

LANIER M. CANSLER, CPA

美國北卡羅萊納州合理化醫療體系委員會 主委

美國北卡羅萊納州衛生福利署 前署長



Lanier M. Cansler is Chair of the Commission on the Affordable Healthcare System for North Carolina. He also recently returned to the private sector after serving as the Secretary of the Department of Health and Human Services (DHHS) since Governor Bev Perdue appointed him to this position in January 2009. DHHS is North Carolina's largest state agency, which has more than 19,000 employees and an operating budget of \$14 billion.

Under Secretary Cansler's leadership, DHHS has established a renewed commitment to enhance public confidence in the agency's ability to successfully meet the challenges and address the needs of North Carolinians as the DHHS's mission is to ensure the health, safety, and well being of all North Carolinians in almost every phase of life. Through strengthened and more open management, DHHS has focused on achieving greater effectiveness and efficiency in the delivery of vital services.

Lanier Cansler is a certified public accountant who began his career in public accounting in 1973 in Lenoir, North Carolina. He established his own CPA firm in 1981. The Asheville firm built a substantial clientele and reputation among the health care provider industry.

In 1994, Secretary Cansler was elected to the North Carolina House of Representatives and re-elected and served for four terms. During his tenure as a legislator, Representative Cansler served on numerous health care committees including co-chair of the House Appropriations Subcommittee on Health and Human Services, co-chair of the Joint House/Senate Legislative Health Care Oversight Committee, and vice-chair of the Public Health Committee. He also served on the Mental Health Committee and the Select Committee on Health Care Delivery. In 1999, Secretary Cansler was appointed to the North Carolina Institute of Medicine by Governor Hunt, and was reappointed to the Institute by Governor Easley in 2004 and now serves on the Institute's board of directors. He has been the recipient of numerous awards for his efforts in the health and human services arena, including Legislator of the Year in 1996 and 1998 from various health and human services advocacy organizations.

During the 2001 Legislative Session, Cansler left the General Assembly to become the Deputy Secretary of the North Carolina Department of Health and Human Services, a position he held for four years. As Deputy Secretary, Cansler had management and oversight responsibility for the budget and business functions and planning of DHHS.

Lanier M. Cansler 是北卡羅萊納州合理化醫療體系委員會主委；他自 2009 年 1 月由州長 Bev Perdue 任命衛生福利署署長一職，直到最近才卸任並重返民營企業。衛生福利署是北卡羅萊納州最大的政府機關，擁有超過 19,000 名的員工，並控管 140 億美元的預算。在 Cansler 署長的領導下，衛生福利署秉持其確保北卡羅萊納州居民終生健康、安全及幸福之使命，再次使社會大眾對該署處理危機與滿足北卡羅萊納州居民需求的能力，更加充滿了信心。透過強化及更開放的管理方式，衛生福利署已專注在其各項重大服務上，能達到更大效能與更高效率。

Lanier Cansler 是一位領有執照的會計師，並自 1973 年起便在北卡羅萊納州的勒諾市投入了公共會計的領域。他在 1981 年成立自己的會計師事務所，這間位在艾西維爾市的事務所在醫療保健業界不僅擁有廣大客戶群，聲譽亦十分卓著。

1994 年，Cansler 署長當選議員，進入北卡羅萊納州眾議院，其後獲得連任，共擔任了四屆議員。在議員任內，Cansler 參與多個醫療保健委員會，擔任眾議院衛生福利撥款小組委員會共同主席、參眾院聯合醫療保健監督委員會共同主席、公共衛生委員會副主席，並參與心理衛生委員會與提供醫療保健服務特別委員會。1999 年，Cansler 署長獲 Hunt 州長指派加入北卡羅萊納州醫學學會，並於 2004 年再獲州長 Easley 指派留任該學會；目前則是擔任該學會董事會成員。他在公衛領域的貢獻為他贏得諸多獎項，包括被許多衛生福利促進團體評選為 1996 與 1998 年年度最佳議員。

在 2001 年議會期間，Cansler 離開了州議會，轉任北卡羅萊納州衛生福利署副署長，並在此職務上服務達四年。在任職副署長時，Cansler 負責管理與督導衛生福利署的預算、業務功能及政策規畫。

TERRY L. DWELLE, MD, MPH

美國北達科他州衛生署 署長



Dr. Terry Dwelle serves as North Dakota's State Health Officer. He was appointed by Governor John Hoeven since October 2001. Previously, Dr. Dwelle served as chief medical officer for the North Dakota Department of Health.

In his role as state health officer, Dr. Dwelle advises the Governor and the State Health Council and provides leadership to the Department of Health on issues ranging from emergency response to disease outbreaks. He leads his staff in collaborating on health and environmental issues with local public health units, private health-care providers, and other partners. He also focuses on building partnerships with organizations, businesses and schools across the state to address high-risk behaviors and provide a framework to support healthy choices.

Under Dr. Dwelle's leadership, the development of information technology systems has been a focus for the Department of Health. In 2006, the department received the Outstanding Achievement in Digital Government Award from the Information Technology Council of North Dakota. The department was recognized for its foresight, innovation and implementation of information technology in service to the public. In addition, Dr. Dwelle was instrumental in developing an electronic disease management system for use at the Spirit Lake Asthma Disease Management Clinic, where he sees pediatric patients one day a week.

Dr. Dwelle has worked with the University of North Dakota School of Medicine and Health Sciences and the U.S. Public Health Service, Indian Health Service. In addition, Dr. Dwelle headed development of the Community Engagement Program in East Africa, where he also served as a medical missionary.

In 2008, Dr. Dwelle received the McCormack Award from the Association of State and Territorial Health Officials (ASTHO.) The McCormack Award is a national award presented each year to a public health official who has demonstrated excellence in public health and has made a significant contribution to the knowledge and practice of the field.

Dr. Dwelle earned his medical degree from St. Louis University School of Medicine, graduating cum laude. He later received a master's degree in public health and tropical medicine from Tulane University, where he received the Dean's Scholarship Award.

Terry Dwelle 醫師現任北達科他州衛生署署長，他在 2001 年 10 月由州長 John Hoeven 任命後接任此職務迄今，之前則是擔任北達科他州衛生署醫療長。

身為署長，Dwelle 醫師提供州長及公共衛生議會建議，並領導衛生署處理從緊急應變到疾病爆發等各項議題。他帶領幕僚人員與地方公共衛生機構、民間醫療保健業者，以及其他夥伴合作處理衛生與環保議題。他亦十分重視與州內各團體、企業及學校建立合作關係，處理高風險行為之問題，並提供一個支援各種健康選項的架構。

在 Dwelle 醫師的領導下，資訊科技系統的發展成為衛生署的重點。2006 年，該署獲得北達科他州資訊科技協會頒發數位政府傑出成就獎，以表彰該署在提供社會大眾資訊科技服務上之遠見、創新與成就。此外，Dwelle 醫師亦協助斯皮里特湖氣喘診所開發了一套電子疾病管理系統，而且每週在該診所小兒科看診一日。

Dwelle 醫師曾任職於北達科他大學醫療與衛生科學學院及美國公共衛生部的原住民衛生局。此外，Dwelle 醫師亦曾負責東非社區參與計畫之推展，期間他亦兼任醫療服務團的工作。

2008 年，Dwelle 醫師獲得各州及領地衛生官員協會頒發之麥考馬克獎。麥考馬克獎是一年一度的全國性獎項，頒發給在公共衛生表現優異，並在此領域知識與實務方面有傑出貢獻的公共衛生官員。

Dwelle 醫師於聖路易大學醫學院取得醫學學位，並以優等成績畢業。之後，他在杜蘭大學取得公共衛生及熱帶醫學碩士學位，期間並獲得院長獎學金的殊榮。

SANNE D. MAGNAN, MD, PHD

臨床醫療系統品質提升研究院 總裁及執行長，
美國明尼蘇達州衛生署 前署長



Dr. Sanne Magnan is President and CEO of the Institute for Clinical Systems Improvement (ICSI). ICSI is an independent, non-profit organization that facilitates collaboration on health care value improvement by medical groups, hospitals and health plans that provide health care services to people who live and work in Minnesota and adjacent states. ICSI is known locally and nationally for identifying new research and creating evidence-based health care guidelines that help providers prevent, diagnose, treat and manage diseases, and for helping its 60 medical group and hospital members who represent 9,000 physicians to deliver more patient-centered and value-driven health care.

From 2007 to 2010, Dr. Magnan served as Commissioner of Health for the Minnesota Department of Health (MDH). She was responsible for significant implementation of Minnesota's 2008 health reform legislation including the Statewide Health Improvement Program (SHIP), standardized quality reporting, development of provider peer grouping (ranking of providers on risk-adjusted quality and cost information), certification process for health care homes, and baskets of care.

Dr. Magnan is a board-certified general internist. As she has spent most of her career in health policy and clinical practice, Dr. Magnan squeezes a half-day into her schedule each week and serves as a staff physician to see patients at the nearby Tuberculosis Clinic at the St. Paul-Ramsey County Public Health Department. She also teaches residents at the University of Minnesota Medical School as a clinical professor. She was formerly vice president and medical director of consumer health at Blue Cross and Blue Shield of Minnesota where she was responsible for case management, disease management, and consumer engagement.

Dr. Magnan was named one of the 100 Influential Health Care Leaders by Minnesota Physician in 2004 and 2008. After completing her undergraduate degree in pharmacy at the University of North Carolina at Chapel Hill, she received a Bush Fellowship to study medicinal chemistry at the University of Minnesota, where she became the first American woman in the Department of Medicinal Chemistry's graduate program. Dr. Magnan holds a medical degree and a Ph.D. in medicinal chemistry from the University of Minnesota.

Sanne Magnan 醫師是臨床醫療系統品質提升研究院 (ICSI) 總裁及執行長。ICSI 是一個獨立、非營利性組織，針對提供在明尼蘇達及鄰近各州居住及工作人們醫療保健的醫療團隊、醫院及醫療保健計畫等，提供醫療保健價值提升的整合管道。ICSI 在當地及全國聲名遠播，不只是因為其確認新研究與建立實證醫學保健指導方針，進而幫助從業人員預

防、診斷、治療及管理疾病；同時還協助所屬包括 9000 位醫師的 60 個醫療團隊及加盟醫院，提供更貼近病患優先及價值導向的醫療保健服務。

自 2007 至 2010 年間，Magnan 醫師擔任美國明尼蘇達州衛生署署長一職。她在任內實行了重要的明尼蘇達州 2008 年衛生改革立法程序，包括全州健康提昇計畫、標準化品質回報、推展業者評比分類(依風險調整品質與成本資訊對業者進行評比)、護理之家的認證程序，以及套裝醫療保健服務。

Magnan 醫師是內科專科醫師。儘管已在衛生政策及臨床醫療上投入大量心力，Magnan 醫師每週仍安排半天的時間，在附近聖保羅－拉姆西郡公共衛生局的肺結核診所以醫師身份看診，同時也以臨床教授的身份在明尼蘇達大學醫學院指導住院醫師。她也曾擔任明尼蘇達藍十字與藍盾牌基金會的副總裁與消費者衛生部門的醫療主任，期間並負責個案管理、疾病管理以及消費者參與等業務。

Magnan 醫師分別在 2004 及 2008 年，獲明尼蘇達醫師期刊提名為 100 位最具影響力醫療保健領袖。在北卡羅萊納大學教堂山分校取得藥劑學士的學位後，她獲得布希獎學金的資助進入明尼蘇達大學研讀藥物化學，同時成為第一位在該藥物化學系攻讀碩博士班的美國女性。Magnan 醫師擁有醫學學位及明尼蘇達大學藥物化學博士的頭銜。

JEWEL M. MULLEN, MD, MPH, MPA

美國康乃狄克州公共衛生署 署長



Dr. Jewel Mullen serves as the Commissioner for the Connecticut Department of Public Health. Dr. Mullen oversees the state's leading public health agency whose mission is to protect and improve the health and safety of Connecticut residents. Appointed to this position by Governor Dannel Malloy in December 2010, Dr. Mullen has combined clinical work, research, teaching and administration throughout a career focused on improving the health of all people, especially the underserved. She brings to her role as Commissioner the recognition that efforts to improve the health of individuals and communities must be informed by an understanding of the social context, which determines their behaviors and their access to resources.

Prior to joining the Department, Dr. Mullen was Director of the Bureau of Community Health and Prevention at the Massachusetts Department of Public Health where she was director of the Prevention and Wellness, Violence and Injury Prevention, Primary Care and Health Access, as well as the Office of Statistics and Evaluation divisions. She also is the former medical director of Baystate Mason Square Neighborhood Health Center in Springfield, Massachusetts.

Dr. Mullen began her clinical career as a member of the National Health Service Corps at Bellevue Hospital in New York, after which she joined the medical faculty of the University of Virginia. A proponent of health care justice, she obtained formal training in biomedical ethics and joined the Ethics Consultation Service at the University's Center for Bioethics; participating in patient-family consultations and teaching ethics to medical trainees.

A Connecticut resident since 1992, she has been a member of the medical staff at the Hospital of St. Raphael, the Yale University Health Services and Yale New Haven Hospital. In addition to being a physician, Dr. Mullen is also an educator, who has taught medicine at several different universities including New York University, the University of Virginia, Yale and Tufts.

Dr. Mullen has held numerous academic and administrative appointments. She chairs the Health Information Technology Exchange of Connecticut Board of Directors. In 2010, she was appointed to the Advisory Committee on Breast Cancer in Young Women, a national committee established under the Patient Protection and Affordable Care Act.

Board certified in internal medicine, Dr. Mullen received her Bachelor and Master of Public Health degrees from Yale University where she also completed a post-doctoral fellowship in psychosocial epidemiology. A graduate of the Mount Sinai School of Medicine in New York City, she completed her residency at the Hospital of the University of Pennsylvania. She also holds a Master in Public Administration degree from the Harvard University John F. Kennedy School of Government.

Jewel Mullen醫師現任康乃狄克州公共衛生署署長，掌管該州最重要的公共衛生機關，其主要使命便是確保康州居民的健康與安全。Mullen醫師於2010年由州長Dannel Malloy任命擔任此一職務後，將她在臨床工作、研究、教學以及行政管理各種歷練結合為一，以增進人們健康為施政重心，尤其是照顧弱勢族群。身為署長，她認為必需要瞭解社會環境，才能使增進個人及社區的健康而努力發揮普遍的影響力，因為社會環境明顯影響人類的行為以及他們所擁有的資源。

加入該署之前，Mullen醫師曾任麻薩諸塞州公共衛生署社區衛生與預防局局長，期間她掌管的部門包括預防與健康、暴力與傷害預防、基層照護與醫療通路，以及統計評估室。她亦曾擔任過麻州春田市灣州梅森廣場社區衛生中心醫務主任。

Mullen醫師在紐約表維醫院的國家醫療服務隊開始了她的臨床醫療生涯；之後她成為維吉尼亞大學的醫學教員。身為公平醫療保健的擁護者，她接受過生物醫學倫理的正統訓練，並加入該校生物倫理中心的倫理諮詢服務，參與病患一家屬諮詢過程，並教導醫護人員倫理課程。

自1992年定居於康乃狄克州，她即任職於聖拉斐爾醫院、耶魯大學衛生服務部以及耶魯紐哈芬醫院的醫療團隊。除了醫師的角色，Mullen醫師也是一位教育家，並曾在紐約、維吉尼亞、耶魯及塔夫斯等大學教授醫學課程。

Mullen醫師曾擔任多項學術及行政職務，現任康及狄克衛生資訊科技交流董事會的主席。2010年，她被提名進入年輕女性乳癌諮詢委員會，這是一個依據美國醫療改革及保險合理化法案所設立的全國性委員會。

Mullen醫師擁有內科專科醫師資格，並在耶魯大學取得學士及公共衛生碩士學位，且在該校完成心理社會流行病學的博士後研究。自紐約市西奈山醫學院畢業後，她在賓夕法尼亞大學醫院取得住院醫師資格。她還擁有哈佛大學甘迺迪政府學院公共行政碩士學位。

JOANN E. SCHAEFER, MD

美國內布拉斯加州公共衛生署 署長



Dr. Joann Schaefer has served in a dual role as Chief Medical Officer for the State of Nebraska and Director at the Division of Public Health since 2005 and has been reappointed in 2007. Dr. Schaefer previously served as Deputy Chief Medical Officer for three years.

Dr. Schaefer oversees the regulation of health care facilities and professionals in the state of Nebraska. She also leads statewide efforts for increasing the public's health. Dr. Schaefer is passionate about public health and continues to promote the importance of significant achievements like safe drinking water, vaccination and disease control. Her leadership in preparedness continually helps Nebraska earn national recognition for its efforts to plan for an emergency and protect its citizens.

Dr. Schaefer is committed to creating a culture of wellness and helping Nebraskans lead healthier lives through preventive screenings, nutrition and physical activity. She leads by example showing people they can overcome health challenges by sharing her own journey as a liver transplant patient, and how a healthy lifestyle along with a positive attitude can make a difference in life and longevity. Dr. Schaefer continues to run a half marathon regularly after her liver transplant.

Dr. Schaefer is well-versed in information technology and transformed public health data systems to ensure the state is the trusted source of health data through policy, program and operational work. She's also the co-chair of the Association of State and Territorial Health Officials' Joint Public Health Informatics Taskforce and serves on the Association's board.

She has been honored by the American Medical Women's Association as a Local Legend for changing the face of medicine in Nebraska. The Nebraska Medical Association named her its 2004 Physician of the Year.

Dr. Schaefer completed her undergraduate degree in Biology and Chemistry at California State University–Fullerton before attending Creighton University Medical School in a special accelerated program for Family Practice. She completed three years of medical school and three years of residency, then joined the Creighton medical faculty, where she is a tenured associate professor. Dr. Schaefer is board certified in family medicine.

Joann Schaefer 醫師自 2005 年起，同時兼任內布拉斯加州醫療長及公共衛生署署長的雙重職務，並在 2007 年獲得續任。Schaefer 醫師先前則擔任副醫療長達 3 年之久。

Schaefer 醫師督導內布拉斯加州醫療保健機構及專業人員之管理，亦主導全州公共衛生的推展。Schaefer 醫師對公共衛生充滿熱誠，且持續宣導諸如安全飲用水、疫苗接種以及疾病管制等關鍵工作的重要性。她優秀的領導能力，使內布拉斯加州在緊急應變計畫作為及保護居民等努力上，持續獲得全國性的肯定。

Schaefer 醫師致力於透過預防篩檢、營養及運動塑造健康的文化，並幫助內布拉斯加居民享有更健康的生活。她以身做則，透過分享個人肝臟移植的案例，以及後續健康的生活方式，加上正面積極的態度能改變生活與壽命等親身經驗，使人們瞭解他們也能渡過健康上的難關。Schaefer 醫師在肝臟移植手術後，仍持續定期參與半程馬拉松的活動。

Schaefer 醫師熟稔資訊科技，並透過政策、計畫及各項操作轉換公共衛生資料系統，以確保該州提供可靠的衛生資料來源。她也是各州及領地衛生官員協會下屬聯合公共衛生資訊專責小組的共同主席，並擔任該協會董事。

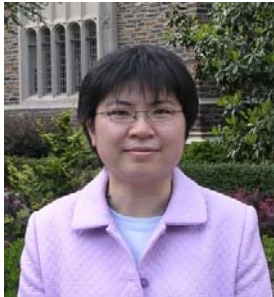
她曾被美國女性醫務人員協會推選為當地傳奇人物，以表彰其對內布拉斯加州醫療體系改革的貢獻。內布拉斯加州醫療協會提名她為2004年年度最佳醫師。

Schaefer 醫師在加州州立大學富爾頓分校取得生物與化學學士學位，之後便進入克雷頓醫學院攻讀家庭醫科的特殊密集學程。她完成3年醫學院課程及3年住院醫師訓練後，進入克雷頓醫學院任教，目前為該校終身副教授。Schaefer 醫師擁有家庭醫學專科醫師資格。

MODERATORS 主持人

PIKUEI TU

美國杜克大學 政策與組織管理研究中心 主任



Dr. Pikuei Tu is director of the Policy and Organizational Management Program at Duke University. Duke University is world-renown for its excellence in education, research, and medical care. It is ranked as a top ten university in the U.S. The Policy and Organizational Management Program develops and conducts research projects with academic, public and private institutions, and provides customized executive education and research to ranking international government officials and private enterprises on a range of topics, *e.g.*, human resources, public management, leadership, global health, quality and performance evaluation, relationship marketing, organizational behavior, quantitative methods, and education. The unique approach of comprehensively integrating a variety of disciplines and methodologies in teaching, research, exchange, and practice is a distinctive feature of the Program. With a myriad of first rate resources and faculty, the Program brings together prominent scholars and practitioners in diversified disciplines from both private and governmental organizations at the state, federal, and international levels to provide the best integrated and customized curriculum.

Dr. Tu has extensive experience in designing custom programming and in working directly with international dignitaries such as former Presidents of Mexico, Argentina, and Colombia, and Constitution Justice of South Africa, and several U.S. ambassadors. Dr. Tu's research interests include a wide range of issues on international development policy, public sector management challenges, and leadership theories and practices. She has taught courses and seminars on research methods, knowledge management, leadership theories, strategic planning for senior public managers, and reform options for developing countries. Dr. Tu is also involved in public service in the local area; she served on the Personnel Appeals Committee and the Pay Plan Review Committee at the City of Chapel Hill, NC. She also serves as a board director to the Environmental Quality Protection Foundation.

Dr. Tu received her doctorate in educational leadership with a concentration on organizations and social behavior at the University of North Carolina at Chapel Hill and holds a master's degree in international development policy from Duke University and an MBA with food and agribusiness focus from Santa Clara University.

涂教授是美國杜克大學之政策與組織管理研究中心主任。杜克大學以優質教育、研究以及醫學保健等項目聞名世界，是全美大學排名前十大名校。杜克大學的政策與組織管理研究中心結合學界、產業和公私立組織團體，針對政府官員及民間企業的高階經理人，就人力資源、公部門管理、領導統御、全球衛生、品質及績效評估、顧客關係與行銷、組織行為、量化方法論，以及教育等相關議題上提供量身設計的高階主管進修。政策與組織管理研究中心以全面性的整合作法，結合不同領域之教學與研究，輔以實地參訪和意見交流執行的授課方法，為其特色。中心以其一

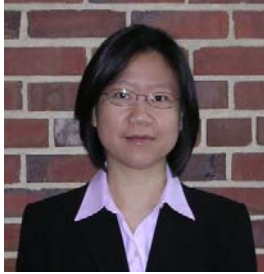
流的杜克師資與設備，頂級創新的跨科系整合做法，搭配學界業界之菁英，結合聯邦及州政府，甚至於國際性的單位，提供量身定製的課程設計和訓練服務。

涂教授在為美國及多國政府機構設計高階主管進修課程有豐富的經驗，曾主持過數個杜克大學與國家元首，大使及各國政要合作的計畫。涂教授的研究方向結合廣泛領域，包含國際發展政策、公部門管理挑戰與領導學。涂主任教授知識管理、領導學、策略規劃及研究方法，也熱心參予地方公共事務，同時擔任北卡教堂山市人事爭議審議委員會及公教員工給與委員會委員。

涂教授擁有北卡羅萊納大學教堂山分校教育領導學博士學位，專攻組織與社會行為，同時也擁有杜克大學國際發展政策及聖塔克拉拉大學企管雙碩士的學位。

CHERYL LIN

美國杜克大學 政策與組織管理研究中心 副主任



Dr. Cheryl Lin is the Associate Director of the Policy and Organizational Management Program at Duke University. Professor Lin teaches courses and seminars on principles of marketing, service quality, international business, customer relationship management, consumer psychology, and satisfaction evaluation. Her research focuses on interdisciplinary approach of labor economics, internal marketing, consumer behavior and psychology, decision science, and influence of cross-culture experience.

Dr. Lin has many years of experience in creative program development and curriculum design for executive training. She also specializes in survey design and both qualitative and quantitative analyses. She previously served as an economic analyst in England. Dr. Lin has presented and published her work at numerous international and national conferences. She received numerous research article awards from the Proctor & Gamble Co.

Dr. Lin was awarded a visiting professorship at the Advertising Education Foundation during the summer of 2009 and worked with the renowned advertising giant, Draft-FCB in Chicago. She served on the Duke-Fulbright Scholarship Review Committee and is a member of the Koo Foundation's Sun Yat-Sen Cancer Center Biobank and Ethics Review Board. Dr. Lin also serves on the board of directors of the Chapel Hill Downtown Partnership, appointed by the Chapel Hill City Council. This board is charged to help bring together the resources of the town, its leading research university (UNC-Chapel Hill) and downtown community to promote and enhance downtown as the social and cultural center in the region through economic development and prosperity.

Dr. Lin received her doctorate in education and business administration with the emphasis on marketing and consumer behavior at the University of North Carolina at Chapel Hill, and holds a master's and a bachelor degree in economics from Duke University and the University of California at Berkeley.

林教授是杜克大學政策與組織管理研究中心副主任。林副主任同時也教授市場行銷學、服務品質、國際商務、消費者行為心理學、客戶關係管理、滿意度評估等課程與研討會，她個人研究專長為橫跨勞力經濟學、內部行銷、消費者行為心理學、決策科學以及跨文化影響等學門的整合研究。

林教授在創意課程設計、經理人深造進修計畫發展有多年經驗，以及多元量化之調查設計與統計分析等領域也多有鑽研。林教授曾於英國任職經濟分析師，而她也曾在眾多國際性與美國國內之學術研討會中多次發表論文並獲寶僑研究獎。

林教授於 2009 年夏天獲廣告教育基金會邀請成為訪問教授，在芝加哥替知名的廣告公司 Draft-FCB 授課。她曾任杜克—富爾布萊特獎學金評審委員，目前也是醫療財團法人辜公亮基金會和信治癌中心醫院基因資料庫(BioBank)與醫學倫理審議委員。林教授受市長及市議會聘為教堂山市市區發展董事會之董事。該董事會旨在協助匯集該市之資源及該市之有名研究大學與市中心商區，共同開發該區，並經由經濟發展及繁榮，使之成為社會及文化中心。

林教授擁有北卡羅萊納大學教堂山分校教育與企管博士學位，專攻市場行銷學與消費行為，並擁有杜克大學經濟學碩士以及加州大學柏克萊分校經濟學學士學位。
