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Dave Williams started his career as an urban street paramedic. For the last decade, he has acted as an internal and external improvement advisor to governmental agencies, hospitals, and for-profit and not-for-profit organizations. He works with clients to improve their organizations by enabling appreciation of systems, understanding data and variation, testing changes, and recognizing the influence of human psychology.

He is on the faculty of the Institute for Healthcare Improvement's (IHI) Open School and is an IHI improvement advisor able to support teams and organizations through leading system changes using the Model for Improvement. He is also a certified Six Sigma Black Belt.

Dave is on the teaching faculty of The George Washington University School of Medicine and Health Sciences. In addition, he has published nearly 100 articles, led intensive workshops, presented at major conferences to thousands of attendees, and is an aspiring blogger. He is also an Associate Member of the Prehospital Care Research Forum at UCLA.

He earned a B.S. in Emergency Medical Services Management and a M.S. in Emergency Health Services Management. He is currently writing his dissertation on obstacles to patient-centric EMS system design and will earn his Ph.D. in Organizational Systems in early 2010.

Dave lives in Austin, Texas with his wife Gwen, daughter Ella, and son Nate.

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