

Kourtney A. Nieves (Scharoun), PhD
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Education:

University of Central Florida (Bachelor of Science - December 1999)

- Major: Health Services Administration
- Minor: Political Science

University of Central Florida (December 2001)

- Graduate Certificate in Medical Group Management

University of Central Florida (MS-HS May 2002)

- Master's Degree in Health Sciences

University of Central Florida (PhD - May 2005)

- PhD in Public Affairs
- Concentration: Healthcare Administration
- Dissertation: The Influences of System Affiliation, Size, And Location on Bioterrorism Preparedness Among Florida Hospitals

Florida State University (May 2012)

- Graduate Certificate in Emergency Management and Homeland Security

Work Experience:

University of Central Florida: December 2013- present

- **Assistant Director, School of Global Health Management and Informatics (August 2022-present)**
 - Responsibilities include but are not limited to: course scheduling, adjunct supervision and evaluation, supervise all faculty book orders, oversee search committees, event planning, trainings for all faculty, onboarding all new faculty, academic program review, lead faculty supervision, and supervise graduate assistants.
 - Serve as implementation team lead for the "Improve Branding, Reputation, Outreach, and Awareness" SGHMI Strategic Initiatives for 2023-24
- **Director of HSA Internships (Interim from January 2022-May 2022 and from September 2022-April 2023; permanent in May 2024-present)**
 - Responsible for overseeing the HSA internship programs and teaching classes dedicated to the internship ordination and the internship experience.
- **Program Director for the MHA Program (December 2013-January 2023)**
 - Responsible for overseeing all facets of the MHA program including, but not limited to: faculty supervision, course scheduling, handling student issues, marketing, data analysis, institutional effectiveness, program review, curriculum changes, etc.
- **Associate Lecturer (August 2019-present)**
 - Responsible for instruction in the graduate and undergraduate Health Services Administration programs
- **Lecturer (December 2013- August 2019)**
 - Responsible for instruction in the graduate and undergraduate Health Services Administration programs
 - Other responsibilities:
 - Serve as the adjunct coordinator 2015-present

- Developed the Emergency Management in Healthcare course for the MHA program
- Serve as the Health Informatics and Management department scheduler - January 14-present
- Serve on the HSA advisory board 2016-present
- Served on the College of Health and Public Affairs Graduate Council 2014-2018
- Serve on the College of Community Innovation and Education Department Scheduling committee 2018- present
- Served as a collegewide Institutional Effectiveness Reviewer for the College of Health and Public Affairs 2017
- Served as a collegewide Institutional Effectiveness Reviewer for the College of College of Community Innovation and Education 2018-present
- Served as the faculty advisor for the Graduate Health Network 2014-2023
- Served as the senior mentor for the Academic Mentor Pod for the MHA program 2016-2023
- Served as the faculty advisor/coach for the University of Alabama -Birmingham (UAB) case competition team 2016- 2022
- Served as the faculty advisor/coach for the National Association of Health Services Executives (NAHSE) case competition team 2018-2022
- Serve as the faculty advisor for the National Association of Health Services Executives (NAHSE) student organization 2022-present
- Served on the Health Informatics and Management Department Policy committee
- Serve on the Health Informatics and Management Department scholarship committee 2014-2023
- Served on the Health Informatics and Management Department syllabus committee
- Search Committee Chair for HSA Internship Director- September 2014-November 2014
- Search Committee Chair for HSA Executive In Residence- May 2015-August 2015
- Search Committee Chair for HSA Internship Director- May 2015-August 2015
- Search Committee Chair for HSA Instructor/Lecturer- August 2016-October 2016
- Search Committee chair for HSA Advisor I – January 2018-April 2018
- Search committee member for HSA Internship Director September 2018-October 2018
- Served on the CCIE Legal Studies Department Chair Review Committee- October 2020-Janury 2021
- Collaboration with CHPS for developing their Clinical Enterprise Project- December 2020-2021
- Search committee chair for 2 Instructor/Lecturer lines- February 2021-April 2021
- Search committee member for HSA Assistant Professor search. January 2022-April 2022.
- Chair MHA Admissions Committee. January 2014-January 2023
- Search Committee Chair for HSA Instructor/Lecturer- October 2022- March 2023
- Administrative Assistant search committee July-August 2023
- Internship Coordinator search Committee June-July 2023
- Administrative Assistant search committee 2024
- Search committee chair for Program Manager I line- May 2024

- Career Services and Experiential Learning Faculty Advisory Board August 24-present
- SGHMI Instructor/Lecturer Promotion Committee (member August 2019-2021/chair 2022) 2019-2022

Walden University: July 2006 – present

- **Contributing Faculty Member in the PhD Health Services Program and Doctor of Health Administration (DHA) programs (January 2014-present)**
 - Responsible for the online instruction of doctoral students in the healthcare management and health services programs as well as serving on dissertation and DHA project committees as chair or member
- **Academic Program Director- PhD Health Services (November 2012-December 2013)**
 - Responsible for overseeing all facets of the PhD Health Services program including, but not limited to: faculty supervision, course scheduling, handling student issues and petitions, assisting with dissertation committees, course development and maintenance, etc.
- **Interim Academic Program Director - PhD Health Services (June 2012-November 2012)**
 - Responsible for overseeing all facets of the PhD Health Services program including, but not limited to: faculty supervision, course scheduling, handling student issues and petitions, assisting with dissertation committees, course development and maintenance, etc.
- **Academic Program Coordinator/Core Faculty – B.S. in Healthcare Management (Sept 2011-November 2012)**
 - Responsible for overseeing all facets of the B.S. in Healthcare Management program along with the program director including, but not limited to: faculty supervision, course scheduling, handling student issues and petitions, assisting with dissertation committees, course development and maintenance, etc.
- **Contributing Faculty Member in the Public Health, Healthcare Management, and Health Services programs (July 06-September 11)**
 - Responsible for the online instruction of bachelors, masters, and doctoral students in the public health, healthcare management and health services programs as well as various administrative tasks associated with each program.
 - Served as Walden Academic Champion for PUBH 4360
 - Served as the lead for the creation of the School of Health Sciences Faculty Handbook and the School of Health Sciences faculty handbook webinar
 - Served as the lead for the School of Health Sciences strategic plan for 2012 and 2013
 - Lead instructor for Advanced Psychosocial Theories of Health & Health Behavior – Winter 06 –Summer 09; Lead faculty for BSHCM courses September 11-June 12; Lead faculty for PhD Health Services courses June 12-present
 - Faculty mentor for new incoming faculty – Fall 07, Winter 07, Summer 12- 17
 - Served on various dissertation and thesis committees
 - Serve on College Curriculum and Policy committee 2007-2009; 2012-2013
 - Serve on College of Undergraduate Studies Curriculum and Policy committee October 2011-2012
 - Serve as alternate on SHS Graduate admission committee September- 2012- 2013
 - Serving as an alternate on the SHS Petition committee February 2012-2013
 - Taught at PhD residency (June 2007) – “The Location Selected, It’s Time to Build: Foundations for Success in Walden’s Course-based Programs”
 - Established a chapter of the AUPHA Upsilon Phi Delta Healthcare Management Honor Society and served as faculty advisor 2012-2013

- Established a student chapter of the AcademyHealth and served as faculty advisor 2013
- Served as lead to create webinar for faculty on the faculty handbook

American Intercontinental University Online: September 2005 – December 2010

- **Associate Professor**
 - Responsible for the online instruction of undergraduate students in the Health Care Management program for classes in medical office management and billing and coding

Smarthinking, Inc.: December 2010 – September 11 (was a consultant prior to December 2010)

- **Assistant Academic Coordinator Health Professions and Nursing**
 - Responsible for managing the Allied Health and Nursing e-structor team in an administrative capacity
 - Duties include but are not limited to: assisting with scheduling, quality assessments of essays and live tutoring sessions, training of incoming tutors, managing the hiring and training process for incoming tutors, payroll, etc.

University of Central Florida: August 2010 – May 2011

- **Adjunct Instructor**
 - Responsible for the online instruction of graduate students in the Masters in Healthcare Administration program

South University Online: January 2009 – August 2009

- **Adjunct Instructor**
 - Responsible for the online instruction of undergraduate students in the Health Care Management and Health Sciences program

Laureate Inc.: January 2011

- **Subject Matter Expert**
 - Responsible for developing all course content for various programs as needed
 - Developed Introduction to Emergency and Disaster Management

Career Education Corporation: November 2006 – January 2011

- **Course Developer/Subject Matter Expert**
 - Responsible for developing all course content for various Health Care Management courses in the Health Care Management degree program
 - Developed Healthcare Management; Healthcare Legal Concepts; Intro to ICD Classification and Reimbursement; Introduction to Coding and Billing; Fundamentals of Healthcare Technology; Biology; Medical Terminology; Patient Relations; Medical Office Administration Skills for the Medical Assistant; Healthcare Management Capstone 1; Healthcare Management Capstone 2; Quality in Healthcare; Health Information Technology; Epidemiology and Public Health, Public Health in America, Human Development and Gerontology, Healthcare Administration, Strategic Management in Healthcare Organizations, and Medical Law and Ethics

EDMC Online Higher Education: May 2008 – January 2009

- **Course Developer/Subject Matter Expert**
 - Responsible for developing all course content for various Health Sciences courses in the Health Sciences degree program
 - Developed Ethics in Healthcare (HSC3000) and Emergency and Disaster Management (HSC4040)

Saint Leo University: April 2006 – March 2009

- **Adjunct Instructor**
 - Responsible for the online instruction of undergraduate students in the Health Services Administration

University of Central Florida Institute for Simulation and Training: February 2007 – July 2007

- **Information Specialist (consultant)**
 - Responsible for work on a grant with the University of South Florida's Center for Biological Defense entitled "Florida Epidemiological Simulation Testbed"

Smarthinking: December 2003 – May 2007

- **Lead e-structor/Trainer**
 - Responsible for tutoring students and faculty online in Medical Assisting, Medical Terminology, Anatomy and Physiology, and Pharmacology programs all across the United States
 - Responsible for online pedagogy training for incoming e-structors to prepare them
 - Responsible for administrative and managerial duties for the Pharmacology instructors
 - Co-author of online pedagogy training materials for faculty across the United States

University of Central Florida: August 2002 – August 2006

- **Adjunct Instructor**
 - Responsible for the instruction of 110 -170 undergraduate students per semester online in the undergraduate Health Services Administration program

LifeCare of Florida: March 2004- February 2005

- **Patient Services Representative**
 - Responsible for sales and marketing of outpatient therapy services to physicians and healthcare facilities in Orange, Osceola, Seminole, and Volusia counties
 - Responsible for developing a physician referral base for the brand new company

University of Central Florida: February 2003 – June 2003

- **Adjunct Research Assistant**
 - Researcher/author of a study on the effectiveness of utilizing constructive engagement as a teaching methodology.

University of Central Florida: January 2001 – December 2002

- **Graduate Teaching Assistant**
 - Responsible for advising of 100+ graduate students in the MS-HSA program
 - Assisted with the conversion and development of the new online courses for Community Health, Healthcare Research Methods, Risk Management, Healthcare Ethics, and Health Care Needs of the Elderly on the WebCT platform from the existing on ground courses
 - Develop and present lectures to classes of all sizes
 - Responsible for grades and examinations for classes of 75+ students
 - Responsible for undergraduate and graduate internships
 - Research assistant for a new book on ICD-9 Coding
 - Completed Graduate Teaching Assistant training (August 2001)
 - Trained in ADL5000 – "How to teach an online course" (June 2002)

UCF/COHPA Center for Community Partnerships: January 2001-May 2002

- **Graduate Research Assistant**
 - Helped to revamp the Florida Board of Medicine's survey instrument governing in-office surgical procedures
 - Assisted in development of several grant proposals
 - Assembled data for the dissemination of emergency financial support for the Central Florida Focus Fund in conjunction with the COHPA Center for Community Partnerships

Superior Granite and Marble Inc: June 2000- January 2001

- **Office/Project Manager**
 - Responsible for sales of granite and marble from \$2,000- \$50,000 each to both business to business and individual homeowners
 - Managed 8 employees as well the day to day operations of the office

Warren Wooten Ford: June 1997-May 2000

- **Greeter/Receptionist June 1997-August 1997**
- **Lease Renewal Coordinator August 1997-September 1999**
- **Business Manager February 1999 - May 2000**
- **Secondary Finance Manager September 1999- May 2000**
 - Promoted 4 times within 2 years
 - 3+ years of sales experience
 - Responsible for creation and unprecedented success of secondary finance department
 - Had highest sales of secondary finance vehicles in history of dealership (March 2000)
 - Employee of the Month August 1998
 - QC Recognition August 1997, February 1998, and October 1998, and January 1999
 - Ford Certified Sales Consultant 1998
 - Ford Finance and Insurance Training Certification - April 1999

Consultant work/Research:

Lake County Health Department: January 2002-May 2002

- Served as a focus group facilitator, collected and analyzed data, and co-authored final report for the new HIV/AIDS services at the Lake County Health Department

Health Council of East Central Florida: March 2002-April 2002

- Analyzed data and wrote final report for Emergency Department study

Smarthinking Inc.: July 2010 –December 2015

- Served as a pedagogy trainer for incoming and existing tutors.
- Served as the essay trainer to teach tutors how to critique incoming essays

Department of Health and Human Services: April 2013-April 2016

- Served as part of diverse stakeholder group for the Community Health Resilience Initiative project aimed at improving community resilience in times of disaster

Journal of Communication in Healthcare: Strategies, Media and Engagement in Global Health: January 2015-2022

- Journal manuscript reviewer

International Journal of Environmental Research and Public Health- July 2017-2022

- Journal manuscript reviewer

Florida A&M University: February 2020-July 2020

- Served as a consultant for the MHA program initial CAHME accreditation review
- Assisted the program with their initial self-study document to prepare for their initial CAHME accreditation as well as assisted with preparation for the self-study visit

UCF – College of Health Professions and Sciences (CHPS): December 2020- 2021

- Collaboration for developing their Clinical Enterprise Project

Journal of Health Administration Education- 2022-present

- Journal manuscript reviewer

Awards:

- University of Central Florida. Teaching Incentive Program (TIP) Award. April 2024.
- University of Central Florida. CCIE Excellence in Undergraduate Teaching Award. January 2023.
- Walden University. Faculty Excellence Award for the College of Health Sciences. July 2020.
- University of Central Florida. Excellence in Women’s History award recipient. 2018.

Activities:

- University of Central Florida. Implementation team lead for the “Improve Branding, Reputation, Outreach, and Awareness” SGHMI Strategic Initiatives for 2023-24
- University of Central Florida. COHPA college level Institutional Effectiveness reviewer. 2017
- University of Central Florida. CCIE college level Institutional Effectiveness reviewer. 2018-present
- University of Central Florida. CCIE Department Scheduling committee. 2018-present
- University of Central Florida. Graduate Council member. January 2014-2018
- University of Central Florida. Faculty Handbook committee member. January 2014-August 2014
- University of Central Florida. Department Policy committee member. July 2014-August 2014
- University of Central Florida. Department Scholarship committee member. July 2014-present
- University of Central Florida. Graduate Health Network Faculty Advisor. August 2014-present
- University of Central Florida. Senior Mentor for the Academic Mentor Pod 2016- present
- University of Central Florida. UAB case competition coach. 2016-2022
- University of Central Florida. NAHSE case competition coach. 2018-2022
- University of Central Florida. NAHSE student organization faculty advisor. 2022-present
- University of Central Florida. Health Management and Informatics Department Scheduler. January 2014-present
- Walden University: College of Undergraduate Studies Curriculum and Policy committee October 2011-October 2012
- Walden University: SHS Graduate Admissions Committee September 2012-2013
- Walden University: SHS Student Petition Committee 2012-2013
- Walden University: Curriculum and Academic Policy (CAP) Committee Member 2007-2009; 2012-2013
- Walden University. (2007, June) PhD Residency – Milestone 1 Instructor. Denver, CO.
- American Intercontinental University: Student/Faculty Retention Committee 2006-2010.

Publications/Research:

- Alexander, J., Schagrin, J., Langdon, S., Hufstader-Gabriel, M., Cortelyou-Ward, K., Nieves, K., Thawley, L., Periera, V. (2017). Amazing Grace: A Free Clinic's Transformation to the Patient Centered Medical Home Model. *American Journal of Accountable Care*.
- Barton, K., Nieves, K., and Hudak, R. (2024, Winter). Identifying the most common and costly medication errors: implications for healthcare managers. *Management in Healthcare* 8(2).
- Bullard, T., Strack, G., & Scharoun, K. (2002, September). Emergency department security: a call for reassessment. *The Healthcare Manager* 21(1): 65-73.
- Clarke, T. , Rotarius,T., Liberman, A., Cattani, J., Nieves, K., Sumner, J., Palaniappan, R. (July/September 2008). Responding to a Bioterrorism Attack – One Scenario – Part 1. *The Healthcare Manager*.
- Clarke, T. , Rotarius,T., Liberman, A., Cattani, J., Nieves, K., Sumner, J., Palaniappan, R. (October/December 2008). Responding to a Bioterrorism Attack – One Scenario – Part 2. *The Healthcare Manager*.
- Clarke, T., Liberman, A., Wang, M., Nieves, K., Cattani, J., & Sumner, J. (2007 Oct-Dec). Epidemic Simulation for Syndromic Surveillance. *The Healthcare Manager* 26(4): 297-302.
- Fottler, M., Scharoun, K., & Oetjen, R. (2004). Multi-provider systems as first line responders to bioterrorism events: challenges and strategies. In *Bioterrorism preparedness, attack and response: advancing theory and practice* (Vol. 4 of the Advances in Healthcare Management series). London: JAI/Elsevier.
- Liberman, A., Scharoun, K.A., Rotarius, T., Fottler, M., Dziuban, C. & Moskal, P. (2005, November). Teaching, learning, and the development of leadership skills through Constructive Engagement. *Journal of Faculty Development* 20(3): 177-186.
- Scharoun, K., van Caulil, K., & Liberman, A. (2002, September). Bioterrorism V. health security—crafting a plan of preparedness. *The Healthcare Manager* 21(1): 74-92.
- Scharoun, K. & Dziegielewski, S. (2004, September). Bioterrorism and the emergency room: Planning for the unexpected. *Stress, Trauma and Crisis: An International Journal*.

Presentations:

- Bush, M., Elswick, S., and Nieves, K. (2021). Bridging the Gap: Strategies for Successful Transitions from Classrooms to the Industry. Educational Series Presentation. Speaker at the AUPHA Annual Meeting (virtual).
- Cantiello, J., Nieves, K., Shiver, J., & Ramirez, B. (2015, June). Program Development and Improvement: Successes, Setbacks, and Solutions. Poster Presentation at the AUPHA Annual Meeting.

Clarke, T., Liberman, A., Cattani, J., Wang, M., Nieves, K., & Sumner, J. (2007, June). "Modeling Syndromic Surveillance." Poster presentation at the Society for Epidemiologic Research Annual Meeting, Boston, MA .

Elswick, S., Nieves, K. & Noblin, A. (2018). Using Mentor Pods for Career Success. Presentation at the UCF Faculty Center for Teaching and Learning Summer Conference.

Hotchkiss, R., Nieves, K., Cantiello, J., & Bush, M. (2018). Cross Cultural Teaching Methods: A Comparative Case Analysis. Poster presentation at the AUPHA annual meeting.

Hotchkiss, R., Cantiello, J., Nieves, K., & Bush, M. (2019). Creating Millennial Magic with Apps: A Student Centered Approach. Poster presentation at the AUPHA annual meeting.

Nieves, K. & Bush, M. (2020). Beginning with the End in Mind: Pathways to Securing Fellowships. Poster presentation at the AUPHA annual meeting (virtual).

Nieves, K. & Elswick, S. (2016). Transformational Coaching with Mentor Pods. Poster presentation at the AUPHA annual meeting.

Nieves, K. & Elswick, S. (2017). Transformational Coaching With Mentor Pods. Presentation at the AUPHA Undergraduate Workshop.

Nieves, K. & Westermann, J. (2006, October). Exploring Career Opportunities in Public Health. Seminar Panelist.

Oetjen, D.M., Scharoun, K.A., & Oetjen, R.M. (2002). "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.

Oetjen, D.M., Oetjen, R.M. & Scharoun, K.A. (2002). "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.

Professional Organizations:

- AcademyHealth: 2013-2014
- Association for University Programs in Health Administration (AUPHA): April 2006 – present
 - Served on the Upsilon Phi Delta Committee: May 2015-May 2018
- American College of Health Care Executives (ACHE): December 2010-present
 - Served as Student Track Congress judge 2015-16
 - Served as Stull Essay Competition judge 2015-2022
 - Served on the AUPHA/HAP Editorial Board for Graduate Studies 2020-2023
- National Emergency Management Association (NEMA): February 2011-2015
- The Disaster Preparedness and Emergency Response Association (DERA): February 2011-2013

Unique Attributes:

- Excellent problem solving skills under pressure
- Eye for detail and organization
- Very customer/student oriented
- Multi-task oriented

- Excellent analytical skills
- Proficient in Microsoft Office Suite, WebCT, Whiteboard, e-college, Virtual Campus, Blackboard, Canvas