

Biography

Margo Corbett, M.A. has a passion for helping people prevent preventable medical errors. The Savvy Patient Health Record System is based on the knowledge she has gained from personal life threatening and patient advocate experiences combined with 40 years of medical-related reading, her expertise in research, process development, procedure writing, and storytelling. She has a B.S. in Medical Technology, Master's in Storytelling and is a retired business consultant. Currently she is principal of StoryBridge Publishing, LLC and founder of The Savvy Patient School, which offers in-person, online self-directed audio and TeleClass sessions.

A. Education

- Bachelor of Science in Medical Technology: University of New Hampshire, 1968 Internship, Mary Hitchcock Hospital and Dartmouth College, Hanover, NH (Classes at medical school)
- Total Quality Management (TQM): Eastman Kodak Company, 1990-92
- Systems Thinking Courses: Massachusetts Institute of Technology, 1990-93
- Eastman Business Curriculum: Business Strategy and Marketing, 1997-98
- Masters Degree in Storytelling: East Tennessee State University, 2003

B. Employment

- Medical Technologist, Middlesex Memorial Hospital, Middletown CT
- Virus Research, Yale University, New Haven, CT
- Director Quality Assurance and TQM Consultant, International Biotechnologies, Inc. (IBI), New Haven, CT
- TQM and Knowledge Management Consultant, Eastman Chemical Company, Rochester, NY and Kingsport, TN

C. Unique Qualifications

The qualities of tenacity and stick-to-itiveness have served me well personally and professionally; two qualities Marilyn and Tom Ross say, in Jump Start Your Book Sales, are essential to success in the publishing industry.

If experience is the best teacher, I have lived through three life-threatening medical errors and have been a patient advocate for my husband and an elderly neighbor through similar crises. These experiences have helped me learn much about what can go wrong and have taught me valuable lessons. We have experienced missed diagnoses, misdiagnosis, failure to act on test results, and other types of medical errors. With several family members having serious illnesses, many hours have

been spent researching these and other health issues at the Dartmouth, Yale, and Quillen School of Medicine libraries.

D. Writing & Relevant Experience

To create this system, I combined my experience as a patient, who nearly died three times from medical errors, and as a patient advocate for my husband & others with:

- Over 40 years of reading about health care.
- Expertise in creating dynamic one-page forms.
- Procedure writing.
- Process and system development.
- My education.
- Spoken to a wide variety of groups and organizations and at local, regional and national conferences.

The medical forms and logs were initially developed for our personal use and at the time of need. Upon learning about them; many people asked for and are using them, confirming the need. Other writing experience includes:

- A manual for consultants based on a popular consulting book.
- A company catalog, included procedures I wrote, was used as a lab manual in colleges during the 1980's biotech boom.
- Designed and wrote brochures for church events.

Selling ideas and convincing people to change the way they worked, as an internal consultant, was a main part of my daily work. I was passionate about quality, Total Quality Management, Systems Thinking, and Knowledge Management and was very successful in my job. I am more passionate about this book and spreading the use of the Savvy Patient Health Record system, I do not want others to experience preventable medical errors.

God's Hand: The Lord has kept me alive for His purposes; I feel this book is one. Many hours of Bible study over the past fifteen years have totally changed my life and prepared me for serving Christ through this project. He has led me to share my personal medical and spiritual story and use the expertise gained from my education, job, and life experiences to do so.

Since retiring from the business world in 1999, besides drafting this book, I have:

- Attained a Masters Degree.
- Been a Woman's Leadership Team member at my church and led the planning of three women's retreats of 160 – 170 attendees each.

- Led a church team of staff and elders through a reorganization process to better manage fast church growth.
- Been a patient advocate for my husband and friends.
- Spoken to a wide variety of group and organizations and at local, regional and national conferences.
- Volunteered for 3 different regional, state and national organization implementing electronic medical records.

Most importantly, I am a happy grandmother of ten grandchildren. I look forward to serving God in this endeavor.

Affiliations

In college:

- Pre-med Honor Society
- Phi Mu Fraternity (Sorority)

During Career (Name at the time – Mary Marguerite Keefe)

- Who's Who in America 45th Edition
- Who's Who of American Women 15th & 16th Edition
- ABI _ American Biographical Institute – 2000 Notable American Women 1st Illustrated Edition
- Who's Who of Emerging Leaders in America 1st Edition -
- Cambridge Who's Who Registry of Executives and Professionals 2006-2007

In 1990 I was invited to go to the Soviet Union with the Citizen Ambassador Program's Women in Management Delegation – Not able to get the time off work.

Past work associations:

- American Society of Clinical Pathologists – Medical Technology Accreditation
- American Society for Quality
- Systems Dynamics Society
- Knowledge Management Association

Past Volunteer work:

- 2007-8 years with award winning CareSpark, Kingsport, TN – a non-profit building & implementing the HIT (health information technology) system in 17 counties of NE TN & SW VA

- Consumer Perspective Workgroup of the National Health Information Network in Washington D.C. 2008

Current:

- Member of The Society for Participatory Medicine
- Volunteer for CACHI – Consumer Advisory Council on Health Information for the state of NC – Durham, NC
- Volunteer for the health sub-group of the Aging Services Council – Winston-Salem, NC
- Patient-Centered Primary Care Collaborative
- Winston-Salem Chamber of Commerce
- Co-chair of the Health and Wellness Roundtable at the Piedmont Club in Winston-Salem, NC