

**DAWN M. OETJEN, Ph.D.**  
Professor & Associate Dean  
University of Central Florida

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**EDUCATION**

- 1999 Ph.D. Administration: Health Services. University of Alabama at Birmingham, Birmingham, Alabama.  
Major Field: Strategic Management  
Major Field: Organizational Behavior & Theory
- 1995 M.H.A. Health Administration and Policy. Medical University of South Carolina, Charleston, South Carolina.
- 1992 C.P.H.Q. Certified Professional in Health Care Quality. National Association of Healthcare Quality.
- 1991 R.R.A. Registered Record Administrator. American Health Information Management Association.
- 1991 B.S. Health Information Administration. Medical University of South Carolina, Charleston, South Carolina.

**HONORS/AWARDS**

- 2010 COHPA Dean's Office Faculty Fellowship, University of Central Florida, Orlando, Florida.
- 2010 Scholarship of Teaching and Learning (SoTL) Award, University of Central Florida, Orlando, Florida.
- 2010 Teaching Incentive (TIP) Award, University of Central Florida, Orlando, Florida.
- 2010 Innovative Online Teaching Award recipient, Course Development and Web Services, University of Central Florida, Orlando, Florida.
- 2009 LIFE Grant recipient, The Learning Institute for Elders, University of Central Florida, Orlando, Florida.

- 2008 LIFE Grant recipient, The Learning Institute for Elders, University of Central Florida, Orlando, Florida.
- 2007 CASTL Grant recipient, Carnegie Academy for the Scholarship of Teaching and Learning, University of Central Florida, Orlando, Florida.
- 2007 Faculty Fellow, Academy for Teaching, Learning and Leadership, University of Central Florida, Orlando, Florida.
- 2006 Faculty Fellow, Faculty Center for Teaching and Learning, University of Central Florida, Orlando, Florida.
- 2004 Innovative Classroom Teaching Award, Association of University Programs in Health Administration (AUPHA) National Meeting, San Diego, California.
- 2004 Teaching Incentive (TIP) Award, University of Central Florida, Orlando, Florida.
- 2003 American College of Healthcare Executives (ACHE) Regents Early Career Healthcare Executive Award, Florida Hospital Association Annual Meeting, Orlando, Florida.
- 1999 Administrator's Citation for Outstanding Group Performance (for the CAMPS/NCQA instrument convergence), Agency for Health Care Policy and Research, Rockville, Maryland.
- 1998 Superior Teamwork Award for CFHG (Child Health Interest Group), Agency for Health Care Policy and Research, Rockville, Maryland
- 1998 On the Spot Award (for coordinating Strategic Planning Retreat), Agency for Health Care Policy and Research.
- 1997 Lister Hill Center for Health Policy Fellowship, The University of Alabama at Birmingham, Birmingham, Alabama.

### **ACADEMIC POSITIONS HELD**

- 2012 – Present ***Professor and Associate Dean***, Administration and Faculty Affairs, College of Health and Public Affairs, University of Central Florida, Orlando, Florida.
- 1999 – 2012 Health Services Administration Program, Department of Health Management and Informatics, College of Health and Public Affairs, University of Central Florida, Orlando, Florida. *Joint Appointment in Health Information Management Program, Health Care Informatics Program, and Public Affairs Doctoral Program. Also taught in Honor's College and the Physical Therapy Doctoral Program.*
- ***Professor & Interim Chair***, 2011 – 2012.
  - ***Associate Professor & Graduate Program Director***, 2005 - 2011.
  - ***Assistant Professor & Graduate Program Director***, 2002 - 2005.
  - ***Assistant Professor & Undergraduate Program Director***, 2000 - 2002.
  - ***Visiting Assistant Professor***, 1999 - 2000.

Graduate Courses Taught:

- Issues and Trends in Health Care
- Healthcare Ethics
- Health Law
- Strategic Management
- Quality Management
- Epidemiology
- Issues and Trends in Physical Therapy
- Capstone
- Health Care Information Systems
- Epidemiology, Analytics, and Quality Management in Healthcare Informatics

Undergraduate Courses Taught:

- Healthcare Ethics
- Healthcare Law and Ethics
- U.S. Healthcare Systems
- Long-term Care Administration
- Healthcare Needs of the Elderly
- Quality Management
- Health Sciences Research Methods
- Healthcare Informatics
- Honors Interdisciplinary Ethics
- Honors Research Methods

1996-1997 **Adjunct Faculty**, Radiological Sciences and Business Administration Programs, The University of Alabama at Birmingham, Birmingham, Alabama, May 1996 - August 1997.

1996-1997 **Research Assistant** for Cynthia Carter Haddock, Ph.D. Department of Administration - Health Services, The University of Alabama at Birmingham, Birmingham, Alabama. September 1996 - September 1997.

1995-1996 **Research Assistant** for Myron D. Fottler, Ph.D. Department of Administration - Health Services, The University of Alabama at Birmingham, Birmingham, Alabama, September 1995 - September 1996.

**OTHER RELEVANT EMPLOYMENT**

1998-1999 **Research/Program Analyst**, Center for Quality Measurement and Improvement, Agency for Health Care Policy and Research, United States Department of Health and Human Services, Rockville, Maryland. July 1998 - August 1999.

1998 **Lister Hill Health Policy Fellow**, Center for Quality Measurement and Improvement, Agency for Health Care Policy and Research, United States Department of Health and Human Services, Rockville, Maryland. January 1998 - July 1998.

1994-1995 **Director of Quality/Case Management/Support Services**, CPC Cedar Springs Hospital, Pineville, North Carolina, August 1994 - August 1995.

1993 **Billing Consultant**, Hilton Head Hospital, Hilton Head Island, South Carolina, February 1993 - August 1993.

1992-1994 **Clinical Review Specialist**, Medical University of South Carolina, Charleston, South Carolina, December 1992 - August 1994.

1991-1992 **Quality Management Coordinator**, Roper Hospital, Charleston, South Carolina, March 1991 - December 1992.

1989-1991 **Medical Record Technician**, AMI East Cooper Community Hospital Mount Pleasant, South Carolina December 1989 - March 1991.

## RESEARCH AND CREATIVE ACTIVITIES

### **BOOKS/MANUSCRIPTS**

- 2008 **Oetjen, D.** Medical Group Management Body of Knowledge Review Series, 2nd edition (Contributing Author to eight (8) Volumes: Business Operations, Organizational Governance, Information Management, Quality Management, Risk Management, Patient Care Systems, Financial Management, Human Resources Management). Englewood, CO: American College of Medical Practice Executives (ACMPE).
- 2006 **Oetjen, D., & Oetjen, R.** Medical Practice Management Body of Knowledge Review Series: Planning and Marketing. Englewood, CO: American College of Medical Practice Executives (ACMPE), 146 pages. ISBN: 1-56829-237-6.

### **BOOK CHAPTERS**

- 2011 Cantiello, J., Fottler, M., Oetjen, D., & Zhang, J. Determinants of Health Insurance Coverage Rates for Young Adults: An Analytical Literature Review. In Biennial Review of Health Care Management, Advances in Health Care Management. Emerald Group Publishing Limited. V11, pp. 185-213.
- 2010 **Oetjen, D. & Oetjen R.** Informed Consent and Patient Rights: Patient Self-Determination. In The Health Care Manager's Legal Guide. Edited by Charles McConnel. Lighthouse Publications. pp. 181-192.
- 2010 Oetjen, R. & **Oetjen D.** Labor Laws: Encounters with Unions. In The Health Care Manager's Legal Guide. Edited by Charles McConnel. Lighthouse Publications. pp. 205-222.
- 2007 **Oetjen, D.**, Richardson, W., & Slovensky, D. Staffing at Oak River: A Case and Instructor's Guide. In Introduction to Healthcare Management. Edited by Sharon B. Buchbinder. Jones and Bartlett Publications. pp. 423-428.
- 2006 **Oetjen, D.M., & Oetjen, R.M.**, "The Moral and Ethical Implications of Elder Abuse", In Elder Abuse: The Face of Evil, Edited by Allan M. Hoffman and Randal W. Summers. Thousand Oaks: Sage Publications. pp. 77-96.
- 2005 **Oetjen, D.**, Oetjen, R., & Rotarius, T., "Judgment in Management Decision Making in the Group Practice Setting", Chapter 4 in Physician Practice Management: Essential Operational and Financial Knowledge. Edited by Larry Wolper. Jones and Bartlett Publications. pp.89-111.

### **RESEARCH MONOGRAPHS**

- 2008 **Oetjen, D.**, Cortelyou-Ward, K., Oetjen, R., Rotarius, T., & Liberman, A. *An Assessment of the Emergency Departments and Trauma Centers of Orlando Health*. November. 121 pages (plus, 2 volumes of statistical tables).
- 2008 Cortelyou-Ward, K., **D. Oetjen**, T. Rotarius, and A. Liberman. *The Effect of Orlando Health on the Central Florida Region—A Financial Impact Assessment*. September. 62 pages.

**FUNDING**

2008 Received funding of **\$83,350** in 2008 from Orlando Health to serve as Co-Principal Investigator (with T. Rotarius, K. Cortelyou-Ward, Ph.D., A. Liberman, Ph.D., and R. Oetjen, Ph.D.) for two projects: (1) The Effect of Orlando Health on the Central Florida Region-A Financial Impact Assessment and (2) A Comprehensive Assessment of the LEVEL I Trauma Centers of Orlando Health-Operational and Patient Factors.

**PROPOSALS PREPARED:****Department of Labor: Employment and Training Administration Health Care Sector and Other High Growth and Emerging Industries (SGA/ DFA PY 09-01)**

Worked as a Co-Principal Investigator (with A. Liberman, Ph.D., R. Oetjen, Ph.D., and B. Ramirez, M.D., and K. Cortelyou-Ward, Ph.D was the Principal Investigator) to draft a proposal to secure \$2.5 Million from the American Recovery and Reinvestment Act of 2009. The grant proposal sought to expand the healthcare information technology workforce in Central Florida by providing new career direction for those workers affected by the recent economic downturn and at the same time increase the number of individuals trained to work in health care informatics. In addition, this project intended to serve as a career ladder for students that currently have Associate of Science degrees in health information and by allowing them to complete bachelor's degrees in health information management. The proposal could not be submitted because a competing proposal from within UCF was chosen.

**Department of Health and Human Services: American Recovery and Reinvestment Act of 2009 Information Technology Professionals in Health Care - Health IT: Workforce Education through Innovative Curriculum grant**

Worked as a Principal Investigator (with Alice Noblin as Co-PI) to draft a proposal to secure almost \$3 million to develop curriculum to train office staff using current health information management programs in community college settings. This will provide a sound base for consistency and quality in the education experience. By providing a standard set of learning modules, developed by professionals throughout the country, we feel the students will be given a strong base of knowledge for success.

**Blue Foundation Grant Proposal: A Healthy Habit Intervention – A Study of Underserved Elementary School Students**

Worked as Co-Principal Investigator (with Kendall Cortelyou-Ward as PI) to draft a proposal to secure almost \$100 thousand dollars from the Blue Foundation to study the effects of implementing an interventional program “5-2-1-Almost None” with underserved elementary school students. Study was not funded.

**INTERNAL GRANTS**

- 2011 Oetjen, D., Oetjen, R., Masri, M., & Wolf, R. Leveraging Technology to Enhance International Education and Partnerships. Grant to participate in the FCTL Summer Institute. **Awarded: \$800.00**
- 2010 LIFE Grant recipient (with Oetjen, R. & Sumner, J.), The Learning Institute for Elders, University of Central Florida, Orlando, Florida. **Awarded: \$3000.00**
- 2009 **Oetjen, D.**, Oetjen, R., Ward, K. Use of YouTube in the Classroom. Grant to participate in the FCTL Winter Institute. **Awarded: \$800.00**

- 2009 **Oetjen, D.**, Oetjen, R., Ward, K. The Leadership Library for Engaging HSA Students. Grant to participate in Faculty Center for Teaching and Learning SOTL Research Project Workshop Series – Spring 2009 – Spring 2010. **Awarded: \$1,000**
- 2008 **Oetjen, D.** Oetjen, R., & Ramirez, B. Development of a Cultural Competency Online Learning Module. Grant to participate in the FCTL Winter Institute. **Awarded: \$500.00.**
- 2008 **Oetjen, D.** August 2008 – May 2009. Faculty Mentor, RAMP Program. University of Central Florida, Orlando, Florida. **Awarded: \$500.00**
- 2008 LIFE Grant recipient, The Learning Institute for Elders, University of Central Florida, Orlando, Florida. **Awarded: \$700.00**
- 2007 Hahs-Vaughn, D., Hamann, K., Mauer, B., & Oetjen, D. May 2007 – May 2008. Principal Investigator. A Prototype for Digital Archiving in K-12. Toni Jennings Special Initiative Award. **Awarded: \$6000.00**
- 2007 **Oetjen, D.** August 2007 – May 2008. .An Assessment of Faculty Motivation for Participation in Undergraduate Research Projects. Carnegie Academy for the Scholarship of Teaching and Learning (CASTL) Grant. **Awarded: \$2500.00**
- 2007 Oetjen, D. August 2007 – May 2008. Faculty Mentor, RAMP Program. University of Central Florida, Orlando, Florida. **Awarded: \$500.00**
- 2007 Oetjen, D. May 2007 – August 2007. Faculty Mentor, RAMP Program. University of Central Florida, Orlando, Florida. **Awarded: \$200.00**
- 2007 **Oetjen, D.** August 2006 – May 2007. Faculty Fellow, Academy for Teaching, Learning and Leadership, University of Central Florida, Orlando, Florida. **Awarded: \$7500.00**
- 2007 **Oetjen, D.** May 2007. “Facing” Ethical Dilemmas through the use of an Ethic’s Committee Role-Play Assignment. Core Commitments: Educating Student for Personal and Social Responsibility Grant to participate in the FCTL Summer Institute. **Awarded: \$1000.00.**
- 2006 **Oetjen, D.** August 2006 – May 2007. Faculty Mentor, RAMP Program. University of Central Florida, Orlando, Florida. **Awarded: \$500.00**
- 2006 **Oetjen, D.** August 2006 – May 2007. Faculty Fellow, Faculty Center for Teaching and Learning, University of Central Florida, Orlando, Florida. **Awarded: \$2500.00**
- 2006 **Oetjen, D.**, Rotarius, T, & Malvey, D. Summer 2006. Racial Disparities in Health Care. Submitted to the Diversity Track of the Faculty Development Institute at the University of Central Florida for funding. **Awarded: \$1000.00.**
- 2005 **Oetjen, D.** October 2005. C3MD: Cultivating Cultural Competence in Health Professionals. Research Program Development Series RFP submitted for funding. **Unfunded.**
- 2005 Kitalong, K., & **Oetjen, D.** Summer 2005. Communication Fluency Across the Disciplines at UCF: Issues for Consideration. White Paper requested by and submitted to Dr. Rick Schell, Dean of Undergraduate Studies. **Awarded: \$2100.00**
- 2005 Hamby, E., **Oetjen, D.**, & Rotarius, T. Summer 2005. Incorporating Ethics into the HSA Curriculum. Submitted to the Faculty Development Institute at the University of Central Florida for funding. **Awarded: \$1000.00**

- 2004 Hamby, E., **Oetjen, D.**, & Rotarius, T. Summer 2004. Moving an Internship Program On-Line. Submitted to the Faculty Development Institute at the University of Central Florida for funding. **Awarded: \$1000.00**
- 2003 **Oetjen, D.M.**, Meli, P., & Lytle, S. Summer 2003. Best Practices for Uniform Department-Wide Web Courses. Submitted to the Faculty Development Institute at the University of Central Florida for funding. **Awarded: \$1000.00**
- 2002 **Oetjen, D.M.**, Summer 2002. Conversion of a Large Methods-Based Course to the Web. Submitted to the Faculty Development Institute at the University of Central Florida for funding. **Awarded: \$1000.00**

### **REFEREED PUBLICATIONS**

- 2015 Liu, X., **Oetjen, D.**, Oetjen, R., Zhao, M., Ozcan, Y., & Li, G. The Efficiency of Ophthalmic Ambulatory Surgery Centers (ASCs): A Data Envelopment Analysis. *The Journal of Medical Practice Management*, 31(1): 20-5.
- 2015 Williams, C. & **Oetjen, D.** An Ethical Analysis of Telemedicine: Implications for Future Research. *The International Journal of Telemedicine and Clinical Practices*, 1(1):4-16.
- 2015 Cantiello, J., Fottler, M., **Oetjen, D.**, & Zhang, N. The Impact of Demographic and Perceptual Variables on a Young Adults Decision to be Covered by Private Health Insurance. *BMC Health Services Research*. May 12;15:195.
- 2014 Perez, B., Knych, S., Weaver, S., Liberman, A., Abel, E., **Oetjen, D.**, & Wan, T. Understanding the Barriers to Physician Error Reporting and Disclosure: A Systematic Approach to a Systematic Problem. *Journal of Patient Safety*. Mar; 10(1):45-51.
- 2013 Rotarius, T., Liberman, A., Ward, K., **Oetjen, D.**, & Oetjen, R. Emergency Department Utilization at a Large Regional Hospital: A Strategy for Survivability. *The Health Care Manager*, 32(4): 321-8.
- 2011 Cantiello, J., Fottler, M., **Oetjen, D.**, & Zhang, N. Determinants of Health Insurance Coverage Rates for Young Adults: An Analytical Literature Review. *Advances in Health Care Management*, 11: 185-213.
- 2011 Masri, M., **Oetjen, D.**, & Rotarius, T. Internal Marketing: Creating Quality Employee Experiences in Health Care Organizations. *The Health Care Manager*, 30(3), p. 196-204.
- 2010 Oetjen, R. & **Oetjen, D.** Retire Already! Managing physicians who no longer want to work, but have to. *The Journal of Medical Practice Management: MPM*, 26(1):49-52.
- 2010 Oetjen, R., **Oetjen, D.**, Rotarius, T., & Liberman, A. Emergency department utilization by insured users: A study of motivating factors. *The Health Care Manager*, 29(3), 199-212.
- 2009 **Oetjen, D.** & Oetjen, R. You've got them, now what? Successfully mentoring student interns. *The Journal of Medical Practice Management*, 25(2), p. 100-104.

- 2009 Oetjen, R. & **Oetjen, D.** Internship logistics: successfully navigating the internship process. *The Journal of Medical Practice Management*, 25(1). p. 16-24.
- 2009 **Oetjen, D.** & Oetjen, R. Engaged Dialogue: A Collaborative Learning Method for Online Courses. *The Journal of Health Administration Education*, 25(4), p. 343-353.
- 2009 Oetjen, R. & **Oetjen, D.** Free labor! How to successfully use student interns in your practice. *The Journal of Medical Practice Management*, May-June, p. 376-380.
- 2008 Oetjen, R., **Oetjen, D.** Rotarius, T. Administrative Decision Making: A Stepwise Method. *The Health Care Manager*, 27(1), January-March 2008. p. 4-12.
- 2007 **Oetjen, D.**, Oetjen, R., & Rotarius, T. The Facility Audit and Review Method: Evaluating Institutional Ethics in Health Care Organizations. *The Health Care Manager*, 26(4), October-December 2007. p. 288-296.
- 2007 Oetjen, R., **Oetjen, D.** Rotarius, T. Change management: A structured method for dialysis leaders. *Dialysis and Transplantation*, 36(3), March. p. 148-153.
- 2007 Oetjen, R. & **Oetjen, D.** The view from within: A student perspective... then and now. *The Journal of Health Administration Education*. 24(3), Summer. p. 235-252.
- 2006 **Oetjen, D.**, Fottler, M., Unruh, L., & Rehman, Z. Consumer determinants of the use of health plan information in plan selection, *Health Services Management Research*, 19, November. p. 232-250.
- 2005 Rotarius, T., Oetjen, R., & **Oetjen, D.** Teamwork in healthcare: Lessons for dialysis centers. *Dialysis and Transplantation*, 34(10), October. p. 700-709.
- 2005 Oetjen, R., **Oetjen, D.**, & Rotarius, T. Leading by serving: A new look at leadership. *Dialysis and Transplantation*, 34(6), June. p. 381-387.
- 2005 Rotarius, T., & **Oetjen D.**, The Comprehensive Organizational Plan Revisited: Building in an Ethical Component, *Dialysis and Transplantation*, 34(3), March. p. 150, 152, 157-158, 185.
- 2005 **Oetjen, D.**, & Rotarius, T., Incorporating Ethics into Your Comprehensive Organizational Plan, *The Health Care Manager*, 24(1), January-March. p. 61-67.
- 2004 **Oetjen, D.**, & Rotarius, T., The Comprehensive Organizational Plan: How a COP Can Protect and Serve Your Health Care Organization, *The Health Care Manager*, 23(1), January-March. p. 78-84.
- 2004 **Oetjen, D.**, Fottler, M., & Unruh, L., Determinants of the Use of Health Plan Information in Formulating Health Plan Selection Decisions, *Health Marketing Quarterly*, 20(3), March. p. 55-79.
- 2002 **Oetjen, D.**, & Rotarius, T., Internal Marketing: The Prescription for Dialysis Center Success, *Dialysis and Transplantation*, 31(10), October. p. 703-710.
- 2002 **Oetjen, D.**, & Rotarius, T., The Emergency Room Medical Group: Improving Hospital Efficiency, *The Health Care Manager*, 21(1), September. p. 39-45.
- 2002 Rotarius, T., & **Oetjen, D.**, Dialysis Center Alliances, *Dialysis and Transplantation*, 31(3), March. p. 151-154.

- 2001 **Oetjen, D.**, & Rotarius, T., The Comprehensive Organizational Plan: An Integration Tool for Dialysis Centers, *Dialysis and Transplantation*, 30(10), October. p. 690-695, 710.

### **NON-REFEREED PUBLICATIONS**

- 2005 Kitalong, K., & **Oetjen, D.M.** (2005). QEP: Writing Across the Curriculum. White Paper submitted to Provost Hickey and Vice Provost Schell.
- 2004 **Oetjen, D.M.**, Constructive Engagement Across the Curriculum, *Faculty Focus*, University of Central Florida FCTL publication, April 2004.
- 2003 **Oetjen, D.M.**, & Rotarius, T., “Strategic Groups”, *Encyclopedia of Health Care Management*, Sage Publications, October 2003, p. 529.
- 2003 **Oetjen, D.M.**, & Rotarius, T., “Competitive Strategy and Groups”, *Encyclopedia of Health Care Management*, Sage Publications, October 2003, p. 95.
- 2002 **Oetjen, D.M.**, “Results of a Needs-Based Analysis for HIV/AIDS Services at the Lake County Health Department,” report submitted to the Lake County Health Department, May 2002.

### **REFEREED PRESENTATIONS – International/National**

- 2012 Ramirez, B., Oetjen, R., & **Oetjen, D.** *Translating Web2.0 Technology from the Classroom to the Real World of Practice*. Presentation given at the Business and Health Administration Association (BHAA) Annual Conference, Chicago, IL (March 2012).
- 2012 Ramirez, B., Masri, M., Oetjen, R., and **Oetjen, D.** *Crossing the Information Fluency*. Presentation given at the Information Fluency Conference, Orlando, FL (March 2012).
- 2011 Cantiello, J., **Oetjen, D.**, Fottler, M., & Zhang, N. *The Impact of Demographic and Perceptual Variables on Young Adult Health Insurance Status*. Paper presentation given at the Annual meeting of the Academy of Management (AOM), San Antonio, TX (August 2011).
- 2011 Oetjen, R., Yarbrough-Landry, L., **Oetjen, D.**, Bewley, L. *East meets West: Traditional teaching meets online learning*. Professional Development Workshop (PDW) presented at the Annual meeting of the Academy of Management (AOM), San Antonio, TX (August 2011).
- 2011 West, D., Ramirez, B., Hernandez, R., & **Oetjen, D.** *International Standards for Excellence in Health Administration Education*. Presentation given at the AUPHA Leader’s Conference, Chicago, IL (March 2011).
- 2010 Shah, S., Landry, A., **Oetjen, D.**, & Garmin, A. *Integration of Experiential Learning Opportunities in Healthcare Education*. Professional Development Workshop (PDW) presented at the Annual meeting of the Academy of Management (AOM), Montreal, CAN (August 2010).
- 2010 Cortelyou-Ward, K., Oetjen, R., & **Oetjen, D.** *Building an Informatics Program: Observations from UCF’s First Year*. Presentation given at the AHIMA: Assembly on Education and Faculty Development Institute, New Orleans, LA (July 2010).

- 2010 Cortelyou-Ward, K., **Oetjen, D.**, & Oetjen, R. *The leadership library: One year later.* Poster presentation at the annual meeting of the Association of University Program Health Administration (AUPHA), Portland, OR (June 2010).
- 2010 Fiedler, B. A., Oetjen, R., & **Oetjen, D.** *Local response to hepatitis C virus (HCV) in the absence of national policy and funding.* Poster presentation at the Fourth Annual UCF Public Administration Research Conference: Local Governance in 2020: Challenges, Opportunities and Policies for Sustainability (April 2010).
- 2009 Oetjen, R., **Oetjen, D.**, Cortelyou-Ward, K. *Leadership Library: Leveraging Technology to Prepare Tomorrow's Leaders.* Poster presentation at the annual meeting of the Association of University Program Health Administration (AUPHA), Chicago, IL (July 2009).
- 2009 **Oetjen, D.** & Oetjen, R. *Can't we all just get along?: Successful conflict management strategies.* Presentation at the Annual meeting of the Medical Group Management Association (MGMA), Denver, CO, (October 12, 2009).
- 2009 Oetjen, R., **Oetjen, D.**, & Rotarius, T. *Emergency department utilization by insured users: A study off motivating factors.* Paper presented at the Annual meeting of the Academy of Management (AOM), Chicago, IL (August 2009).
- 2009 Friedman, L., **Oetjen, D.**, & Oetjen, R. *Facilitating effective discussions using distance learning techniques.* Professional Development Workshop (PDW) presented at the Annual meeting of the Academy of Management (AOM), Chicago, IL, (August 2009).
- 2009 Cortelyou-Ward, K. **Oetjen, D.**, & Oetjen, R. *Bringing the Outside In: Innovative Ways to Engage Community Stakeholders in Health Administration Education.* Poster presentation at the Annual meeting of the Association of University Programs Health Administration (AUPHA), Chicago, IL (July 2009).
- 2009 Oetjen, R. & **Oetjen, D.** *Engaged dialogue: Engaging today's students with skills for tomorrow* Presentation given at the Florida Summit on Health Sciences Education, Orlando, FL (April 17, 2009).
- 2008 Oetjen, R., Oetjen, D., & Ramirez, B. (2008). *Cultural competency modules.* Presentation given at the UCF Faculty Center for Teaching and Learning Winter Conference, December 2008.
- 2008 Cortelyou-Ward, K., **Oetjen, D.**, & Ramirez, B. *Blue Oceans in Healthcare Management: Creating a New Strategic Model.* Presentation given at the annual meeting of the Southern Management Association (SMA), St. Petersburg, FL, November 2008.
- 2008 **Oetjen D.** & Oetjen R. *Free labor! How to successfully use student interns in your practice.* Presentation given at the annual meeting of the Medical Group Management Association meeting (MGMA), San Diego, CA, October 2008.
- 2008 Oetjen, R., **Oetjen, D.**, Yarborough, A., & Friedman, L. *Using technology to answer the questions we ask.* Presentation given at the annual meeting of the Academy of Management (AOM), Anaheim, CA, August 2008.
- 2008 Oetjen, R., **Oetjen, D.**, Spencer, S., and Hewitt, A. *Assessing students in an online environment.* Presentation given at the annual meeting of the Association of University Programs Health Administration (AUPHA), Washington, DC, June 2008.

- 2008 Valadares, K., **Oetjen, D.**, & Oetjen, R. *From the classroom to the board room: assessment of ethical behavior in health administration.* Presentation given at the annual meeting of the Association of University Programs Health Administration (AUPHA), Washington, DC June 2008.
- 2008 Cortelyou-Ward, K. & **Oetjen, D.** *Pick Your Path: Providing Undergraduate HSA Students with Career Counseling.* Poster presentation at the annual meeting of the Association of University Programs in Health Administration, Washington, D.C., June 2008.
- 2008 Malvey, D., **Oetjen, D.**, Cortelyou-Ward, K., Ramirez, B. & Rotarius, T. *Distance Education: Linking Education and Practice.* Presentation given at the annual meeting of the Association of University Programs in Health Administration, June 2008, Washington DC.
- 2008 **Oetjen, D.**, Cortelyou-Ward, K., & Segal., D. *Using SAM Technology to Improve Student Advising Outcomes.* Presentation given at the Florida Summit on Health Sciences Education, Orlando, FL, April 2008.
- 2007 **Oetjen, D.** & Yarbrough, A. *Assessment and Learning: What's the Connection?* Chaired and presented a Professional Development Workshop given at the Annual meeting of the Academy of Management Healthcare Division in Philadelphia, PA, August 2007.
- 2007 Oetjen, R. & **Oetjen, D.** *Teachnology: Media-Enhanced Teaching Strategies.* Chaired and presented a Professional Development Workshop given at the Annual meeting of the Academy of Management Healthcare Division in Philadelphia, PA, August 2007.
- 2007 Oetjen, R. & **Oetjen D.** *Bricks and clicks, with the addition of some tricks!* Poster presentation at the annual meeting of the Association of University Program Health Administration (AUPHA), Orlando, FL, May 2007.
- 2007 **Oetjen, D.**, Oetjen, R., & Valaderes, K. *Yada yada yada: Yes....you too can really be the master of your domain and use online teaching strategies to enhance student learning.* Poster presentation at the annual meeting of the Association of University Program Health Administration (AUPHA), Orlando, FL, May 2007.
- 2007 Oetjen, R. & **Oetjen, D.** *Learning While you Listen: The Use of Digital Medium in Education.* Presentation given at the 18<sup>th</sup> annual meeting of the International Conference on College Teaching and Learning (ICCTL), Ponte Vedra Beach, FL, April 2007.
- 2006 Oetjen, R. & **Oetjen D.** *Happily ever after... Simplifying the management of outcomes.* Presentation given at the annual meeting of the Medical Group Management Association meeting (MGMA), Las Vega, NE, October 2006.
- 2006 Kitalong, K., Marinara, M., & **Oetjen, D.** *Constructing Engagement: Initiating a Communication Across the Disciplines Program at a Large, Urban University.* Presentation given at the International Conference on Writing Across the Curriculum, Clemson, SC, May 2006.
- 2006 **Oetjen, D.** *Tactics for Great Teaching: Low and High Tech Approaches.* Professional Development Workshop given at the International Meeting of the Academy of Management (AOM), Atlanta, Georgia, August 2006.

- 2006 **Oetjen, D.** *SOTL: Embracing the Teacher/Scholar Model*. Professional Development Workshop given at the International Meeting of the Academy of Management (AOM), Atlanta, Georgia, August 2006.
- 2006 Valaderes, K., Porter, R., **Oetjen, D.**, & Oetjen, R. *Ethics across the curriculum – An interprofessional necessity*. Presentation given at the annual Meeting of the Association of University Programs in Health Administration (AUPHA), Seattle, WA, June 2006.
- 2006 **Oetjen, D.** & Oetjen, R. *BLOGS: Breakthrough learning online guarantees success!* Presentation given at the 17th annual meeting of the International Conference on College Teaching and Learning (ICCTL), Ponte Vedra Beach, FL, April 2006.
- 2006 Oetjen, R. & **Oetjen, D.** *Incorporating storytelling and role-playing into the classroom*. Presentation proposal given at the 17th annual meeting of the International Conference on College Teaching and Learning (ICCTL), Ponte Vedra Beach, FL, April 2006
- 2005 **Oetjen, D.**, & Hilberman, D. *Evidenced-Based Teaching and Core Competencies: A Why and How to Primer*. Organizer and Facilitator for Professional Development Workshop given at the Academy of Management Annual Meeting, Honolulu, Hawaii, August 2005.
- 2005 Brent, R., Cantiello, J., & **Oetjen, D.** *“C” Your Way to Success: Classroom and Community Collaborations*. Poster presentation given at the Annual Meeting of the Association of University Programs in Health Administration (AUPHA), Boston, Massachusetts, June 2005.
- 2004 **Oetjen, D.M.**, & Oetjen, R.M. *How to Make Your Organization ROC: Results Oriented Culture*. Presentation given at the Annual Meeting of the Medical Group Management Association (MGMA), San Francisco, California, October 2004.
- 2004 **Oetjen, D.**, & Cantiello, J. *Cultivating Cultural Competence – Helping Organizations “C” Their Way to Success*. Poster presentation given at the Annual Meeting of the Medical Group Management Association (MGMA), San Francisco, California, October 2004.
- 2004 Kulnani, K. & **Oetjen, D.** *Hospitalists: Wave of the Future*. Poster presentation given at the Annual Meeting of the Medical Group Management Association (MGMA), San Francisco, California, October 2004.
- 2004 **Oetjen, D.M.**, Facilitator for session entitled: *Agency Theory Perspectives on Behavior and Relationships Across Organizational Boundaries*. Academy of Management Association International Meeting (AOM), New Orleans, Louisiana, August 2004.
- 2004 **Oetjen, D.M.**, & Oetjen, R.M. *Constructive Engagement in the Classroom*. Presentation given at the Annual Meeting of the Association of University Programs in Health Administration (AUPHA), San Diego, California. Presentation won “Best Innovative Classroom Technique” award.
- 2004 Oetjen, R., **Oetjen, D.**, & Monnier, L. *Virtual CAMPUS: Course Assessments, Methods, and Perspectives of Undergraduate Students*. Poster presentation at the International Conference on College Teaching and Learning, Jacksonville, Florida, March 2004.
- 2003 **Oetjen, D. M.**, Rotarius, T., & Oetjen, R. M., *Listening With Your EARS (Employee Audit and Review System) – How to Hear your Ethical Perspective*. Presentation given at the Annual Meeting of the Medical Group Management Association (MGMA), Philadelphia, Pennsylvania, October 2003.

- 2003 **Oetjen, D. M.**, Rotarius, T., & Oetjen, R. M., *How to Improve Patient Compliance*. Presentation given at the Annual Meeting of the Medical Group Management Association (MGMA), Philadelphia, Pennsylvania, October 2003.
- 2003 **Oetjen, D.**, Fottler, M., & Unruh, L., "*Determinants of the Use of Health Plan Information in Selection Intentions*". Presentation given at the Academy of Management Association International Meeting (AOM), Seattle, Washington, August 2003.
- 2003 **Oetjen, D.**, Oetjen, R., & Falen T., *Tracks Across the Quality Chasm*. Poster presented at the Annual Meeting of the Association of University Program Health Administration (AUPHA), Nashville, Tennessee, June 2003.
- 2003 Oetjen, R., **Oetjen, D.**, & Falen, T., *Quality as a Function of Strategic Planning*. Poster presentation at the Annual Meeting of the Association of University Program Health Administration (AUPHA), Nashville, Tennessee, June 2003. Poster won First Place in judged competition.
- 2002 Rotarius, T., & **Oetjen, D.**, *The Comprehensive Organizational Plan: How a COP can Protect and Serve Your Organization*. Presentation given at the Medical Group Management Association Conference, Las Vegas, Nevada, October 2002.
- 2002 **Oetjen, D.**, & Rotarius, T., *Down on the FARM – EIEIO: The Facility Audit and Review Method – Evaluating Institutional Ethics in Organizations*. Presentation given at the Medical Group Management Association Conference, Las Vegas, Nevada, October 2002.
- 2002 **Oetjen, D.M.** Oetjen, R.M., & Scharoun, K.A., *C.Y.A. - A.S.A.P. Cover Your Assets: Anonymous Sign-in Assures Privacy*. Poster presentation at the Medical Group Management Association Conference, Las Vegas, Nevada, October 2002.
- 2002 **Oetjen, D.M.**, Scharoun, K.A., & Oetjen, R.M., *C.O.M.B.A.T. – Checklists Offering Medical Groups Bioterrorism Advice and Training*. Poster presentation at the Medical Group Management Association Conference, Las Vegas, Nevada, October 2002.
- 2002 **Oetjen, D.**, Oetjen, R., & Cortelyou, K., "*The Real World*" – *Incorporating Service Learning Into Your Internship Experience*. Poster presentation at the Annual Meeting of the Association of University Programs in Health Administration, June 2002.
- 2001 Fottler, M., **Oetjen, D.**, Lytle, S., & Valentine, J., *Student Practice of Best Practices: A Leadership Simulation Model*. Poster presentation at the Annual Meeting of the Association of University Programs in Health Administration, June 2001.
- 2001 Lytle, S., **Oetjen, D.M.**, Lenhart, K., & Morrison, S., *From Bricks to Clicks: Moving and Undergraduate Program Online*. Poster presentation at the Annual Meeting of the International Conference on College Teaching and Learning, Jacksonville, FL, April 2001.
- 2000 **Oetjen, D.M.**, & Fottler, M.D., *Determinants of the Use of Health Plan Information in Health Plan Selection*. Paper presentation at the Annual Meeting of the Academy of Management, Toronto, Canada, August 2000.
- 1999 **Oetjen, D.M.**, *The Utility of Information in Health Plan Selection: A Study of Federal Employees*. Poster presentation at the Annual Meeting of the International Society for Quality in Health Care, Melbourne, Australia, 12-15 October 1999.

- 1999 **Oetjen, D.M.**, *Health Plan Information Utility: A Study of Federal Employees*. Poster presentation at the Annual Meeting of the Association for Health Services Research, February 2005.

### **REFEREED PRESENTATIONS – State/Regional**

- 2010 Belval, S. & **Oetjen, D.** (Faculty Mentor). A Study of Multi-Stakeholder Perceptions of Satisfaction with Continuing Care Retirement Communities. Poster to be presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2010.
- 2010 Rape, M. & **Oetjen, D.** (Faculty Mentor). Healthcare Report Card Awareness. Poster to be presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2010.
- 2010 Torres, C. & **Oetjen, D.** (Faculty Mentor). How to Reduce Surgical Site Infections (SSIs) in the Operating Room. Poster to be presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2010.
- 2008 Appoo, V. & **Oetjen, D.** (Faculty Mentor). You Cannot Fit a Square Peg in a Round Hole: How to Ensure the “Best Fit” Between Employees and Positions. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2008.
- 2007 Miller, B. & **Oetjen, D.** (Faculty Mentor). MEDIA: Measuring Ethics Developed in Advertising. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.
- 2007 Appoo, V. & **Oetjen, D.** (Faculty Mentor). You Cannot Fit a Square Peg in a Round Hole – How to Ensure the “Best Fit” Between Employees and Positions. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.
- 2007 Courson, A. & **Oetjen, D.** (Faculty Mentor). Affirmative Action in Education: The Difference Between Quotas and Goals. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.
- 2007 Kirman, I. & **Oetjen, D.** (Faculty Mentor). Is Your Personality an Ethical Personality? Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.
- 2007 Nguyen, J. & **Oetjen, D.** (Faculty Mentor). Eye for an Eye: Does the Death Penalty Really Work? Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.
- 2007 Retz, A., Crowson, L., & **Oetjen, D.** (Faculty Mentor). Money Talks: A Look Into Social Status and Criminal Justice. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.
- 2007 Rodriguez, D. & **Oetjen, D.** (Faculty Mentor). CONFIDENTIAL! HIPAA Wrongs in 2007. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.

- 2007 Rodriguez, E., Berkman, T., & **Oetjen, D.** (Faculty Mentor). Does Preaching Abstinence Promote Sex? Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.
- 2007 Sexton, J. & **Oetjen, D.** (Faculty Mentor). The Right to Kill: The Historical and Religious Basis for Capital Punishment. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.
- 2007 Takenaka, K. & Oetjen, D. (Faculty Mentor). Masking the Pain Ethically. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2007.
- 2006 Bergan, B. & **Oetjen D.** (Faculty Mentor). If Only We Could Change: A Study of the Ethical Standing of UCF Students on Genetic Engineering. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Keller, E. & **Oetjen, D.** (Faculty Mentor). Withholding Information About an STD Infection as an Ethical Factor Contributing to the Spread of STDs. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Moulavi, A. & **Oetjen, D.** (Faculty Mentor). The Rights of Pharmacists versus the Rights of Patients: The Dispensing of Birth Control Pills. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Startzman, A. & **Oetjen, D.** (Faculty Mentor). The Correlation Between an Individual's Ethical Position Regarding Embryonic Stem Cell Research and the Hypothetical Situations of the Same Individual Who Would Directly Benefit from Embryonic Stem Cell Research. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Burwell, E. & **Oetjen, D.** (Faculty Mentor). Post-Abortion Syndrome. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Hudson, J. & **Oetjen, D.** (Faculty Mentor). Are Use of Force Policies Weighed Correctly? Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Imam, S. & **Oetjen, D.** (Faculty Mentor). The Moral Compass of College Students. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Jensen, S. & **Oetjen, D.** (Faculty Mentor). How Does the Health of Individuals Shape Their Ethical Viewpoints? The Relationship Between Physical Health and Ethics. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Myers, A. & **Oetjen, D.** (Faculty Mentor). Can Germany Ever Forget Its Past? A Look at Opinions on Germany's Foreign Aid to Israel. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.

- 2006 Nunnally, M. Crandall, M., & **Oetjen, D.** (Faculty Mentor). Call to Conscience: Introducing Homosexuality-Friendly Curriculums. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Obrosky, J., Smith, L., & Oetjen, D. (Faculty Mentor). Public Misperception Created by the Media. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2006 Wain, T., Ferrel, S., & Oetjen, D. (Faculty Mentor). Is It Really the Thought that Counts? Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2006.
- 2005 Clark, M. & **Oetjen, D.** (Faculty Mentor). Gay Rights, Discrimination, and Public Opinion. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2005.
- 2005 Ryan, B. & **Oetjen, D.** (Faculty Mentor). How Personality Shapes our Ethics. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2005.
- 2005 Greenfield, C. & **Oetjen, D.** (Faculty Mentor). With Liberty and Justice for ALL. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2005.
- 2005 Kaplan, K. & **Oetjen, D.** (Faculty Mentor). American Eugenics: The Race for the Perfect Race. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2005.
- 2005 Knight, S. & **Oetjen, D.** (Faculty Mentor). Elephants, Donkeys, and the Animals In Between: A Glimpse of Student Political Opinions of the Issues and of Each Other. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2005.
- 2005 Wagner, M. & **Oetjen, D.** (Faculty Mentor). Has Free Speech Gone Too Far? Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2005.
- 2005 Siddiqi, U. & **Oetjen, D.** (Faculty Mentor). Research and Responsibility. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2005.
- 2004 Oetjen, R., & **Oetjen D.** (Faculty Mentor). Virtual CAMPUS. Poster presented at the UCF Graduate Research Forum, Orlando, Florida, March 2004.
- 2004 Conrad, S., & **Oetjen, D.** (Faculty Mentor). ABORT: Access Bordering on Reproductive Tyranny: Restrictions on Emergency Contraception. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2004.
- 2004 Doyal, N., & **Oetjen, D.** (Faculty Mentor). CATCH Them While You Can: When an Alzheimer's Client Falls FAST. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2004.

- 2004 Taylor, J., & **Oetjen, D.** (Faculty Mentor). Biological Ethics of Child-Bearing. Poster presented at the Showcase of Undergraduate Research Excellence (SURE), University of Central Florida, Orlando, Florida, April 2004.
- 1998 **Oetjen, D.M.**, 1998. "Measure Once, Cut Twice." Case Presentation and Proceedings at the South East Case Researchers Association, Charleston, South Carolina, February 1998.
- 1996 **Oetjen, D.** Session Facilitator, Southern Management Association Annual Meeting, New Orleans, Louisiana, November 1996.

### **NON-REFEREED PRESENTATIONS**

- 2009 **Oetjen, D.** & Oetjen, R. *Can't we all just get along?: Successful conflict management strategies.* Presentation given at the Michigan Oncologist Symposium in Orlando, FL.
- 2009 **Oetjen, D.**, K. Cortelyou-Ward, R. Oetjen, T. Rotarius, and A. Liberman. An Assessment of the Emergency Departments and Level One Trauma Center of Orlando Health. Presented at the quarterly meeting of the Board of Directors of Orlando Health in Orlando, Florida in February.
- 2008 Cortelyou-Ward, K., **D. Oetjen**, T. Rotarius, and A. Liberman. The Effect of Orlando Health on the Central Florida Region—A Financial Impact Assessment. Presented at the quarterly meeting of the Board of Directors of Orlando Health in Orlando, Florida in September.
- 2008 Oetjen, R., **Oetjen, D.**, & Ramirez, B. (2008, December). *Cultural competency modules.* Poster session presented at the UCF Faculty Center for Teaching and Learning Winter Conference.
- 2007 **Oetjen, D.**, Oetjen, R., Wainright, C, and White, D. Roundtable discussions of various innovative teaching methodologies to impart core competency skills to health management students inside and outside the classroom environment. Chaired and presented a Faculty Forum, which encompasses the Organizational Thinking/Behavior, Strategic Thinking, and Human Resources Management forums, at the annual meeting of the Association of University Program Health Administration (AUPHA), Orlando, FL, May 2007.
- 2006 **Oetjen, D.** Malvey, D. & Rotarius, T. Developed and Coordinated *Conference on Diversity and Disparities in Health Care* for the College of Health and Public Affairs Diversity Week. *Conference attendees numbered 80 during half-day conference in Orlando, Florida in October.*
- 2005 **Oetjen, D.** Level One: Outcomes Measurement & Research. Presentation given to The Michigan Society of Hematology and Oncology during the Healthcare Management Certificate Program, November 2005.
- 2005 **Oetjen, D.** Advanced Level Program: Advanced Quality Measurement & Research Methods Presentation given to The Michigan Society of Hematology and Oncology during the Healthcare Management Certificate Program, November 2005.
- 2004 Hampton, E., & **Oetjen, D.** Strategic Planning & Risk and Insurance Management. Presentation given to The Michigan Society Of Hematology and Oncology during the Healthcare Management Certificate Program, November 2004.

- 2003 **Oetjen, D.M.**, Cameron, A., Rudolph, B., & Wilson, R. Ethical Issues in Health Care. Invited Panelist, Panel discussion at the Orlando Chapter of the Case Management Society of America, Orlando, Florida, October 2003.
- 2001 Lytle, S., **Oetjen, D.**, Mendenhall, T., Lenhart, K., Viamontes, T., & Morrision, S., “Management Tools for Teaching and Learning” poster presentation and interactive session at the University of Central Florida’s Information Technology Showcase and Exposition, Orlando, FL, April 2001.
- 2000 **Oetjen, D.M.**, “HSC 4653: Healthcare Ethics from classroom to web-based course”, presentation and interactive session at the IDL 6543 Fall 2000 Faculty Showcase, University of Central Florida, Orlando, FL, November 2000.

### **DISSERTATION COMMITTEES**

Marta Tiki Fiol’s Dissertation Committee. Topic: A Performance Feedback System to Improve Staff Performance in an Adult Day Training Center. Spring 2011 – Present. Committee Chair.

Bianca Perez’s Dissertation Committee. Topic: A Root Cause Analysis Of The Barriers To Transparency Among Physicians: A Systemic Perspective. Spring 2011 – Present. Committee Member.

Jeanne Hopples’ Dissertation Committee. Topic: Adherence Practices with Women with Hypertension Residing in Rural Florida: An Exploratory Study. Spring 09 – Present. Committee Member.

Gloria Barone’s Dissertation Committee. Topic: Patient Navigators. Summer 2007 – Present. Committee Member.

Jennifer James Mesloh’s Dissertation Committee. Topic: Social Capital and Pregnancy Outcomes. Fall 2006 – Summer 2010. Committee Member.

Jinxia He’s Dissertation Committee. Topic: Examining Factors That Affect Knowledge Sharing And Student’s Attitude Toward Their Learning Experience Within Virtual Teams. Fall 2007 – Spring 2009. Committee Member.

Richard Bonnell’s Dissertation Committee. Topic: Physician Medical Education and Quality of Care. Fall 2006 – Fall 2008. Committee Member.

John Cantiello’s Dissertation Committee. Topic: Uninsured Youth. Fall 2006 – Fall 2008. Committee Member.

Mark Johnson’s Dissertation Committee. Topic: Organizational Behavior. Spring 2003 – November 2005. Committee Member.

Debbi Ware’s Dissertation Committee. Topic: Social Development in Physical Education. Fall 2004 – July 2005. Committee Member.

Sandy Swearingen’s Dissertation Committee. Topic: Impact of Generational Differences on the Nursing Shortage. Spring 2004 – Fall 2004. Committee Member.

Kourtney Scharoun’s Dissertation Committee. Topic: Bioterrorism Preparation. Fall 2003 – Spring 2005. Committee Member.

Judy Ortiz's Dissertation Committee. Topic: Community Health Centers. Fall 2000 – Fall 2002. Committee Member.

### **HONORS IN THE MAJOR THESIS COMMITTEES**

Matthew Delello. Topic: The Effectiveness of the HSA Leadership Library on Health Services Education. Spring 2009-Fall 2009. Committee Member.

Michael LaDuca. Topic: Long-Term Care Insurance. Fall 2003 –Summer 2004. Committee Chair.

Teri Malo. Topic: AIDS/HIV Education. Spring 2001-Spring 2003. Committee Chair.

Melane Quinn. Topic: Long Term Care Insurance. Fall 2001-Spring 2002. Committee Member.

### **RAMP/MCNAIR STUDENT MENTORING**

2010 Sophonie Belval  
2010 Michael Rape  
2010 Catalina Torres  
2009 Sophonie Belval  
2009 Michael Rape  
2009 Vanessa Appoo  
2008 Vanessa Appoo  
2008 Greg Martin  
2007 Greg Martin

### **SERVICE**

#### **PROFESSIONAL SERVICE – International/National**

**Appointed Member**, CAHME Accreditation Council, Commission on Accreditation in Health Management Education (CAHME), 2009 - 2015.

**Appointed Member**, CAHME Candidacy Committee, Commission on Accreditation in Health Management Education (CAHME), 2009 – present.

**Appointed Member**, CAHME Accreditation Task Force, Commission on Accreditation in Health Management Education (CAHME), 2009 – present.

**Appointed Chair**, Communications Committee, Health Care Management Division Executive Board, Academy of Management, 2010 – 2012.

**Appointed Historian**, Health Care Management Division Executive Board, Academy of Management, 2009 – 2012.

**Appointed Program Chair**, AUPHA Annual Meeting Planning Committee, Association of University Programs in Health Administration (AUPHA), 2009 – 2010.

**Elected Chair**, Online Teaching and Technology Faculty Network, Association of University Programs in Health Administration (AUPHA), 2009 - 2010.

**Elected Chair**, Doctoral Student Planning Committee, Association of University Programs in Health Administration (AUPHA), 2008-2009.

**Elected Co-Chair**, Online Teaching and Learning Faculty Forum, Association of University Programs in Health Administration (AUPHA), 2008 - 2009.

**Elected Chair**, Health Care Management Division Teaching Committee, Academy of Management, 2006-2009.

**Elected Co-Chair**, Strategic Management, Organizational Behavior, and Human Resources Faculty Forum, Association of University Programs in Health Administration (AUPHA), 2006 - 2008.

**Elected Chair**, Poster Subcommittee, Association of University Programs in Health Administration (AUPHA), 2005 - 2006.

**Invited Member**, AUPHA Annual Meeting Planning Committee, Association of University Programs in Health Administration, 2005 - 2010.

**Member**, Doctoral Student Planning Committee, Association of University Programs in Health Administration (AUPHA), 2007 - 2008.

**Member**, Faculty Forum Subcommittee, Association of University Programs in Health Administration (AUPHA), 2006 - 2010.

**Member**, Innovative Teaching Division, Association of University Programs in Health Administration, 2004 - present.

**Member**, Ethics Division, Association of University Programs in Health Administration, 2004 - present.

**Member**, Health Care Management Division Teaching Committee, Academy of Management, 2003-present.

**Member**, National Association for Healthcare Quality, 2003-present.

**Member**, Association of University Programs in Health Administration, 2001-present.

**Member**, Academy of Management, 1996-present.

**Member**, Medical Group Management Association, 2001-present.

**Reviewer**, *Journal of Healthcare Management*, 2010 – present.

**Reviewer**, *Journal of Health Administration Education*, 2007 – present.

**Reviewer**, *Journal of Patient Education and Counseling*, 2004 – present.

**Reviewer**, *American Journal of Managed Care*, 2004 – present.

**Reviewer**, Academy of Management, Healthcare Management Division, National meeting paper and symposium submission review, 2003 – present.

**Reviewer**, *Health Care Management Review*, 2001-present.

### **PROFESSIONAL SERVICE – State/Regional**

**Reviewer**, Southern Management Association, National meeting paper and symposium submission review, 2004-present.

**Research Consultant**, Center for Health Futures, Florida Hospital, Orlando, Florida, 2004-present.

**Research Consultant**, Lake County Health Department, Tavares, Florida, 2001-2007.

**Member**, University of Central Florida/Department of Children and Families Collaborative Group, 2002-2004.

### **UNIVERSITY SERVICE**

**Elected Vice Chair**, UCF Institutional Review Board, University of Central Florida, 2012-2014.

**Appointed Member**, University Assessment Committee, University of Central Florida, Orlando, FL, 2010-present.

**Appointed Member**, COHPA Dean's Five Year Review Committee, University of Central Florida, Orlando, FL, 2013 - present.

**Appointed Member**, Graduate Appeal's Committee, University of Central Florida, Orlando, FL, 2009-2012.

**Appointed Member**, UCF Institutional Review Board, University of Central Florida, 2008-present.

**Appointed Member**, University Honor's Committee, University of Central Florida, 2007-present.

**Elected Member**, Faculty Center for Teaching and Learning Board, University of Central Florida, 2007- present.

**Invited Member**. COHPA Dean Search Committee, University of Central Florida, 2007- 2008.

**Invited Member**, Online Teaching at UCF Focus Group, University of Central Florida, 2005-present.

**Elected Member**, Course Development and Web Services Advisory Board, University of Central Florida, 2005- present.

**Elected Member**, UCF Brand Identity Campaign Committee, University of Central Florida, 2004 – present.

**Member**, UCF Ethics Subcommittee, University of Central Florida, 2004 – present.

**Member**, University of Central Florida Aging Studies Curriculum Committee, 2001 – present.

**Member**, University of Central Florida Community Assistance Program, Elder Substance Abuse Advisory Group, 2002 - present

**Elected Chair**, Undergraduate Course Review Committee, University of Central Florida, 2005-2006.

**Elected Member**, Faculty Senate, University of Central Florida, 2002-2006.

**Elected Member**, Undergraduate Policy and Curriculum Committee, University of Central Florida, 2001-2006.

**Elected Member**, TIP/RIA/SoTL Ad Hoc Subcommittee, University of Central Florida, 2005-2006.

**Invited Member**, UCF NSSE Summer Research Group, University of Central Florida, 2005-2006.

**Elected Member**, University Steering Committee, 2003 – 2004.

**Elected Member**, University Committee on Committees, 2003 – 2004.

**Elected Member**, Undergraduate Course Review Committee, University of Central Florida, 2001-2002.

### **COLLEGE SERVICE**

**Chair**, Division Review Committee, College of Health and Public Affairs, University of Central Florida, Orlando, FL, 2010-present.

**National Merit Scholar Faculty Mentor**. College of Health and Public Affairs, University of Central Florida, Orlando, FL, 2008-present.

**Appointed Member**, COHPA Tenure and Promotion Committee. University of Central Florida, Orlando, FL, 2007-2010.

**RAMP Mentor**, College of Health and Public Affairs, University of Central Florida, Orlando, FL, 2005-present.

**Co-Chair**, *Conference on Diversity and Disparities in Health Care* for the College of Health and Public Affairs Diversity Week. (Co-Chairs: Malvey, D. & Rotarius, T.) *Conference attendees numbered 80 during half-day conference in Orlando, Florida in October.*

**Elected Member**, Awards Committee, College of Health and Public Affairs, University of Central Florida, Orlando, FL, 1999-present

**Member**, Diversity Committee, College of Health and Public Affairs, University of Central Florida, Orlando, FL, 2009-present

**Member**, Graduate Council, College of Health and Public Affairs, University of Central Florida, Orlando, FL, 2002-present

**DEPARTMENT SERVICE**

**Member**, HMI Promotion and Tenure Committee, Department of Health Professions, University of Central Florida, Orlando, FL, 2005 - present.

**Interim Chair**, Department of Health Professions, University of Central Florida, Orlando, FL, 2011-2012.

**Member**, HMI Budget Committee, Department of Health Professions, University of Central Florida, Orlando, FL, 2009-present.

**Member**, Search Committee for multiple positions within the Department of Health Management and Informatics, University of Central Florida, Orlando, FL, 2009-present.

**Member**, Department of Health Professions Curriculum Committee, Department of Health Professions, University of Central Florida, Orlando, FL, 2003-present.

**Member**, Health Information Management Advisory Committee, University of Central Florida, 2002-present.

**Member**, Health Information Management Hiring Committee, Department of Health Professions, University of Central Florida, Orlando, FL, 2003-2004.

**Member**, BS-MS Degree Committee, Department of Health Professions, University of Central Florida, Orlando, FL, 2001.

**PROGRAM SERVICE**

**Program Director**, Graduate Studies, Health Services Administration Program, Department of Health Professions, University of Central Florida, Orlando, FL, 2002-2011.

**Chair**, HSA Graduate Program Admissions Committee, Health Services Administration Program, University of Central Florida, Orlando, FL, 2002-2011.

**Faculty Advisor**, UCF Student Chapter of the American College of Healthcare Executives, University of Central Florida, Orlando, FL, 2000-2003.

**Member**, HSA Accredited Master's Program Task Force, Health Services Administration Program, University of Central Florida, Orlando, FL, 2000-present.

**Member**, HSA Graduate Program Admissions Committee, Health Services Administration Program, University of Central Florida, Orlando, FL, 2000-2002.

**Member**, Search Committee for Visiting Faculty position, Health Services Administration Program, University of Central Florida, Orlando, FL, 2000-2002.

**Member**, Graduate Comprehensive Examination Committee, Health Services Administration Program, University of Central Florida, Orlando, FL, 2000-2002.

**Program Director**, Undergraduate Studies, Health Services Administration Program,  
Department of Health Professions, University of Central Florida, Orlando, FL, 2000-2002.

**Program Director**, Health Sciences Generalist Program, Department of Health Professions,  
University of Central Florida, Orlando, FL, 2000-2002.

**COMMUNITY SERVICE**

**Invited Board Member**, Lake Mary Montessori Academy, Lake Mary, Florida, 2006 – 2011.

**Daisy Troop Leader**, Girl Scouts of America Troop #687, Lake Mary Montessori Academy,  
Lake Mary, Florida, 2008 – 2010.