

## Authors

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**Susan Isenberg** is an associate professor of Andragogy in the Doctor of Education in Instructional Leadership - Andragogy Emphasis degree program at Lindenwood University, which she co-founded in 2010. She earned a PhD degree in adult education from the University of Missouri. With three decades of experience in healthcare, she managed the development and early implementation of BJC Health System's WellAware employee wellness program. After nearly five years of international human factor consulting with the McLaughlin Young Group, she returned to St. Louis healthcare to manage a 2-year education program turnaround and then to direct a 2-year hospital-wide transformation to a new patient care model at Christian Hospital that engaged all employees in the process.

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