 Josue (Joe) Robles Jr. 

Major General Josue (Joe) Robles, Jr., USA (Ret.) retired from USAA in 2015 after serving seven years as president and chief executive officer. USAA is a *FORTUNE* 150 financial services company, ranked No. 28 on *FORTUNE’*s list of Worlds Most Admired Companies. During MG. Robles’s tenure as CEO, USAA grew customers 63 percent, revenue 67 percent, net worth 87 percent, assets owned and managed 70 percent, and more than doubled employee engagement. An advocate for military families, MG. Robles led USAA to national prominence for hiring veterans and military spouses, and his emphasis on innovation resulted in the number of employee-generated patents increasing from five to more than 550.

The company has been serving military families since 1922 and is well known for its exceptional service, offering its nearly 11 million members a comprehensive range of insurance, banking, investment products, financial advice and planning, and services designed to help them meet their financial needs. Headquartered in San Antonio, Texas, with offices throughout the United States and Europe, USAA owns or manages assets of more than $214 billion. MG. Robles was a USAA board member from 1990 to 1994 while on active duty, and joined USAA in 1994, serving as CFO and controller until he was named president and CEO in 2007.

Born in Rio Piedras, Puerto Rico, MG. Robles joined the U.S. Army in 1966. For the next 28 years, he served in a variety of command and staff positions, including active duty posts in Korea, Vietnam, Germany, and Operations Desert Shield/Desert Storm in the Middle East. He served as the director of the Army budget and as commanding general of the 1st Infantry Division (the Big Red One). During his military career, MG. Robles was recognized numerous times for service and honor. He received the Distinguished Service Medal with Oak Leaf Cluster, the Legion of Merit with two Oak Leaf Clusters, the Bronze Star with Oak Leaf Cluster, and the Meritorious Service Medal with Oak Leaf Cluster.

In 2009, *The Christian Science Monitor* named MG. Robles the “No. 1 Veteran in Business” and *American Banker* named him “Innovator of the Year.” In 2011, he received the Horatio Alger Award, in 2013 was named the Arizona State University “Executive of the Year,” and in 2014, the Texas Diversity Council honored him with the “CEO Champion of Diversity” award. MG. Robles serves on the boards of directors of The Federal Reserve Bank of Dallas San Antonio Branch, DTE Energy, the CHRISTUS Santa Rosa Health System, the CHRISTUS Santa Rosa Children’s Hospital Foundation, San Antonio’s Early Childhood Education Municipal Development Corporation, and the United Way of San Antonio and Bexar County. He is Chairman of P16Plus Council of Greater Bexar County Foundation, a member of the U.S. Department of Veterans Affairs *MyVA* Advisory Committee, and the Oliver Wyman Senior Advisory Board, as well as the Advisory Board of the Kay Bailey Hutchison Center for Latin America Law at the University of Texas.

MG Robles holds a bachelor of business administration degree in accounting from Kent State University and a master's degree in business administration from Indiana State University. His military education included U.S. Army Command and General Staff College, Spanish Army General Staff College, and U.S. Naval War College.

He and his wife, Patty, have three children.

 Michael Haynie, PhD 

Dr. Mike Haynie is the Vice Chancellor of Syracuse University, responsible for Veterans and Military Affairs. In that role Dr. Haynie provides strategic leadership to the University’s campus-wide portfolio of veteran and military-connected programs, partnerships, and research – and works to develop new military-connected initiatives across the institution. Dr. Haynie also serves as the Founding Executive Director of Syracuse University’s *Institute for Veterans & Military Families*, and as the Barnes Professor of Entrepreneurship at SU’s Whitman School of Management.

Dr. Haynie completed his doctoral degree in Entrepreneurship and Business Strategy at the University of Colorado at Boulder. His academic research is focused on decision-making, identity, and entrepreneurial thinking, and has been published in many of the world’s leading entrepreneurship and business journals. Dr. Haynie currently serves on the editorial review boards of the *Journal of Business Venturing,* the *Strategic Entrepreneurship Journal,* and the *Journal of Management Studies.* Before beginning his academic career, Haynie served for 14 years (1992-2006) as an officer in the United States Air Force.

Dr. Haynie joined the faculty at Syracuse University in 2006. Shortly thereafter, he founded the *Entrepreneurship Bootcamp for Veterans with Disabilities* (EBV) program – a university-based social venture designed to empower post-9/11 veterans through entrepreneurship. Since the program’s inception more than 1100 veterans with disabilities have received the EBV training, and the initiative has expanded to a network of ten world-class business schools across the U.S.

Dr. Haynie currently serves as the chairman of the U.S. Secretary of Labor’s Advisory Committee on Veterans’ Employment, Training, and Employer Outreach, appointed to that role in 2014 by Labor Secretary Thomas E. Perez. He also serves on the external advisory committee of the Center for Integrated Healthcare at the Syracuse Regional Veterans Medical Center, and on the New York State Council on Returning Veterans and their Families. In addition, Dr. Haynie serves as a member of the advisory committee for the Corporation for Public Broadcasting’s Veterans Coming Home project, and as a member of the selection committee for the Kennedy Center’s Lincoln Awards, honoring excellence in service to veterans and families.

Professor Haynie has received numerous awards for his community engagement, scholarship, and teaching. Some include the U.S. Air Force Academy’s Snyder Memorial Award, the Guttag Research Fellowship, the National Federation of Independent Business (NFIB) Award for Research Excellence, the Michael Mescon Award for the Best Empirical Research in Entrepreneurship, and the McGraw-Hill/Irwin Award for Innovation in Entrepreneurship Pedagogy. In 2012, the editors of *INC Magazine* named Haynie’s EBV program as one of the ‘10-Best’ college-based entrepreneurship training programs in the United States, and Syracuse University has recognized Dr. Haynie’s work with Oberwager Prize (2007), and with Syracuse University Chancellor’s Citation for Excellence in Engaging the World (2010).

 Herman E. Bulls 

Herman Bulls is an International Director and the founder and Chairman of Jones Lang LaSalle’s highly acclaimed Public Institutions Business Unit, which specializes in delivering comprehensive real estate solutions to federal, state and local governments, economic development & nonprofit organizations and higher education institutions. As a member of the Solutions Development team, he also works with the firm’s largest corporate clients to devise and implement integrated real estate strategies to lower occupancy costs and increase productivity. Additionally he reviews merger and acquisition opportunities for all services provided by Jones Lang LaSalle.

During over 26 years at Jones Lang LaSalle he has worked in the areas of development, investment management, asset management, facilities operations and business development/retention. He has developed relationships with many of the firms leading public clients, including the General Services Administration, Department of the Army, Department of State, University of Pennsylvania, Duke University, Ohio State University, Georgia Tech, the Port of Oakland and the State of Tennessee. Other key client relationships include Kaiser Permanente, and AARP. In each situation he provides thought leadership and strategic guidance to senior level executives for real estate issues. Mr. Bulls has also served as an expert witness on real estate matters in court as well as testified before Congressional committees on real estate issues.

Mr. Bulls also co-founded and served as President and CEO of Bulls Capital Partners, a multi-family financing company under the Fannie Mae Delegated Underwriting and Servicing (DUS) program. His partners successively included SunTrust and Goldman Sachs. He sold the firm in 2010 and continues to have a non-executive interest in the successor firm. Additionally, he founded Bulls Advisory Group, LCC, a management and real estate advisory firm.

Prior to joining Jones Lang LaSalle, Mr. Bulls completed almost 12 years of active duty service with the United States Army. He has completed the Army’s Airborne, Ranger and Command and General Staff College courses and served overseas in the Republic of Korea. He retired as a Colonel in the U.S. Army Reserves in 2008.

Mr. Bulls is a member of the Executive Leadership Council, Leadership Washington and the Real Estate Executive Council (REEC). He is a founding member and served as the inaugural President of the African American Real Estate Professionals (AAREP) of Washington, D.C. Public corporate board activities include Comfort Systems, USA (NYSE:FIX), Exelis (NYSE:XLS), and Tyco International (NYSE:TYC). He is also a board member of USAA and Rasmussen Inc., a private higher education technology company. Mr. Bulls is a member of the Real Estate Advisory Committee for New York State Teachers’ Retirement System and is on the University Development Council of the Urban Land Institute (ULI). He is a member of the Board of Directors of the Thayer Leader Development Group, the Military Bowl, and long standing member of the West Point Association of Graduates Board of Directors.

Mr. Bulls is a graduate of the United States Military Academy at West Point and has an MBA from Harvard Business School.

 Teresa H. Carlson 

Teresa Carlson is the head of Amazon Web Services Worldwide Public Sector, she is responsible for strategy, operations, sales and business development for Amazon's cloud computing business for governments, educational institutions and nonprofits globally. Ms. Carlson also serves as the lead public policy advisor for worldwide government engagement.

With more than 20 years' of experience as a business executive driving innovation and change and producing successful business results, Ms. Carlson has earned industry recognition for her leadership. Awards include receiving the 2014 Northern Virginia Technology Council “Tech Exec of the Year,” the 2014 FedScoop50 Award for Industry Leadership, and she was recognized as one of *Business Insider’s* 2014 Most Important People in Cloud Computing. Other awards and recognition include the 2013 FCW Fed100 Eagle Award and both the 2011 and 2013 *Washingtonian* "100 Most Powerful Women" list.

Ms. Carlson was honored as one of the "Washington Tech Titans" in 2013 and 2011 and named on Fast Company's 2010 list of one of the 12 top executives in its “Most Influential Women in Technology.” She has also been awarded the 2010 “Outstanding Achievement in Industry” Government Initiatives Excellence Award from the Armed Forces Communications and Electronics Association; and the March of Dimes “Heroines in Technology Lifetime Achievement Award” in 2010.

Before joining AWS, Ms. Carlson was Vice President of Federal Government business at Microsoft Corporation, where she defined the strategy and oversaw the execution of sales, contracting, pre-sales technical support, product marketing, customer satisfaction, and performance of the US Federal Government business worldwide. She’s held a variety of positions at Microsoft including General Manager of the US Civilian Agencies and NGO’s; Director of the US Federal Solutions Unit, responsible for the Federal solutions framework and the US Federal partner channel that consisted of more than 2,500 Microsoft partners; and US Federal Director of Strategy and Operations.

Prior to joining Microsoft, Ms. Carlson was the World Wide Vice President of Marketing and Business Development for Lexign Incorporated (formerly Keyfile Corporation), a software company focused on secure, end-to-end business transactions. Upon acquisition, she was responsible for the overall strategy of the integration and worldwide launch of the newly merged companies.

Before moving into IT, Ms. Carlson spent nearly 15 years in health care, as a practitioner and consultant initially, then as a business manager and area vice president, responsible for national accounts, marketing, and business development. During this time, she led customers through numerous transformations, including Joint Commission certifications and significant payment system changes.

She also dedicates her time to philanthropic and leadership roles to support her community, with a special emphasis on the military. This includes service as the Board Chairman of the American Red Cross in the National Capital Region, the Red Cross Tiffany Circle National Philanthropic Committee, Board Member Economic Club of Washington, D.C., Northern Virginia Tech Council (NVTC) Board, The Wolf Trap Foundation Board of Directors, and the USO of Metropolitan Washington Board of Directors. She was also appointed to a five year term as a member of the Board of Visitors for Virginia Commonwealth University in 2012 by the Commonwealth of Virginia.

Ms. Carlson has an undergraduate and Masters of Science degree in Communications and Speech and Language Pathology from Western Kentucky University.

 Richard H. Carmona, MD 

Born to a poor Hispanic family in New York City, Dr. Carmona experienced homelessness, hunger, and health disparities during his youth. The experiences greatly sensitized him to the relationships among culture, health, education and economic status and shaped his future.

After dropping out of high school, Dr. Carmona enlisted in the U.S. Army in 1967. While serving, he earned his General Equivalency Diploma and went on to become a combat-decorated Special Forces Vietnam veteran. After leaving active duty, he attended Bronx Community College of the City University of New York through an open enrollment program for veterans. He received an associate of arts degree. He then attended the University of California, San Francisco, where he received a bachelor of science degree (1977) and medical degree (1979). At the University of California Medical School, Dr. Carmona was awarded the prestigious gold-headed cane as the top graduate.

Trained in general and vascular surgery, Dr. Carmona also completed a National Institutes of Health-sponsored fellowship in trauma, burns, and critical care. Dr. Carmona was then recruited jointly by the Tucson (Arizona) Medical Center and the University of Arizona to start and direct Arizona’s first regional trauma care system. He went on to become the chairman of the State of Arizona Southern Regional Emergency Medical System, a professor of surgery, public health and family and community medicine at the University of Arizona, and the Pima County Sheriff’s Department surgeon and deputy sheriff. He is also a Fellow of the American College of Surgeons.

Public health came as a second career after Dr. Carmona went back to graduate school while working in order to complete a master’s degree in public health at the University of Arizona. His interest in public health stemmed from the realization that most of his patients’ illnesses and injuries were completely preventable.

Dr. Carmona has also served for over 30 years with the Pima County Sheriff’s Department in Tucson, including as deputy sheriff, detective, SWAT team leader and department surgeon. He is one of the most highly decorated police officers in Arizona, and his numerous awards include the National Top Cop Award, the National SWAT Officer of the Year, and the National Tactical EMS Award. Dr. Carmona is a nationally recognized SWAT expert and has published extensively on SWAT training and tactics, forensics, and tactical emergency medical support. Dr. Carmona has also served as a medical director of police and fire departments and is a fully qualified peace officer with expertise in special operations and emergency preparedness, including weapons of mass destruction.

In 2002 Dr. Carmona was nominated by the president and unanimously confirmed by the United States Senate to become the 17th Surgeon General of the United States. Dr. Carmona was selected because of his extensive experience in public health, clinical sciences, health care management, preparedness, and his commitment to prevention as an effective means to improve public health and reduce health care costs while improving the quality and quantity of life. As Surgeon General, Dr. Carmona focused on prevention, preparedness, health disparities, health literacy, and global health to include health diplomacy. He also issued many landmark Surgeon General communications during his tenure, including the definitive Surgeon General’s Report about the dangers of second-hand smoke.

Dr. Carmona has published extensively and received numerous awards, decorations, and local and national recognitions for his achievements. A strong supporter of community service, he has served on community and public and private national boards and provided leadership to many diverse organizations.

In 2006, Dr. Carmona successfully completed the statutory four-year term of the U.S. Surgeon General and was named to the position of vice chairman for Canyon Ranch, a leader in the health and wellness field for over 35 years. He also serves as chief executive officer of the company’s Health division and oversees health strategy and policy for all Canyon Ranch businesses. He is president of the nonprofit Canyon Ranch Institute and the first Distinguished Professor of Public Health at the University of Arizona’s Mel and Enid Zuckerman College of Public Health. He is also a Professor of Surgery and Pharmacy at the University of Arizona.

 Delos M. Cosgrove, MD 

As CEO, Dr. Cosgrove presides over a $6.2 billion healthcare system comprised of the Cleveland Clinic, eight community hospitals, 16 family health and ambulatory surgery centers, Cleveland Clinic Florida, the Lou Ruvo Center for Brain Health in Las Vegas, Cleveland Clinic Toronto, and Cleveland Clinic Abu Dhabi. His leadership has emphasized patient care and patient experience, including the re-organization of clinical services into patient-centered, organ and disease-based institutes. He launched major wellness initiatives for patients, employees and communities. Under his leadership, Cleveland Clinic has consistently been named among America’s top four hospitals (*U.S.News & World Report*) and is one of only two hospitals named among “America’s 99 Most Ethical Companies” (Ethisphere Institute).

Dr. Cosgrove received his medical degree from the University of Virginia School of Medicine in Charlottesville and completed his clinical training at Massachusetts General Hospital, Boston Children’s Hospital, and Brook General Hospital in London. His undergraduate work was at Williams College in Williamstown, Mass.

He was a surgeon in the U.S. Air Force and served in Da Nang, Republic of Vietnam, as the Chief of U.S. Air Force Casualty Staging Flight. He was awarded the Bronze Star and the Republic of Vietnam Commendation Medal.

Joining Cleveland Clinic in 1975, Dr. Cosgrove was named chairman of the Department of Thoracic and Cardiovascular surgery in 1989. Under his leadership, Cleveland Clinic’s heart program was ranked No. 1 in America for 10 years in a row (*U.S.News & World Report*).

He has published nearly 450 journal articles, book chapters, one book and 17 training and continuing medical education films. He performed more than 22,000 operations and earned an international reputation for expertise in all areas of cardiac surgery, especially valve repair. As an innovator, Dr. Cosgrove has 30 patents filed for developing medical and clinical products used in surgical environments.

In 2014, Dr. Cosgrove authored *The Cleveland Clinic Way: Lessons in Excellence from One of the World’s Leading Health Care Organizations*, which takes an in-depth look at today’s healthcare system. It describes the eight trends shaping the future of medicine in this country to be more efficient, more effective and more affordable than it is today. The book acknowledges the challenges facing the industry but takes a “strongly optimistic” view of what lies ahead by illustrating how the Clinic is helping to shape the future of medicine by working toward one goal: putting patients first.

Dr. Cosgrove is a sought-after speaker worldwide. He has addressed the World Economic Forum Annual Meeting at Davos, Switzerland, and the Senate Health, Education, Labor and Pensions Committee, in Washington, D.C. He is regularly quoted and featured in national magazines and newspapers, including a cover story in *Time*, and major articles in *Newsweek*, *The New York Times*, and *The Washington Post*. He has appeared on CNN, Fox News, MSNBC, NBC, CBS, “The Charlie Rose Show” on PBS, and other national media outlets.

The recipient of Cleveland Clinic’s Master Clinician Award, Innovator of the Year Award and Lerner Humanitarian Award, Dr. Cosgrove is also a member of the Cleveland Medical Hall of Fame and Cleveland Business Hall of Fame. In 2007 he was named Cleveland Business Executive of the Year by the Sales and Marketing Executives of Cleveland, and Castle Connolly’s National Physician of the Year. He also received the Woodrow Wilson Center Award for Public Service as well as Harvard Business School’s Award from HBS Alumni, Cleveland, and the Humanitarian Award of the Diversity Center of Northeast Ohio. Dr. Cosgrove topped *Inside Business*’s “Power 100” listing for Northeast Ohio, and is highly ranked among *Modern Healthcare*’s “100 most powerful people in healthcare” and “most powerful physician executives.” And in 2013 he was elected to membership in the Institute of Medicine (IOM) of the National Academies.

 Laura Herrera, MD 

Dr. Laura Herrera was appointed Deputy Secretary for Public Health for the Maryland Department of Health and Mental Hygiene on December 17, 2012. The Deputy Secretary for Public Health oversees Local Public Health, the Prevention and Health Promotion, Health Systems and Infrastructure, Vital Statistics, and Laboratories Administrations, along with the Department’s Offices of Preparedness and Response and the Chief Medical Examiner.

Prior to her appointment as Deputy Secretary, Dr. Herrera was Chief Medical Officer. In this role, she assisted the Secretary of Health on the implementation of innovative health delivery reform structures in the MD health care system. She advised the Deputy Secretary for Health Care Financing on policies and strategies to monitor and improve the quality of care, preventive services, and health promotion activities at the Medicaid participating managed care organizations.

She received her MD from SUNY Health Science Center at Brooklyn and her MPH from the Johns Hopkins Bloomberg School of Public Health. She completed her internship and residency in family medicine at the University of Maryland Medical Center.

 Dr. Chris Howard 

Dr. Chris Howard is the 24th President of Hampden-Sydney College and one of the youngest college presidents in the U.S. In 2011-12, Hampden-Sydney improved 17 spots in the US News & World Report rankings, the largest such jump of any of the top 100 liberal arts colleges. He previously served as the Vice President for Leadership & Strategic Initiatives at the University of Oklahoma, in General Electric's Corporate Initiatives Group, and as a Corporate Associate at Bristol-Myers Squibb.

Dr. Howard is a Distinguished Graduate of the United States Air Force Academy, where he received the Campbell Award, the highest academic award in the country for a collegiate football player. He earned a doctorate in politics from Oxford University while on a Rhodes Scholarship, received an MBA with distinction from the Harvard Business School, and has an Honorary Doctorate of Humane Letters from Centre College.

He is the co-author of the book, *Money Makers: Inside the New World of Finance and Business*, which was released in the spring of 2010.

He served as a Lieutenant Colonel in the Air Force reserve, and earned a bronze star for his military service in Afghanistan. Dr. Howard also served as the US Reserve Air Attaché to Liberia. While on active duty, Howard served as intelligence operations and plans officer with the elite Joint Special Operations Command (JSOC).

He is a co-founder and trustee of the Impact Young Lives Foundation, a not-for-profit organization that brings South African students of color to the US for summer educational and cultural tours. He is a member of the NCAA Division III Presidents Council, the Baylor University Board of Regents, and is also one of the few college chief executive officers in the United States to be invited to join the prestigious Young Presidents Organization ("YPO"). Dr. Howard has appeared on CNN and has been featured on NPR, by Associated Press, and in *The Washington Post*.

President Barack Obama appointed Dr. Howard to the National Security Education Board and was confirmed by the Senate in 2011. Howard is also a member of the Council on Foreign Relations, a Henry Crown Fellow at the Aspen Institute, and on the Board of Directors of the American Council on Education.

Dr. Howard is married to Barbara Noble Howard, from Johannesburg, South Africa. Barbara is a Temple University graduate, Executive Director of the Impact Young Lives Foundation, a member of the Virginia War Memorial Board of Directors, and a Trustee of the Virginia Museum of Fine Arts. They have two sons, Cohen and Joshua. Cohen is a junior at Sewanee University and Joshua is a senior at Episcopal High School.

 Nancy Killefer 

Nancy Killefer most recently served as a Senior Director in the Washington, D.C. office of McKinsey & Company. She joined McKinsey in 1979 and was elected Director in 1992 and retired at the end of 2013. During her career, she has focused on strategy, marketing, and organizational effectiveness and efficiency issues with an emphasis on consumer-based and retail industries. Nancy left the Firm to serve the U.S. Government from 1997-2000 and upon her return, she founded and led McKinsey’s Public Sector Practice.

Ms. Killefer served as a trusted advisor to senior executives at both her public and private sector clients, and worked frequently with them to become stronger leaders and a more effective top team. She served in a number of leadership roles at McKinsey. She served on the Shareholders Committee, the Firm’s governing board from 2000 to 2013, where she chaired the People Committee. During that time, Nancy led the Firm’s People Strategy. She also served on McKinsey’s Professional Standards Committee, the Client Service Risk Committee and Director’s Review Committee. From 2000 to 2007, she ran the Firm’s Washington, DC office. Nancy founded and led the Firm’s global public sector practice from 2000 to 2010. Earlier in her career, she ran Firm recruiting and chaired the Principal Candidate Election Committee, the committee that elects partners of the Firm.

Ms. Killefer served in the Clinton Administration as Assistant Secretary for Management, CFO, and COO at the United States Department of the Treasury from 1997 to 2000. In addition to overall management responsibilities for Treasury’s 14 bureaus and 160,000 people, she led a major modernization at the Internal Revenue Service, prepared Treasury’s systems for Y2K, and reshaped management processes, including installing an asset management program across the Treasury Department. After leaving Treasury, she served as a member of the IRS Oversight Board from 2000 to 2005 and as chairperson from 2002 to 2004.

Ms. Killefer currently serves on the Board of Directors at Avon Corporation, Computer Sciences Corporation and the Advisory Board. Ms. Killefer also serves as the Vice Chair of the Defense Business Board, an advisory board to the Secretary of Defense.

Ms. Killefer has an MBA in finance from Massachusetts Institute of Technology Sloan School of Business and a BA with honors in economics from Vassar College.

 Fred Lee 

Fred Lee has the unusual distinction of having been both a vice president at two major medical centers and a cast member at Walt Disney World in Orlando, Florida. At Disney, he helped develop and facilitate Disney's health care version of its 3-day seminar, The Disney Approach to Quality Service for the Healthcare Industry, and a new seminar on Customer Loyalty.

With an insiders experience and a keen eye for cultural comparisons between Disney and Florida Hospital, he is author of the best-selling health care leadership book of all time, If Disney Ran Your Hospital, 9 1/2 Things You Would Do Differently. In 2005 his book received the Book of the Year Award from the American College of Healthcare Executives, and is now available in four languages. It is credited with changing the language of patient satisfaction in hospitals and in the surveys they use, from Service Excellence to the Patient Experience, from Satisfaction to Loyalty, and from averaging satisfaction scores to "Top Box" scoring.

Mr. Lee started his healthcare career as Director of Marketing and Development at Shawnee Mission Medical center near Kansas City. Then he became a vice president at Florida Hospital in Orlando, now over 2200 beds.

After he left Florida Hospital to start his own company, he became a trained Baldrige examiner and a consultant in Total Quality Management, educating hospital facilitators in the Deming PDCA process improvement cycle. In 1997 he got his chance to work at Disney, which helped put the finishing touches on a comprehensive approach to patient care.

It is his blending of the scientific principles of quality improvement with the psychology of patient and staff perceptions, along with hospital-based stories and examples, which makes Fred Lee's message unique in our industry.  
  
In 2009, Poudre Valley Hospital in Colorado credited Fred's book with providing the approach that put them over the top in winning the Malcolm Baldrige Award.   
  
In 2011 he was invited to be one of the featured speakers at the TEDx conference in Mastricht, Netherlands, on innovative concepts in healthcare available on YouTube.

Fred now travels nationally and internationally with his wife Aura, conducting all day seminars for hospital managers on how to take a culture from good to great using unique ideas from Disney that are not common in the service industry.

 Eleanor Concepcion Mariano, MD 

Dr. Eleanor Concepcion (“Connie”) Mariano is used to breaking barriers, used to shattering the glass ceiling. Born to a Navy steward and his wife in the Philippines, Dr. Mariano lived the life of a family in the American armed forces.

Her life has been filled with many achievements: high school valedictorian, graduate with honors at the University of California at San Diego, medical degree from the Uniformed Services University School of Medicine, and a distinguished 24 year career in the U. S. Navy.

Dr. Mariano has also been the first in the following achievements:

* The first military woman to become the White House Physician to the President
* The first woman Director of the White House Medical Unit
* The first Filipino American in US History to become a Navy Rear Admiral

After leaving the White House in 2001 following nine years and service to three sitting American presidents, Dr. Mariano became a consultant in the Executive Health Program at the Mayo Clinic in Scottsdale from July 2001 to October 2005.

In November 2005, Dr. Mariano founded the Center for Executive Medicine, a medical concierge practice which provides presidential-quality medical care to CEOs and their families.

An expert in presidential health care including the 25th Amendment to the Constitution, Dr. Mariano is a frequent guest speaker on television and print media on the topics of care to VIPs, presidential disability, travel medicine, and optimizing quality of care.

She is the author of the book, *The White House Doctor: My Patients were Presidents, A Memoir,* published in 2010 by St. Martin’s Press. Dr. Mariano also hosted her own talk show on the VoiceAmerica network, “House Calls with Dr Connie.”

Dr. Mariano is also the medical director of the National Academy of Future Physicians which hosts the Congress of Future Physicians and Medical Scientists twice a year to inspire and guide high school scholars into the fields of medicine and science.  She is on the board of Phoenix Children’s Hospital.

 Jean Reaves 

Ms. Reaves built the AFLOAT Program for deploying Marines and Sailors in Kaneohe, HI, she was the lead instructor at the women’s maximum security prison in Kailua, HI, and was then the Director of Education at Barclay College, in San Bernardino, CA.

Ms. Reaves also built a successful not-for-profit Adult Day Health Center in rural northeastern NC. Today that center serves 3 counties, has its own fleet of buses, and operates out of beautifully renovated 15, 000 sq. ft. historic building with a fully equipped kitchen and certification for 80 participants per day. Most recently she served 6 years on the staff of US Senator Kay R Hagan, as her Veteran’s Liaison.

Over the past 20 years Ms. Reaves has spent untold number of hours assisting veterans in understanding the VA healthcare and benefits system. Her primary veteran’s service organization is AMVETS. She achieved the high honor of Department Commander in June 2000. She was the Legislative Director for approximately 15 years and is currently the President of the NC AMVETS Service Foundation.

Ms. Reaves was born the middle child of (7) seven into a Navy family. Her father was a career aviator who flew torpedo planes in the Pacific during WWII, was aboard the USS Valley Forge during Korea, Commanded a VAW squadron during Vietnam, and retired as an honorary Commodore with his final command being an air wing at NAS Norfolk in 1973.

Ms. Reaves spent her high school years in Northern Virginia and was the first graduating class out of Oakton High School in Fairfax, June 1969. She enlisted in the Navy out of the Main Recruiting Station in Washington, DC very shortly after her 18th birthday in January of her senior year. It is with great pride that she shares that she is a WAVE who went to boot camp in Bainbridge, MD.

Ms. Reaves has been married for 43 years and has raised 6 children and 12 grandchildren. Three of her sons have or are serving and her grandson is currently in USAF boot camp in San Antonio TX.

Ms. Reaves used her GI Bill to attend college and graduated August 1980 from Memphis State University. She was very involved in the development of the Marine Corps Ombudsman program that has transformed itself many times through the years.

Ms. Reaves is not only the wife of a Marine but she’s also the caregiver of a 100% SC veteran. She is the mother of a soldier who was injured in August 2009 in Afghanistan and now Medically Retired and 90% SC and also the mother of a young Marine who spent 24 years on active duty before retiring and is currently 50% SC. She and her husband have used VA healthcare in excess of 20 years and their sons have now chosen to use VA healthcare.

Ms. Reaves accepted this appointment with excitement and expectation of really being able to use my many experiences, my family experiences, and my unique set of skills to make a real difference for all veterans both current and future. I believe in the VA but I also know there are many areas that need serious attention not bureaucratic emptiness.

 Lourdes Tiglao 

Lourdes Tiglao is Director of Outreach and Resource Development for The District Communications Group and is the Regional Communications Manager in Region III for the veteran service organization, Team Rubicon. She is responsible for creating and executing communications strategies that amplifies branding and messaging for her clients. In her capacity in Team Rubicon, she maintains bilateral communications across digital and personal platforms between the organization and its members to inform volunteers and supporters of operations and engagement opportunities.

Lourdes Tiglao, a first generation Filipino, immigrated to the US at ten, grew up in Indiana, and attended Indiana University where pursued a Political Science degree before serving 11.5 years in the US Air Force as a Cardiopulmonary Specialist, becoming part of the Critical Care Air Transport Team.

Her aerospace medical career deployed her globally, including Saudi Arabia, Afghanistan, and the Philippines. Before her 2001 deployment for Operation Enduring Freedom, Lourdes took steps to gain her US citizenship and became a citizen in 2002, continuing to serve in the military until 2007. During those years, she assisted in launching the first Critical Care Medical Attendant Team in the Pacific for the US Air Force, helped standardize the aeromedical evacuation protocol for Camp Lester Naval Hospital in Okinawa, and started integrating naval personnel into the specialized 3-person teams. At the end of her tour, US Naval personnel were fully integrated with Air Force personnel within the Critical Care Medical Attendant Teams. In 2007, Lourdes presented in Amsterdam at the Seventh International Conference on Diversity in Organisations (sic), Communities and Nations where she delivered a talk on utilizing medicine as a platform to bridge social and cultural divides. During her military career, Lourdes received multiple awards including The John Levitow Award, Air Force Level Outstanding Cardiopulmonary Specialist of the Year Award in 2001 and 2004, and two Air Force Commendation Medals.

After her honorable discharge in 2007, Lourdes graduated Magna Cum Laude with a B.S. in Psychology from University of Maryland University College. She continued her education at Loyola Marymount University in Los Angeles, concentrating in natural sciences and biochemistry research and served as Vice President on the Student Veterans Organization Executive Board. She designed and conducted independent scientific research to find practical solutions for bacterial epidemics during disasters. During her time at the university, Lourdes discovered Team Rubicon through fellow student, Clay Hunt, joining as a medical volunteer in the fall of 2010. Lourdes soon moved to DC after her acceptance into Georgetown University’s Experimental Medical School Program and graduated in 2012. She continued her academic endeavors by completing the World Executive MBA Program at George Washington University in 2014. Since moving to the east coast, Ms. Tiglao’s role in Team Rubicon continually evolved, moving from regular volunteer into designing a niche position as Recruitment Director for the region, and then serving as the Regional Communications Manager. She created strategic outreach initiatives to reach their members, helping her region grow from 200 members to over 2500. Ms. Tiglao also became more involved in disaster operations, deploying for Hurricane Sandy in 2012 and Typhoon Haiyan in the Philippines. Known for her passion in assisting with the veteran landscape and continued efforts in the organization, Team Rubicon awarded her the Clay Hunt Spirit of Service Award in 2012. Constantly pursuing personal development, in 2014 Lourdes was accepted into the Clay Hunt Fellowship Program, a leadership development initiative designed to help develop emerging leaders in Team Rubicon. During this fellowship, Clay Hunt Fellows tackle issues within the organization and design solutions to propose to the organization’s executive leadership.

Prior to joining The District Communications Group, Ms. Tiglao ran a pulmonary lab at Pulmonary and Medical Associates of Northern Virginia which conducts diagnostic sleep and interventional pulmonary therapies.

Ms. Tiglao has appeared on ABS-CBN News (Philippines), The Loyolan, US News & World Report, Republic of the Philippines Department of Foreign Affairs, The Filipino Channel, GWToday, Stars and Stripes, Philippines News Central, CNN, ChannelOne and others.

She has been invited to speak on topics ranging from medicine, veteran reintegration, Team Rubicon, humanitarian response, and the volunteer mobilization at several venues including the Philippine Embassy in DC, the New York Philippine consulate, the State Department, as a guest speaker by an international television network, universities, as well as academic and scientific conferences.

 Robert E. Wallace 

Robert E. Wallace was appointed Assistant Adjutant General and Executive Director of the VFW Washington Office on Feb. 26, 2001, where he is responsible for the day-to-day operations of VFW activities in the nation’s capital. Prior to this appointment, he served as the Deputy Executive Director of the VFW Washington Office since October 1996.

After a successful career in banking, with his last assignment being senior vice president of a major New Jersey financial institution, Wallace joined the administration of former New Jersey Gov. Thomas H. Kean as Deputy Commissioner/Administrator of Veterans Affairs. Immediately prior to joining the VFW staff, he served as Executive Director of the New Jersey State Employment and Training Commission. He has also served on a number of national and state government committees to improve the quality of life of America’s veterans and their families.

Mr. Wallace served as a lance corporal with the 1st Battalion, 1st Marines, 1st Marine Division, in Vietnam from November 1967 to June 1968. He is a veteran of the Battle of Hue during the 1968 Tet Offensive, and received three Purple Heart medals for wounds sustained in Vietnam. He joined the VFW while in Vietnam. In 1979, Wallace was the recipient of the VFW’s Young Veteran of the Year award from both the national organization and the VFW Department of New Jersey. Wallace was the first Vietnam veteran, as well as the youngest veteran, to command the Department of New Jersey, from 1980-81. He has served on a variety of state and national VFW committees, to include Legislative, Security, Budget and Finance. He also served on the VFW National Council of Administration, which is similar in duties and function to a corporate Board of Directors.

Mr. Wallace is a past VFW Commander-in-Chief, having served from August 1991 to August 1992. During his term of office, he focused on quality VA health care for veterans and worked for the fullest possible accounting of American Prisoners of War and Missing in Action from the Vietnam War. He has traveled extensively throughout Vietnam, Laos and Cambodia, and now to Russia, to meet with elected leaders and government officials to help resolve the POW/MIA issue.

He earned a Bachelor of Science degree from Rutgers University and a master’s degree in business administration from Fairleigh Dickinson University. He is also a graduate of the School for Bank Administration at the University of Wisconsin.

He and his wife, Dr. Katherine S. Wallace, reside in Arlington, Virginia. He is a life member of VFW Post 9503 in Bayville, New Jersey.