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Health Services Administration Program
Dept. of Health Management & Informatics
College of Health and Public Affairs
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EDUCATION

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| Ph.D. | 2004 | Public Affairs – Health Services Administration. University of Central Florida, Orlando, Florida. |
| M.S. | 2002 | Masters of Science in Health Sciences, Health Services Administration Track. University of Central Florida, Orlando, Florida. |
| B.A. | 1990 | General Arts and Sciences, Emphasis on Management and Psychology. The Pennsylvania State University, University Park, Pennsylvania. |

ACCOMPLISHMENTS

- **Administrative and Service Highlights:**
 - **Chair**, Department of Health Management & Informatics (2012-Present)
 - **Chair**, Faculty Senate (2013-2015)
 - **Member**, Board of Trustees (2013-2015)
 - **Program Director**, MSHSA Graduate Program (2011-2012)
 - **Program Director**, HSA Undergraduate Program (2010-2011)
 - **Program Director**, e-MSHSA Graduate Program (2009-2012)
 - **Chair**, National Upsilon Phi Delta Honor Society (2009-2012)
 - **Elected Member**, Faculty Senate Steering Committee (2009-Present)
 - **Elected Member**, University Committee on Committees (2009-2012)
- **Research Highlights:**
 - 27 peer reviewed articles
 - Co-editor of *Dimensions of Long-Term Care* textbook
 - Co-author of a best-selling text, *Medical Practice Management Body of Knowledge Review Series: Planning and Marketing*, for Medical Group Management Association
 - 10 Book chapters
 - 4 Books, 3 Research Monographs
 - 3 Conference Proceedings
 - 53 Peer reviewed presentations at academic and practitioner conferences
 - 11 Non-Peer reviewed presentations
 - COHPA Research Fellow, 2009-2010
 - AUPHA Poster Competition First Place Award
- **Teaching Highlights:**
 - **Recipient**, 2012 Excellence in Graduate Teaching Award
 - **Recipient**, 2011 Excellence in Undergraduate Teaching Award
 - **Faculty Fellow**, Faculty Center for Teaching and Learning, 2009-2010
 - Recipient of AUPHA “Best Innovative Classroom Technique” Award

HONORS

2013 Teaching Incentive Program Recipient

2012 Excellence in Graduate Teaching Award

2011 Excellence in Undergraduate Teaching Award

2009-2010 Faculty Fellow, Faculty Center for Teaching and Learning

2009-2010 COHPA Research Fellow

2006-2007 Who's Who Among America's Teachers & Educators ®

Participant in the 2006 Better Understanding for Informed Learning Design (BUILD) Seminar

Lifetime Member of Upsilon Phi Delta National Honor Society for Health Administration

Lifetime Member of Phi Kappa Phi National Honor Society

2005-2006 Who's Who Among America's Teachers ®

2004 Innovative Classroom Teaching Award, Association of University Programs in Health Administration (AUPHA) National Meeting, San Diego, California.

2003 Recipient of the Who's Who Scholarship - awarded to the Top 100 students in athletics, community service, academics, and leadership at the University of Central Florida.

2003 Association of University Programs in Health Administration (AUPHA) Poster Competition First Place Award, Nashville, TN.

2002-2004 Merit Fellowship. Public Affairs Doctoral Program – Health Services Administration. University of Central Florida, Orlando, Florida.

2002 Recipient of the Outstanding Graduate Student Award. Health Services Administration Program, University of Central Florida, Orlando, Florida.

ACADEMIC EXPERIENCE

2011 –present *Associate Professor*, Health Services Administration, Department of Health Management & Informatics, College of Health and Public Affairs, University of Central Florida, Orlando, Florida, August 2011-present

Chair, Department of Health Management & Informatics, University of Central Florida, 2015-Present

Interim Chair, Department of Health Management & Informatics, University of Central Florida, 2012-2015

Assistant Professor, Health Services Administration, Department of Health Management & Informatics, College of Health and Public Affairs, University of Central Florida, Orlando, Florida, August 2008-August 2011

Program Director, MS-HSA Graduate Program, Department of Health Management & Informatics, University of Central Florida, 2011-2012

Program Director, e-MSHSA Graduate Program, Department of Health Management & Informatics, University of Central Florida, 2009-2012

Program Director, HSA Undergraduate Program, Department of Health Management & Informatics, University of Central Florida, 2010-2011

Joint Appointment with the Healthcare Informatics Program

Undergraduate Courses

- Long Term Care Administration
- Healthcare Needs of the Elderly

Graduate Courses

- Healthcare Quality Management
- Health Systems Analysis and Design
- Healthcare Human Resource Mgmt.
- Healthcare Leadership

2004-2008

Assistant Professor, Health Administration Program, Department of Public Health, College of Health, University of North Florida, Jacksonville, FL August 2004-August 2008.

Geriatric Management Program Coordinator, Health Administration Program, University of North Florida, Jacksonville, FL 2008.

Long Term Care Internship Coordinator, Health Administration Program, University of North Florida, Jacksonville, FL, 2004-2008.

Assistant Program Director, Health Administration Program, University of North Florida, Jacksonville, FL, 2005-2007.

Undergraduate Courses

- Long Term Care Administration
- Long Term Care Seminar
- Healthcare Quality
- Aging in America

Graduate Courses

- Healthcare Quality Management
- Health Systems Analysis
- Healthcare Human Resources
- Healthcare Leadership

2002-2004

Adjunct Professor, Health Services Administration Program, University of Central Florida, Orlando, FL

Undergraduate Courses Taught

- Long Term Care Administration
- Health Care Automation
- Health Care Ethics
- Health Information Management Systems

Teaching Assistant for:

- Epidemiology
- Health Care Automation
- Research Methods
- Health Care Law

Served as guest lecturer for the following courses: Introduction to U.S. Healthcare Systems, Organizational Behavior, Health Information Management Systems, Introduction to Public Administration, and Risk Management.

2002-2003 **Research Assistant**, Health Services Administration Program, University of Central Florida, Orlando, Florida

Contracted with Florida Hospital Group to determine the financial assessment of the Hospital System on the Central Florida Region.

2002-2003 **Research Assistant**, Florida Hospital Grant, University of Central Florida, Orlando, Florida

Assisted in an economic impact study of the effect of Florida Hospital System on the Central Florida region. Assisted in data collection and analysis.

2002 **Research Assistant**, Center for Community Partnerships, University of Central Florida, Orlando, Florida.

Surveyed local charities as to the impact of the terrorist activities on September 11th on their agencies. I also analyzed the data and reported the findings. The results of the study were used by the Central Florida Focus Fund to make funding decisions.

2001-2002 **Graduate Teaching Assistant**, Health Services Administration Program, University of Central Florida, Orlando, Florida.

Worked with several HSA faculty on the development and maintenance of their web courses, grant submissions, publications, and research.

2001 **Graduate Student Advisor**, Health Services Administration Program, University of Central Florida, Orlando, Florida.

Assisted undergraduate HSA and HS-Generalist students with their course scheduling, academic planning, internship selection, and job placement. I also assisted the program director with recruiting and program development.

RESEARCH AND CREATIVE ACTIVITIES

PEER REVIEWED JOURNAL ARTICLES

27. Liu, X., Oetjen, R. Hanney, W., Rovito, M. Masaraccio, M. Peterson, and R. Dottore, K. (2017) Characteristics of Physical Therapists Serving Medicare Fee-for-Service Beneficiaries," Accepted for publication in the *Physical Treatments Journal*.
26. Fiedler, B., Wan, T., Sivo, S., Oetjen, R., and R. Bowles (2015). Modeling the biomedical engineering technicians' contribution to hospital quality with Donabedian's triad. *The Royal Academy of Social Sciences Quarterly Journal of Business Studies*, 2(2) 101-116

25. Liu, X., Oetjen, D., Oetjen, R. Zhao, M., Ozcan, Y., and Ge, L. (2015). The efficiency of ophthalmic ambulatory surgery centers. Accepted for publication in the *The Journal of Medical Practice Management*.
24. Gaze, J. & **R. Oetjen** (2014). Perceptions toward diversity in the largest overseas U.S. Navy hospital. *Diversity and Equity in Health and Care*, 11:255-65.
23. Masri, M., Campbell, C., **Oetjen, R.**, Webber, L., & Asi, Y. (2014). Mortality amenable to health care in Louisiana: Results from a cross-sectional study. *International Journal of Public Policy*, 10, 4/5, 209-230.
22. Rotarius, T., Liberman, A., Cortelyou-Ward, K., Oetjen, D., and **Oetjen, R.** (2013). Emergency Department Utilization at a Large Regional Hospital—A Strategy for Survivability. *The Health Care Manager*, Oct-Dec;32(4):321-8.
21. Fiedler, B. A., Bebbler, J. & **Oetjen, R.** (2013). A regulatory clinical trial primer: Distribution challenges and policy implications of modern vaccine development. *The International Journal of Pharmaceutical and Healthcare Marketing*, Vol. 7(1), pp. 45-57.
20. Masri, M., **Oetjen, R.**, Campbell, C., Webber, D., and Diana, M. L. (2011). The distribution of physicians workforce in Louisiana: Results from a cross-sectional study. *Journal of the Louisiana State Medical Society*, 163(6), 320-324.
19. Ramirez, B., **Oetjen, R.**, & Malvey, D. (2011). Sustainability and the health care manager: Part II. *The Health Care Manager* 30(3), pp. 261-265.
18. Ramirez, B., **Oetjen, R.**, & Malvey, D. Sustainability and the health care manager: Part I. *The Health Care Manager* 30(2), pp. 133-138.
17. **Oetjen, R.**, Zhao, M., Liu, D., & Carretta, H. (2011). Nursing home safety: Does financial performance matter? Accepted for publication in the 2011 Spring edition of the *Journal of Health Care Finance*.
16. Masri, M., **Oetjen, R.**, Campbell, C. (2010). "Consumer directed health plans: Are medical savings accounts and health savings accounts viable options for financing American healthcare? *The Health Care Manager*, 29(3), 241-250.
15. Zhao, M., Haley, D., **Oetjen, R.**, & Carretta, H. (2010). Malpractice paid-losses and financial performance of nursing homes. *Health Care Management Review*, 35(4), 78-85.
14. **Oetjen, R.** & Oetjen, D. (2010). Retire already! Managing physicians who no longer want to work, but have to. *The Journal of Medical Practice Management: MPM*, 26.
13. **Oetjen, R.**, Oetjen, D., Rotarius, T., & Liberman, A. (2010). Emergency department utilization by insured users: A study of motivating factors. *The Health Care Manager*, 29(3), 199-212.
12. Zhao, M., **Oetjen, R.**, Nolin, J., & Carretta, H. (2010). Nursing home quality: Does financial performance matter? *The International Journal of Public Policy*, 5(2/3), pp.147-163.
11. Oetjen, D., & **Oetjen, R.** (2009). You've got them, now what? Successfully mentoring student interns. *The Journal of Medical Practice Management: MPM*, 25(2), 100-104.

10. **Oetjen, R.**, & Oetjen, D. (2009). Internship logistics: successfully navigating the internship process. *The Journal of Medical Practice Management: MPM*, 25(1), 16-24.
9. **Oetjen, R.**, & Oetjen, D. (2009). Free labor! How to successfully use student interns in your practice. *The Journal of Medical Practice Management: MPM*, 24(6), 376-380.
8. Oetjen, D., & **Oetjen, R.** (2008). Engaged dialogue: a collaborative learning method for online courses. *The Journal of Health Administration Education*, 25(4), 343-353.
7. **Oetjen, R.**, Oetjen, D., & Rotarius, T. (2008). Administrative decision making: a stepwise method. *The Health Care Manager*, 27(1), 4-12.
6. **Oetjen, R.**, & Oetjen, D. (2007). The view from within: a comparison of traditional and non-traditional doctoral education from students' perspectives ... then and now. *The Journal of Health Administration Education*, 24(3), 235-251.
5. Oetjen, D., **Oetjen, R.**, & Rotarius, T. (2007). The facility audit and review method: evaluating institutional ethics in health care organizations. *The Health Care Manager*, 26(4), 288-296.
4. **Oetjen, R.**, Oetjen, D. & Rotarius, T. (2007). Change management: A structured method for dialysis leaders. *Dialysis and Transplantation*, 36(3), 148-153.
3. Rotarius, T., **Oetjen, R.**, & Oetjen, D. (2005). Teamwork in healthcare: Lessons for dialysis centers. *Dialysis and Transplantation*, October, 34(10), 700-709.
2. **Oetjen, R.**, Oetjen, D., & Rotarius, T. (2005). Leading by serving: A new look at leadership. *Dialysis and Transplantation*, June, 34(6), 381-385.
1. Rotarius, T., Liberman, A., Trujillo, A., & **Oetjen, R.** (2003). The economic impact of several hospitals on their community. *The Health Care Manager*, 22(4), 318-330.

NON PEER REVIEWED ARTICLES

- Oetjen, R.** (2010). The Master of Science in Health Sciences - e-Health Services Administration Track Proposal, 34 pages.
- Oetjen, R.** (2009). The rules of parenting applied to the classroom. *Faculty Focus*, 8(2), p. 9-10.

BOOKS

- McSweeney-Feld, M. H., Molinari, C., **Oetjen, R.** (Eds.) (2016). *Dimensions of Long Term Care Management: An Introduction 2nd edition*. Chicago: Health Administration Press. ISBN 978-1567938364.
- Fiedler, B. A., Bowles, R., and **Oetjen, R.** (2012). *Biomedical engineering technician dynamics on hospital quality*. Lap Lambert Academic Publishing GmbH & Co. KG., 84 pages. ISBN 9783848491896.
- McSweeney-Feld, M. H., **Oetjen, R.** (Eds.) (2012). *Dimensions of Long-Term Care*. Chicago: Health Administration Press. ISBN 978-1567933833.
- Oetjen, R.** (2008). *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).
- Oetjen, R.** & Oetjen, D. (2006). *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

13. Gillespie, J., K. Cortelyou-Ward, T. Rotarius, and **R. Oetjen**. 2018. Medicare and Medicaid—Major Game-Changers. In C. McConnell (Ed.), *Reimbursement: Following the Money*. Chapter 7. Burlington, MA: Jones and Bartlett Publishers (In Press).
12. Gabriel, M., K. Cortelyou-Ward, T. Rotarius, and **R. Oetjen**. 2018. Medicare and Medicaid—Major Game-Changers. In C. McConnell (Ed.), *The Health System Emerges*. Chapter 9. Burlington, MA: Jones and Bartlett Publishers (In Press).
11. Atkins, D., K. Cortelyou-Ward, **R. Oetjen**, and T. Rotarius. 2018. Medicare and Medicaid—Major Game-Changers. In C. McConnell (Ed.), *Hospitals and Health Systems—What They Are and How They Work*. Chapter 4. Burlington, MA: Jones and Bartlett Publishers (In Press).
10. McSweeney-Feld, M.H., **Oetjen, R.** & Welch, D. (2012). Chapter 1: Dimensions of long-term care. In M. H. McSweeney-Feld & R. M. Oetjen (Eds.), *Dimensions of Long-Term Care*. Chicago: Health Administration Press.
9. McSweeney-Feld, M.H., Warthen, L., & **Oetjen, R.** (2012). Chapter 2: Residential settings for long-term care services. In M. H. McSweeney-Feld & R. M. Oetjen (Eds.), *Dimensions of Long-Term Care*. Chicago: Health Administration Press.
8. Davis, J., Johnson, C., & **Oetjen, R.** (2012). Chapter 9: The design of long-term care environments. In M. H. McSweeney-Feld & R. M. Oetjen (Eds.), *Dimensions of Long-Term Care*. Chicago: Health Administration Press.

7. **Oetjen, R.** (2012). Chapter 11: Long-term care human resources. In M. H. McSweeney-Feld & R. M. Oetjen (Eds.), *Dimensions of Long-Term Care*. Chicago: Health Administration Press.
6. McSweeney-Feld, M.H. & **Oetjen, R.** (2012). Epilogue. In M. H. McSweeney-Feld & R. M. Oetjen (Eds.), *Dimensions of Long-Term Care*. Chicago: Health Administration Press.
5. Oetjen, D. & **Oetjen R.** (2010). Informed Consent and Patient Rights: Patient Self-Determination. In C, McConnell (Ed.), *The Health Care Manager's Legal Guide*. Lighthouse.
4. **Oetjen, R.** & Oetjen D. (2010). Labor Laws: Encounters with Unions. In C, McConnell (Ed.), *The Health Care Manager's Legal Guide*. Lighthouse.
3. Oetjen, D. & **Oetjen, R.** (2006). The moral and ethical implications of elder abuse. In Hoffman, A. M. & Summers, R. W. (Eds.) *Elder abuse: A public health perspective*. American Public Health Association. Thousand Oaks: Sage Publications, pp. 77-96.
2. Oetjen, D., **Oetjen, R.**, & Rotarius, T. (2005). Judgment in management decision making in the group practice setting. In L. Wolper (Ed.), *Physician practice management: Essential operational and financial knowledge*. Sudbury, MA: Jones and Bartlett Publications.
1. Fottler, M., Scharoun, K. & **Oetjen, R.** (2004). Multi-provider systems as first line responders to bioterrorism events: Challenges and strategies. In Blair, J.D., Fottler, M. D., & Zapanta, A. C. (Eds.) *Bioterrorism Preparedness, Attack and Response: Advancing Theory and Practice*. London: Elsevier Press.

RESEARCH MONOGRAPHS

- Oetjen, D., Cortelyou-Ward, K., **Oetjen, R.**, Rotarius, T., & Liberman, A. (2008). *An assessment of the emergency departments and trauma centers of Orlando Health*. November. 121 pages (plus, 2 volumes of statistical tables).
- Rotarius, T., Trujillo, A., Liberman, A., & **Oetjen, R.** (2003). *An economic analysis of the seventeen hospitals of the Adventist Health System of Florida – A community impact assessment*, 147 pages.
- Rotarius, T., Liberman, A., & **Oetjen, R.** (2002). *The effect of the Florida Hospital System on the Central Florida Region – A financial impact assessment*, 122 pages.

PROCEEDINGS

- Masri, M. & **Oetjen, R.** (2008). *Consumer directed healthcare: Are MSAs and HSAs viable options for funding America's healthcare?* Annual Meeting of the Southern Management Association Proceedings, October, 2008.
- McSweeney-Feld, M. & **Oetjen, R.** (2008). *The emergence of assisted living licensure 2008 IBEC & CIBER SUMMER SYMPOSIUM: Global Interdependencies: International Business, Economics, Environment and Education Proceedings*, Iona College in New Rochelle, NY.

Oetjen, R., Trujillo, A., Rotarius, T., & Liberman, A. (2003). *The economic impact of several hospitals on their community*. Annual Meeting of the Southern Management Association Proceedings, November 2003.

PEER REVIEWED PRESENTATIONS – International/National

Liu, X., **Oetjen, R.,** Hanney, W., Rovito, M., Peterson, R., and Dottore, K. (2017) Services Provided By Physical Therapists to Medicare Patients And Related Factors. Presentation at the Physical Therapy Association 2017 Combined Sections Meeting (CSM) in San Antonio, TX.

M. gap. Presented at the Annual meeting of the Academy of Management (AOM), Orlando, FL.

Ramirez, B., Masri, M., Oetjen, R., and Oetjen, D. (2012). "Crossing the Information Fluency Presentation accepted for the 2012 Information Fluency Conference in Orlando, FL.

Oetjen, R., Parker, V., Landry, A. (2012). Everything I Learned NOT to do in Teaching, I Learned in Grad School! Novice Teaching Essentials. Professional Development Workshop (PDW) presented at the Annual meeting of the Academy of Management (AOM), Boston, MA.

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Liberman, A., Rotarius, T., & **Oetjen, R.** (2012). Behavioral Contracting--a Tool for Correcting Errant Student Behavior & Under Performance. Presentation accepted for the 2012 annual meeting of the Association of University Program Health Administration (AUPHA), Minneapolis, MN.

Ramirez, B., **Oetjen, R.,** and Oetjen, D. (2012). Translating Web2.0 Technology from the Classroom to the *Real* World of Practice. Presented at the 2012 Business and Health Administration Association (BHAA) Conference, to be held on March 28-30, 2012, at the Drake Hotel, Chicago, Illinois.

Oetjen, R., Yarbrough-Landry, L., Oetjen, D, Bewley, L. (2011). *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.

Fiedler, B., **Oetjen, R.,** & Bebbler, R. (2011). Restoring National Security by Repositioning the United States Food and Drug Agency (USFDA) to Promote U.S. Counter-Terrorism Objectives. Poster presentation at the 2011 Annual meeting of the American Society for Public Administration (ASPA).

Liu, D., Min-Hui, T., **Oetjen, R.,** Castle, N. (2010). The use of health information technology and staff turnover in U.S. home health agencies. Poster session presented at the annual scientific meeting of the Gerontological Society of America.

Cortelyou-Ward, K., **Oetjen, R.,** & Oetjen, D. (2010). 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.

- Oetjen, R.**, Chilingerian, J. Brent Hotchkiss, R., & Freshman, B. (2010, August). *Cultivating future leaders that care by using creative teaching tools and techniques*. Professional Development Workshop (PDW) presented at the Annual meeting of the Academy of Management (AOM), Montreal.
- Oetjen, R.**, Celluci, L., & Yarborough-Landry, A. (2010, June). *How the mind works and what it means for the classroom*. Concurrent Session presented at the annual meeting of the Association of University Program Health Administration (AUPHA), Portland, OR.
- McDonald, W., **Oetjen, R.**, Jones, M., & Schreck, V. (2010, June). *What makes a web course successful?* Faculty Network presentation at the annual meeting of the Association of University Program Health Administration (AUPHA), Portland, OR.
- Cortelyou-Ward, K., Oetjen, D., & **Oetjen, R.** (2010, June). *The leadership library: One year later*. Poster session presented at the annual meeting of the Association of University Program Health Administration (AUPHA), Portland, OR.
- Fiedler, B. A., **Oetjen, R.**, Oetjen, D. (2010, April). *Local response to hepatitis C virus (HCV) in the absence of national policy and funding*. Poster session presented at the Fourth Annual UCF Public Administration Research Conference: Local Governance in 2020: Challenges, Opportunities and Policies for Sustainability.
- Oetjen, D. & **Oetjen, R.** (2009, October). *Can't we all just get along?: Successful conflict management strategies*. Presented at the Annual meeting of the Medical Group Management Association (MGMA), Denver, CO.
- Oetjen, R.**, Oetjen, D., & Rotarius, T. (2009, August). *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.
- Chilingerian, J., Yarbrough-Landry, A., Oetjen, D., Hotchkiss, R., Steward, J., **Oetjen, R.**, & Friedman, L. (2009, August). *Facilitating green management matters: Finding greener learning pastures with more creative teaching tools*. Professional Development Workshop (PDW) presented at the Annual meeting of the Academy of Management (AOM), Chicago, IL.
- Cortelyou-Ward, K. Oetjen, D., & **Oetjen, R.** (2009, July). *Bringing the outside in: Innovative ways to engage community stakeholders in health administration education*. Presented at the Annual meeting of the Association of University Programs Health Administration (AUPHA), Chicago, IL.
- Oetjen, R.**, Oetjen, D., Cortelyou-Ward, K. (2009, July). *Leadership Library: Leveraging Technology to Prepare Tomorrow's Leaders*. Poster session presented at the annual meeting of the Association of University Program Health Administration (AUPHA), Chicago, IL.
- Oetjen, R.** & Oetjen, D. (2009, April). *Engaged dialogue: Engaging today's students with skills for tomorrow* Presented at the Florida Summit on Health Sciences Education, Orlando, FL.
- Masri, M. & **Oetjen R.** (2008, October). *Consumer directed healthcare: Are MSAs and HSAs viable options for funding America's healthcare?* Presented at the Annual Meeting of the Southern Management Association, St. Pete Beach, FL.

- Oetjen D. & **Oetjen R.** (2008, October). *Free labor! How to successfully use student interns in your practice*. Presented at the annual meeting of the Medical Group Management Association meeting (MGMA), San Diego, CA.
- Oetjen, R.**, Oetjen, D., Yarborough, A., & Friedman, L. (2008, August). Using technology to answer the questions we ask. Presented at the Annual Meeting of the Academy of Management (AOM) meeting, Anaheim, CA.
- McSweeney-Feld, M. & **Oetjen, R.** (2008, June). *The Emergence of Assisted Living Licensure*. Presented at the 2008 IBEC & CIBER SUMMER SYMPOSIUM: Global Interdependencies: International Business, Economics, Environment and Education at Iona College in New Rochelle, NY.
- Oetjen, R.**, Oetjen, D., Spencer, S., and Hewitt, A. (2008, June). *Assessing students in an online environment*. Presented at the annual meeting of the Association of University Programs Health Administration (AUPHA), Washington, DC.
- Valadares, K., Oetjen, D., & **Oetjen, R.** (2008, June). *From the classroom to the board room: assessment of ethical behavior in health administration*. Presented at the annual meeting of the Association of University Programs Health Administration (AUPHA), Washington, DC.
- Wainright, C., McCaughrin, W., Burton, L., and **Oetjen, R.** (2008, June). *A roundtable discussion of various innovative methodologies of assessing outcomes and performance of health management competencies within the classroom environment*. Faculty Forum presented at the annual meeting of the Association of University Programs Health Administration (AUPHA), Washington, DC.
- Oetjen, D., **Oetjen, R.**, Wainright, C, and White, D. (2007, May). *Roundtable discussions of various innovative teaching methodologies to impart core competency skills to health management students inside and outside the classroom environment*. This Faculty Forum, which encompasses the Organizational Thinking/Behavior, Strategic Thinking, and Human Resources Management forums, was presented at the annual meeting of the Association of University Program Health Administration (AUPHA), Orlando, FL.
- Oetjen, R.** & Oetjen D. (2007, August). *Teachnology: Media-enhanced teaching strategies*. Chaired and presented a Professional Development Workshop at the Annual meeting of the Academy of Management Healthcare Division in Philadelphia, PA.
- Zhao, M. & **Oetjen, R.** (2007, June). *Nursing home financial distress and quality of care: A longitudinal study* Poster session presented at the annual meeting of the Academy of Health (AOH), Orlando, FL.
- Zhao, M. & **Oetjen, R.** (2007, June). *The impact of litigation on the financial performance of the Florida nursing home industry*. Poster session presented at the annual meeting of the Academy of Health (AOH), Orlando, FL.
- Oetjen, R.** & Oetjen D. (2007, May). *Bricks and clicks, with the addition of some tricks!* Poster session presented at the annual meeting of the Association of University Program Health Administration (AUPHA), Orlando, FL.
- Oetjen, D., **Oetjen, R.**, & Valadares, K. (2007, May). *Yada yada yada: Yes....you too can really be the*

master of your domain and use online teaching strategies to enhance student learning. Poster session presented at the annual meeting of the Association of University Program Health Administration (AUPHA), Orlando, FL.

- Oetjen, R.** & Oetjen, D. (2007, April). *Learning while you listen: The use of digital medium in education.* Presented at the 18th annual meeting of the International Conference on College Teaching and Learning (ICCTL), Ponte Vedra Beach, FL.
- Oetjen, R.** & Oetjen D. (2006, October). *Happily ever after... Simplifying the management of outcomes.* Presented at the annual meeting of the Medical Group Management Association meeting (MGMA), Las Vegas, NV.
- Valadares, K., Porter, R., Oetjen, D., & **Oetjen, R.** (2006, May) *Ethics across the curriculum – An interprofessional necessity.* Presented at the annual Meeting of the Association of University Programs in Health Administration (AUPHA), Seattle, WA.
- Oetjen, R.** (2006, August). *Tactics for Teaching Excellence: Low and High Tech.* Chaired and presented in a Professional Development Workshop given at the Annual meeting of the Academy of Management Healthcare Division in Atlanta, GA.
- Oetjen, R.** and Hutton, D. (2006, June). *LEAD – Leadership for education and development: Preparing HSA students for interprofessional practice.* Poster session presented at the annual meeting of the Association of University Program Health Administration (AUPHA), Seattle, WA.
- Oetjen, R.** & Oetjen D. (2006, April). *Incorporating storytelling and role-playing into the classroom.* Presented given at the 17th annual meeting of the International Conference on College Teaching and Learning (ICCTL), Ponte Vedra Beach, FL.
- Oetjen, D. & **Oetjen R.** (2006, April). *BLOGS: Breakthrough learning online guarantees success!* Presentation to be given at the 17th annual meeting of the International Conference on College Teaching and Learning (ICCTL), Ponte Vedra Beach, FL.
- Nolin, J., **Oetjen, R.**, Harrison, J., Haley, R., & Hutton, D. (2005, June). *CSI: UNF (Community service involvement: Building community partnerships in Jacksonville, Florida)* Poster session presented at the annual meeting of the Association of University Program Health Administration (AUPHA), Boston, MA.
- Oetjen, D., & **Oetjen, R.** (2004). *Constructive engagement in the classroom.* Presentation at the Annual Meeting of the Association of University Programs in Health Administration (AUPHA), San Diego, California. Presentation won “Best Innovative Classroom Technique” award.
- Oetjen, R.**, Oetjen, D., & Rotarius, T. (2004, October). *How to make your organization ROC: Results oriented culture.* Presented at the annual meeting of the Medical Group Management Association (MGMA), San Francisco, CA.
- Oetjen, R.**, Oetjen, D., & Monnier, L. (2004, March). *Virtual CAMPUS: Course assessments, methods, and perspectives of undergraduate students.* Poster session presented at the annual meeting of the International Conference on College Teaching and Learning, Jacksonville, FL.

- Rotarius, T., Liberman, A., Trujillo, A., & **Oetjen, R.** (2003, November). *The economic impact of several hospitals on their community.* Presented at the annual meeting of the Southern Management Association, St. Pete Beach, FL.
- Oetjen, R.**, Oetjen, D., & Rotarius, T. (2003, October). *Listening with your EARS (Employee Audit and Review System) – How to hear your ethical perspective.* Presented at the annual meeting of the Medical Group Management Association (MGMA), Philadelphia, PA.
- Oetjen, D., Rotarius, T., & **Oetjen, R.** (2003, October). *How to improve patient compliance.* Presented at the annual meeting of the Medical Group Management Association (MGMA), Philadelphia, PA.
- Oetjen, R.**, Oetjen, D., & Falen, T. (2003, June). *Quality as a function of strategic Planning.* Poster presented at the annual meeting of the Association of University Program Health Administration (AUPHA), Nashville, TN. Recipient of the 2003 Annual Meeting Poster Competition First Place Award.
- Oetjen, D., **Oetjen, R.**, & Falen T. (2003, June). *Tracks across the quality chasm.* Poster presentation at the annual meeting of the Association of University Program Health Administration (AUPHA), Nashville, TN.
- Oetjen, D., **Oetjen, R.**, & Scharoun, K. (2002, October). *C.Y.A. - A.S.A.P. Cover your assets: Anonymous sign-in assures privacy.* Poster session presented at the annual meeting of Medical Group Management Association (MGMA), Las Vegas, NE.
- Oetjen, D., Scharoun, K., & **Oetjen, R.** (2002, October). *C.O.M.B.A.T. – Checklists Offering Medical Groups Bioterrorism Advice and Training.* Poster presentation at annual meeting of Medical Group Management Association (MGMA), Las Vegas, NE.
- Oetjen, D., **Oetjen, R.**, & Cortelyou, K. (2002, June). *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 (AUPHA), Washington, D.C.

NON PEER REVIEWED PRESENTATIONS

- Oetjen, R.**, (2014). State of the University Address: We Do! Address presented on September 24, 2014.
- Oetjen, R.**, Mast, L, and Friedman, L. (2014, March 25). *Challenges Facing the Evolution to Web Enhanced Health Management Education* Presented at AUPHA Leader’s Conference in Chicago, IL.
- Oetjen, R.**, Janowski, J., Wright, A. (2010, May). *The iPod generation: Civility and classroom management issues.* Presented at the annual Faculty Center for Teaching and Learning Summer Conference.
- Oetjen, R.**, Wright, A., & Janowski, J. (2009, December). *One fish, two fish, red fish, rude fish: Civility and classroom management issues.* Presented at the annual Faculty Center for Teaching and Learning Winter Conference.

Oetjen, D. & **Oetjen, R.** (2009, November). *Can't we all just get along?: Successful conflict management strategies*. Presentation given at the Michigan Oncologist Symposium in Orlando, FL.

Oetjen, R. (2009, April) *Faculty Perception & Adoption of Online Teaching Tools*. Poster session presented at the annual Faculty Showcase of Creative Teaching practices and SoTL Research at the University of Central Florida.

Oetjen, D., Cortelyou-Ward, K, **Oetjen, R.**, Rotarius, T., & Liberman, A.(2009, February). *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, FL.

session presented at the UCF Faculty Center for Teaching and Learning Winter Conference.

Oetjen, R. (2008, May). *Innovative Distance Learning Teaching Methods*, Presented to the distance learning discussion with the Provost and President at the University of North Florida. One of two faculty members selected present online teaching methodology.

Oetjen, R. (2008, May). *Online Communication*. Presented to the UNF Center for Instructional Research Technology (CIRT) Teaching Online Seminar 2008 (TOL).

Zhao, M., Nolin, J., **Oetjen, R.** (2008, January). *Nursing home quality: Does financial performance matter?* Poster session presented at Brooks Rehabilitation Hospital, Jacksonville, FL.

Rotarius, T., Liberman, A., Trujillo, A., & **Oetjen, R.** (2003, September). *Economic impact of healthcare of Central Florida's economy*. Presented at the September 24, 2003 meeting of the Orlando Chamber of Commerce.

Oetjen, R., Dennis, L., & Johnson, M. (2003, February 26). *City of Orlando - Orange County, Florida consolidation*. Presented at the Consolidation Forum held at Leu Gardens, Orlando, FL.

EXTERNAL FUNDING

2015 Center for Innovative Healthcare, Inc. (CIH) - \$7,983

Received funding for a project entitled A Study of Physical Therapist- Provided Medicare Services. PI – Liu, A., Co-PIs Haney, W., Oetjen, R., and Rovito, M.

2009 Learning Institute for Elders (LIFE) Grant - \$2,000

Received funding for a project entitled Development of Interactive Videos to Teach Administrative and Interpersonal Skills. Co-Principal Investigator with D. Oetjen and J. Sumner.

2008 Orlando Health Grant - \$83,350

Received grant in 2008 from Orlando Health to serve as Co-Principal Investigator (with T. Rotarius, Ph.D., K. Cortelyou-Ward, Ph.D., A. Liberman, Ph.D., and D. 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

2009 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., D. Oetjen, Ph.D., B. Ramirez, M.D., and K. Cortelyou-Ward, Ph.D -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.

2008 Paraguayan Education Research Grant

Participant on grant with multiple faculty from HMI, Ramirez, B. (PI)
The main purpose of this proposal was to strengthen the local capacity of the participating members of the partnership in public health, epidemiology, information systems, decision-making and health management while supporting the sustainability of the project products outlined in the proposal. The RFA was released by Higher Education for Development (HED) with funds (\$300,000 in 3 years) from the US Agency for International Development (USAID). The proposal was presented for the first deadline in May of 2008 and HED reviewed the RFA and requested that a second submission be presented by September of 2008. The proposal was not funded.

2008 Minority Health and Health Disparities International Research Training NIH Grant

Participant on grant with multiple faculty from HMI, Ramirez, B. (PI)
The proposal for the Minority Health and Health Disparities International Research Training [T-37] (\$1,125,000 in 5 years) had the following objectives: 1- to expand the UCF health management and informatics research to global health issues pertaining to the disparities; 2- to provide scientific training for undergraduate and graduate minority students for a highly specialized field of clinical research and enterprise management with a global perspective in understanding the sources of health disparities and potential avenues for reducing disparity gaps so that students can develop a professional career in health and biomedical research management; and 3- to establish an international collaboration in global health research on disparity issues and to facilitate interactions between the trainees and the collaborative institutions in other countries and foster global partnering experience in establishing innovative teaching and research opportunities so that everyone will benefit from the collaboration. The proposal was not funded.

2006 Florida Philanthropic Network Grant

Worked on a team of researchers (n. Kapucu, Ph.D., L. Martin, Ph.D., R. Nyhan, Ph.D., M. Van Hook, Ph.D., X. Wang, Ph.D., and N. Ellis) led by M. Feldheim, Ph.D. Together with researchers from the University of Central Florida and Florida Atlantic University, we applied for a grant to study the role that nonprofit organizations play in economic development and accompanying quality of life in the state of Florida. The grant proposal was developed during the 2006 fall semester; however, it was not funded.

INTERNAL GRANTS

2013 Faculty Center for Teaching and Learning (FCTL) Summer Institute

Attended the Faculty Center for Teaching and Learning (FCTL) Summer Institute for the 2013 to help faculty campus-wide to incorporate cultural competencies into their curriculum. I continue to work with the Cultural-Competency Think Tank to help UCF accomplish its goal of being inclusive.

2012 Faculty Center for Teaching and Learning (FCTL) Winter Institute -

Attended the Faculty Center for Teaching and Learning (FCTL) Winter Institute for the 2012 to help faculty campus-wide to incorporate cultural competencies into their curriculum. I continue to work with the Cultural-Competency Think Tank to help UCF accomplish its goal of being inclusive.

Received \$800 for attending the 2011 Faculty Center for Teaching and Learning (FCTL) Winter Institute for the 2011 Diversity Track to learn innovative ways to enhance my teaching. This project explored how UCF accomplishes its goal of being inclusive.

2011 Faculty Center for Teaching and Learning (FCTL) Winter Institute - \$500

Received \$800 for attending the 2011 Faculty Center for Teaching and Learning (FCTL) Winter Institute for the 2011 Diversity Track to learn innovative ways to enhance my teaching. This project explored how UCF accomplishes its goal of being inclusive.

2011 Faculty Center for Teaching and Learning (FCTL) Summer Institute - \$800

Received \$800 for attending the 2011 Faculty Center for Teaching and Learning (FCTL) Summer Institute for the 2011 International Track to learn innovative ways to enhance my teaching. This project explored how to leverage the use of technology to Enhance International Education and Partnerships.

2011 Faculty Center for Teaching and Learning (FCTL) Technology Camp

Attended the inaugural FCTL Technology Camp and learned about various technologies that could be implemented in the classroom.

2010 Faculty Center for Teaching and Learning (FCTL) Summer Institute - \$800

Received \$800 for attending the 2010 Faculty Center for Teaching and Learning (FCTL) Summer Institute to learn innovative ways to enhance my SoTL research. This project explored how the concept of sustainability impacts the various facets of health care and public administration.

2009-2010 College of Health and Public Affairs Research Fellowship - \$2,500

The COHPA Research Faculty Fellowship is a competitive program, carrying a \$2,500 stipend that promotes the professional development of faculty researchers. The fellowship includes intensive workshops on advanced methodologies and statistics in order to help foster the development of a research proposal for federal funding.

2009-2010 Faculty Fellow for Classroom Management, Faculty Center for Teaching and Learning (FCTL) - \$1,500

Served as Faculty Fellow for Classroom Management from August 2009 to July 2010. I compiled a list of best practices in classroom management, including both reactive and proactive solutions to problematic student situations and expectations. Additionally, I conducted consultations with faculty, and provided workshops for the Winter and Summer Institutes.

2009 Faculty Center for Teaching and Learning (FCTL) Summer Institute - \$800

Received \$800 for attending the 2009 Faculty Center for Teaching and Learning (FCTL) Summer Institute to learn innovative ways to enhance my web-based and traditional classes. One such innovation is the use of YouTube in the classroom to augment traditional lectures, and to add a personal interface to online classes.

Faculty Center for Teaching and Learning SOTL Research Project Workshop Series – Spring 2009 – Spring 2010 - \$1,000

Received \$1,000 for participating in the FCTL SoTL Workshop Series throughout 2009-2010 to design and implement a Scholarship of Teaching and Learning (SoTL) research project. The objective of this research is to understand the process in which faculty adopt online teaching tools and methodologies and measure their perception of the effectiveness and their satisfaction working with these tools.

University of Central Florida, Faculty Center for Teaching and Learning Winter Conference, Winter 2008 - \$500

Received \$500 grant to develop an online cultural competency learning module that the HSA undergraduate and graduate students will be able to demonstrate an understanding of how diverse cultures and belief systems impact the delivery of healthcare.

University of North Florida Summer Teaching Grant, Summer 2008 - \$7,500

Received \$7,500 grant to develop teaching materials based on submission entitled *Development of Interactive Videos to Teach Administrative and Interpersonal Skills*.

Moving a Traditional Course Online Application, June 26-29, 2007

Participated in this competitive, intensive five-day seminar hosted by the Center for Instructional Research Technology. Participants were given a laptop computer to help redesign a traditional course for online delivery via UNF's Blackboard Learning System.

St. Johns River Multidisciplinary Transformational Learning Opportunity, March 17-25, 2007

Faculty Leader – Students traveled down the St. Johns River and using the river as a context to learn about the connections between disciplines. Students engaged in scientific, as well as historical, social, engineering, and educational activities.

Utilized a Project-Based Science (PBS) approach enables each student to share his/her unique experience and perspective of the river with onboard classmates.

One of six faculty members at the University of North Florida chosen to participate in a one-week seminar to maintain sound pedagogy, technology, and applications for teaching and learning. Participants received video iPod and software in order to enhance teaching.

AWARDS

- 2010 **Oetjen, R.** Faculty Mentor for Jeremy Martin, Health Informatics Program. University of Central Florida, Orlando, Florida. **Awarded: \$450.00**
- 2009 **Oetjen, R.** Faculty Mentor, Honors in the Major for Sashai Green. University of Central Florida, Orlando, Florida. **Awarded: \$250.00**

SERVICE

PROFESSIONAL SERVICE

Editorial Board Member, International Journal of Excellence of Healthcare Management, 2018-Present

Chair, AUPHA Undergraduate Workshop Committee, 2016-2017

Invited Member, Thompson Prize for Young Investigator Committee, 2017-18

Invited Member, ACHE Higher Education Committee 2015-2018

Member, AUPHA Poster Subcommittee, 2015

Moderator, Inaugural Ignite Session, AUPHA Annual Meeting 2015

Member, AUPHA Annual Meeting Planning Committee 2014-2016

Invited Member, American College of Healthcare Executives Regent's Advisory Council, 2013-Present

Invited Member, AUPHA Nominating committee, 2011 – 2013

Invited Member, AUPHA Professional Development Committee, 2013

Chair, National Upsilon Phi Delta Honor Society, 2009-2012

Member, AUPHA Annual Meeting Planning Committee, 2006-2010

Chair, Long-Term Care Faculty Network, 2008-2011

Chair, AUPHA Poster Subcommittee, 2009-2010

Member, Academy of Management, Healthcare Management Division: Teaching Committee, 2004-Present

Reviewer, Academy of Management, 2004-Present

Reviewer, Southern Management Association, 2008-Present

Reviewer, Journal of Healthcare Management, 2010-Present

Reviewer, Journal of Healthcare Administration Education, 2010-Present

Member, AUPHA Program/Concurrent Session Subcommittee, 2007-2009

Member, AUPHA Poster Subcommittee, 2007-2009

Member, AUPHA Faculty Forum Subcommittee, 2008-2009

Member, AUPHA Sponsorship Committee, 2006-2007

Vice-President, Upsilon Phi Delta National Chapter, 2007-2008

Member, Association of University Programs in Health Administration, 2001-Present

Member, Academy of Management, 2004-Present

Member, Medical Group Management Association, 2001-Present

COMMUNITY SERVICE

Member, Dissertation Committee for Afrifah Bobbie for Industrial Engineering, 2012

Member, Dissertation Committee for Cherie Boyce for PAF, 2012-2015

Member, Florida Medicare Advocacy Coalition (FMAC), 2010-2015

Fund Raising Committee, Lake Mary Montessori Academy, 2008-2010

Dissertation Advisor for Tulane Health Administration Student, Maysoun Masri, 2006-2010

Member, Aging in Place Committee, 2008

Member, Communities for a Lifetime Steering Committee, 2005-2007

Assistant Coach, YMCA Youth Soccer, 2008

UNIVERSITY OF CENTRAL FLORIDA SERVICE

Co-Chair, Council of Chairs and Directors, 2018- Present

Mentor, Office of Student Conduct Male Mentorship Program, 2018-Present

Chair, Information Technology Committee, 2017-2018

Member, Downtown Trailblazers, 2016-Present

Invited Member, COACHE Priorities Setting Committee, 2015-Present

Member, University Strategic Planning Council, 2015-Present

Invited Member, UCF Downtown Steering Committee, 2015

Invited Member, Office of Faculty Excellence: Developing a Chairs Mentoring Program Committee, 2015-Present

Invited Member, UCF IT Strategic Governance Committee, 2015

Chair, Faculty Senate, 2013-2015

Member, Board of Trustees, 2013-2015

Member, Finance and Facilities Committee, 2013-2015

Member, Audit, Operations Review, Compliance and Ethics Committee, 2013-2015

Member, University Budget Committee, 2014-2015

Member, Accessibility and Technology Committee, 2013-Present

Member, Editorial board for the Teaching Online Pedagogical Repository, 2014-Present

Member, Global Achievement Academy Academic Committee, 2014

Member, Provost Search Committee, 2014

Member, Office of Diversity & Inclusion Search Committee, 2014

Member, Educational Programs Committee, 2013-2015

Member, President's Advisory Staff, 2013-2015

Member, Process Improvement Committee, 2013-2015

Vice Chair, Faculty Senate, 2012-2013

Parliamentarian, 2012-2013

Member, Advisory Council of Faculty Senates, 2013-Present

Chair, Information Technology Resource Advisory Committee, 2011-2013

Member, Faculty Senate Adhoc ADA Committee, 2011-Present

Member, Faculty Senate Parking Advisory Committee, 2011-2012

Member, Faculty Senate Smoking Policy Committee, 2011

Secretary, University of Central Florida Faculty Senate, 2010-2012

Member, Faculty Senate Constitution Revision Committee, 2009-2010

Member, Undergraduate Research Council, 2010-2012

Member, Faculty Center for Teaching and Learning Advisory Board, 2009-2010

Member, Faculty Senate (Department of Health Management & Informatics Representative), 2010-2012

Elected Member, University Steering Committee, 2009-2010

Elected Member, University Committee on Committees, 2009-2010

Member, Student Conduct Review Board, 2009-2015

Member, University Athletics Committee, 2009-2012

Member, Faculty Senate (COHPA At-Large Representative), 2009-2010

Member, University Strategic Planning Council, 2008-2012

Alternate, Undergraduate Research Council, 2009-2010

COLLEGE OF HEALTH AND PUBLIC AFFAIRS SERVICE

Ex Officio Member, COHPA Faculty Council, 2017-Present

Member, Research Incentive Award Committee, 2013

Faculty Co-Chair, COHPA Faculty Staff Giving Campaign, 2012

Chair, College of Health and Public Affairs Faculty Council, 2011-2011

Member, 2011 COHPA Outstanding Alumni Awards Committee, 2011

Member, Undergraduate Studies Committee, 2010-2011

Ex officio Member, College of Health and Public Affairs Faculty Council, 2009-2010

Member, College of Health and Public Affairs Technology Advisory Committee, 2010 - 2011

Member, College of Health and Public Affairs Diversity Committee, 2008-2011

Member, College of Health and Public Affairs TIP Awards Committee, 2010

Member, College of Health and Public Affairs Honors Committee, 2008-2009

Faculty Advisor, Public Affairs Review Journal, 2008-2010

Co-Chair, College of Health and Public Affairs Diversity Committee, 2008-2009

Participant, College of Health and Public Affairs Strategic Planning Committee, 2008

Member, College of Health and Public Affairs TIP Criteria and Procedures Committee, 2009

UCF DEPARTMENT OF HEALTH MANAGEMENT & INFORMATICS

Program Director, MSHSA Graduate Program, 2011-2012

Program Director, HSA Undergraduate Program, 2010-2011

Program Director, e-MSHSA Graduate Program, 2009-2012

Faculty Advisor, UCF Upsilon Phi Delta Student Chapter, 2008-2011

Faculty Advisor, Health Services Administration Student Association, 2009-2011

Member, HMI Budget Committee, 2010

Member, HMI Search Committee, 2011-2012

Member, HMI Search Committee, 2010

Coordinator, Leadership Support & Services Initiative, 2008-2011

Member, Health Management & Informatics Admissions Committee, 2009-Present

Member, Health Care Informatics Admissions Committee, 2010-Present

Member, Dissertation Committee – Beth Ann Fiedler, 2009-Present

Thesis Advisor, Honors in the Major - Sashai Green, 2009

Thesis Advisor, Honors in the Major – Matthew Delello, 2009

Chair, Health Services Administration Awards Committee, 2008-09

Faculty Representative, UCF Library Faculty Representative, 2008-2009