

## **DONNA MALVEY, Ph.D., MHSA**

### University Address and Contact Information

Dept. of Health Management and Informatics  
College of Community Innovation and  
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University of Central Florida  
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## **EDUCATION**

### **Ph.D. Administration-Health Services, Univ. of Alabama at Birmingham**

- Joint Program with School of Business and Department of Health Services Administration (HSA)
- HSA program has been nationally ranked in the top 10 by *U.S. News & World Report* for more than 15 years and currently in #2 position.
- *Outstanding Graduate Student Award* in Health Services Administration
- Dissertation Title: Environmental and Strategic Determinants of Stakeholder Proactivity: A Study of Medical Group Practices.
- Collaborated on major study of health professionals funded by Alabama state agencies; Medicaid, Health Planning & Development, and Office of Rural Health.

### **M.H.S.A. The George Washington University, Washington, D. C.**

- Major: Health Services Administration, Acute Care Management
- Minor: Medical Group Practice Management and HMOs
- American College of Health Care Executives Top Student Paper Award (1985)

### **Veterans Administration Medical Center, Washington, D. C.**

- 12-month Residency in Hospital Administration,
- Postgraduate Traineeship in Health Systems, 3 year term

### **B.A. Emmanuel College, Boston, Massachusetts**

- Major: French Literature
- Minor: Education

**Health Care Research Interests:** Innovation, mHealth (mobile health technologies and applications), Retail Health Clinics, Healthcare Marketing, Labor Relations, Human Resources Management, Leadership and Management, Strategic Management/Environmental Assessment, Healthcare Entrepreneurship

## **ACADEMIC EXPERIENCE**

### 2003- Present

University of Central Florida  
College of Health and Public Affairs  
Dept. of Health Management & Informatics  
Health Services Administration Program

- Visiting Assistant Professor (2003-2005)
- Assistant Professor (2006-2009)
- Associate Professor (2009-Present)

### **Research Highlights at UCF**

- Appointed to the Editorial Board of *Journal of Hospital Management and Health Policy* (J Hosp Manag Health Policy: JHMHP, the official journal of Hospital Management Institute, School of Public Health, Fudan University, Shanghai, China (2017-2019).
- Fall 2015 – Spring 2016, Researchgate reported over 2,000 publication views and showed achievement of most viewed researcher from HMI Department
- Co-editor and contributing author to Handbook of Healthcare Management, Elgar Publishing (July 2015).
- Appointed to the editorial board of the journal, mHealth (2015-2018).
- Guest Editor, Journal of Integrated Design and Process Sciences Special Issue on Design of Health Information Systems (2016)
- Coauthored a scholarly book, Malvey, DM & Slovensky, DJ. (2014) *mHealth: Transforming Healthcare*. New York, NY: Springer Books. This book has been licensed through China Machine Press and translated into Chinese with an initial distribution of 5,000 copies. Since its online publication on July 15, 2014, there has been a total of 8,236 chapter downloads for the eBook on SpringerLink. This means the book was one of the top 25% most downloaded eBooks in the relevant Springer eBook Collection in 2015.
- Awarded a sabbatical for Fall Semester 2013 for research purposes.
- Co-authored a scholarly book, *The Retail Revolution in Healthcare*, which examines the trend toward retail healthcare and implications for consumers, employers, policymakers, insurers, and providers (Praeger Publishers, February 2010). Selected for a *Choice Review* by the American Library Association and received a recommendation for adoption by all public and private university libraries.
- Awarded highly competitive research grant from the *IBM Center for Healthcare Management* to study patient flow in a local public health department in Florida.
- Awarded a UCF Community Partnership Grant.
- Published articles in top peer-reviewed journals, including *Health Care Management Review*, which is ranked in the top 5 according to recent studies.\*
- Appointed to Editorial Advisory Board of *Health Care Management Review*.

- Journal articles abstracted in *ABI Inform*, premier research data base for business and management.
- Published book chapters in well-known textbooks adopted by accredited programs.
- Created a *research partnership* with UCF librarians to conduct an IRB approved study of blogging in online classes.
- Engaged in mentoring graduate student research. Mentored UCF's first winner of American College of Health Care Executives (ACHE) Essay Competition.

\* Journal ratings information based on most recent studies indicated below:

(1) Williams, E. S., Stewart, R. T., O'Connor, S., Savage, G. T., and Shewchuk, R. (September 2002). Rating Outlets for Health Care Management Research: An Update and Extension. *Medical Research and Review*, 59 (3), 337-352.

(2) Shewchuk, R.M, O'Connor, S. J., Williams, E. S., & Savage, G. T. (2006). Beyond Rankings: Using Cognitive Mapping to Understand What Health Care Journals Represent. *Social Science & Medicine*, 62, 1192-1204

### **Research Interests at UCF**

- Identifying and studying innovation, including cutting edge trends in health care
- mHealth research, including telemedicine and using mobile devices for diagnosis and treatment as well as cost reduction and quality improvement
- Strategic external assessments of health care environment
- Proactive responses to emerging trends in health policy, management and marketing
- Unionizing in health care facilities
- Human resources applications in health care
- Leadership in health care facilities
- Recognizing emerging trends in health services administration education and identifying innovative responses.

### **Professional and University Service Highlights at UCF**

- Appointed by Florida's Governor (and reappointed) to serve as a member of the State's *Cancer Research Advisory Board* (1997-2005).
- Invited to deliver a lecture at *Physician Grand Rounds*, Department of Anesthesia, Beth Israel-Deaconess Medical Center, a major teaching hospital of *Harvard Medical School*, Boston, MA (October 2003).
- Developed, coordinated, and co-chaired *Conference on Diversity and Disparities in Health Care* for UCF's Diversity Week. Approximately 80 attendees during half-day Orlando Campus Conference (2006).
- Initiated development of Student Chapter of Medical Group Management Association (MGMA) at UCF.

## Teaching Highlights at UCF

- Recipient of the 2011 Teaching Incentive Program Award (TIP),
- Recipient of a Best Practice Award for Online Learning (2008)
- Development of a social network for healthcare – *Healthcare Waiting Room*, which is used in teaching students about the use of social networks in marketing
- Created a *Build a Mobile App* assignment for healthcare marketing course
- Created an innovative collaborative teaching and learning model that partners faculty, students, and *embedded* UCF librarians to achieve UCF's information fluency goals.
- Introduced *corporate style blogging* to online graduate courses.
- Recognized as an exemplar in teaching with emerging technologies.
- Selected for *Faculty Spotlight* in UCF e-Faculty Newsletter (June 2006).
- Created a new graduate elective course, *Healthcare Leadership* that incorporates new elements of e-leadership and socialnomics
- Incorporated library research module into all course delivery formats.
- Created a negotiation exercise, *No Raise for You!*  
Created a comprehensive online teaching module, for human resources management course, entitled *You're Fired!*
- Developed *Internet Marketing Assignments* that challenge students to develop marketing strategies and tactics for implementation on the web.
  
- Doctoral Level Courses Taught, Ph.D. Program in Public Affairs
  - HSA 7930 Part I: Special Issues in Health Services Administration, Theories in Healthcare Management
  
- Graduate Courses Taught (Web, Mixed Mode, Lecture)
  - Health Care Organization & Management II (HSA 6108)
  - Health Care Organization & Management I (HSA 6119)
  - Health Services Marketing & Management (HSA 6128)
  - Health Care Human Resources Management (HSA 6185)
  - Health Care Quality Management (HSA 6385)
  - Advanced Risk Management & Managed Care (HSA 6505)
  - Health Care Issues and Trends (HSC 6636)
  - Health Care Ethics (HSC 6636, HSC 6938)
  - Health Planning & Policy (PHC 6146)
  - Health Law (PHC 6420)
  - Health Care Leadership (HSA 6511)

Graduate HSA Courses also delivered at a variety of UCF Regional Campuses (Daytona Beach, Cocoa, and Palm Bay campuses).
  
- Undergraduate Courses Taught (Web)
  - U.S. Health Systems (HSA 3111)

- Principles of Managed Care (HSA 4109)
- Risk Management Systems (HSA 4502)
- Health Sciences Research Methods (HSA 4702)

## **OTHER ACADEMIC EXPERIENCE**

2013-2016. Brown University, Executive Health Management & Leadership Program  
Adjunct Associate Professor, Teaching Health Care Marketing

1997-2002, University of South Florida, College of Public Health

- Assistant Professor, Department of Health Policy and Management
- Research Highlights:
  - Ten presentations, including two peer-reviewed paper presentations at the Academy of Management.
  - Five peer-reviewed journal articles published in top journals.
  - Three chapters in prominent textbooks, including a solo authored chapter.
- Teaching Highlights:
  - *Outstanding Teacher of the Year Award*, College of Public Health (1999-2000).
  - Responsible for teaching graduate courses in health policy and management.
  - Created and taught a course, *The Business of Public Health* in the Executive MPH Program for MDs and Senior Level Executives.
  - Awarded instructional course development grant (1998-1999)
- Service Highlights:
  - Leadership positions
    - Vice President, College Faculty Assembly (2000-2002)
    - Historian/Secretary, College Faculty Assembly (1999-2000)
    - College Faculty Steering Committee (1999-2002)
    - Executive Committee, USF Phi Kappa Phi (1999-2002)
    - Florida Department of Health, Privatization Committee (1999)
  - Department and College Level Service
    - Chair, Department Admissions Committee
    - Memberships included College Curriculum Committee, Student Affairs Committee, Laboratory Safety Committee, Courtesy Appointments

1996-1997, The University of Arkansas at Little Rock

- Assistant Professor, Graduate Program in Health Services Administration
- Responsible for teaching graduate courses in hospital administration, health care management, human resources management, and health policy.
- Faculty liaison, student organizations & administrative residencies, directed studies.
- Appointed to Faculty College Council

1992-1996, The University of Alabama at Birmingham

Ph.D. Program in Administration-Health Services,

- Research Assistant (1992-1993)
- Research Fellow (1993-1995)

1988-1992, Marshall University, Huntington, WV

- Adjunct Instructor, Management Department, College of Business
- Taught undergraduate courses in labor relations and health care management.

**PROFESSIONAL EXPERIENCE (NON-ACADEMIC)**

1986-1992: Management Consultant Medical Management Associates

1997-1983: Administrator, Private Practice Section, American Physical Therapy Assoc., Washington D. C. Established and directed national headquarters office for association.

1976-1977: National Citizens Committee for Broadcasting, Washington, D. C.  
Media Planner/Executive Assistant to Chairperson, Nicholas Johnson, a former Federal Communications (FCC) Commissioner.

1974-1976: The George Washington University, Assistant to Engineering School Dean.

1973: U.S. House of Representatives, Washington, D. C., Legislative Assistant to the Honorable H. J. Heinz, III, M.C.

**SCHOLARLY AND CREATIVE WORKS**

- Malvey, D.& Sapp, J. (2018). *The Digital Path to your Healthcare Career*. Under review by Health Administration Press.
- Slovensky, DJ & Malvey, DM eds (Jan 03, 2018). mHealth Infrastructure: Issues and Solutions. A special focused issue of *mHealth*, AME Publishing Co Retrieved online at <http://mhealth.amegroups.com/post/view/mhealth-infrastructure-issues-and-solutions>

This issue contains 8 articles from scholars and experts in the field, including globally.

- Gurupur, V., Wan, T., Malvey, D., & Slovensky, DJ., eds. (2016). Special Issue on Design of Health Information Systems. *Journal of Integrated Design and Process Science*. STM Publishing House.

- Fottler, MD, Malvey, DM, & Slovensky, D. J. (*Editors & contributing authors*) *Handbook of Healthcare Management*, Edward Elgar Publishing Ltd. November 2015.
- Malvey, DM & Slovensky, DJ. (2014) *mHealth: Transforming Healthcare*. New York, NY: Springer (Business and Economics Division). *This book was one of the top 25% most downloaded eBooks in the relevant eBook Collection in 2017.*
  - Since its online publication on July 15, 2014, there has been a total of 20,162-chapter downloads for your eBook on SpringerLink
  - The book was one of the top 25% most downloaded eBooks in the relevant Springer eBook Collection in 2015, 2016, and 2017
  - This book has been licensed for translation and publication in Chinese with China Machine Press (5,000 copies initial publication). 2016, Chinese ISBN 978-7-111-53159-3.
  - This book was also made available on Apple iTunes and Google Play
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- Co-creator of a social network for healthcare, including conceptual development and a website, *Healthcarewaitingroom.com*. The website is constructed using a portal approach. The website offers forums, blogs, and access to social media such as Twitter and Facebook, and social reading and publishing opportunities. This work reflects development of online entrepreneurial activities combined with social justice goals of empowering the consumer with both information and a collective voice. In addition, this work demonstrates how to use social media for marketing purposes and how to monetize network and website activities to achieve sustainability. This website was used in the teaching of the health services management and marketing course, hsa6128 (2011-2012).
- Co-authored a scholarly book of original research (@65,000 words), *The Retail Revolution in Health Care*. Praeger Publishers/Greenwood Publishing Group: Santa Barbara CA (2010). With M. Fottler. The book was selected for a Choice Review by the American Library Association and was recommended for adoption by public and university libraries (October 2010).

### **PEER-REVIEWED PUBLICATIONS IN PRINT**

- 30 peer-reviewed articles in top rated journals in field
- 11 articles as lead author
- 3 articles indexed/abstracted in *ABI Inform*, the premier business and management research data base.

1. Slovensky, DJ & Malvey DM. (Dec. 2017). Introduction to Focused Issue on mHealth Infrastructure: issues and solutions that challenge optimal deployment of mHealth products and services. *mHealth*, AME Publishing Co. Retrieved online at. <http://mhealth.amegroups.com/article/view/17841>
2. Malvey, DM. & Slovensky, DJ.(Sep 2017). The Global mHealth Policy Arena: Who, What and Why? In *mHealth*, Focused issue, mHealth Infrastructure: Issues and Solutions. Retrieved online at <http://mhealth.amegroups.com/article/view/16628>
3. Slovenksy, DJ, Malvey, D. & Neigel, AR. (June 2017)). A Model for mHealth Skills Training for Clinicians: Meeting the Future Now. in mHealth, Focused issue, mHealth Infrastructure: Issues and Solutions. *mHealth*, AME Publishing Co. Retrieved online at <http://mhealth.amegroups.com/article/view/16628>
4. Gurupur, V., Wan, T. TH, Malvey, D. and Slovensky, D. (2016) Design of Health Information Systems. *Journal of Integrated Design and Process Science*, 20 (1), 3-6. DOI 10.3233/jid-2016-0006
5. Dewar, A. R., Bull, T. P., Malvey, D. & Szalma J. D. (March 31, 2016). Developing a measure of engagement with telehealth Systems: The mHealth Technology Engagement Index. *Journal of Telemedicine and Telecare*. DOI: 10.1177/1357633X16640958
6. Bull, T. P., Dewar, A. R. Malvey, D. & Szalma J. D. Considerations for the Telehealth Systems of Tomorrow: An Analysis of Student Perceptions of Telehealth Technologies *JMIR Medical Education* **JMIR Med Educ 2016;2(2):e11**  
  
*Note: This journal is highly selective (25%) acceptance rate and only publishes papers which they think will have considerable impact on the field and will be cited often.*
7. Dewar, A.R., Bull, T.P., Sproat, J.M., Reyes, N.P., Malvey, D.M., & Szalma, J.L. (2016). Testing the Reliability of a Measure of Motivation to Engage with Telehealth Technology. *Proceedings of the Human Factors and Ergonomics Society*, 60.
8. Fottler, M. D., Malvey, D., Asi, Y., Cox, S., & Warren, N.(Jan/Feb 2014). Can Inbound and Domestic Medical Tourism Improve Your Bottom-Line? Identifying the Potential of a U.S. Tourism Market' *The Journal of Healthcare Management*, 59 (1): 49-64.

9. Malvey, D., Fottler, M. D., & Sumner, J. (2013). The Fear Factor in Healthcare: Employee Information Sharing. *The Journal of Healthcare Management*, 58 (3): 225-237.
10. Ramirez, B., Oetjen, R., & Malvey, D. (April-June 2011). Sustainability and the health care manager: Part I. *The Health Care Manager*, 30:2, 133-138.
11. Ramirez, B., Oetjen, R., & Malvey, D. (July-Sept. 2011). Sustainability and the health care manager: Part II. *The Health Care Manager*, 30:3, 261-265.
12. Malvey, D. (July/August 2010). Unionization in Healthcare: Strategies. *Journal of Healthcare Management*, 55:4, 236-240.
13. Malvey, D. (May/June 2010). Unionization in Healthcare: Background and Trends. *Journal of Healthcare Management*, 55:3, 154-157.
14. Fottler, M. D. and Malvey, D. M. (2010). Human Resources Implications of Low-Cost Disruptive Innovation in Health Care: The Case of Retail Clinics. *Advances in Health Care Management*, Vol 9, 137-162. The United Kingdom: Emerald Group Publishing Limited.
15. Malvey, D., Alderman, B, and Todd, A. (April-June 2009). Blogging and the Health Care Manager. *Health Care Manager*, 28: 2, 159-164.
16. Holland, J. B., Malvey, D., and Fottler, M.D. (April-June 2009). Healthcare Globalization: A Need for Virtual Leadership. *Health Care Manager*, 28:2, 117-123.
17. Danesh, V. C., Malvey, D. and Fottler, M. D. (October – December 2008). Hidden Workplace Violence: What Your Nurses May Not Be Telling You. *Health Care Manager*, 27:4, 357-363.
18. Fottler, M.D. & Malvey, D. (2007). "Strategic Entrepreneurship in the Healthcare Industry: The Case of Wal-Mart." *Advances in Health Care Management*, Vol 6, 257-278. Amsterdam Holland: JAI/Elsevier Science.
19. Malvey D. and Fottler, M. D. (2006). The Retail Revolution in Healthcare: Who Will Win and Who Will Lose? *Health Care Management Review*, 31 (3), 168-178. **Indexed/abstracted in ABI Inform.**
20. Ahern, N. and Malvey D. (Summer 2006). Decisions Regarding Infant Resuscitation: A Case Study Applying an Ethical Evaluative Framework. *Journal of Health Administration Ethics*, 1 (1), 16-25.

21. Malvey, D. Hamby E., and Fottler, M. D. (Spring 2006). E-Service Learning: A Pedagogic Innovation for Healthcare Management Education. *Journal of Health Administration Education*, 23 (2), 181-198.
22. Zinkovich, L., Malvey, D., Hamby, E. & M.D. Fottler (2005). "Bioterror Events: Pre-emptive Strategies for Healthcare Executives." *Hospital Topics* 83 (3), 9-15.
23. Malvey, D., Fottler, M. D., Buck, Jr., G. W , & Fry R. S. (2004) Responding to Bioterrorism: A Lesson in Humility for Management Scholars. *Advances in Health Care Management* Vol 4: 259-286.
24. Koehlmoos T., Fry R, & Malvey D. (2003). Innovation, Implementation, and Implosion: A Public-Private Partnership Struggles to Survive in the Changing Environment. *Florida Journal of Public Health*, 13, 23-28.
25. Malvey, D., Fottler, M. D., and Slovensky, D. J. (2002). Evaluating Stakeholder Management Performance Using a Stakeholder Report Card: The Next Step in Theory and Practice. *Health Care Management Review*, 27 (2): 66-79.  
**Indexed/abstracted in ABI Inform.**
26. Studnicki, J. Murphy, F.V., Malvey, Costello, R.A., & Luther S., and Werner, D. (2002) Toward a Population Health Delivery System: First Steps in Performance Measurement. *Health Care Management Review*, 27 (1): 76-95.
27. Topping S. and Malvey, D. (2002). Management of Academic Health Centers: The Past Present, and Future. *Advances in Health Care Management*, Vol. 3: 267-297.
28. Malvey, D. and Slovensky, D. J. ( March/April 2001). Can Academic Group Practices Survive in Managed Care Environments? *Medical Group Management Journal* , 48 (2): 30-32, 34, 36, and 44
29. Malvey, D., Hyde, J. C., Topping, S, and Woodrell, F. D. (2000). Getting Off the Bandwagon: An Academic Health Center Takes a Different Strategic Path. *Journal of Health Care Management*, 45 (6):381-394. **Indexed/abstracted in ABI Inform.**
30. Bamberg, R., Malvey, D., Wainright, C., Fottler, M. D., & Joiner, D. L. (1994). The Development of a State-level Health Manpower Data Base Using an Employer- Based Survey: A Pilot Project. *The Journal of Rural Health*, 10 (3), 199-207.

## **SCHOLARLY TEXTBOOK CHAPTERS**

- 20 Textbook Chapters
  - 11 serving as Lead Author
1. Malvey, D. and Raffenaud A. (2017). Managing with organized labor. Chapter 10 In B. Fried, J. Johnson, & M. D. Fottler (Eds.), Management of Human Resources in Health Care-Undergraduate Textbook 2<sup>nd</sup> edition. Chicago: Health Administration Press.
  2. Fottler, MD, Malvey, D, Hyde, J. and Deschamps, C.(2015). Human Resources Management. In Fottler, MD, Malvey, DM, & Slovensky, D. J. (Eds) *Handbook of Healthcare Management*, Elgar Publishing Ltd. 127-152
  3. Malvey, D, Beardsley, A., & Howse, P.and Ruff, S. (2015) Healthcare Marketing and Social Media. In Fottler, MD, Malvey, DM, & Slovensky, D. J. (Eds) *Handbook of Healthcare Management*, Elgar Publishing Ltd. 235-254
  4. Malvey, D. Beardsley, A., Nguyen, H, and Fottler MD (2015). Innovations in Healthcare Delivery. (2015). In Fottler, MD, Malvey, DM, & Slovensky, D. J. (Eds) *Handbook of Healthcare Management*, Elgar Publishing Ltd. 310-331
  5. Malvey, D., Fottler, MD & Slovensky, D. (2015). The Future of Healthcare Management. (2015). In Fottler, MD, Malvey, DM, & Slovensky, D. J. (Eds) *Handbook of Healthcare Management*, Elgar Publishing Ltd. 483-508
  6. Malvey, D and Raffenaud A. (2015). Managing with organized labor. In B. Fried & M. D. Fottler (Eds.), Human Resources in Health Care: Managing for Success (4<sup>th</sup> ed). Chicago: Health Administration Press. 389-426
  7. Malvey, D. (2009). Managing with organized labor. In B. Fried, J. Johnson, & M. D. Fottler (Eds.), Management of Human Resources in Health Care-Undergraduate Textbook. Chicago: Health Administration Press.
  8. Fottler, M. D., Malvey, D., and Rooney K. Organized delivery systems. In L. F. Wolper (Ed.), Health Care Administration: Managing Organized Delivery Systems (5<sup>th</sup> ed). Sudbury, MA:Jones and Bartlett Publishers, 67-106.
  9. Malvey, D. (2008). Managing with organized labor. In B. Fried, J. Johnson, & M. D. Fottler (Eds.), Management of Human Resources in Health Care (3<sup>rd</sup> ed). Chicago: Health Administration Press, pp 359-391.

10. Hamby, E. and Malvey, D. (2008). e-Leadership: Setting a New Paradigm in Business. In R. C. Preziosi (Ed.), The 2008 Pfeiffer Annual: Management Development. San Francisco: Pfeiffer (John Wiley & Sons, Inc.), pp. 185-194.
11. Malvey, D. & Hamby E. (2006). Case Study: Sunshine County Health Department: Strategy Implementation. In L. Swayne, J. Duncan, & P. M. Ginter (Eds.), Strategic Management of Health Care Organizations (5<sup>th</sup> ed). Malden, MA: Blackwell Publishers, pp. 856-868.
12. Malvey, D. & Hamby E. (2006). Online Instructors' Manual: Case 20, Sunshine County Health Department: Strategy Implementation. In L. Swayne, J. Duncan, & P. M. Ginter (Eds.), Strategic Management of Health Care Organizations (5<sup>th</sup> ed). Malden, MA: Blackwell Publishers.
13. Malvey, D. (2005). Managing with organized labor. In B. Fried, J. Johnson, & M. D. Fottler (Eds.), Management of Human Resources in Health Care (2<sup>nd</sup> ed). Chicago: Health Administration Press, pp. 301-329.
14. Fottler, M. D. & Malvey, D. (2004). Organized delivery systems. In L. F. Wolper (Ed.), Health Care Administration: Planning, Implementing and Managing Organized Delivery Systems (4<sup>th</sup> ed). Gaithersburg, MD: Aspen, pp. 55-92.
15. Malvey, D. (2002) Managing with organized labor. In B. Fried & J. Johnson (Eds.), Management of Human Resources in Health Care. Chicago: Health Administration Press, pp. 241-262.
16. Fottler, M. D. & Malvey, D. (1999). Multi-provider systems. In L. F. Wolper (Ed.), Health Care Administration: Principles, Practices, Structure, and Delivery (3d ed). Gaithersburg, MD: Aspen, pp. 53-87.
17. Joiner, C. L., Metzger, N., Malvey, D. & Hyde J. C. (1998). Labor Relations. In M. D. Fottler, S. R. Hernandez, & C. L. Joiner (Eds.), Essentials of Human Resources Management Albany, NY: Delmar, pp. 271-313.
18. Fottler, M. D. and Malvey, D. (1995). The future of health care delivery. In L. F. Wolper (Ed.), Health Care Administration: Principles, Practices, Structure, and Delivery (2nd ed). Gaithersburg, MD: Aspen, pp. 687-689.
19. Fottler, M. D. and Malvey, D. (1995). Multi-provider systems. In L. F. Wolper (Ed.), Health Care Administration: Principles, Practices, Structure, and Delivery (2nd ed). Gaithersburg, MD: Aspen, pp. 489-515
20. Metzger, N. and Malvey, D. (1994). Negotiating and administering the labor relations contract. In M. D. Fottler, S.R. Hernandez, & C. L. Joiner (Eds.), Strategic Management of Human Resources in Health Services Organizations (2<sup>nd</sup> ed). Albany, NY: Delmar, pp. 436-479.

## **OTHER PUBLISHED WORKS**

### Glossary Contributions – Invited

- Malvey, D. (2004) Academic Medical Center (AMC). In Michael Stahl (Ed.), Encyclopedia of Health Care Management. Thousand Oaks, CA: Sage Publications, Inc., p. 2. Abstract Series -- Invited
- Managing Stakeholders: Are Current Strategic Management Methods Outdated? *Lister Hill Health Policy Center Abstract Series*, Vol. 13, No. 2. (November 29, 2002). Based on my published article, Evaluating Stakeholder Management Performance Using a Stakeholder Report Card: The Next Step in Theory and Practice.

## **OTHER WORKS**

### Reports

- Hamby, E. & D. Malvey. (2005) Implementing Flow Management in a Local Public Health Department: A Proactive Approach to Managing Patient Visits, IBM's Center for Healthcare Management.
- Mueller, A, Malvey, D., Wayne J. B. and Baker, J. A. (1997) Evaluation of the Arkansas Medicaid Inpatient Obstetrical and Routine Newborn Care Program, Arkansas Department of Human Services.

### Teaching Cases

- Malvey, D. (1999). The Privatization of Tampa General Hospital: A 22-page case study that details the financial and managerial drawbacks of privatization.

## **PRESENTATIONS**

- 51 presentations
  - 27 presentations as lead author
1. Jenkins, G., Malvey D., Quinney, Slovensky, DJ, Trimm M (Workshop Leader). (Nov 06, 2017). Designing a Rural Health Center Responsive to the IHI "Triple Aim." A workshop presentation at annual meeting of the Society for Design and Process Science (SDPS) International Conference, Birmingham, AL.
  2. Slovensky, DJ, Malvey, D. Neigel, A. (Dec. 15, 2016). Health Data Life Cycle, Systems Around it, and mHealth-Mobile Devices. A workshop presentation at annual meeting of the Society for Design and Process Science International Conference, Orlando FL

3. Lin, Y. Wan, T. Malvey, D. Liu, X. and Steen, J. (Dec. 2016). : Determinants of Medicare Shared Savings Program Accountable Care Organization Year One Performance. Number : 14. Poster presentation at annual meeting of the Society for Design and Process Science, Orlando FL
4. Dewar, AR, Bull, TP, Sproat, JM, Reyes, NP, Malvey, DM, & Szalma, J. (Sep. 2016). Testing the Reliability of a Measure of Motivation to engage with Telehealth Technology. A Poster presentation at Human Factors and Ergonomics Society.
5. Malvey, D. (March 24, 2016). Medical Tourism: A Moving Target. *ACHE of Central Florida program Medical Tourism – The Globalization of Healthcare*.
6. Dewar, A.R., Bull, T.P., Sproat, J.M., Reyes, N.P., Malvey, D.M., & Szalma, J.L. (2016). Testing the Reliability of a Measure of Motivation to Engage with Telehealth Technology. *Proceedings of the Human Factors and Ergonomics Society, 60*.
7. Malvey, DM, Slovensky, DJ, Alderman, B., & Gurupur, VJ. (2015, November). The mHealth[care] Team: Beyond Doctors and Patients. Workshop presentation at annual meeting of the Society for Design and Process Science, Fort Worth, TX.
8. Malvey, D., Slovensky, D. J. Paustian, B., Garrie, R., & Alderman, B. (Nov 2014). "mHealth: Will it reinvent healthcare or leave the marketplace at a standstill?" Southern Management Association Annual Meeting. The Savannah, Georgia.
9. Fottler, M. D., Malvey, D., Asi, Y., Cox, S., & Warren, N. Can Inbound and Domestic Medical Tourism Improve Your Bottom-Line? Identifying the Potential of a U.S. Tourism Market. Accepted for inclusion in the Program of the 'MANAGING IN A GLOBAL ECONOMY XV' Conference, which will be held in Seville, Spain June 23th to June 27th 2013.
10. Malvey, D. *ASRW Healthcare Panel – How will Healthcare Reform affect My Business?* October 08, 2011, Orlando Convention Center. Served as Academic Panelist.
11. Fottler, M. D. and Malvey, D. M. (October 30, 2010). ). Human Resources Implications of Low-Cost Disruptive Innovation in Health Care: The Case of Retail Clinics. 2010 Southern Management Association Meeting, October 28 -30, St. Pete Beach, Florida. Published in *Conference Proceedings*.
12. Malvey, D. M., Paustian, P. E., Slovensky, D. J, & Fottler, M. D. (September 29, 2010). Retail Medicine and the EHR. AHIMA 82<sup>nd</sup> Annual Meeting, Orlando, FL, September 25-30. Published in *Conference Proceedings*.
13. Malvey, D., Ramirez, B., Oetjen, D. Cortelyou-Ward, K., Todd, A. D, and Alderman B. (June 2008.) A Collaborative Interdisciplinary Project: Student Best Practices in

Health Care Management WebCt Classes. Presentation for Distance Learning Faculty Forum Presentation, *Annual Meeting of the Association of University Programs in Health Administration*, Washington, D. C.

14. Malvey, D., King, A. O., Todd, A. D., & Alderman, B. Blogging in the Online Classroom: Implications for Teaching and Research. (November 2007). *UCF Regional Campuses Faculty Brown Bag Luncheon Series*, Cocoa, Campus.
15. Malvey, D., Todd, A., Alderman, B., and King, A. (November 2007). A Study of Blogging in the Online Classroom: Implications for Teaching and Learning. *The 13<sup>th</sup> Sloan-C International Conference on Asynchronous Learning Networks*, Orlando FL. Published in *Conference Proceedings*.
16. Malvey, D., King, A. O., Todd, A. D., & Alderman, B. (August 2007). Blogging in the Online Classroom: Implications for Teaching and Research. Management Education Division, *Academy of Management Annual Meeting*, Philadelphia, PA. Published in *Conference Proceedings*.
17. Malvey, D., Todd, A. D., King, A. O. & Alderman B. (June 2007) Corporate Blogs as a Teaching Tool in HSA Programs. Presented at the Distance Education Faculty Forum Session, *Enabling Learning: Effective Instructional Tools and Practices*, *AUPHA Annual Meeting*, Orlando FL.
18. Paustian, P., Slovensky, D. J., and Malvey D. (May 31-June 3, 2007) The Amazing Race: Strategic Career Mapping in Healthcare. Poster Presentation with Abstract, the *AUPHA Annual Meeting* in Orlando, FL. *1<sup>st</sup> Place Poster Session Award*.
19. Malvey, D. Alderman, B., King, A., and Todd, A. (November 2006). The Business of Blogs in the Online Classroom: Moving from "Me" to "We." *The 12<sup>th</sup> Sloan-C International Conference on Asynchronous Learning Networks*, Orlando FL. Published in *Conference Proceedings*.
20. Danesh, V. C., Malvey, D. and Fottler, M. D. (October 26, 2006). Hidden Workplace Violence: What Your Nurses May Not Be Telling You. *Southern Management Association's Annual Meeting*, Clearwater, Florida. Published in *Conference Proceedings*.
21. Fottler, M. D. and Malvey, D. (August 2006). Strategic Entrepreneurship in the Healthcare Industry: The Case of Wal-Mart. Health Care Management Division, *Academy of Management Annual Meeting*, Atlanta, GA. Published in *Conference Proceedings*.
22. Malvey, D. Todd, A, Alderman B, and King, A. (March 24, 2006). Going Beyond WebCt Discussion Boards: Corporate Blogging in Distance Education. *UCF Faculty Center for Teaching and Learning Showcase* (Creative Teaching Category).

23. Malvey, D. & Hamby, E. (November 18, 2005). E-Service Learning: A Pedagogic Innovation in Education. *The 11<sup>th</sup> Sloan-C International Conference on Asynchronous Learning Networks, Orlando, FL*. Published in *Conf. Proceedings*.
24. Malvey, D. & Hamby E. (August 2005). Teaching and Technology Session (Electronic Presentation using CD-ROM). Professional Development Workshop, Health Care Management Division, *Academy Management*, Honolulu, Hawaii.
25. Hamby, E. & Malvey, D. (November 2005). E-systems and Technology Management: *Advanced Course Healthcare Management Certificate Program, Michigan Society of Hematology & Oncology, UCF Orlando, FL*.
26. Malvey, D., Oetjen, D., and Rotarius, T. (May 2005). Racial Disparities in Health Care. Presented to the Diversity Track of *Summer Faculty Development Conference, UCF Orlando, FL*.
27. Hamby, E. & Malvey, D. (May 2005). E-systems and Technology management. *Healthcare Management Certificate Program, Association of South Carolina Oncology Managers, UCF Orlando, FL*.
28. Malvey, D., Hamby E, & M. D. Fottler. (April 20, 2005). E-Service Learning: A Web-based Approach to Service Learning. *SoTL Poster Session, UCF Orlando, FL*.
29. Hamby, E. & Malvey, D. (November 04, 2004). E-systems and Technology Management. *Healthcare Management Certificate Program, Michigan Society of Hematology & Oncology, UCF Orlando, FL*.
30. Malvey, D. and Hamby E. (October 22, 2004). E-leadership: Strategies for a New Leadership Paradigm. *American Academy of Medical Administrators Annual Conference, Orlando, FL*
31. Hamby E. and Malvey, D. (October 21, 2004). Creative Visualization for Managers: How to find a Successful Future. Pre-conference Continuing Education Workshop, *American Academy of Medical Administrators Annual Conference, Orlando, FL*.
32. Malvey, D. & Hamby E. (October 07, 2004). E-leadership: An Investigational Study of a 21<sup>st</sup> century Leadership Phenomenon. *Annual Meeting of the Association on Employment Practices and Principles (AEPP), Ft. Lauderdale, FL*. Published in *Conference Proceedings*.
33. Hamby, E. & Malvey, D. (September 2004). Implementing Continuous Flow Management in a Local Public Health Department: A Proactive Approach to Managing Patient Visit Outcomes. *Annual Meeting of the National Association for Healthcare Quality, Orlando, FL*.

34. Hamby E. & Malvey, D. (June 2004). A Culture of Customer Service Begins with the Internal customer: The Patient Advocate as Key to Proactive Approach. *Annual Meeting and Education Day, Florida Society for Patient Representatives*, Tampa, FL.
35. Malvey, D., Hamby E. and Fottler, M. D. (March 2004). Hospital CEO Succession Research: Developing an Empirical Study. 2004 *Southwest Academy of Management Meeting*, Orlando, FL. Published in *Conference Proceedings*.
36. Malvey, D. (October 22, 2003). Leadership. *Physician Grand Rounds*, Dept. of Anesthesia, Beth Israel-Deaconess Medical Center, a Major Teaching Hospital of Harvard Medical School, Boston, MA.
37. Malvey, D. & Fottler, M. D. (October 2002). A Physician Stakeholder Report Card. *Annual Meeting of Medical Group Management Association*.
38. Malvey, D., Fottler, M. D., and Slovensky, D. J. (August 2001). Evaluating Stakeholder Management Performance Using a Stakeholder Report Card: The Next Step in Theory and Practice. Health Care Management Division, *Annual Meeting of the Academy of Management*. Published in *Conference Proceedings*.
39. Slovensky, D. J. and Malvey, D. (February 2001). Strategy Alternatives for Medical Group Practices. *Southeast Decision Sciences Institute*, 31<sup>st</sup> Annual Meeting, Charlotte, North Carolina. Published in *Conference Proceedings*.
40. Malvey, D. (2000) Teaching the Distance Learner. Professional Development Workshop. Health Care Management Division, *Annual Meeting of the Academy of Management*, Toronto, Canada.
41. Malvey, D. (August 1999). The Changing Nature of Academe: Long-distance Learning. Pre-doctoral and Junior Faculty Consortium, Health Care Management Division, *Annual Meeting of the Academy of Management*, Chicago, IL.
42. Hyde, J. C., Malvey, D., Brunson, C., Blair, J., Fottler, M.D. (1999). Innovation of Medical Group Management: Environmental and Strategic Adaptation. Management Innovations Poster Session, *Annual Meeting of the American College of Healthcare Executives*, Chicago, IL.
43. Malvey, D., Hyde, J.C., Fottler, M.D., and Blair, J. (1999). Health Care Stakeholder Models: An Empirical Examination of Location and Strategy Issues. *Health Sciences Center Research Day*, University of South Florida.
44. Wayne, J.B., Malvey, D. Muller, A., & Baker, J. (1997). The Arkansas Medicaid "Primary Care Physician" Program: The Impact on Recipients, ERs, and Physicians in Rural Areas. Medical Care Section, *Annual Meeting American Public Health Association*, Indianapolis, IN

45. Malvey, D., Wayne, J.B., Muller, A., and Baker J. (1997). Changes in Access, Quality, and Satisfaction Following Implementation of the Arkansas "OB Waiver Program." Medical Care Section, *Annual Meeting American Public Health Association*, Indianapolis, IN.
46. Malvey, D., Fottler, M. D., Blair, J. D., & Rotarius, T. (1997). Environmental and Strategic Determinants of Stakeholder Proactivity: A Study of Medical Group Practices. Health Care Administration Division, *Annual Academy of Management Meeting*, Boston, MA. Published in *Conference Proceedings*.
47. Malvey, D. (1996). The Culture of Doctoral Education. Panel Presentation. *Annual Meeting of the Assoc. of University Programs in Health Administration*. Atlanta, GA.
48. Malvey, D. (1996). Preparing Tomorrow's Leaders Today: The Role of Human Resources Management. Panel Presentation, *Annual Meeting of the Assoc. of University Programs in Health Administration*.
49. Malvey, D (1995). Reform from within: The development of patient-focused care models in the modern hospital. *Southwest Academy of Management Meeting*, Houston, TX. Published in *Conference Proceedings*.
50. Malvey, D. (1995). The development of a state-level health manpower data base using an employer-based survey: A pilot project. *Graduate Student Research Day*, University of Alabama at Birmingham
51. Malvey, D. & Fottler, M. D. (1993). The Development of a State-level Health Manpower Data Base Using an Employer-based Survey. *Southern Industrial Relations Conference* Myrtle Beach, SC. Published in *Conference Proceedings*.

## **AWARDS AND FUNDING**

### **EXTERNAL**

- IBM Center for Healthcare Management Research Award (2004). Implementing Flow Management in a Local Public Health Department: A Proactive Approach to Managing Patient Visits. Co-PI with E. Hamby. \$15,000
- Evaluation of Arkansas Medicaid Inpatient Obstetrical and Routine Newborn Care Program (1997), with A. Mueller, J. B. Wayne, & J. Baker (Investigators). Arkansas Department of Human Services. \$68,485

### **INTERNAL (UCF TEACHING GRANTS)**

- Faculty Center for Teaching and Learning Summer Conference (Summer 2010). With B. Ramirez and R. Oetjen. SOTL Track. Proposal to develop a teaching module

on the topic of organizational sustainability with a view towards also developing a survey instrument to measure to effectiveness of the module in the online classroom \$800.

- Faculty Center for Teaching and Learning Course Innovation Project (Spring 2008). Creating an Online Venue to Showcase Student Best Practices. With UCF Librarians B. Alderman & A. Todd. \$500
- Faculty Center for Teaching and Learning Faculty Development Summer Conference, Diversity Track (May 2006). Development of a Conference on Racial Disparities in Healthcare in Central Florida. With D. Oetjen, & T. Rotarius. \$1000
- Faculty Center for Teaching and Learning Course Innovation Project (Spring 2006). Introducing Corporate Blogging into the Online Course Delivery of HSC 6636 Healthcare Issues and Trends. With UCF Librarians B. Alderman, A. King, & A. Todd. \$500
- Faculty Center for Teaching and Learning Faculty Development Summer Conference, SoTL Track (May 2005). Incorporating Ethics into the HSA Curriculum. With E. Hamby, D. Oetjen, and T. Rotarius. \$1000
- UCF Faculty Summer Course Support (Summer 2004). With E. Hamby. Center for Community Partnerships. \$6000

## **SERVICE TO THE PROFESSION AND COMMUNITY**

- Member, Florida Cancer Control and Research Advisory Board (C-CRAB)  
Appointed by Governor Chiles and Re-appointed by Governor Bush. 1997-2005.  
Participated in state-wide meetings with directors of cancer research facilities, clinical researchers and practitioners, policymakers, state legislators, other academics, and patient advocates.
- Invited Lecturer *Physician Grand Rounds*, Beth Israel-Deaconess Medical Center, Boston, MA October 2003.
  - Invited to present the *Grand Rounds Lecture* to Critical Care Physicians, Department of Anesthesia, Beth-Israel Deaconess Medical Center, Boston, MA
  - This medical center is a major teaching hospital of *Harvard Medical School*.
- Guest Editor for Journals
  - Slovensky, DJ and Malvey, D. eds (2017) *mHealth* Focused Issue, *mHealth Infrastructure: Issues and Solutions*,
  - Gurupur, V., Wan, T., Malvey, D., & Slovensky, DJ., eds. (2016). Special Issue on Design of Health Information Systems. *Journal of Integrated Design and Process Science*. STM Publishing House.
- Member, Editorial Board of *Journal of Hospital Management and Health Policy: J Hosp Manag Health Policy: JHMHP*, the official journal of Hospital Management Institute, School of Public Health, Fudan University, Shanghai, China (2017-2019). As the official journal of Hospital Management Institute, Fudan University, a well-

recognized authority releasing the ranking list of Best Hospitals Honor Roll and Overview in China every year, the journal represents the joint commitments to introduce and rethink the cutting-edge studies, hot research topics, and common challenges in the field of hospital management and health policy, with an attempt to summarize and share the relevant experiences in policy R&D, development, and implementation from an international perspective.

- Member, Editorial Board for the journal, *mHealth* (2015-Present). The *mHealth* (ISSN 2306-9740) journal is an Open Access, peer-reviewed journal, indexed in PubMed/PMC, published by AME publishing company. This journal publishes articles that describe new findings in the field of using of mobile technologies to improve public health, particularly regarding underserved populations; health research, training, and education applications; and delivery systems around the world. <http://mhealth.amegroups.com/#>
  
- Member, Editorial Advisory Board for *Health Care Management Review* (2002-2006).
  - This journal is rated among the top 5 in our field for relevance and knowledge.
  - Read by both practitioners and academics.
  
- Academy of Management
  - The Most Prestigious Academic Association dedicated to management.
  - Active member since 1995.
  - Highlights/Service to Health Care Management Division
    - Member of Executive Committee (1995-2007)
    - Academic-At-Large Representative (1997-1999).
    - Chair & Co-Chair Membership Committee (1997–2007).
    - Member of the HCMD Strategic Review Committee
    - Professional Development Workshop Presenter
    - Session Discussant & Reviewer for annual meetings.
  
- Association of University Programs in Health Administration (AUPHA)

This organization is important to our HSA Program because it represents accredited graduate health administration programs nationwide and certifies undergraduate programs. It also publishes the *Journal of Health Administration Education*.

  - Member (Two Terms) Filerman Prize Committee
  - Chair-elect, Faculty Distance Forum, AUPHA
  - Reviewer for *Journal of Health Administration Education*
  - Published author in *Journal of Health Administration Education*
  - Presented at faculty forums and panel sessions.
  - AUPHA/HAP Editorial Board for Graduate Studies – 3 year term ending in March 2020
  
- American College of Health Care Executives

This organization is the largest national practitioner organization. It publishes the *Journal of Healthcare Management*, which is rated as a prominent journal in the field.

- Mentored UCF's first student essay award winner (graduate level).
- Served as a Judge, ACHE Essay Competition.
- Published article in *Journal of Healthcare Management*.
- Management Innovation Poster Session presentation.
  
- Reviewer for Peer-Reviewed Journals,
  - American Journal of Preventive Medicine
  - Journal of Healthcare Management
  - Journal of Health Administration Education
  - Medical Science Monitor
  - Health Care Management Review
  - Advances in Health Care Management Journal
  - American Journal of Managed Care
  - Journal of Integrated Design Process and Science
  
- Reviewer for Textbooks
  - Healthcare Entrepreneurship (Rubin Millay, PhD, MD). Proposal Review for Routledge (2012)
  - Health Policy and Politics, 4<sup>th</sup> Edition. Morone. J. A., Litman T. J., and Robins, L. S.(Eds). Delmar Cengage Learning, Publishers, 2008.
  - Human Resource Management Applications, 6<sup>th</sup> Edition. Nkomo S. M., Fottler, M. D., and McAfee, R B.(Eds.). Thomson South-Western, Publishers, 2008.
  
- Reviewer for Conference Paper Submissions
  - 2015 Annual meeting of the Society for Design and Process Science, Fort Worth, TX
  - 2016 Annual meeting of the Society for Design and Process Science, Orlando, FL
  - 2017 Annual meeting of the Society for Design and Process Science, Birmingham, AL
  -
  
- Society for Design and Process Science International Conference Service
  - 2015 Annual meeting of the Society for Design and Process Science International Conference, Fort Worth, TX *Conference Planning Committee Member*
  - 2016 Annual Society for Design and Process Science, International Conference. Orlando, FL *Conference Planning Committee Member and Program Chairperson for Annual Meeting*
  - 2017 Annual meeting of the Society for Design and Process Science International Conference *Program chair for the conference as well as a workshop chair. Also co-chair and presenter of the Workshop, "Designing a Rural Health Center Responsive to IHI Triple Aim.*

- Professional and Academic Memberships
  - American College of Healthcare Executives (Faculty Associate)
  - Association on Employment Principles and Practices
  - American Academy of Medical Administrators
  - Phi Kappa Phi
  - Southern Management Association
  - The George Washington University Health Services Mgt and Alumni Assoc.
  - The University of Alabama at Birmingham HSA Alumni Association
  - Academy of Management: Divisions of Health Care Mgt. & Mgt. Education.
  - Society for Design and Process Science

## SERVICE TO UCF

### University Service:

- Faculty Senate, 2012-2015 (Senator)
- Faculty Senate, Member of Graduate Curriculum Committee, 2012-2015
- United Faculty of Florida-UCF Chapter (Senator 2010-present; Membership Chair 2010-2011),
- University Committees: Personnel Committee 2011-2012 and Faculty Senate Benefits Committee, Coache Survey Strategy Subcommittee: COACHE Course Release Awards Committee
- Contribute to the SOTL mission of UCF.
  - Best Practice Award for Online Learning (2008)  
Exemplar in Emerging Technologies -- course materials and student work referenced by instructional designers in presentations and instructional materials.
  - Recognized by UCF colleague, A. Conroy, Ph.D., Political Science for inspiring faculty to improve teaching. (*Faculty Focus*, Vol. 6. No. 3, 2007).
  - Published peer-reviewed journal article on e-service learning.
  - Selected as a *Web Vet* for IDL Training Course. Made presentations in the training course and have participated in student interview assignments.
  - Contributor to *Faculty Focus*. Malvey D. (October 2006). Facilitating Information Fluency through Blogging Assignments: Part I: Faculty View. *Faculty Focus*, 4 (5), 2-3.

### College Service

- Member, COHPA Research Council 2017-2018.
- *For Your Health Interview*, The Retail Revolution in Health Care, with M. Fottler.
- Ph.D. in Public Affairs Faculty Member
- Guest Lecturer in PAF 7982, Dissertation Research Methods, February 16, 2005, M. Fottler Instructor

- Developed, Coordinated, and Co-Chaired (with D. Oetjen & T. Rotarius) Conference on *Diversity and Disparities in Health Care* for *UCF's Diversity Week*. 80 attendees, half-day conference, on the Orlando Campus. 2006
- Member of Sabbatical Committee 2015 – 2017

PAFDissertations – Committee Member for the following:

- Rachel Mustonen: Successfully defended dissertation, March 28 2018. Title: Social media as a healthcare tool: case study identifying factors that influence Florida pediatric clinicians' adoption choice.
- Carla Jackie Sampson: Successfully defended dissertation, March 30, 2018. Title: The effect of registered nurse supply on population health outcomes: A distributed lab model approach.
- Y-ling Lin: Successfully defended dissertation July 2016, Title: The Diffusion and Performance of Accountable Care Organization Model
- Atalie Ashley West Fall 2018. Successfully defended dissertation. Title: A critical evaluation of Hospital Community Health Needs Assessment Implementation.
- Ahmad Khanijahani: Successfully Defended prospectus. Title; Determinants of perceived unmet medical need among US Adults.

#### Department Service

- Member, HMI Chair Search Committee (2<sup>nd</sup> Round)
- Member, Search Committee for Graduate Programs (2014-2015)
- Fall 2015 Chair, and Spring 2016 member AESP Review.
- Member of By-laws Committee
- Member of PHD Admissions Committee
- Member of Graduate Admissions Committee
- Member of Promotion and Tenure Committee
- Co-chair Dept. Strategic Planning Committee
- Member, HSA Alumni Chapter Graduate Scholarship Selection Committee
- Department Faculty Liaison (Representative) to HSA Alumni Association
- Initiated development of Student Chapter of Medical Group Management Association (MGMA) at UCF.

- Coordinated an international seminar on workplace bullying, M. Vickers, Ph.D. University of Western Sydney, (October 2005).
- Served on HSA Faculty Search Committees.
- Member, HSA Program Graduate Admissions Committee.
- Created/chaired Adhoc committee to select UCF entry for ACHE Essay Competition.
- Participated in Accreditation Activities (Two site visits; initial 2003 and revisit 2007).
- Co-developed with colleagues courses for Online Certificate Program.

#### UCF Regional Campuses Service

- Successfully recruited students for Regional Campuses. Heavily recruited at East Coast health care sites and Patrick Air Force Base.
- Conducted Information Sessions, attended Career Fairs, created mailings, and advised prospective students at East Coast Campuses.
- Established a Regional Campus Advisory Committee for HMI Dept, with alumni members & representatives from local hospitals, professional groups, and practices.
- Participated in SACS Accreditation activities, interviews/focus groups.
- Contributor, Strategic Planning activities.
- Member of Faculty Advisory Council, Southern Region.
- Coordinator, Faculty Brown Bag Luncheon Series, with B. Kinsey, Ph.D.
- Presenter at Faculty Brown Bag Luncheon Series.
- Regional Campus Liaison with UCF Phi Kappa Phi.
- Represent Southern Region in community events such as annual Community Leaders for Literacy Corporate Spelling Bee.

#### **HONORS, AWARDS, & SIGNIFICANT ACHIEVEMENTS**

- 2018 UCF Faculty Authors' Celebration Award. This award is granted based on faculty published research (books).
- Who's Who Albert Nelson Marquis Lifetime Achievement Award (2018).
- Who's Who in -- America, American Women, Medicine & Health Care, & Education.
- *Marquis Who's Who*, has been publishing compendiums of biographical data on notable people since 1899.
- Award from the Health Services Administration Alumni Association for dedication and commitment.
- 1st Place Poster Session Award AUPHA Annual Meeting. 2007
- 1st Runner-up Faculty Publication of Year Award: American Academy of Medical Administrators & Sodexo-Marriott Health Care Services. 2001
- Outstanding Teacher of the Year Award, USF College of Public Health. 1999-2000
- Outstanding HSA Graduate Student Award. Univ. Ala. at Birmingham. 1996
- Charles Brooks Award for Creativity, Univ. Ala. at Birmingham. 1996
- Inducted into Phi Kappa Phi National Honor Society. 1996
- Marriott Corp. Healthcare Svcs. Student Research Paper of the Year Award. 1995