

Stephanie R. Bruce, MD
Faculty Physician, Internal Medicine
Section of Geriatrics and Long Term Care
MedStar Washington Hospital Center



Stephanie Bruce, MD, is a physician at the Medstar Washington Hospital Center (MWHC) in the Geriatrics Section. She is a clinical geriatrician and Practice Director in the hospital's Medical House Call Program and Associate Professor of Medicine at Georgetown University School of Medicine.

Dr. Bruce grew up in Florida and attended Georgetown University and Columbia University. She received her MD from Duke University School of Medicine and completed her internship and residency at Duke University Hospital in Durham, NC. In 2004, she completed a clinical fellowship in Geriatrics at Johns Hopkins University Bayview Medical Center in Baltimore. She is board-certified in Internal Medicine and Geriatrics.

In 2011, she received the "House Call Physician of the Year" award from the American Academy of Home Care Physicians. In that same year, she was named one of 72 "Innovation Advisors" to Medicare's Center for Medicare and Medicaid Innovation (CMMI) and is a current recipient of the Practice Change Leader grant from Hartford Foundation and Atlantic Philanthropies.

Her other interests include supporting and expanding the role of IT in helping clinicians provide better care and communicate around clinical issues. She led the House Call Program's use of a mobile electronic health record with real-time access to labs, notes and office. She is the co-chair of the hospital's EHR Steering Committee, and Physician leader of WHC's NICHE (Nurses improving the Care of Hospitalized Elders).

Margaret (Maggi) Cary, MD, MBA, MPH Founder & CEO, The Cary Institute Adjunct Faculty, Georgetown University School of Medicine



Margaret (Maggi) Cary, MD, has been telling stories since she could talk. Just ask her mother. Years ago, her professional interest in storytelling was stimulated by teaching physicians to improve their communication with patients and colleagues by listening to their stories.

Maggi started out as a family doctor in Sonoma County, delivering babies, performing surgery and caring for people of all ages. She moved to Mammoth Lakes to save lives in the emergency department and ski mid-week, within walking distance. Since then, she has reinvented herself several times as vice president of a medical device startup, medical director of a \$220 million medical communications company and chief medical officer of the Colorado Business Group on Health, to name a few. She envisioned, created and led the Community of Champions, the national physician leadership development program, at the Veterans Health Administration.

All these experiences led her to her current reinvention as a leadership and executive coach for healthcare executives at the University of Massachusetts Medical School, Mayo Clinic, Veterans Health Administration, American Medical Informatics Association and University of Maryland School of Medicine, among others. She is an architect for her clients as they design their leadership journeys and create their own stories. She has taught storytelling and executive coaching at the Harvard Macy Institute and developed and teaches the Narrative Medicine, or reflective storytelling, course at Georgetown University's School of Medicine.

She is a regular essayist on TheDoctorWeighsIn.com, has been published in many publications, wrote a seminal text on telemedicine and telehealth and speaks on and teaches coaching, storytelling and leadership.

Thomas J. Graham, MD

Chief Innovation Officer & Justice Family Chair in Medical Innovation
Vice Chairman, Department of Orthopaedic Surgery
Cleveland Clinic



Thomas J. Graham, MD, is the Chief Innovation Officer of Cleveland Clinic Innovations, the technology commercialization-arm of Cleveland Clinic, where he holds the Justice Family Chair in Medical Innovations. Additionally, Dr. Graham is the Vice-Chairman of the Department of Orthopaedic Surgery of Cleveland Clinic in Cleveland, Ohio.

Renowned Hand Surgeon, Dr. Graham rejoined Cleveland Clinic after a decade as the Chief of the Congressionally-designated National Hand Center and Surgeon-in-Chief of the Arnold Palmer Sports Health Center. Complimenting a clinical practice that is recognized as the premier destination

for the care of the professional athlete's hand and wrist, he assumed the roles of Chairman of Cleveland Clinic Innovations and Vice-Chairman of the Department of Orthopaedic Surgery in 2011.

His experience as a surgeon entrepreneur and business developer adds another dimension to the growing success that Cleveland Clinic has enjoyed in commercializing the creative productivity and transcendent thought of their physicians and scientists. Graham's history as an educator and Program Director aligns with the mission of the Clinic's Orthopaedic and Rheumatology Institute to deliver excellence in musculoskeletal care, conduct meaningful scientific inquiry and educate future leaders in the specialty.

A graduate of Williams College, he received his MD from the University of Cincinnati. He completed his orthopaedic surgery residency at the University of Michigan and a fellowship in hand and upper extremity surgery at the famed Indiana Hand Center. Dr. Graham, an Ohio native, is married to his childhood sweetheart; they have two college-age daughters.

Lynn McKinley-Grant, MD

Medical Director ECP, MedStar Washington Hospital Center
Associate Professor of Medicine, Division of Dermatology,
Georgetown University School of Medicine
Capital ArtPorts

Dr. Lynn McKinley-Grant is a staff dermatologist, member of the faculty in the Dermatology Residency Program, and the Medical Director of Extracorporeal Photopheresis at MedStar Washington Hospital Center. At Georgetown University School of Medicine she is the director of Orthopedic/Rheumatology/Dermatology module for second year medical students.

Dr. McKinley-Grant received her BA in political science from Colby College and a master's degree in student personnel administration in higher education from Columbia University Teacher's College. Her medical degree is from Harvard Medical School. She is board certified in Internal Medicine and Dermatology, training at Boston City Hospital and New York University Skin and Cancer Unit. She did a molecular biology fellowship at NIH and did research to identify Fillagrin.

Dr. McKinley-Grant has authored many textbook chapters on the cutaneous manifestations of systemic disease and was co-senior editor for *Visual Dx: Dermatology for Pigmented Skin* and *Visual Dx: online clinical decision making support system*. Her research interests are skin of color, cutaneous T-cell lymphoma, and visual literacy in medicine.

In 2012 she was named a *Washingtonian* magazine Top Doctor. Her passion is to provide innovative, excellent healthcare. The use of the five senses, cultural competency, compassion and empathy are all critical thinking tools for making accurate diagnoses, decreasing medical errors, and decreasing health care costs, and are part of medical education. Her vision is to bring the mission of Capital Artports to the healthcare community creating excellence in a compassionate and stress-free environment.



Taylr Jesinger, MHA

Senior Project Manager, MedStar Institute for Innovation

Taylr Jesinger (formerly Taylr Takagi) is the senior project manager at the 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.

Paul Plsek, MS

Innovator-in-Residence, MedStar Institute for Innovation
Consultant, Author & Developer of DirectedCreativity™



Paul is an internationally recognized advisor on leadership, innovation, creativity and the management of change in complex systems. He serves as the Mark Hutcheson Chair of Innovation at the Virginia Mason Medical Center in Seattle, a member of the expert panel on health care innovation for the Agency for Healthcare Research and Quality in

Washington DC, the Director of the Academy for Large-Scale Change for the National Health Service in the UK, and co-director of the Physician Leadership Development Program of the Ontario (Canada) Medical Association. He is an Innovator-In-Residence at the MedStar Institute for Innovation (MI2) where he is developing online training in creativity, innovation and complex systems, and advising on several healthcare service delivery innovation projects. Paul holds degrees in systems engineering from Texas A&M University and the Polytechnic Institute of New York. He is the author of several books and dozens of papers, and is a popular conference speaker. His latest book, *Accelerating Health Care Transformation with Lean and Innovation: The Virginia Mason Experience*, will be available in November 2013.

Annette Polan

Founder, Capital Artports; Portrait Artist Professor Emeritus, Corcoran College of Art and Design

Annette Polan graduated with a BA in Art History from Hollins University in Roanoke, Virginia. She completed graduate work at the Corcoran College of Art and additional studies at the Ecole du Louvre and the Tyler School of Art. Ms. Polan is Professor Emeritus from the Corcoran College of Art and



Design. Based on experiences from 30 years of teaching, she founded Capital Artports, a series of visual art workshops for upper level management to develop Human Capital.

As an internationally known portrait artist, Ms. Polan has photographed and painted the official portraits of leaders of industry and government including Justice Sandra Day O'Connor, (former) West Virginia Governor Gaston Caperton, Peter Tarnoff for the Council

on Foreign Relations, Judge Rya Zobel for the Federal Judicial Center, Edward Villella for the Miami City Ballet, and Lord Baltimore for Kiplin Hall in Great Britain.

Ms. Polan has taught and lectured on her work and contemporary American portraiture in Europe, Asia, and Australia, and has had numerous solo and group exhibitions in the United States and abroad. She is a participant in the U.S. Department of State's Art in Embassy Program, with pieces showing in Denmark and Fiji. Her interest in the narrative extends into video and site specific installations.

Ms. Polan organized Faces of the Fallen, an exhibition of 1323 portraits by 230 American artists to honor the servicemen and women who died in Afghanistan and Iraq. The exhibition opened on March 23, 2005 at the Women in Military Service of America Memorial in Arlington Cemetery. In recognition of her support, she was awarded the Chairman of the Joint Chiefs of Staff Outstanding Public Service Award, the highest award that the Chairman can grant to a civilian for exceptional public service.

Ms. Polan is the former Chairman of the Painting Department at the Corcoran, and she has served on the board of the Washington Project for the Arts. She is on the Advisory Board of Smith Farm, a center for arts and healthcare. She is a member of Art Table, the International Women's Forum, the Women's Forum of Washington and the Cosmos Club. She is listed in Who's Who in America, Who's Who in the East, Who's Who of American Women, Who's Who of American Artists, The Dictionary of International Biography, and The World's Who's Who of Women.

Stephen Racunas, PhD Compassion Technologist

Stephen Racunas, PhD, has been named an Exploratory and Foundational Research Fellow for his pioneering work in Bioinformatics. He has been an Engineering Fellow-At-Large of the Santa Fe Institute, a Senior Consulting Engineer to Stanford University School of Medicine and a Senior Consultant to Stanford Hospitals. He has been named a Research Science Institute Scholar and a National Foundation of America Scholar. Dr. Racunas was elected to the American Academy of Achievement for computational support of research that won the Nobel Prize.



Dr. Racunas received his bachelor of arts in mathematics, physics, and electrical engineering as three simultaneous degrees, each with full university honors, from Carnegie Mellon University. He received his master's degree in electrical and computer engineering from Princeton University, and his PhD in electrical and computer engineering from Penn State University. Dr. Racunas then went on to complete his postdoctoral work in Bioinformatics and Gerontology at Stanford University.

Dr. Racunas founded GRS ("Grass-Roots Science") in 2007 and has since been offered grant awards and research contracts from a variety of institutions including The National Science Foundation, The National Aeronautics and Space Administration, The Office of Naval Research, and Stanford University School of Medicine. Dr. Racunas is interested in partnering with healthcare stakeholders. He hopes to build upon his work designing mobile services for medicine, his successful designs for hypothesis evaluation frameworks, and his experience with "big data" biomedical and distributed computing environments to construct software that informs health providers, researchers, caregivers and patients throughout the "network of care."

Raj Ratwani, PhD

Scientific Director

National Center for Human Factors in Healthcare
MedStar Health / MedStar Institute for Innovation



As Scientific Director, Dr. Ratwani applies human factors and cognitive science theories to challenging healthcare problems to develop applied solutions. He is focused on improving patient safety and specific areas of expertise include attention, memory, perception, human-computer interaction, and statistical modeling of behavior.

Dr. Ratwani earned a MA and PhD in psychology, focusing on human factors and applied cognition, from George Mason University and was awarded the Fleishman dissertation award. He was a National Research Council post-doctoral fellow at the Naval Research Laboratory where he focused on developing real-time mechanisms to predict and prevent skill-based errors. Dr. Ratwani has held scientific positions in both the public and private sectors. He has published over twenty-five peer reviewed publications in nationally recognized journals and has given numerous presentations to human factors and healthcare audiences.

Kenneth A. Samet, FACHE President and Chief Executive Officer, MedStar Health

As MedStar Health President and Chief Executive Officer, Kenneth A. Samet, FACHE, is responsible for a \$4.5 billion not-for-profit, healthcare delivery system. With more than 30 years of experience in healthcare administration, Samet provides strategic oversight and management for MedStar Health—the region’s largest healthcare provider in Maryland and the Washington, D.C., region comprised of 10 hospitals and a comprehensive network of health-related businesses that include research, ambulatory, home health, and primary care physician services. MedStar Health is one of the largest employers in the region with more than 30,000 associates and 6,000 affiliated physicians, serving more than half-a-million patients and their families each year.



From 2003 to 2008, Samet served as the President and Chief Operating Officer of MedStar Health, and was responsible for all aspects of operations system-wide. Prior to that, Samet served as MedStar’s first and only Chief Operating Officer since its inception in 1998.

He has dedicated his career to health care. He received his master’s degree in health services administration from the University of Michigan in 1982. Following such, Samet served as President of MedStar Washington Hospital Center, one of the nation’s largest tertiary care hospitals, in the District of Columbia from 1990 to 2000. From the mid-1980s to 1990, Samet held a variety of executive leadership positions with the Medlantic Healthcare Group, which merged with Helix Health in 1998 to create MedStar Health.

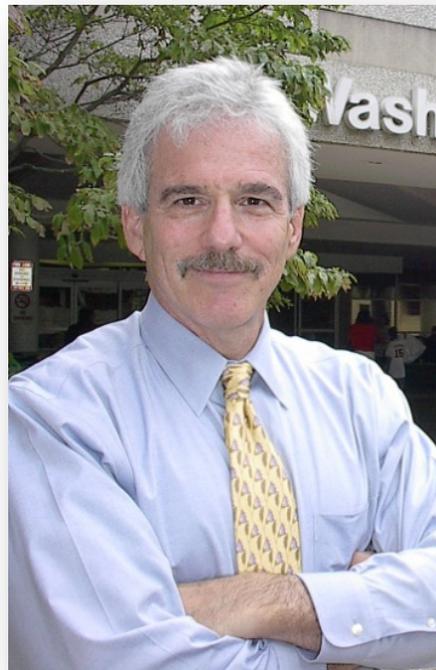
Samet is presently a member of the board of directors at Georgetown University, the Greater Baltimore Committee, the Economic Club of Washington, and Goodwill of Greater Washington; and serves on the Executive Committee of the boards of the Greater Washington Board of Trade and the Federal City Council. He has held leadership positions on the boards of the American Hospital Association (AHA), District of Columbia Hospital Association and Maryland Hospital Association. Samet served as the chairman of AHA’s Regional Policy Board III. In addition, he served on the Board of Visitors for the University of Maryland School of Nursing. Samet is also a past board member and chair of the Academic Affairs Committee of the Old Dominion University Board of Visitors, where he received his bachelor’s degree in business administration in 1980 and an honorary doctorate in 2012, following his commencement speech to the graduating class. In 1996, the American College of Healthcare Executives named Samet the national Young Healthcare Administrator of the Year, and in 2013, the Washington Business Journal named Samet on its Power 100 list.

Mark Smith, MD

Director, MedStar Institute for Innovation

Mark S. Smith, MD, FACEP, is the director of the 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 is professor and chairman of emergency medicine at the Georgetown University School of Medicine, and served as the founding chairman of MedStar Emergency Physicians from 1999 to 2013.

Prior to his appointment as Director of MI2 in 2009, 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.



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 has served as director of MedStar's ER One Institute and as co-founder of Project ER One, MedStar Washington Hospital Center's federally funded initiative to design an emergency care facility optimized to manage the medical consequences of terrorism and mass casualties. Dr. Smith has a special interest in medical informatics and information visualization and is co-creator of MedStar Health's innovative Azyxxi / Amalga clinical information system, which has been used in hospitals across the country. He helped create MedStar's Simulation and Training Environment Lab (SiTEL), 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



Edmund A. Tori, DO, is the Director of Presence for the 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.

Through courses, public speaking, and coaching, Dr. Tori provides training on influence for health professionals and caregivers. His "Influence Consults" have touched such diverse areas as resident recruitment, patient adherence, philanthropic efforts, patient education, professional op-ed writing, bedside manner, conflict management and the opening of new healthcare delivery facilities.

In addition to this work, Ed provides consulting on social media, online marketing and mobile app and game development. He runs several health care training, marketing, influence, and humor websites. A father of six, he is publishing a series of children's books and he runs his own mobile game company.

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.

Ed 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.

His training in influence and persuasion comes from over a decade of apprentice arrangements with experts in diverse influence domains including coaching, social sciences, direct response marketing, advertising, game design, counterintelligence, copywriting, hypnosis, NLP, parenting, public speaking, internet marketing and others.