

Relational Practices in Health and Healthcare

Nov. 10-12, 2016

Keynote Presenter Biographies

Phil Cass, PhD

Phil Cass is a host/ facilitator/trainer and consultant, a part time college level instructor, a mentor, a constant advocate for community and a life-long student. Phil is a co-founder and partner of Confluence Unlimited-a consulting, training and coaching company where integrity and wholeness open up possibilities for clients. He was CEO for 16 years of four affiliated not-for-profit health corporations (the Columbus Medical Association, Columbus Medical Association Foundation, Physicians Care Connection and Central Ohio Trauma System).

Phil's passions are in helping organizations create cultures of participatory leadership, collaborative strategic planning, thriving environments for staff to excel, and community mental health. He holds a Bachelor's degree in Biology from Kenyon College, a Masters degree in Counseling and Guidance from Fairfield University and a Ph.D. in Counseling and Guidance from The Ohio State University. He lives with his wife Laura and is a proud father, step-father and new Grandfather all of whom are the loves of his life. philhcass@gmail.com

Sandra Davidson, RN, PhD

Sandra Davidson is Assistant Professor at the University of Alberta, Faculty of Nursing. Prior to this, she served as Dean of Nursing and then Chief Academic Officer for Carrington College based in Phoenix, Arizona. Dr. Davidson has also served as the Organizational Development and Clinical Education Specialist for Cancer Treatment Centers of America (CTCA) in Goodyear, Arizona. In this position she worked with the Vice-president of Patient Care Services and nursing staff to implement and evaluate an innovative acuity adaptable care delivery model on the inpatient oncology unit. Sandra has an extensive background in the art and science of healthcare innovation. She was one of the developers of the Master of Healthcare Innovation degree program (MHI) at Arizona State University's College of Nursing & Health Innovation. She taught widely within this curriculum and also served as the program's director. The MHI is an interdisciplinary degree that prepares students to design, implement and lead transformation in health care. Sandra has 15 years of experience as an evidence-based practice mentor and has facilitated workshops and projects with healthcare practitioners aimed at developing their knowledge, skills and ability to become change agents and EBP champions. She is lead author/editor of the book "*Leadership for Evidence-Based Innovation in Nursing and Health Professions*" published by Jones & Bartlett (2016). sidavids@gmail.com

Michael DeGeorgia, MD

Michael De Georgia is the Director of the Reinberger Neuroscience Intensive Care Unit at University Hospitals Case Medical Center in Cleveland, Ohio. He is a Professor of Neurology at Case Western Reserve University School of Medicine where he holds the Maxeen Stone and John A. Flower Endowed Chair in Neurology. Dr. De Georgia is also the Director of the Center for Neurocritical Care and Co-Director of the Cerebrovascular Center of University Hospitals' Neurological Institute. He is listed annually as one of "America's Best Doctors." A dynamic speaker, Dr. De Georgia is a frequently invited speaker around the world and a health commentator for ABC World News Tonight, CNN, MSNBC, Fox News, and other media outlets. Finally, because of his interest in music and the brain, Dr. De Georgia is the founding Director of the Center for Music and Medicine, collaboration between musicians, cognitive

scientists, psychologists, music therapists, and physicians throughout Northeastern Ohio. In his spare time, he plays in a rock band called "The Codes." michael.degeorgia@uhhospitals.org

Mary Dolansky, PhD, RN, Associate Professor, Case Western Reserve University

Mary Dolansky is an Associate Professor at the Frances Payne Bolton School of Nursing, Case Western Reserve University (CWRU) and Senior Mentor in the Veterans Administration Quality Scholars program and Director of the QSEN Institute (Quality and Safety Education for Nurses). She served as co-director of the VA Transforming Primary care to implement and evaluate a longitudinal interdisciplinary curriculum for medical residents and nurse practitioner learners and is active on the CWRU Macy Interprofessional Education Grant for pre-licensure students. She led an interprofessional team that developed and implemented a massive open online course "Take the Lead on Healthcare Quality" that has reached over 15,000 learners across the country. mad15@case.edu

Katherine Gergen Barnett, MD

Katherine Gergen Barnett is the Vice Chair for Primary Care Innovation and Transformation in the Department of Family Medicine at Boston Medical Center. She also serves as the Medical Director of the Yawkey Ambulatory Care Center (ACC) within Boston Medical Center where she works as a primary care physician. Katherine joined the ACC Family Medicine Practice team in 2009 after completing her Family Medicine Residency Program and her chief residency at Boston University. Originally from Washington, D.C. Katherine attended Yale University School of Medicine. While at Yale, Katherine worked at the National Center for Complementary and Alternative Medicine at the NIH (NCCAM), studied holistic medicine with Dr. Andrew Weil, lived on a Pueblo Reservation, created a course for medical students on spirituality and medicine, and completed a fellowship studying a model of group prenatal care for underserved women. While at BMC, she implemented this successful model of group prenatal care within the Family Medicine residency (Centering Pregnancy), served as chief resident, received the AAFP Award for Excellence in Graduate Medical Education, was published by STFM's poetry and prose contest, and was awarded the Family Medicine Resident Award for Scholarship. In 2008, Katherine completed Jon Kabat-Zinn's intensive Mindfulness-Based Stress Reduction (MBSR) training at UMass Worcester. Dr. Gergen Barnett also served as the Director of the Integrative Medicine Clinical Services at Boston Medical Center for 7 years. Her primary interests are behavioral health integration, preventive medicine, nutrition, mindfulness-based stress reduction, women's health, and group care. In her free time, Katherine enjoys running, reading, writing, cooking, spending time with friends, and being with her husband and three young children. katherine.gergen-barnett@bmc.org

Kenneth J. Gergen, PhD

Kenneth J. Gergen, Ph.D. is a Senior Research Professor at Swarthmore College, and President of the Taos Institute. He has served as president of two divisions of the American Psychological Association, and of the Society for Qualitative Inquiry in Psychology. Gergen has made significant contributions to issues of scientific metatheory, technology and cultural change, the self, and the construction of aging. Among his major works are *Realities and Relationships*, *The Saturated Self*, and *An Invitation to Social Construction*. His prize-winning book, *Relational Being: Beyond Self and Community*, represents a major contribution to relational theory and practice. Gergen is a lecturer of international distinction. His books have been translated into multiple languages, and his work has merited numerous awards, including fellowships from the Guggenheim and Humboldt foundations, and honorary degrees in both Europe and the US. kgergen1@swarthmore.edu

Arlene Katz, PhD

Arlene M. Katz, PhD is an Instructor in the Department of Social Medicine at Harvard Medical School, consultant in qualitative/ethnographic research at the Center for Multicultural Research at Cambridge Health Alliance, as well as a consultant in dialogic processes in healthcare, organizations and therapy. Her work has emphasized the importance of hearing the 'voice' of the patient and the community in care, training and research. Her research interests include dialogic processes in health care, social and cultural responses to illness and care in immigrant populations, and a multi-voiced approach to the patient-doctor relationship as well as a multi-voiced approach to organizational life. Dr. Katz has authored many articles on relationship-centered, collaborative methods of care, research and training, and has lectured on these subjects nationally and internationally. arlene_katz@hms.harvard.edu

Ellen Luebbers, MD, Director of Interprofessional Education, Case Western Reserve University School of Medicine.

Ellen Luebbers is the Director of Interprofessional Education at Case Western Reserve University School of Medicine and the primary investigator on a 4 year /4 school Interprofessional Education grant from the Josiah Macy Jr. Foundation. She serves as the director of the Physical Diagnosis program at the medical school and is the School of Medicine faculty advisor for the Interprofessional Student Run Free Clinic. She teaches within the School of Medicine as well as the Physician Assistant Program. She is an Assistant Professor, a board certified Pathologist and has trained and practiced at University Hospitals as well as in the community. el35@case.edu

Sheila McNamee, PhD

Sheila McNamee, PhD, is Professor of Communication at the University of New Hampshire. She is a founder, board member and vice president of the Taos Institute. Sheila is Professor in the School of Humanities at Tilburg University, The Netherlands. She is the 2001 recipient of the Class of 1944 Professorship and the 2007/2008 recipient of the Lindberg Award for outstanding Scholar/Teacher (both at the University of New Hampshire). Her work is focused on dialogic transformation within a variety of social and institutional contexts including psychotherapy, organizations, education, health care, and communities. She is author of *Relational Responsibility: Resources for Sustainable Dialogue*, with Kenneth Gergen (Sage, 1999). Other books include, *Therapy as Social Construction*, with Kenneth Gergen (Sage, 1992), *Philosophy in Therapy: The Social Poetics of Therapeutic Conversation*, with Klaus Deissler (Carl Auer Systeme Verlag, 2000), *The Appreciative Organization*, with her co-founders of the Taos Institute (Taos Institute, 2001) and *The Social Construction of Organization* with Dian Marie Hosking (Liber and Copenhagen Business School Press, 2006). Professor McNamee has also authored numerous articles and chapters on social constructionist theory and practice. She actively engages constructionist practices in a variety of contexts to bring communities of participants with diametrically opposing viewpoints together to create livable futures. Professor McNamee lectures and consults regularly, both nationally and internationally, for universities, private institutes, organizations, and communities. sheila.mcnamee@unh.edu

Stephanie Morris, MT-BC

Stephanie Morris is a board certified Music Therapist at Cleveland Clinic's Hillcrest Hospital under the Arts & Medicine Institute. At Hillcrest, she works with general medical/surgical, oncology, ICU, palliative/hospice, adult, and pediatric populations. Prior to joining the Cleveland Clinic as a music therapist, Stephanie worked as licensed Kindermusik Educator, using music and movement to help promote early development with babies and toddlers. She graduated magna cum laude with a Bachelor's of Music in Music Therapy degree from Seton Hill University in Greensburg, PA. Stephanie is currently pursuing her Master of Music

Therapy degree at Augsburg College in Minneapolis, MN. morriss4@ccf.org

Margaret Plews-Ogan, MD, MS

Margaret Plews-Ogan is Associate Professor of Medicine and Chief of the Division of General Medicine, Geriatrics and Palliative Medicine at the University of Virginia. She is Director of the Center for Appreciative Practice at UVA, a positive culture transformation initiative. A recipient of the Rockefeller Fellowship in Theology, Dr. Plews-Ogan received her MD from Harvard Medical School and completed her residency at the Brigham and Women's Hospital in Boston in 1996. Her areas of research and teaching include patient safety and quality, humanism in medicine, appreciative practice in healthcare (including positive emotion, appreciative inquiry, contemplative practices). She is co-author of *Appreciative Inquiry in Health Care: Positive Questions to Bring Out Our Best*. Dr. Plews-Ogan is the lead investigator on the Wisdom in Medicine Project, a Templeton foundation funded study which investigated how people cope positively with difficult circumstances. This study resulted in a recently released Public Television documentary *Choosing Wisdom* and a book entitled *Choosing Wisdom: Strategies and Inspiration for growing through Life-changing Difficulties*. She currently practices general internal medicine and teaches in the medical school and residency programs at the University of Virginia. mp5k@hscmail.mcc.virginia.edu

Kurt Stage, MD, PhD

Kurt C. Stange, MD, PhD is a family and public health physician, practicing at Neighborhood Family Practice, a federally-qualified community health center in Cleveland, Ohio. At Case Western Reserve University he is a Distinguished University Professor, and is the Gertrude Donnelly Hess, MD Professor of Oncology Research, and Professor of Family Medicine and Community Health, Epidemiology & Biostatistics, Oncology and Sociology. He is an American Cancer Society Clinical Research Professor, and serves as editor for the *Annals of Family Medicine* (www.AnnFamMed.org). He is working on Promoting Health Across Boundaries (www.PHAB.us), and is active in practice-based, multimethod, participatory research and development that aims to understand and improve primary health care and community health. He is a member of the National Academy of Medicine, part of the U.S. National Academies of Sciences, Engineering, and Medicine. kcs@case.edu

Janet Townsend, MD

Janet Townsend is Senior Associate Dean for Regional Campuses, Community and Educational Affairs and Regional Associate Dean, West Campus, served as the Founding Chair of the Department of Family, Community and Rural Health from 2008-2015. In this capacity she recruited the founding faculty and established a program of community based education and research. In her role as Senior Associate Dean, she provides leadership, oversight and coordination of the delivery of all academic activities in TCMC's regional campuses to achieve TCMC's education, research and service missions and ultimately, to contribute to improved health in the region. Additionally she serves as a member of TCMC's senior administrative team. Based in the West Campus, she also serves as its Regional Associate Dean. Dr. Townsend was recruited to TCMC in 2008 after 25 years of medical education leadership at Montefiore Medical Center and the Albert Einstein College of Medicine in the Bronx, NY. Her research interests are Community health needs and assets in vulnerable communities, community engagement, mentoring, educational scholarship, health disparities, women's health, health needs in Old Order Amish communities. jtownsend@tcmc.edu

Paul Uhlig, MD, MPA, FACS

Paul Uhlig is a cardiothoracic surgeon, associate professor at the University of Kansas School of Medicine-Wichita and medical director of the Cardiovascular Intensive Care Unit at Wesley Medical Center in Wichita, Kansas. Dr. Uhlig is internationally recognized for practice and study of high reliability health care teamwork and patient/family centered care. The cardiac care team he led while on the faculty at Dartmouth Medical School received the Eisenberg Patient Safety Award, the highest award in patient safety given by the Joint Commission and National Quality forum. This award was for developing the Concord Collaborative Care Model, a novel approach to interprofessional care with active involvement of patients and families, which is now known as the Social Process Model of Collaborative Teamwork. Dr. Uhlig's professional interests concern transforming health care practice culture to better meet the evolving needs of patients and society. He and Taos Associate Dr. Ellen Raboin work as partners applying principles of social construction in health care. He has given invited addresses on health care teamwork and patient safety at major academic health centers and health systems across the US and internationally, including the Royal College of Surgeons of Edinburgh where he was awarded a King James IV professorship. paul.uhlig@centralplainsheart.com

Diana Whitney, PhD

Diana Whitney is a global social entrepreneur. She is founder of Corporation for Positive Change, a global consulting cooperative and a co-founder of the Taos Institute. Diana's presentations deliver messages of hope, positive change, and the call for appreciative leadership and offer practical guidance for new ways of working, living and being. Diana's unique style of 'interactive storytelling' inspires audiences from at national and international conferences and leadership symposiums in Asia, Africa, Europe and North America. Diana's award winning books on Appreciative Leadership and Appreciative Inquiry, the revolutionary process she helped to develop, have been translated into over a dozen languages and are used as text books in business schools, universities and corporate learning centers around the world. Diana consults with executives and their teams in support of strategic planning and organization development, organization culture creation and transformation, and leadership capacity building. With over thirty years of experience, her clients include British Airways, Verizon, Johnson & Johnson, Merck SA, City of Regina, Calgary Health Region, UVA Health System, Idaho Department of Education, and the Sisters of Good Shepherd. The American Society for Training and Development (ASTD) recognized her Appreciative Inquiry work, with David Cooperrider, at GTE (Verizon) with their award for Best Organization Culture Change. diana@positivechange.org

Jason Wolf, PhD

Jason Wolf is a passionate champion and recognized expert on patient experience improvement, organization culture and change, and sustaining high performance in healthcare. As President of The Beryl Institute, Jason has led the growth of the organization into the leading global community of practice and thought leader on improving the patient experience, engaging over 45,000 members and guests in more than 50 countries and establishing the framework for the emerging profession of patient experience. A central leader in expanding the patient experience movement, Jason is the Founding Editor of the *Patient Experience Journal*, the first open-access, peer-reviewed journal committed to research and practice in patient experience improvement. He also established and currently serves as President of Patient Experience Institute, an independent, non-profit, and committed to the improvement of patient experience through evidence-based research, continuing education and professional certification.

Prior to leading the Institute, Jason designed and led the organization change, service, and leadership development strategies with HCA, working with over 45 facilities on improvement and change efforts. He also conducted groundbreaking research to identify the characteristics of high performance healthcare organizations. Jason is a sought after speaker, provocative commentator, and respected author of numerous publications and academic articles on culture, organization change and performance in healthcare, including two books on Organization Development in Healthcare, and over 25 white papers on patient experience improvement. jason.wolf@theberylinstitute.org

Presenters – Practice Showcases, Dialogue Sessions, Poster and Paper Presentations:

Megan Aston, PhD, RN, Dalhousie University School of Nursing

Megan Aston is an Associate Professor at Dalhousie University School of Nursing. Her program of research focuses on relationships within maternal child and family health nursing. She uses feminist post structuralism informed by discourse analysis to examine how nurses and clients negotiate beliefs, values and practices that have been socially and institutionally constructed through relations of power.

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Wendy Austin, PhD, RN, Professor Emeritus, University of Alberta, Professor Emeritus with the Faculty of Nursing and John Dossetor Health Ethics Center at the University of Alberta.

Wendy Austin's research has focused on relational ethics in healthcare and compassion fatigue. The experience of moral distress in pediatric intensive care and arts-informed dissemination of research are current research interests. waustin@ualberta.ca

Tahereh Barati, RMFT

Tahereh Barati is a registered marriage and family therapist. She is currently embarking on the doctorate program with Taos/Vjire University of Brussels. She is a Taos Associate member. Her research areas include conflict narratives, language, reflexivity and social justice. She is interested in bridging theory and practice to create re-assemblages of connectivity in human relations. Tahereh.barati@gmail.com

Jane Bavineau, Vice President, Senior Services Division, Neighborhood Centers Inc.

Jane Bavineau is a social worker with more than 30 years of experience in gerontology and non-profit Management. She provides executive leadership to the Sheltering Arms Senior Services Division of Neighborhood Centers Inc., a \$270M non-profit community development organization in Houston. Jane has lead five national demonstration projects in her career and was the founder of a partnership comprised of 80 organizations that focuses on improving services provided to older adults. jbavineau@neighborhood-centers.org

Gretchen Berland, MD, Senior Research Consultant and Lecturer

Gretchen Berland is an Associate Professor of Medicine at Yale University School of Medicine. Formerly a PBS producer, her current work draws from several disciplines including participatory action research, ethnography and the documentary format. A synthesis of these techniques led to the creation of a collaborative produced documentary focusing on the lives of 3 wheelchair users, called "Rolling." Broadcast on PBS, screened nationally and internationally at over 50 film festivals, as well as used by policy makers, practitioners, patients and community groups; the process of how this film was created and distributed represents a novel approach to visual media making.

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Josie Billington, PhD, Deputy Director, Center for Research into Reading, Literature and Society (CRILS), University of Liverpool

Dr Josie Billington is Deputy Director of the Center for Research into Reading, Literature and Society (CRILS) at the University of Liverpool. She has published extensively on English Victorian fiction and poetry and on the power of literary reading to influence mental health, through interdisciplinary research with colleagues in health care, medicine and psychology and with national charity, The Reader. Her most recent book is entitled *Is Literature Healthy?* jbilling@liverpool.ac.uk

Kristin Bodiford, PhD, Principal, Community Strengths

Kristin believes magic can happen when people come together around issues they care deeply about. She embraces transformative relational models, tapping into and strengthening relational resources to propel social innovation. Kristin is principal of Community Strengths, working with communities to support generative possibilities. She teaches social work and conflict resolution courses at Dominican University and is core faculty for the Taos Institute Masters of Relational Leading. Kristin holds a PhD from Tilburg University. kbodiford@dom.edu

Erika Bowen, MA, Research Fellow, UTHSCSA

Erika Bowen, MA is currently a Research-Fellow with the Division of General and Hospital Medicine at the UT Health Science Center at San Antonio. Erika's primary responsibility is to help manage and coordinate the Collaborative Care initiatives with the University Hospital and the UT Health Science Center at San Antonio. Erika has over 11 years of combined professional experience in quality improvement, continuing medical education and public relations. She is a PhD candidate at the University of the Incarnate Word. Her area of educational and research interest include Leadership Programs Contribution to Successful Quality Improvement Initiatives. BowenEO@uthscsa.edu

Jeffrey Branch, EdD, Program Director, OD and Public Health Management and Administration Programs, Philadelphia College of Osteopathic Medicine
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William Branch, MD, Professor, Director, Division of General Internal Medicine, Emory University School of Medicine

William T. Branch, Jr., is a professor of medicine and director of the Division of General Internal Medicine at Emory University School of Medicine. He has published numerous research publications; special areas of expertise include: humanism, professionalism and ethics; medical interviewing; and patient-doctor relationship. He received a National Award for Career Achievements in Medical Education from the SGIM and is past president of the American Academy on Communication on Healthcare. wbranch@emory.edu

Pamela Brett-MacLean, PhD, Associate Professor; Director, Arts & Humanities in Health & Medicine Program, University of Alberta

Pamela Brett-MacLean is an associate professor in the Department of Psychiatry, and director of the Arts & Humanities in Health & Medicine (AHHM) Program in the Faculty of Medicine & Dentistry at the University of Alberta. Dr. Brett-MacLean is committed to fostering humanism and professionalism in medicine, and has introduced a wide range of innovative research and learning initiatives informed by relational, arts based and reflective approaches within the university. pbrett-maclean@ualberta.ca

Felicity Bright, Lecturer, AUT University

Felicity is a rehabilitation researcher and lecturer. A speech-language pathologist by profession, her research focuses on patient engagement, therapeutic relationships and patient-practitioner communication. felicity.bright@aut.ac.nz

Kathleen Clark, PhD, JD, MAM, CEO, Attorney, Servant Lawyship

Kathleen is an attorney, advocate, collaborative practice and process solutions consultant, facilitator, author and presenter, serving healthcare and non-profit legal institutions, public health systems, and individuals; provider of professional development and continuing legal education presentations, workshops (U.S. and Europe), symposia and dialogues in the use of interdisciplinary collaborative team practice and processes

after adverse medical events; Adviser and Advocate for individual clients in healthcare-related situations, including adverse medical events. kathleenclark@servantlawyership.com

Bob Cottor, MD, Retired Psychiatrist, Taos Institute Board Member

Bob has been actively involved in the Taos Institute since its conception in 1993. He became a Taos Associate in 1996, and an Advisor to the Board in 1999, and then a Board member in 2003. Bob began practicing in child, family, and community psychiatry in 1966. His focus has always been on the relational, collaborative, and positive demotion of change in health care. He has been an innovator of practices and programs related to these detentions in health care practices in Minnesota, California and Arizona. rcottor1@gmail.com

Sharon Cottor, MSW, Life Coach, Retired

Sharon has been a family therapist, life coach and relationship consultant for 50 years. She has been actively involved with the Taos Institute since 1993 and has been a Taos Associate since 1996. Sharon's change practice evolved into coaching and consulting regarding relationships, communication, and conflict issues with individuals, couples, and family businesses and nonprofit organizations. She has focused on imaging and creating new and satiating futures with her clients. sharoncottor@icloud.com

Anne Croker, PhD, BAppSc (PT), Research Fellow, University of Newcastle, Australia

Anne is a Research Fellow at the University Of Newcastle Department Of Rural Health in Tamworth, Australia. Her current research project exploring how students learn to work with other health professions builds on her PhD research for exploring collaboration in healthcare teams (receiving Thesis of Year Award, Charles Stuart University's Faculty of Science). Her research continues to embrace relationship dimensions of practice. She has experience with hermeneutic research approaches. anne.croker@newcastle.edu.au

Kelly Cummings, RN, PhD, Chief Nurse, Acute Care, VA

Kelly Cummings has been a registered nurse for more than thirty years. The past two decades of her practice has been focused on leadership development and professional practice development. She recently received her PhD from Twente University through the Taos Institute. kellyswauger@gmail.com

Tara Devine, PhD, LPC-S, LMFT-S, LCDC, Co-Director, Integral Flow

Dr. Tara Devine: MA and PhD in Human Development from Fielding Graduate University, MA in Family Therapy from Southwestern Theological Seminary. Tara is the former Director of Therapeutic Services at The Monarch Institute for Neurological Differences. There she developed an internship program to prepare therapists in integrated, collaborative care. Tara is a Taos Associate and a Board member of Tapestry of Hope. She co-directs Integral Flow with Dr. Neal Sarahan. taradevinephd@integralflow.org

Mary Dolansky, PhD, RN, Associate Professor, Case Western Reserve University

Mary Dolansky is an Associate Professor at the Frances Payne Bolton School of Nursing, Case Western Reserve University (CWRU) and Senior Mentor in the Veterans Administration Quality Scholars program and Director of the QSEN Institute (Quality and Safety Education for Nurses). She served as co-director of the VA Transforming Primary care to implement and evaluate a longitudinal interdisciplinary curriculum for medical residents and nurse practitioner learners and is active on the CWRU Macy Interprofessional Education Grant for pre-licensure students.

She led an interprofessional team that developed and implemented a massive open online course "Take the Lead on Healthcare Quality" that has reached over 15,000 learners across the country. mad15@case.edu

Linda Durishin, MSN, RN, Administrator, Organizational Effectiveness, Lehigh Valley Health Network

Linda Durishin has over 25 years of experience as an internal consultant to the Lehigh Valley Health Care Network. As a senior Administrator of Organizational Development and Organizational Effectiveness, Linda has led the function in learning and synthesizing OD initiatives and integrating them to foster a learning culture. Linda.Durishin@lvhn.org

Dawn Ellison, MD, CPC, President, Influencing Healthcare, LLC

Dawn Ellison MD draws from her 20 plus years of Emergency Medicine practice leading teams in critical situations and finessing outstanding care for patients in a complex healthcare climate to help health providers and executives lead thoughtfully, transparently and deliberately. As a former medical director herself, she is familiar with the tensions held as a nimble leader. Dawn served as a Crucial Conversations instructor with Mayo Health Systems and holds a CPC certificate from the College of Executive Coaching. She spent her 2006-2007 Bush Foundation Medical Fellowship learning to build collaborative medical cultures using participative practices. ihc.dawn@gmail.com

Gail Furman, PhD, RN, Director, Educational Design and Development, National Board of Medical Examiners

Dr. Furman is Director of Educational Design and Development at the National Board of Medical Examiners for the Step 2 Clinical Skills examination. Previously, she was a professor at Saint Louis University School of Medicine and Director of the Clinical Skills Center, where she was the course director for the Patient, Physician and Society courses and a faculty member for the interprofessional problem-based learning courses. gfurman@nbme.org

Daniel Garros, MD, FRCPC, Clinical Professor, University of Alberta

Daniel Garros is a pediatric intensivist at the Stollery Children's Hospital, clinical professor in the Department of Pediatrics and adjunct professor at the John Dosssetor Health Ethics Center at the University of Alberta. He also volunteers with the International Children's Heart Foundation. dgarros@ualberta.ca

Leah Gitterman, Manager, IGNITE Consulting, University Health Network

Leah is manager and senior consultant with IGNITE consulting based out of the University Health Network in Toronto. Her work specializes in behavioral, organizational and culture change across the spectrum of healthcare. As co creator of the Front Line Ownership approach, Leah has been at the forefront of work in Canada, the U.S. and internationally to improve safety, organizational culture and improvement using complexity science and behavioral change based approaches. Leah has a MHS degree in Community Health and Epidemiology from the University of Toronto and is a certified Patient Safety Officer and has her certification in Infection Prevention and Control. leah.gitterman@uhn.ca

Karen Gold, MSW, PhD, Clinical Program Specialist / Educator, Women's College Hospital

Karen Gold works at Women's College Hospital in Toronto as a clinical social worker and interprofessional education leader with a special interest in the medical humanities and narrative pedagogy. She is a Taos Associate (and graduate of the PhD program), a Research Scientist at the Center for Ambulatory Care Education, a certified faculty for the Institute for Healthcare

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Miriam Grotowski, BMed, FRACGP, DipPsych (ED), Senior Lecturer in Medicine, University of Newcastle, Australia

Miriam is an experienced rural general practitioner with a long term interest in, and awards for, working collaboratively with other professions for patient-centered care. A Senior Lecturer in Medicine at The University of Newcastle Department of Rural Health in Tamworth Australia, Miriam is enrolled in a Masters of Medical Education through Dundee University. Her interest in interprofessional education led her to be involved in a collaborative dialogical inquiry. miriam.grotowski@newcastle.edu.au

Rebecca Harmon, PhD, RN, Associate Professor, University of Virginia

Rebecca Harmon has been a mental health nurse since 1984 and joined the faculty of University of Virginia School of Nursing in 1993. She chaired the team that brought Appreciative Inquiry to the School of Nursing strategic planning process in 2009, helped author the book, *Appreciative Inquiry in Healthcare*, and serves as co-leader of the Healthy Work Environment team and Healthy Community Movement at the School of Nursing. rbh8a@virginia.edu

Lorraine Hedtke, MSW, ACSW, LCSW, PhD, Professor, California State University San Bernardino

Lorraine is the program coordinator and professor of counseling and guidance masters at CSUSB and the proprietor of The Fabula Center in Redlands, California. She teaches about her unique approach to death and grief throughout the US and internationally. Her articles have appeared in numerous professional journals and she is the author of several books including, *The Crafting of Grief: Constructing Aesthetic Responses to Loss* (Sage, 2016), co-authored with John Winslade. Lorrainehedtke@gmail.com

Shoshana Helfenbaum, BA, MSW, RSW, DGrT, Interprofessional Educator, Baycrest

Shoshana is an Interprofessional Educator for the Baycrest Center for Learning, Research and Innovation in Long Term Care and the Baycrest Center for Knowledge Exchange in Aging. She has worked for 20 years with non-profits, corporations, educational institutions and professional organizations in various capacities as an educator, geriatric social worker, psychotherapist, simulationist, instructional designer, program coordinator, and content/marketing and communications specialist. shelfenbaum@baycrest.org

Marjorie Heines, Cleveland Clinic Hospitals, Senior Communications Manager

Marjorie Heines is a senior communication manager in Cleveland Clinic's Corporate Communications Department. Marjorie has managed physician communication through the Chief of Staff's office for nearly five years. Prior to joining the Corporate Communications team, Marjorie served as Manager of Alumni Communications and Chief Editor in the Marketing Division's Creative Services. heinesm@ccf.org

Carol Hodgson, PhD, Associate Professor, J. Allan Gilbert Chair in Medical Education Research, University of Alberta

Carol Hodgson is an associate professor in the Department of Pediatrics, founding J. Allan Gilbert Chair in Medical Education Research, and director of the Teaching Scholars Program in the Faculty of Medicine & Dentistry (FoMD) at the University of Alberta. She provides leadership and expertise in faculty development, curriculum/instruction and scholarship across the FoMD, and also teaches in the Masters' of Health

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Jody Hoffer Gittel, PhD, Professor, Brandeis University

Jody Hoffer Gittel is a professor of management at Brandeis University's Heller School for Social Policy and Management, and director of the Relational Coordination Research Collaborative. She received her PhD from MIT's Sloan School of Management, where she formulated and validated relational coordination theory in her thesis. Her newest book, *Transforming Relationships for High Performance: The Power of Relational Coordination*, explores multi-interventional processes that enable sustainable scalable change. jgittel@brandeis.edu

Jeongyun Hur, PhD Student, Claremont School of Theology

Jeongyun Hur, a Ph D student in Claremont School of Theology in Pastoral Care and Counseling/ Pastoral Theology received her M. Div. from Yale Divinity School. Prior to her move to the United States, she studied history and Christian studies in Seoul Women's University. jeongyun.hur@gmail.com

Gaby Jacobs, PhD, Professor, Fontys University of Applied Sciences

Gaby Jacobs received her PhD in 2001 at the University for Humanistics (Utrecht, The Netherlands) on the topic of empowerment in counseling and the role of the professional. She has worked as a lecturer at the University for Humanistics and Keele University (UK) and received many research grants on topics of community participation and empowerment, diversity, values and professional development in healthcare and health promotion. Currently she is working as a professor and head of the knowledge center Person Centered and Evidence Based Practice in Health and Social Care at Fontys University of Applied Sciences, the Department of People and Health Studies. g.jacobs@fontys.nl

Jake Jennings, MS, Program Manager, Alberta Health Services-East Calgary Family Care Clinic

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