

Kendall H. Cortelyou-Ward, PhD
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Education

Ph.D. 2007 Public Affairs: Healthcare Administration.
University of Central Florida, Orlando, Florida

Major Field: Public Affairs with specialization in Healthcare
Administration

Dissertation Topic: The Effect of Work Environment on the Career Commitment of
Registered Nurses in Florida: A Sample of Hospital Nurses

The aim of this research was to identify those aspects of work environment that affect nurses' motivation to work in their chosen vocation. The study looks at the individual results of the Nurses Work Index-Revised (NWI-R) as they relate to the three components of work environment. A questionnaire has been developed that encompasses these three variables as well as career commitment and turnover intentions of the nurses surveyed.

MS-HSA. 2002. Health Services Administration. University of Central Florida,
Orlando, Florida.

BS. 2000. Human Resource Development. University of Florida, Gainesville, Florida.

Academic Positions Held

2008- present ***Instructor, Undergraduate Program Director, & Interim Director Health Care Informatics Initiatives***, Department of Health Management & Informatics, College of Health and Public Affairs, University of Central Florida, Orlando, Florida.

2007-2008 ***Instructor, & Undergraduate Program Director***, Department of Health Management & Informatics, College of Health and Public Affairs, University of Central Florida, Orlando, Florida.

2006-2007 ***Instructor***, Health Services Administration, Department of Health Professions, College of Health and Public Affairs, University of Central Florida, Orlando, Florida.

2002-2006 ***Adjunct Instructor***, Health Services Administration, Department of Health Professions, College of Health and Public Affairs, University of Central Florida, Orlando, Florida.

Administrative Experience

Associate Director, Academic Services, College of Health and Public Affairs,
University of Central Florida, Orlando, Florida.
August 2004-2006

In this position I have had the opportunity to work with the University team to ensure compliance with the Southern Association of Colleges and Schools (SACS) accrediting standards. I have also been entrusted to revise the policies and procedures surrounding such issues as hiring, personnel grievances, and training for office staff. I also had the responsibility of management of the entire College of Health and Public Affairs Deans Office.

Coordinator, Academic Support, Department of Health Professions,
University of Central Florida, Orlando, Florida.
March 2002-August 2004.

Management and coordination of all business related functions for the Department of Health Professions, including but not limited to purchasing, travel, property, faculty reporting and budgeting. Responsible for the compilation and presentation of numerous reports regarding student credit hours, accreditation requirements, fiscal management, and enrollment using systems such as PeopleSoft Financials, Excel, RDS, and SASS.

Graduate Teaching Assistant, Department of Health Professions, College of Health and Public Affairs, University of Central Florida, Orlando, Florida. January 2001-March 2002.

Served as advisor for undergraduate students in the Health Services Administration program, and Health Sciences program. Recruited students for both programs through orientations and job fairs. Compiled and analyzed GPA and SCH reports for both majors. Hired and trained other graduate students for the program.

Graduate Research Assistant for Aaron Liberman, Ph.D. and Mary Lour Brunell
Department of Health Professions, and Center for Community Partnerships. College of Health and Public Affairs, University of Central Florida, Orlando, Florida. January 2001-March 2002.

Conducted literature reviews for several projects. Surveyed and analyzed data concerning the effects of 9-11 on non-profit agencies in Central Florida. Assisted with a study detailing uncompensated care in two Florida Hospitals.

Intern/Administrative Assistant. North Florida Regional Medical Center. Gainesville, FL
May 2000-December 2000.

Conducted all new hire interviews. Represented the company at job fairs and other public events. Managed the applicant tracking system. Verified employment for all new hires.

Professional Service

Member, Central Florida Regional Health Information Organization, 2008-present

Reviewer, Undergraduate Certification Review Committee, Association of University Programs in Health Administration, 2008-present

Member, Undergraduate Program Committee, Association of University Programs in Health Administration, 2008-present

Co-Chair, Distance Education Faculty Forum, Association of University Programs in Health Administration 2008-present

Member, Society of Human Resources Management 2007-present

Reviewer, Southern Management Association Annual Meeting, 2008

Member, Southern Management Association, 2008- present

Advisor, UCF Student Chapter of the American College of Healthcare Executives, University of Central Florida, Orlando, FL, 2003-present

Member, O-Force Healthcare Education Steering Committee, Orlando, FL, 2003-2006

University Service

Chair, Florida State University System Common Program Prerequisites Committee 2008-present

Member, University Assessment Committee 2004-2006

Member, SACS Reaffirmation Committee 2004-2006

College Service

Member, Undergraduate Affairs Committee 2006-present

Member, Technical Advisory Board 2008-present

Chair, Divisional Review Committee 2005-2006

Member, College of Health and Public Affairs Faculty Council 2004-2006

Department Service

Health Care Informatics Initiatives Interim Program Director, 2008- present

Fellow, Faculty Center for Teaching and Learning 2008-present

Health Services Administration Undergraduate Program Director, 2006- present

Refereed Articles

Rotarius, T., A. Trujillo, L. Unruh, M. Fottler, A. Liberman, S. Morrison, D. Ross, and K. Cortelyou. (2002). Uncompensated Care and Emergency Department Utilization: A Local Study Having National Implications. *The Health Care Manager*, v21:1, September. p1-38.

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).

Cortelyou-Ward, K., Oetjen, D., Rotarius.T., & Liberman, A. (2008). The Effect of Orlando Health on the Central Florida Region- A Financial Impact Assessment. September. 62 pages.

Working Papers

Cortelyou-Ward, K., Fottler, M., & Unruh, L. (2008) "The Effect of Work Environment on Intent to Leave the Profession: A Study of Bedside RNs." *In Review*

Cortelyou-Ward, Rotarius, & Liberman, "An Analysis of AABB's External Environment"

Cortelyou-Ward, Oetjen, Rotarius, & Liberman "Financial Impact of Healthcare Organizations on the Surrounding Communities"

External Grants Awarded

Cortelyou-Ward, Rotarius, Oetjen & Liberman (2008) "Orlando Health: Financial Impact and Trauma Center Utilization" **Orlando Health \$83,350**

Cortelyou-Ward, & Krick (2008) "Health Matters" **Kellogg Foundation \$1,500**

Cortelyou-Ward, & Jacobs. (2006) "Critical Jobs in Allied Health Professions" **Florida Department of Education \$232,000**

Refereed Presentations

"Blue Oceans in Healthcare" Cortelyou-Ward, Oetjen, Ramirez. *Southern Management Association*, October 2008, St. Petersburg, FL.

"The Effect of Work Environment on Intent to Leave the Profession: A Study of Bedside RNs" Cortelyou-Ward, Fottler, Unruh. *Academy of Management*, August 2008, Anaheim

"Pick Your Path: Providing Undergraduate HSA Students with Career Counseling" Cortelyou-Ward & Oetjen. *Association of University Programs in Health Administration*, June 2008, Washington DC.

"Distance Education: Linking Education and Practice" Malvey, Oetjen, Cortelyou-Ward, Ramirez, & Rotarius. *Association of University Programs in Health Administration*, June 2008, Washington DC.

"Health Services Administration Internships, Alternatives to traditional experiences" Cortelyou-Ward, *UCF Faculty Center for Teaching and Learning*, May 2008, Orlando, FL

"Using Technology to Improve Student Advising Outcomes" Cortelyou-Ward, Oetjen & Segal, *Florida Summit on Health Sciences Education*, April 2008, Orlando

"Healthcare Labor Shortages: What UCF is Doing About It" Cortelyou-Ward, & Jacobs, *ASHAP Annual Meeting*, October 2007, San Diego

"Using Technology to Improve Student Advising Outcomes" Oetjen, Cortelyou-Ward, & Segal, *AUPHA Leaders Conference*, March 2007, New Orleans

"Disaster Preparedness; An Interdisciplinary Approach" Cortelyou, Ludy, Morin, & Kohn, *UCF Faculty Center for Teaching and Learning*, May 2007, Orlando, FL.

"The Real World"- Incorporating Service Learning Into Your Internship Experience", Oetjen, D., Oetjen, R. & Cortelyou, K. *Association of University Programs in Health Administration*, June 2002, Las Vegas

External Grant Submissions

Cortelyou-Ward, Ramirez (2008) "Surveillance and Evaluation for the Statewide Tobacco Prevention and Control Program" \$3,000,000 for 3 years

Cortelyou-Ward & Oetjen (2008) “Effectively Incorporating Turnitin.com into Courses and Curriculum” \$1,500

Ramirez, Cortelyou-Ward, Oetjen, Rotarius, Liberman & Wan (2008) “Collaborative Training Partnership in Epidemiology and Public Health in Paraguay” USAID \$300,000

Cortelyou-Ward & Unruh. (2007) “The Effect of Work Environment on Occupational Commitment and Intent to Leave to Profession” Florida Center for Nursing \$15,000

Cortelyou-Ward, Kendall & Jacobs, Diane. (2007) “Critical Jobs in Allied Health Professions” Florida Department of Education \$197,000

Consulting

Ceridian Training Programs “Work Life Balancing” 2007-present

Orlando Fire Department, analyzed data regarding EMS call utilization 2004

East Central Florida Health Council, analyzed data regarding Housing Opportunities for People Living with AIDS. 2002