

## SPEAKERS 講座簡介

### **JAMES M. GALLOWAY, MD, FACP, FACC, FAHA**

Assistant United States Surgeon General



Dr. Galloway is the Assistant U.S. Surgeon General and the lead federal physician, the principal federal public health official and the senior U.S. Public Health Service officer for Region V, which encompasses the states of Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin. He provides advice on matters of health care and public health and participates in policy development and implementation at the regional and national levels.

As the Regional Health Administrator, Dr. Galloway's leadership responsibilities include disease prevention, health promotion, women's and minority health, the reduction of health disparities, the fight against HIV/AIDS, the Medical Reserve Corps, pandemic influenza and emergency planning. He is actively involved in the push for enhanced access to quality health care.

Dr. Galloway was also appointed by the Assistant Secretary for Preparedness and Response as the Senior Federal Official for Pandemic Influenza and Bioterrorism for Region C (covering 12 states of the Midwest and West).

Dr. Galloway is board-certified in both internal medicine and cardiology. He is a fellow of the American College of Physicians, the American College of Chest Surgeons, the American College of Cardiology and the American Heart Association. He is the author of over 200 academic and intellectual publications and has been on multiple National Institutes of Health review panels. He is an Adjunct Professor of Medicine at the Northwestern College of Medicine. He was previously at the University of Arizona and held joint appointments as an Associate Professor of Clinical Medicine in the College of Medicine and the College of Public Health.

Dr. Galloway worked with the American College of Cardiology in its efforts with the American Diabetes Association in the “Make the Link” Program, focusing on the link between diabetes and heart disease. Dr. Galloway is a founder and active leader in the “Pathways into Health,” an academic and federal and tribal collaboration for the development and education of American Indian and Alaska Native health care professionals utilizing the strengths of distance learning, cultural integration and inter-professional education. He is also a co-founder and leader in the large collaborative entitled “Building A Healthier Chicago,” which now serves as a national model in developing similar programs in Washington, DC, Philadelphia, and Los Angeles...etc.

Dr. Galloway has received many prestigious awards, including being named the Outstanding Clinician for the Indian Health Service nationally in 1997, the Secretary of Health and Human Services Award for Distinguished Service in 2000 and again in 2004 from Secretaries Donna Shalala and Tommy Thompson. He has also been awarded several Public Health Service medals, including the Commendation Medal. Dr. Galloway was selected by his peers as one of the “Best Doctors in America,” which is an honor given only to the top 4% of sub-specialists nationwide.

Dr. Galloway received his medical degree from the Medical College of Virginia and completed his residency at the University of Vermont. Subsequently, Dr. Galloway performed a cardiology fellowship at the University of Arizona College of Medicine.

## **JAMES M. GALLOWAY**

### **美國副醫療衛生總長**

Dr. Galloway 是美國副醫療衛生總長和第五區 (包含伊利諾州、印地安那州、密西根州、明尼蘇達州、俄亥俄州和威斯康辛州) 的首席聯邦醫師，首席聯邦醫療衛生行政官員。他提供各式醫療和公共衛生相關諮詢且參予區域性和全國性的政策發展及執行。

身為區域衛生行政長官，Dr. Galloway 的領導責任函蓋疾病預防，衛生宣導，女性及少數民族健康，降低健康差距，打擊 HIV/愛滋病，領導醫療後備團，及因應流感和緊急災害等。他更積極推動增強有品質之醫療的取得性。Dr. Galloway 並被衛生部副部長指派為 C 區 (涵蓋中西部和西部的十二州) 流感和生化恐怖主義之聯邦行政長官。

Dr. Galloway 為內科及心臟科專科醫師，以及美國醫師協會、美國胸科醫師協會、美國心臟科醫學會、及美國心臟協會會員。發表超過 200 篇學術著作，且多次擔任美國衛生研究院評審委員。現任西北大學醫學院兼任醫學教授，曾任亞利桑那州立大學醫學院及公共衛生學院之臨床醫學兼任副教授。

Dr. Galloway 曾參予美國心臟病學會和美國糖尿病協會合作的「做出連結」計畫，專注於糖尿病及心臟病之間的關係。Dr. Galloway 為「邁向健康」計畫創始和積極參予者；「邁向健康」計畫是一個學術上和聯邦及部落間的合作案，利用遠距學習，文化整合，和跨專業教育，致力於培訓及教育美國印地安人及阿拉斯加原住民專業醫療人員。他也是大型「打造更健康的芝加哥」合作案的創始人及領導者之一。「打造更健康的芝加哥」計畫已成為在華盛頓特區、費城、和洛杉磯等地區發展類似計畫的全國性模版。

Dr. Galloway 曾多次獲得傑出獎項，包括 1997 年全國性的「傑出印地安人醫療服務臨床醫師」、2000 年獲美國衛生福利部部長 Donna Shalala 頒發「傑出服務獎」，且 2004 再度從部長 Tommy Thompson 手中獲得此獎項。他也獲得多項公共衛生服務獎章，包括「特殊表揚獎章」。Dr. Galloway 被同儕選舉為「美國最優良醫師」之一，全國只有前百分之四的次專科醫師獲得此榮譽。

Dr. Galloway 在維吉尼亞醫學院得到醫學學位，佛蒙特大學完成住院醫生實習期，接著在亞利桑那大學醫學院心臟科進行專科研究。

**KAREN L. REMLEY, MD, MBA, FAAP**

State Health Commissioner, Virginia Department of Health



Dr. Karen Remley is the State Health Commissioner of the Virginia Department of Health and has been a practicing physician and emergency pediatrician for 25 years. She was appointed by Governor Timothy M. Kaine as the State Health Commissioner in January 2008. As Commissioner, Dr. Remley is responsible for managing the operations of the Virginia Department of Health, coordinating the department's emergency preparedness and response efforts, and providing leadership for the Commonwealth's public health system in order to protect and promote the health of all Virginians. Dr. Remley oversees the Virginia Department of Health with an annual budget of \$535 million. The Department includes more than 4,500 employees working in the statewide Central Office, in Richmond, and in 119 health departments organized into 35 local health districts.

Dr. Remley's priorities include a statewide initiative to reduce Virginia's infant mortality rate, the activities of her working group to reduce childhood and adult obesity, and a new advisory group of university and private infectious disease experts to help prevent and control the spread of infectious diseases such as the new influenza A (H1N1) virus. She also has established a medical liaison position to improve communications between public health and private medicine in the Commonwealth of Virginia.

Prior to her appointment, Dr. Remley was the vice president of medical affairs at Sentara Leigh Hospital in Norfolk. She directed medical staff relationships with 500 physicians and advanced practitioners. She was also responsible for Infection Control, Clinical Effectiveness, Risk Management, Health Information Services, Radiology, the Medical Care Management Department and the Palliative Care Program. She served as an assistant professor of Pediatrics and Community at the Department of Pediatrics and Public Health at Eastern Virginia School of Medicine.

Dr. Remley previously served as Medical Director of External Quality at Anthem Blue Cross Blue Shield of Virginia. Prior to that, she was the CEO of Physicians for Peace, an

international medical education organization with programs in over 20 countries, and has served on numerous hospital boards and committees.

She holds professional certifications from the American Board of Medical Examiners and the American Board of Pediatrics and Pediatric Emergency Medicine, and is a member of the American Academy of Pediatrics.

Dr. Remley received her Doctor of Medicine degree from the University of Missouri, Kansas City. She also holds a Master of Business Administration and Health Services Management Certificate from the Fuqua School of Business at Duke University.

## **KAREN L. REMLEY**

### **維吉尼亞州衛生署署長**

Dr. Karen Remley 現任維吉尼亞州衛生署署長且已擔任執業醫師和急診小兒科醫師二十五年，於 2008 年一月被州長 Timothy M. Kaine 指派為州立衛生署署長。身為署長，Dr. Remley 負責管理維吉尼亞衛生署的營運，協調部門的緊急狀況準備及應對計畫，及領導州內的公共衛生系統，藉使提倡全維吉尼亞州民之健康。Dr. Remley 監督維吉尼亞衛生署五億三千五百萬美金的年度預算。衛生署在理奇蒙的州立中央辦公室和組織成三十五個地方衛生區域的一百一十九個衛生局有著超過四千五百名員工。

Dr. Remley 的執政重點包含減低全維吉尼亞州嬰兒死亡率，和工作團隊進行降低孩童和成人肥胖的活動，及一由大學及傳染病專家新成立之諮詢團，幫助避免且控管傳染病之蔓延，如新型 A 流感病毒 (H1N1)。她並在維吉尼亞州內成立了醫療聯繫官之職位來促進公共衛生及私人醫療之間的通訊溝通。

在此任命前，Dr. Remley 為諾福克市參塔拉-曆醫院醫療事務副院長，在指揮五百名醫師及進階執業護理人員的醫療人事關係之外，也負責傳染病控制、臨床效力、風險管理、健康資訊服務、放射科、醫療保健管理部門及安寧療護計畫。她曾在東維吉尼亞醫學院的小兒科及公共衛生學系之「小兒科及社區」課程擔任副教授。

Dr. Remley 曾擔任維吉尼亞州藍十字盾外部品質醫療總監。在此之前，她為「和平醫師組織」，一個有著在超過二十個國家進行計劃的國際醫學教育組織，的執行長，且參與過許多醫院理事會及委員會。

Dr. Remley 有美國醫師執照考試國家理事會、美國小兒科理事會、和小兒急診醫學專業證照，並為美國小兒科學會會員。

Dr. Remley 在堪薩斯城密蘇里大學得到醫學學位，同時有著杜克大學福古商學院的商業管理碩士及醫療行政管理深造文憑。

**DAVID L. LAKEY, MD**

Commissioner, Texas Department of State Health Services



Dr. David Lakey serves as Commissioner of the Texas Department of State Health Services (DSHS), leading one of the state's largest agencies with a staff of 11,500 and an annual budget of \$2.5 billion. He is also a pediatric and adult infectious disease physician. Dr. Lakey became Commissioner in January 2007. As Commissioner, Dr. Lakey oversees programs such as disease prevention and bioterrorism preparedness, family and community health services, environmental and consumer safety, regulatory programs and mental health and substance abuse prevention and treatment programs.

As the state's public health authority, it is the Department's mission to promote optimal health for individuals and communities while providing effective health, mental health and substance abuse services to Texans. Some of these activities range from ensuring essential public health services, such as immunizations to children, tuberculosis prevention and treatment, and food safety regulation to health care safety net services for the neediest Texans, such as low income women with breast and cervical cancer or treatment for individuals with mental health illness. DSHS also regulates health care facilities and many health care professions.

Prior to becoming Commissioner, Dr. Lakey served as an associate professor of medicine, chief of the Division of Clinical Infectious Disease and medical director of the Center for Pulmonary and Infectious Disease Control at the University of Texas Health Center in Tyler. He has been a faculty member at the Center since 1998.

At the UT Center for Biosecurity and Public Health Preparedness, Dr. Lakey served as associate director for infectious disease and biosecurity. He also chaired a bioterrorism preparedness committee for 34 hospitals in East Texas and led the development of the Public Health Laboratory of East Texas in 2002.

Dr. Lakey earned a Bachelor of Science in chemistry, graduating with high honors from Rose-Hulman Institute of Technology in Terre Haute, Indiana, and received his medical degree with honors from Indiana University School of Medicine. Dr. Lakey was a resident in

internal medicine and pediatric medicine and completed a fellowship in adult and pediatric infectious disease at Vanderbilt University Medical Center in Nashville, Tennessee.



**DAVID L. LAKEY**  
**德州衛生署署長**

Dr. David Lakey 現任德州衛生署署長(DSHS)，領導州內最大的機構之一，此機構有著一萬一千五百名員工及二十五億美元的年度預算。他也同時為小兒科及成人感染科醫師。Dr. Lakey 在 2007 年一月任職署長。身為署長，Dr. Lakey 監督如疾病預防及生化恐怖攻擊準備、家庭和社區醫療服務、環境和消費者安全等計畫，多項管制計畫，及心理健康及藥物濫用防治計畫。

身為州立公共衛生當局，此部門的任務為提倡個人及社區的最佳健康，同時提供德州人有效的健康、心理健康、及防治藥物濫用等服務。部門舉辦的活動範圍涵蓋了從實行必要公共衛生服務，如孩童疫苗接種、防治肺結核、食品安全控管，到提供醫療安全網服務給州內最貧困的族群，如罹患乳癌及子宮頸癌的低收入女性，或者給予精神疾病病患治療。德州衛生署也控管醫療機構及許多醫療職業。

在接任署長前，Dr. Lakey 為德州大學泰勒分校健康中心之醫學副教授，臨床感染性疾病部門首長，及肺部及傳染病控制中心醫療主任。他於1998年起便任教於此中心。

Dr. Lakey 曾在德州大學生物安全及公共衛生準備中心擔任傳染病及生物安全副主任。他也曾擔任東德州三十四所醫院聯合的生物恐怖攻擊準備委員會主席，在2002年帶領東德州公共衛生實驗所的發展。

Dr. Lakey 於印第安那州特勒荷特市羅斯霍曼理工學院以優等成績得到化學理學士，且也以優異成績於印第安那大學醫學院得到醫學學位。Dr. Lakey 曾在田納西州范德比爾特大學醫學中心擔任住院醫師，且完成成人及孩童傳染病專科研究。

## **DAVID N. SUNDWALL, MD**

Executive Director, Utah State Department of Health



Dr. David Sundwall is the Executive Director of the Utah State Department of Health and a primary care physician who has three decades of experience in public policy and service. After 23 years work in various government and private sector health positions in Washington, D.C., he returned home to lead the Utah Department of Health (UDOH). His nomination to serve as the executive director of the UDOH by Governor Jon Huntsman Jr, was confirmed by the Utah State Senate in January 2005. In this capacity he leads a workforce of almost 1,000 employees with a budget of over \$2 billion. He is a Past-President of Association of State & Territorial Health Officers (ASHTO), and serves on the Executive Committee of ASTHO and chairs their Government Relations Committee. He is also a member of the National Governors Association's (NGA's) State e-Health Alliance.

Dr. Sundwall's served as the President of the American Clinical Laboratory Association (ACLA) from 1994 to 2003. Prior to his position at ACLA, Dr. Sundwall was Vice President and Medical Director of American Healthcare System (AmHS). At that time, AmHS was the largest coalition of not-for-profit multi-hospital systems in the U.S.

Dr Sundwall has extensive experience in federal government and national health policy, including: Chairman of the CDC's Clinical Laboratory Improvement Advisory Committee; Chairman of the Council on Graduate Medical Education (COGME); Administrator of the Health Resources and Services Administration (HRSA), Public Health Service, U.S. Department of Health and Human Services (HHS); Assistant Surgeon General in the Commissioned Corps of the U.S. Public Health Service; Co-Chairman of the HHS Secretary's Task Force on Medical Liability and Malpractice, and was the Secretary's designee to the National Commission to Prevent Infant Mortality. He has also served as Health Staff Director of the U.S. Senate Labor and Human Resources Committee.

Dr. Sundwall is Board certified in Internal Medicine and Family Practice. He is licensed to practice medicine in the District of Columbia and Utah. He remains on the faculty of the University of Utah College of Medicine, Georgetown University School of Medicine, and the Uniformed Services University of Health Sciences.

Dr. Sundwall earned his medical degree at the University of Utah College of Medicine and completed further training at the Harvard Family Medicine Residency Program.

Through his career Dr. Sundwall is proud to have maintained his clinical connection to patients. He currently volunteers weekly at a UDOH public health clinic for the underserved in Salt Lake City. While living in Washington, DC, for 17 years he volunteered a half day each week at the HealthCare for Homeless Project, a public clinic near the Washington area.

## DAVID N. SUNDWALL

### 猶他州衛生署署長

Dr. David Sundwall 現任猶他州衛生署署長，且為有著三十年公共政策和服務經驗的內科及家醫科醫師。在華盛頓特區內各級政府及私人機構醫療職位歷任二十三年後，他回到故鄉領導猶他州衛生署(UDOH)。州長 Jon Huntsman Jr 對 Dr. David Sundwall 擔任猶他州衛生署署長的提名於 2005 年一月經過猶他州參議院通過同意。在這職位上，他領導著將近一千名員工及監督超過二十億美金的年度預算。他曾擔任美國五十州及屬地衛生首長協會(ASHTO) 主席，為執行委員會委員且擔任政府關係委員會的主委，同時是全國州長協會(NGA)的州立電子健康聯盟會員。

Dr. Sundwall 於 1994 到 2003 年間曾擔任美國臨床實驗科學學會(ACLA)負責人。在此之前，Dr. Sundwall 為美國醫療系統(AmHS)的副主席及醫療主任。在當時，AmHS 為美國最大的非營利多醫院系統聯盟。

Dr Sundwall 有在聯邦政府及全國性衛生政策廣泛的經歷，包括曾擔任疾病管制局臨床檢驗室改進諮詢委員會主席；研究生醫學教育委員會(COGME)主席；健康資源與服務管制局(HRSA)，公共醫療服務，及美國衛生福利部副醫療衛生總長；美國衛生部長發起的醫療責任及過失特別工作小組的共同主席，且為部長全國嬰兒死亡預防委員會的指派委員。他也曾擔任美國參議院勞工及人資源委員會醫療人員主任。

Dr. Sundwall 為內科及家庭醫學專科醫師，於哥倫比亞特區及猶他州取得開業醫師執照。他仍為猶他大學醫學院，喬治城大學醫學院，以及軍隊衛生服務大學的教職。

Dr. Sundwall 於猶他大學醫學院取得醫學學位，且在哈佛家醫科住院醫師實習完成進階訓練。

在他的職涯中，Dr. Sundwall 以自己一直保持和病人的臨床聯繫為榮。他現每週於鹽城的 UDOH 公立衛生診所擔任志工，替弱勢族群服務。當居住於華盛頓特區十七年內，他每週花半天的時間於遊民醫療計劃，一個靠近華盛頓區的公立診所，從事志工醫療服務。

**PAUL E. JARRIS, MD, MBA**

Executive Director, the Association of State and Territorial Health Officials



Dr. Paul Jarris has served as the Executive Director of the Association of State and Territorial Health Officials (ASTHO) since June 2006. ASHTO is the national nonprofit organization representing the state and territorial public health agencies of the United States, the U.S. Territories, and the District of Columbia. ASTHO's members are the chief health officials of these states and jurisdictions; the members are dedicated to formulating and influencing sound public health policy and assuring excellence in state-based public health practice.

ASTHO, with its roots going back to the battles against cholera epidemics in the 1800s, is the leading voice for state and territorial public health initiatives across the nation. It supports work on a wide range of state, national, and global public health issues including emerging infectious diseases; chronic disease prevention; pandemic, natural disaster, and bioterrorism preparedness; environmental health; access to care; and infrastructure and systems development.

Previously, Dr. Jarris served as the Commissioner of the Vermont Department of Health for three years until May 2006. During his tenure, Dr. Jarris implemented *The Vermont Blueprint for Health: the Chronic Care Initiative* -- a strategic framework launched by Governor Jim Douglas. The Blueprint is a public-private partnership of state government, health insurance plans, business and community leaders, health care providers, and consumers. The program is built on the premise that the prevention of chronic illness, coupled with improved care, will help Vermonters live healthier lives and reduce the overall demand for costly medical services.

Dr. Jarris served as Medical Director for Vermont's largest nonprofit HMO, Community Health Plan, from 1992-1996. In this capacity he had responsibility for quality improvement, resource management, practice relations, and medical affairs. Later he became President and CEO of Vermont Permanente Medical Group from as well as CEO of Primary Care Health Partners, Vermont's largest statewide primary care medical group.

Dr. Jarris graduated from the University of Vermont and received his medical degree from the University of Pennsylvania School of Medicine. He interned at Duke-Watts Family Medicine Residency Program in Durham, NC and completed his residency at the Swedish Family Practice Residency Program in Seattle, Washington. Following residency training, he completed a fellowship in Faculty Development and received an MBA from the University of Washington.

Throughout his career, Dr. Jarris has maintained an active clinical family practice, including work in federally qualified health centers and a shelter for homeless adolescent youth. He is certified by the American Board of Family Medicine and the American Board of Medical Management.

## **PAUL E. JARRIS**

### **全美國五十州衛生首長協會 執行長**

Dr. Paul Jarris 從 2006 年六月起擔任美國五十州及屬地衛生首長協會(ASTHO)的執行長。ASTHO 為全國性非營利組織，代表美國各州、其屬地、及哥倫比亞特區的州立和區域性公共衛生機構。ASTHO 成員為這些州及行政區的主要衛生首長的官方人員，致力於規劃出和影響完善的公共衛生政策且確保州內公共衛生施行的優良品質。

ASTHO的起源可追溯到1800年代和霍亂的對抗起，為橫跨全國州立和區域公共衛生方案領導先驅，支持廣範圍州內、全國性及全球性公共衛生議題，包含：新興傳染病出現；慢性疾病預防；流行病、天然災害、及生化恐怖主義準備；環境衛生；醫療服務獲得管道；和醫療基本建設及醫療系統開發。

Dr. Jarris曾擔任佛蒙特州衛生署署長三年，直到2006年五月卸任。在任期內，Dr. Jarris 實施了「佛蒙特健康藍圖：慢性醫療方案」，一個由州長Jim Douglas 發動的策略性架構。此藍圖為一由州政府、健保計畫、企業及社區領導者、醫療提供者和消費者共同組成的公家暨民間合作計畫。此計畫宗旨為避免和治療慢性疾病，幫助佛蒙特州民過更健康的生活且降低全面對昂貴醫療服務的需求。

Dr. Jarris曾於1992年到1996年擔任保健計劃—佛蒙特最大的非營利性的健康維護組織—的醫療主任。任期內他的職責範圍涵蓋改善品質，管理資源，公關實務，及醫療事務。他接著就任佛蒙特永久醫療團隊負責人及執行長，以及基層醫療夥伴—佛蒙特最大的全州性基層醫療團體—的執行長。

Dr. Jarris畢業於佛蒙特州大學，在賓州大學醫學院得到醫學學位。他在北卡羅來納州德罕的杜克華茲家庭醫學科完成實習，華盛頓州西雅圖的家庭醫學科完成住院醫師實習，隨繼完成醫學教育發展研究職，且於華盛頓大學得到工商管理碩士學位。

在Dr. Jarris 的職涯中，他始終積極參與臨床家庭醫學醫療執業服務，包括在聯邦合格衛生中心和流浪青少年庇護所等。他持有美國家庭醫學委員會及美國醫療管理委員會認證。

## 主持人簡介

### **Symposium Moderator (I):**

#### **PIKUEI TU**

Director, the Policy and Organizational Management Program, Duke University

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 five 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 serves on the Personnel Appeals Committee and the Pay Plan Review Committee at the City of Chapel Hill in North Carolina. She also serves as an external advisor 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 master's degrees in international development policy from Duke University and an MBA with food and agribusiness focus from Santa Clara University.



## PIKUEI TU

### 美國杜克大學 政策與組織管理研究中心 主任

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，是全美大學排名前五大名校。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。

## **Symposium Moderator (II):**

### **CHERYL LIN**

Associate Director, the Policy and Organizational Management Program, Duke University

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. (P&G), a Fortune 500 and American Multinational Corporation.

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. 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 masters and a bachelor degree in economics from Duke University and the University of California at Berkeley.

## **CHERYL LIN**

**美國杜克大學 政策與組織管理研究中心 副主任**

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，而她也在眾多國際性與美國之學術研討會中多次發表論文並獲寶僑研究獎。

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。