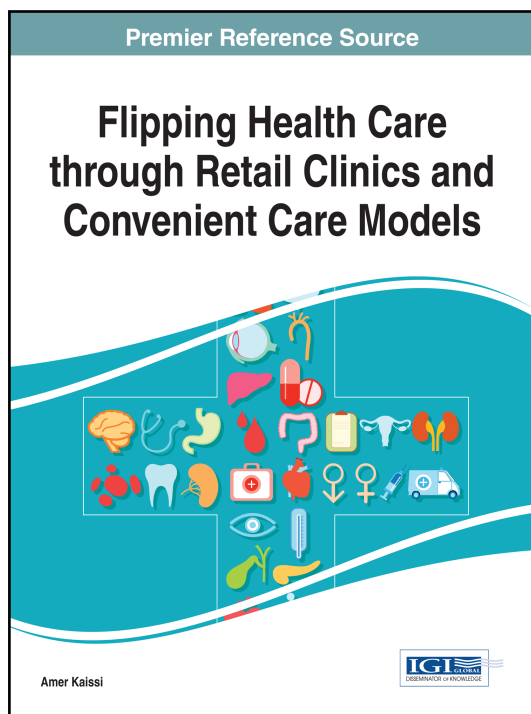


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**Amer Kaissi** is a Professor of Health Care Administration at Trinity University, in San Antonio, Texas. He joined Trinity University in 2003 after earning a PhD degree in Health Services Administration, Research, and Policy from the University of Minnesota. While doing his doctoral work, he worked at Allina Hospitals in Minneapolis, Minnesota. Prior to that, he earned a Masters of Public Health in Hospital Administration from the American University of Beirut in his native Lebanon. At Trinity, Dr. Kaissi teaches courses in Institutional Health Care Management, Health Care Strategic Planning and Marketing, and Health Care Human Resource Management. He also teaches a comparative course on the American and French health care systems, in French. His research interests include retail clinics and other convenient care models, strategic planning, quality of care and patient safety, and application of organizational theories to health care settings. He has published extensively on these topics in various administrative and clinical peer-reviewed journals. Dr. Kaissi works with hospital systems and physician practices on strategic planning and marketing projects.



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