

Curriculum Vitae

Jack A. Gilbert, EdD

Personal Data

10595, E San Salvador Drive
Scottsdale, AZ 85258

Work: 602.496.2280
Cell: 480.748.7360
Email: jack.gilbert@asu.edu

Academic and Professional Preparation

- 2004 The George Washington University, Washington, DC Doctor of Education
*Dissertation Topic: The role of ethics in decision making
for senior management executives in large consulting firms*
- 1972 University of Lancaster, Lancaster, England Master of Arts in Systems
Management
- 1966 North London College, London, England Bachelor of Administration
(equivalent)

Work History

2017 to Present Clinical Professor, School for the Science of Health Care Delivery, Arizona State University (ASU)

2015 to 2017 Clinical Associate Professor, School for the Science of Health Care Delivery

2016 to Present, Senior Lincoln Fellow, ASU Lincoln Center for Applied Ethics

2017 to Present Adjunct Faculty, Mayo Clinic School of Medicine

Responsible for teaching in the School's Master's program, both on-ground and online, acted as liaison for the School with the Mayo Medical School for the development and implementation of our co-designed Certificate in the Science of Health Care Delivery and for other aspects of our relationship the Mayo Clinic including the ASU-Mayo Alliance for Health Care, As a Lincoln Fellow I am engaged in formative work on the spread of ethics in university curricula and in the assessment of ethical health of university departments and colleges.

2013 to 2015 Director, Executive & Professional Development and Clinical Associate Professor, College of Nursing and Health Innovation (CONHI) and College of Health Solutions (CHS), ASU

Responsible for the successful development of executive and professional programs for both colleges. Specifically, in collaboration with ASU's School of Design faculty and Mayo's Center for Innovation, co-designed and delivered a blended program (on-ground and online) to teams who were winners of Mayo's CoDE innovation awards to accelerate their capacity to produce results. This program continues. My work on the executive development and delivery of CONHI's senior leadership Inter-professional Fellowship in Innovation Leadership also bore fruit

during this period with two successful cycles completed before transfer of the directorship as my engagement with CONHI ended (more on this program below).

2011 to 2015 Director of the Trans-disciplinary Consortium for Innovation Leadership in Healthcare/Executive Fellowship in Innovation Health Leadership, CONHI, ASU

Spearheaded the formulation of the Consortium and the enrollment of the American College of Nurse Executives (AONE) as CONHI's founding partner, providing \$150,000 in funding; enrolled Mayo Clinic's Center for Innovation as a strategic partner (providing a further \$25,000 in funding); in January, 2013 launched our first Executive Fellowship in Innovation Health Leadership with a cohort of eight and breakeven cash flow. Launched the second cohort of thirteen in 2015, which was successfully delivered with a positive cash flow the same year.

2009 to 2013: Director and Clinical Associate Professor, Master of Healthcare Innovation (MHI) Program, CONHI, ASU

Completed the transition of the program to a sound, attractive, quality student experience program. Routinely screened and approved new students, recruited and managed MHI faculty, dealt with operational issues, and taught in the program. In 2012 and 2013, directed the successful migration of the program from a blended experience to an ASU Online offering. In addition, I led the recruitment of the first cohort of Chinese students and their customized MHI program. Also completed a dual degree arrangement between the MHI program and the Master of Design in ASU's School of Design.

2002 to 2012: President, New Page Consulting, Inc.

1998 to 2002: Partner, Pathfinder Associates

1993 to 1998: Principal, CSC Index

Focused on large-scale change to meet strategic challenges in Fortune 100 and Fortune 1000 companies by applying complex adaptive theory, living system principles, for employee engagement and innovation. Made presentations and led workshops focused on everyday ethics and leading innovation primarily for Healthcare clients.

1990 to 1993: Senior Vice President, Omega Group

Conducted qualitative market research for clients in health care and other diverse fields.

1987 to 1988: Adjunct Faculty, Penn State University

Taught undergraduate management and leadership courses

1976 to 1990: Vice President, Medco, Inc. and President, Pathfinder Associates.

1973 to 1976: Director of Management Engineering, Ottawa General Hospital (Ottawa, Canada)

Ottawa General was a 600-bed hospital at that time. In my role as director I led a five person department focused on process improvement.

Publications: Books

Balik, B. & Gilbert, J. (2010). *The heart of leadership: Inspirational and practical guidance for transforming your health care organization*. Chicago: AHA Press

Gilbert, J. (2009). *Gilbert's fables*, Phoenix: Sleeping Lion Press (self-published).

Gilbert, J. (2007). *Strengthening ethical wisdom: Tools for transforming your health care organization*. Chicago: AHA Press

Selected as recommended reading by the American College of Healthcare Executives 2008 Hamilton Book Award Committee.

Gilbert, J. (1998). The need for executive alignment for successful change. In P.R. Lenz, & A.S. Sikka (Eds.) *Reengineering health care: a practical guide* (pp. 79-92). Tampa: American College of Physician Executives

Gilbert, J. (1990). *Productivity management: A step by step guide for health care professionals*. Chicago: AHA Press

Selected by the HealthCare Information and Management Systems Society as its 1990 Book of the Year.

Publications: Selected Articles/White Paper

Starr, S., Agrwal, N., Bryan, M., et. Al. (2017). Science of Health Care Delivery: An Innovation in Undergraduate Medical Education to Meet Society's Needs. *Mayo Clinic Proceedings*, September, 117-129

Gilbert, J. & Balik, B. (2016). Values-driven Leadership: A Pathway to Sustained Organizational Success. *New England Journal of Medicine Catalyst*, November (peer reviewed)

Gilbert, J. (2013). What Drives an Ethical Culture? *Healthcare Executive*, September/October, 48-49

Gilbert, J. (2013). ASU Transdisciplinary Consortium for Innovation Leadership in Healthcare Fellowship – Creating True Health Care Innovators. *Voice of Nursing Leadership*, September, 12-15

Gilbert, J. (2013). A Reflection on Everyday Ethics. *Healthcare Executive*, January/February, 61-63

Balik, B. & Gilbert, J. (2010) The Beautiful Lie. *Hospitals and Health Networks*, August

Gilbert, J. (2008). Ethics and the board. *The Governance Institute* (White paper).

Buzachero, V. & Gilbert, J. (2007). The five attributes of an ethical culture. Hospitals and Health Networks, June

Presentations at National Level and National Conventions

2015, 2010, 2009, 2008. "Strengthening Ethical Wisdom." Annual Congress, American College of Healthcare Executives. Chicago, IL

2014. "Ethical Leadership in Uncertain Times." American College of Healthcare Executives Fund for Innovation in Healthcare Leadership, Salt Lake City, UT **(by invitation)**

2013. "Strengthening Ethical Wisdom" (Keynote). 10th Annual Versant Client Conference. Long Beach, CA **(by invitation)**

2012. "The Heart of Leadership." Annual Congress American College of Healthcare Executives. Chicago, IL

2011. "Strengthening Ethical Wisdom." Annual Meeting American Association of Medical Assistants, Scottsdale, AZ

2011. "Strengthening Ethical Wisdom" (Keynote). Annual Conference, American Nephrology Nurses Association. Boston, MA

2010. "Strengthening Ethical Wisdom." American College of Healthcare Executives Fund for Innovation in Healthcare Leadership. San Francisco, CA **(inaugural faculty by invitation)**

2008, "Ethical Wisdom." Leadership Summit, American Hospital Association. San Diego, CA **(by invitation)**

Presentations at State and Multi-State Levels

2013. The Nature of Change; Keeping Faith with the Future." 40th Annual Arizona Rural Health Conference, Arizona Center for Rural Health, Phoenix, AZ **(by invitation)**

2010. "Strengthening Ethical Wisdom." Annual meeting, California Department of Rehabilitation. Anaheim, CA

2010. "Strengthening Ethical Wisdom." Webinar, Georgia Hospital Association

2010. "Strengthening Ethical Wisdom." Arizona Immunization/Vaccine Congress, Arizona Partnership for Immunization (TAPI), Phoenix, AZ **(by invitation)**

2010. "Strengthening Ethical Wisdom." Leadership Meeting, Veterans Administration (South West Region), Prescott, AZ **(by invitation)**

Other Selected Health Care Presentations

HFMA (San Diego)	Howard Hughes Medical Institute
Highmark Insurance, Pennsylvania	Lancaster General Health
Mayo Clinic	Metropolitan Chicago Healthcare Council
San Diego County Child Care Services	Seton Medical Center (San Francisco)
Sharp Healthcare, San Diego	St. Paul's Retirement Homes (San Diego)
Stockamp and Associates	UCSD Medical Center, San Diego

Other Selected Non-Health Care Presentations

Alliant International University	Allstate Insurance Company
First Energy Nuclear Operating Company	Illinova
Innkeepers of America	Lloyds/TSB Bank
McDonalds	McKinsey & Company
Mead/Westvaco	Sycuan Casino and Resort
Vistage	

Affiliations

Fellow, American College of Healthcare Executives (ACHE) (1991to 2016); 2008 Service Award recipient

Affiliate Member, American Organization of Nurse Executives (2012 to 2014)

Member, American College of Physician Executives (2013 to 2014)

Member, National Speakers Association (2005 to 2011)

Recent Service Outside of ASU

Adjunct Faculty, Mayo Clinic School of Medicine (2017-present)

Co-lead, Mayo Medical School-ASU Team-based Care team, SHCD Certificate (2014- present)

Member, Mayo Medical School-ASU Leadership team, SHCD Certificate (2017- present)

Member, Planning Team Mayo -ASU Alliance for Healthcare January, 2017 conference

Member, Adventist Health (California) Innovation Steering Council (2010 to 2015)

Member, Mayo Clinic Arizona Center for Innovation Advisory Board (2013 to 2014)

Member, Regent's Council (Region 5), American College of Healthcare Executives (2011 to 2014)

Judge, Illinois Hospital Association Quality Excellence Achievement Awards (2012 and 2014)