

## Curriculum Vitae

**Susan B. Frampton, Ph.D.**  
**807 Falls View Drive**  
**Manchester, CT 06042**  
**Work: (203) 732-1545**  
**sframpton@planetree.org**

### **EDUCATION:**

Rutgers University, New Brunswick, NJ	B.A. in Medical Anthropology, 1979
University of Connecticut, Storrs, CT	M.A. in Medical Anthropology and Community Medicine, 1981 Ph.D. in Medical Anthropology and Community Medicine, 1990

### **WORK EXPERIENCE:**

2003-Present	President, Planetree, Inc., Derby, CT.
2000-2003	Executive Director, Planetree, Inc. Derby, CT.
1998-2000	Director, Health Promotion, Saint Francis Hospital and Medical Center, Hartford, CT.
1994-1998	Director, Tanger Center for Health Management, Beth Israel Deaconess Medical Center, Boston, MA .
1987-1994	Director, Department of Community Health Education, Manchester Memorial Hospital, Manchester, CT.
1982-1987	Director, University of Connecticut Sickle Cell Service, Hartford, CT.
1979-1982	Research Associate, Futures Group Research and Consulting Firm, Glastonbury, CT.

### **APPOINTMENTS/ OTHER EXPERIENCE**

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.  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.  Honorary Member, Board of Directors, Planetree Quebec Network, Sherbrooke, Quebec, Canada
2008-2009	Manuscript Reviewer, Health Environments Research & Design Journal  Expert Advisory Panel Member, The Joint Commission, Oakbrook Terrace, IL
2008	Invited Member, ACGME Patient and Family Centered Care and Graduate Medical Education Roundtables, Chicago, IL.

- 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**

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**

- 10/09 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.

- Invited Speaker, 17<sup>th</sup> 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 2<sup>nd</sup> 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, 10<sup>th</sup> 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, 2<sup>nd</sup> 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.