County, and private practice therapist working with individuals and families. She began her professional career as a high school teacher.



Allan Hamilton, MD

Professor of Neurosurgery, University of Arizona

After studying art in college, which earned him a career as a janitor, today Allan Hamilton, MD, FACS, holds four professorships at the University of Arizona in Neurosurgery, Radiation Oncology, Psychology, and Electrical and Computer Engineering. He graduated from Harvard Medical School and completed his neurosurgical residency training at the Massachusetts General Hospital in Boston. He has been chosen by his neurosurgical peers as “One of America’s Best Doctors.” Dr. Hamilton has authored more than twenty medical textbook chapters, fifty research articles, and has served on the editorial board of several medical journals. He has been a vocal advocate for reform of medical education and the peer-review process to reduce morbidity and mortality from medical mistakes and surgical mishaps.



Dr. Hamilton's first book, *The Scalpel and the Soul: Encounters with Surgery, the Supernatural, and the Healing Power of Hope* (2008, Tarcher/Penguin USA) was awarded the 2009 Nautilus Silver Award, which was conceived to recognize world-changing books. Previous Nautilus Award winners include Deepak Chopra, Eckhart Tolle, and His Holiness the Dalai Lama. *Scalpel and Soul* has been translated into several languages and is now in a paperback edition. For the last several years Dr. Hamilton has served as medical script consultant to the TV series *Grey's Anatomy* and *Private Practice*. Dr. Hamilton raises Lipizzan horses, German Shepherds, and purebred Angus cattle on his ranch on the outskirts of Tucson, Arizona. His latest book, *Zen Mind, Zen Horse—The Science and Spirituality of Working with Horses* was published in September, 2011 by Storey Publishing. Forewords for the book were written by Monty Roberts and Dr. Robert Miller—two of the luminaries of the horse world.

Jean Hitchcock, MPA

Vice President, Public Affairs & Marketing MedStar Health

Jean Hitchcock is vice president of Public Affairs and Marketing for MedStar Health. In her role, Ms. Hitchcock leads the development, implementation and measurement of marketing and communications programs that increase awareness of MedStar Health as a system and the services it provides to Maryland and the Washington, D.C., region. In addition, she oversees Public and Media Relations, as well as Marketing functions across the system.

With more than 20 years of experience, Ms. Hitchcock joined MedStar Health from Scripps Health in San Diego, where she served as corporate vice president of Marketing and Communications. Prior to that role, she held leadership positions with a number of organizations such as Rynne Marketing Group, OhioHealth, Spectrum Health System and Hope Network.



Ms. Hitchcock presently holds seats on the *Health Leaders Media* editorial board and *Modern Healthcare* advisory board, and has served as a board member for the Society for Healthcare Strategy and Market Development of the American Hospital Association. In addition, Ms. Hitchcock has been recognized with several community awards for leadership and board contributions. Most recently, she received the 2008 YWCA TWIN Award for Outstanding Women in Industry and honored by the Health Care Communicators of San Diego as the 2008 Communicator of the Year.

Ms. Hitchcock received a dual bachelor of arts degree in political science and sociology from Hunter College of New York and a Master of Public Administration from Western Michigan University. She also is accredited in public relations with the Public Relations Society of America.

Taylr Jesinger, MHA

Project Manager, MedStar Institute for Innovation (MI2)

Taylr Jesinger (formerly Taylr Takagi) is the project manager at MedStar Institute for Innovation (MI2) where she leads various projects across multiple domains and hospitals at MedStar Health. Her projects focus greatly on innovation in healthcare delivery, inventor services, and telehealth. Prior to joining MI2, she was the administrative resident at MedStar Washington Hospital Center – a highly competitive practicum experience with the executive team that is granted to one master’s degree graduate, a position previously held by the CEO of MedStar Health.



Ms. Jesinger completed her master’s degree in health administration at the University of Kentucky graduating with high honors. During her full-scholarship graduate program she worked in sociological and entrepreneurial research at the University of Kentucky’s Institute for Workplace Innovation (iWin) and for Lexington Chamber of Commerce, Mayoral Office. She spent copious time in rural Kentucky studying rural health issues and economic disparity where she became an advocate for underserved populations and for children living in poverty.

Ms. Jesinger received her bachelor of arts in neuroscience from the University of Southern California where she worked in molecular biology research at the USC Norris Comprehensive Cancer Center and at Harbor-UCLA Medical Center. She received academic and leadership scholarships while serving as feature twirler and leader with the USC Trojan Marching Band. She represented the USA on several international tours including China, Italy, and at the World Expo in Japan.

Tim Ogilvie, MS CEO & Chief Inspiration Officer Peer Insight

Tim Ogilvie is the CEO of Peer Insight, an innovation strategy consultancy, where he has made pioneering contributions to the emerging disciplines of service innovation, customer experience design, and business model exploration.

His clients include AARP, Bank of America, Hallmark, Hewlett-Packard, Pfizer, Procter & Gamble, Starwood Hotels, and The Hartford. His projects create organic growth by linking new customer experiences to scalable business models.

Mr. Ogilvie has consulted to five governments and influenced innovation policy from the United States to the European Union to Taiwan. He is the co-author of “Designing for Growth: A Design Thinking Tool Kit for Managers,” (2011). Ogilvie’s next book, “Conversations For Growth: The 10 Conversations That Ignite Successful Innovation Teams,” is due out in 2013.



He is a visiting lecturer at the University of Virginia’s Darden School of Business, where he teaches customer-centered design and innovation. He holds a master’s degree in computer integrated manufacturing systems from the Georgia Institute of Technology and a bachelor of arts in English from the University of Virginia.

Sarah Parker, PhD

Human Factors Research Scientist

National Center for Human Factors Engineering in Healthcare

MedStar Institute for Innovation (MI2)

Dr. Sarah Parker is a Human Factors Research Scientist at the National Center for Human Factors Engineering in Healthcare. Her research focuses on human factors and applied psychology, with an emphasis in team performance in complex and dynamic domains of healthcare.

Dr. Parker has published over 20 journal articles, editorials and book chapters. Her work has been funded by the Scottish Research Council, the Overseas Research Scholars Program, and her current work is funded by the Agency for Healthcare Research and Quality. She serves as a reviewer for *BMJ Quality and Safety* as well as *Annals of Emergency Medicine*.

Dr. Parker completed her PhD in Industrial and Organizational Psychology from the University of Aberdeen, Aberdeen, Scotland, where she studied with Drs. Steven Yule and Rhona Flin. She holds an MA in Human Factors and Applied Cognition from George Mason University (2006), and has two years experience in applied human factors safety engineering at Mayo Clinic in Rochester MN, prior to pursuing her doctorate. Dr. Parker is an expert in communication, teamwork, and leadership skills in the healthcare environment with a particular focus in the perioperative environment, and has an excellent general knowledge of human factors methods.



Amit Shah, MD Director, MedStar Inventor Services MedStar Institute for Innovation (MI2)

Amit Shah, MD, MHSc is the director of MedStar Inventor Services, MedStar Health's office for technology commercialization. In this role, Dr. Shah leads a system-wide initiative to advance the best ideas of MedStar associates from concept to reality, transforming inventions into commercial products and services. Soon after being appointed to his role in early 2011, Dr. Shah executed an internal marketing campaign that yielded medical device and healthcare IT invention disclosures from over 100 previously unknown MedStar inventors. Multiple patent applications, industry collaborations and local and NIH funding applications have resulted from these invention disclosures.

Dr. Shah is an attending physician with MedStar Emergency Physicians and serves on the faculty of Georgetown University School of Medicine and on the adjunct faculty of University of Maryland School of Engineering. He has also served as a Medical Officer at the Food and Drug Administration's Office of Device Evaluation.

Dr. Shah graduated *summa cum laude* from the University of Maryland, College Park with a bachelor of science in Biology. He received his medical doctorate and Master of Health Sciences in Clinical Research from the Duke University School of Medicine and completed the UCLA – Olive View Emergency Medicine Residency Training Program. Dr. Shah is board certified in emergency medicine.



Mark Smith, MD

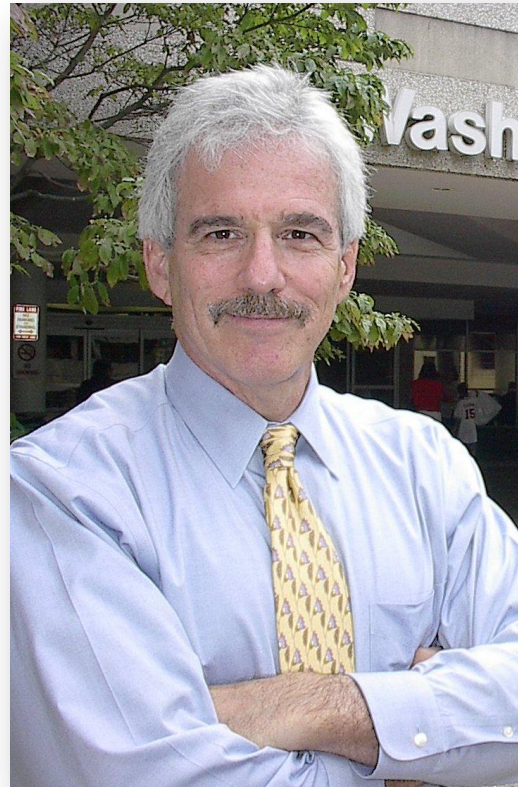
Director, MedStar Institute for Innovation (MI2)

Mark S. Smith, MD, FACEP is the director of MedStar Institute for Innovation (MI2). In this role, Dr. Smith leads a system-wide initiative to foster and catalyze innovation at MedStar Health. In addition, he serves as the chairman of MedStar Emergency Physicians and also as professor and chairman of emergency medicine at the Georgetown University School of Medicine.

Prior to his appointment as director of MI2, Dr. Smith served as chairman of emergency medicine at Washington Hospital Center for 14 years. Prior to that, he was chairman and professor of emergency medicine at the George Washington University Medical Center and director of its Ronald Reagan Institute of Emergency Medicine.

Dr. Smith received his bachelor of arts in mathematics, philosophy and psychology with highest honors from Swarthmore College and a master's degree in computer science from Stanford University. His medical degree is from Yale University School of Medicine. He completed an internship in medicine at George Washington University Medical Center and a residency in emergency medicine at Georgetown University Hospital. Dr. Smith is board certified in emergency medicine and is a fellow of the American College of Emergency Physicians.

Additionally, Dr. Smith serves as the director of the ER One Institute and is the co-founder of the federally funded Project ER One, MedStar Washington Hospital Center's initiative to develop the design concepts, features, and specifications for an all-risks ready emergency care facility, one that is optimized to manage the medical consequences of terrorism and mass casualty incidents. He is the co-creator of MedStar Health's innovative Azyxxi clinical information system and has authored numerous journal articles and presentations on emergency medicine and two textbooks in the field.



Ed Tori, DO Director of Presence MedStar Institute for Innovation (MI2)

Ed Tori, DO, is the Director of Presence for MedStar Institute for Innovation (MI2) where his responsibilities include serving as the chief architect of MI2's virtual presence and leveraging it to catalyze innovation throughout the MedStar Health system. He is currently piloting "MI2 Sense," a MedStar-wide social collaboration environment as well as a person-to-person "Innovator-in-Residence" program.

In addition to this work, Dr. Tori provides consulting on social media, online marketing and mobile app and game development. He runs several health care training, marketing, persuasion, and humor websites. A father of six, he is publishing a series of children's books and educational iPhone/Android games.



From 2003 through 2011, Dr. Tori was the Medical Director of the Cardiovascular Step-Down Unit at MedStar Union Memorial Hospital in Baltimore, MD where he was responsible for running perioperative cardiac services.

Dr. Tori completed his Doctorate in Osteopathic Medicine at the Philadelphia College of Osteopathic Medicine followed by a residency in internal medicine at MedStar Union Memorial Hospital where he was both Chief Resident and Resident of the Year. He received his bachelor of arts in African studies from Cornell University.

Robert Wears, MD, MS, PhD

Professor of Emergency Medicine
University of Florida & Imperial College London

Dr. Robert Wears is an emergency physician, professor in the department of emergency medicine at the University of Florida, and visiting professor in the clinical safety research unit at Imperial College London. He serves on the board of directors of the Emergency Medicine Patient Safety Foundation, and multiple editorial boards, including *Annals of Emergency Medicine*, *Human Factors and Ergonomics*, the *Journal of Patient Safety*, and the *International Journal of Risk and Safety in Medicine*.

As an active writer and researcher, Dr. Wears has published over 100 journal articles, editorials, and book chapters. He has co-edited two books, *Patient Safety in Emergency Medicine*, and *Resilient Health Care*.

His research interests include technical work studies, resilience engineering, joint cognitive systems, and particularly the impact of information technology on safety and resilient performance. He has been funded by the Robert Wood Johnson Foundation, the National Heart, Lung & Blood Institute, the Agency for Healthcare Research and Quality, the National Patient Safety Foundation, the Emergency Medicine Foundation, the Society for Academic Emergency Medicine, and the Army Research Laboratory.

