

Michael Gustafson, MD, MBA
President, Brigham and Women's Faulkner Hospital

Michael Gustafson, MD, MBA, has been serving since 2011 as the institutional leader for Brigham and Women's Faulkner Hospital (BWFH), a fully integrated community teaching hospital of Brigham Health in Boston. Throughout the last six years, he has worked tirelessly to advance clinical and administrative integration between BWFH and the main campus of Brigham and Women's Hospital (BWH), to realize the seamless care vision of the Brigham family. During his tenure, dramatic progress has been made on developing and implementing the campus's clinical strategic roadmap and multi-year capital master plan, as well as on efforts to strengthen and restructure many key clinical programs. The institution has also achieved multiple milestones in quality, patient safety, service excellence, staff engagement, and financial performance under his leadership. He currently serves on the Massachusetts Hospital Association Board of Trustees, and chaired the Board's Clinical Issues Advisory Council from 2015-17.

Dr. Gustafson's work for the prior decade helped to build a culture of quality, safety, transparency, and efficiency at BWH. As Senior Vice President for Clinical Excellence, Gustafson worked with staff throughout the hospital to develop and coordinate strategies for performance improvement, patient safety, quality of care and performance measurement and analysis. Over this time, he also had direct operational oversight for an expanding portfolio of clinical services, including the Departments of Pharmacy, Pathology, Neurology, Psychiatry, and the Neurosciences Institute.

Gustafson founded and directed the BWHC Center for Clinical Excellence from 2001-11. This Center has been heralded as a national best practice for how to effectively organize and support improvement activities within a large complex academic center. Gustafson and his team also developed the BWHC Balance Scorecard in 2002, a hospital-wide performance management system that helps staff better understand variance and identify opportunities for improvement. Most recently, Gustafson has been the executive sponsor for the hospital's Lean transformation efforts, and a variety of associated staff and leadership training programs. He has also served as a member and chair of numerous committees focused on patient affordability and care redesign for the Partners HealthCare System – most recently including the Direct Patient Care Patient Affordability, Process Improvement/Best Practices, Patient Journey, and Partners 2.0 Steering Committees.

Gustafson serves as an Assistant Professor in the Department of Surgery at Harvard Medical School, with prior research interests including the relationships between volume and quality, measurement of risk-adjusted surgical outcomes, and the application of human factors and systems engineering concepts in the operating room. Gustafson has published many original articles in peer-reviewed journals on topics such as surgical safety, Lean operational improvement, and quality measurement, and has been invited to speak at many regional, national, and international meetings.

Gustafson received his MD degree at West Virginia University and completed his General Surgery residency at Brigham & Women's Hospital, including a three-year NIH-funded surgical research fellowship at Massachusetts General Hospital. He later went on to become one of the first surgeons to ever receive an MBA from Harvard Business School.