

DONNA MALVEY, Ph.D., MHSA

University Address and Contact Information

Dept. of Health Management and Informatics
College of Health and Public Affairs
University of Central Florida
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EDUCATION

Ph.D. (1996) Administration-Health Services, Univ. of Alabama at Birmingham

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

M.H.S.A. (1985) The George Washington University, Washington, D. C.

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

Veterans Administration Medical Center, Washington, D. C.

- 12-month Residency in Hospital Administration, 1984
- Postgraduate Traineeship in Health Systems, 1985-1986

B.A. (1972) Emmanuel College, Boston, Massachusetts

- Major: French Literature
- Minor: Education

Health Care Research Interests: Retail Health Clinics, Labor Relations, Human Resources Management, Leadership and Management, and Strategic Management/Environmental Assessment.

ACADEMIC EXPERIENCE

2003- Present

University of Central Florida, Regional Campuses
Dept. of Health Management & Informatics
Health Services Administration Program

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

Research Highlights at UCF

- Co-authored a scholarly book, *The Retail Revolution in Healthcare*, which will examine the trend toward retail healthcare and implications for consumers, employers, policymakers, insurers, and providers (Praeger Publishers, Release Date --February 2010).
- Awarded highly competitive research grant from the *IBM Center for Healthcare Management* to study patient flow in a local public health department in Florida.
- Awarded a UCF Community Partnership Grant.
- Published articles in top peer-reviewed journals, including *Health Care Management Review*, which is ranked in the top 5 according to recent studies.*
- Appointed to Editorial Advisory Board of *Health Care Management Review*.
- Journal articles abstracted in *ABI Inform*, premier research data base for business and management.
- Published book chapters in well-known textbooks adopted by accredited programs.
- Created a *research partnership* with UCF librarians to conduct an IRB approved study of blogging in online classes.
- Engaged in mentoring graduate student research. Mentored UCF's first winner of American College of Health Care Executives (ACHE) Essay Competition.

Research Interests at UCF

- Identifying cutting edge trends in health care
- Strategic external assessments of health care environment
- Proactive responses to emerging trends in both health policy and health management
- Unionizing in health care facilities
- Human resources applications in health care
- Leadership in health care facilities
- Recognizing emerging trends in health services administration education

Professional and University Service Highlights at UCF

- Appointed by Florida's Governor (and reappointed) to serve as a member of the State's *Cancer Research Advisory Board* (1997-2005).
- Invited to give lecture at *Physician Grand Rounds*, Department of Anesthesia, Beth Israel-Deaconess Medical Center, a major teaching hospital of *Harvard Medical School*, Boston, MA (October 2003).
- Developed, coordinated, and co-chaired (with D. Oetjen and T. Rotarius) *Conference on Diversity and Disparities in Health Care* for UCF's Diversity Week. Approximately 80 attendees during half-day Orlando Campus Conference (2006).
- Initiated development of Student Chapter of Medical Group Management Association (MGMA) at UCF.

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

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

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

Teaching Highlights at UCF

- Recipient of a Best Practice Award for Online Learning (2008)
- Created an innovative collaborative teaching and learning model that partners faculty, students, and *embedded* UCF librarians to achieve UCF's information fluency goals.
- Introduced *corporate style blogging* to online graduate courses.
- Recognized as an exemplar in teaching with emerging technologies.
- Selected for *Faculty Spotlight* in UCF e-Faculty Newsletter (June 2006).
- Created a new graduate elective course on e-leadership that will debut fall 2008.
- Incorporated library research module into all course delivery formats.
- Created a negotiation exercise, *No Raise for You!*
Created a comprehensive online teaching module, *You're Fired!*
- Developed *Internet Marketing Assignments* that challenge students to develop marketing strategies and tactics for implementation on the web.
- Graduate Courses Taught (Web, Mixed Mode, Lecture)
 - Health Care Organization & Management II (HSA 6108)
 - Health Care Organization & Management I (HSA 6119)
 - Health Services Marketing & Management (HSA 6128)
 - Health Care Human Resources Management (HSA 6185)
 - Health Care Quality Management (HSA 6385)
 - Advanced Risk Management & Managed Care (HSA 6505)
 - Health Care Issues and Trends (HSC 6636)

- Health Care Ethics (HSC 6636, HSC 6938)
- Health Planning & Policy (PHC 6146)
- Health Law (PHC 6420)
- Health Care Leadership (HSA 6511)

Graduate HSA Courses also delivered at a variety of UCF Regional Campuses (Daytona Beach, Cocoa, and Palm Bay campuses).

- Undergraduate Courses Taught (Web)
 - U.S. Health Systems (HSA 3111)
 - Principles of Managed Care (HSA 4109)
 - Risk Management Systems (HSA 4502)
 - Health Sciences Research Methods (HSA 4702)

OTHER ACADEMIC EXPERIENCE

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

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

1996-1997, The University of Arkansas at Little Rock

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

1992-1996, The University of Alabama at Birmingham

Ph.D. Program in Administration-Health Services,

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

1988-1992, Marshall University, Huntington, WV

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

PROFESSIONAL EXPERIENCE (NON-ACADEMIC)

1986-1992: Owner & Management Consultant Medical Mgt. Assoc., Huntington, WV

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

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

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

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

SCHOLARLY WORKS

BOOK

- Co-authored a scholarly book of original research (@65,000 words), *The Retail Revolution in Health Care*. Praeger Publishers/Greenwood Publishing Group: Santa Barbara CA (2010). With M. Fottler.

PEER-REVIEWED PUBLICATIONS IN PRINT

- 21 peer-reviewed articles published in top rated journals in field
 - 9 articles as lead author
 - 3 articles indexed/abstracted in *ABI Inform*, the premier business and management research data base.
1. Ramirez, B., Oetjen, R., & Malvey, D. (April-June 2011). Sustainability and the health care manager: Part I. *The Health Care Manager*, 30:2,
 2. Ramirez, B., Oetjen, R., & Malvey, D. (July-Sept. 2011). Sustainability and the health care manager: Part II. *The Health Care Manager*, 30:3,
 3. Malvey, D. (July/August 2010). Unionization in Healthcare: Strategies. *Journal of Healthcare Management*, 55:4, 236-240.
 4. Malvey, D. (May/June 2010). Unionization in Healthcare: Background and Trends. *Journal of Healthcare Management*, 55:3, 154-157.
 5. Fottler, M. D. and Malvey, D. M. (2010). Human Resources Implications of Low-Cost Disruptive Innovation in Health Care: The Case of Retail Clinics. *Advances in Health Care Management*, Vol 9, 137-162. The United Kingdom: Emerald Group Publishing Limited.
 6. Malvey, D., Alderman, B, and Todd, A. (April-June 2009). Blogging and the Health Care Manager. *Health Care Manager*, 28: 2, 159-164.
 7. Holland, J. B., Malvey, D., and Fottler, M.D. (April-June 2009). Healthcare Globalization: A Need for Virtual Leadership. *Health Care Manager*, 28:2, 117-123.
 8. Danesh, V. C., Malvey, D. and Fottler, M. D. (October – December 2008). Hidden Workplace Violence: What Your Nurses May Not Be Telling You. *Health Care Manager*, 27:4, 357-363.

9. Fottler, M.D. & Malvey, D. (2007). "Strategic Entrepreneurship in the Healthcare Industry: The Case of Wal-Mart." *Advances in Health Care Management*, Vol 6, 257-278. Amsterdam Holland: JAI/Elsevier Science.
10. Malvey D. and Fottler, M. D. (2006). The Retail Revolution in Healthcare: Who Will Win and Who Will Lose? *Health Care Management Review*, 31 (3), 168-178. **Indexed/abstracted in ABI Inform.**
11. Ahern, N. and Malvey D. (Summer 2006). Decisions Regarding Infant Resuscitation: A Case Study Applying an Ethical Evaluative Framework. *Journal of Health Administration Ethics*, 1 (1), 16-25.
12. Malvey, D. Hamby E., and Fottler, M. D. (Spring 2006). E-Service Learning: A Pedagogic Innovation for Healthcare Management Education. *Journal of Health Administration Education*, 23 (2), 181-198.
13. Zinkovich, L., Malvey, D., Hamby, E. & M.D. Fottler (2005). "Bioterror Events: Pre-emptive Strategies for Healthcare Executives." *Hospital Topics* 83 (3), 9-15.
14. Malvey, D., Fottler, M. D., Buck, Jr., G. W , & Fry R. S. (2004) Responding to Bioterrorism: A Lesson in Humility for Management Scholars. *Advances in Health Care Management* Vol 4: 259-286.
15. Koehlmoos T., Fry R, & Malvey D. (2003). Innovation, Implementation, and Implosion: A Public-Private Partnership Struggles to Survive in the Changing Environment. *Florida Journal of Public Health*, 13, 23-28.
16. Malvey, D., Fottler, M. D., and Slovensky, D. J. (2002). Evaluating Stakeholder Management Performance Using a Stakeholder Report Card: The Next Step in Theory and Practice. *Health Care Management Review*, 27 (2): 66-79. **Indexed/abstracted in ABI Inform.**
17. Studnicki, J. Murphy, F.V., Malvey, Costello, R.A., & Luther S., and Werner, D. (2002) Toward a Population Health Delivery System: First Steps in Performance Measurement. *Health Care Management Review*, 27 (1): 76-95.
18. Topping S. and Malvey, D. (2002). Management of Academic Health Centers: The Past Present, and Future. *Advances in Health Care Management*, Vol. 3: 267-297.
19. Malvey, D. and Slovensky, D. J. (March/April 2001). Can Academic Group Practices Survive in Managed Care Environments? *Medical Group Management Journal* , 48 (2): 30-32, 34, 36, and 44
20. Malvey, D., Hyde, J. C., Topping, S, and Woodrell, F. D. (2000). Getting Off the Bandwagon: An Academic Health Center Takes a Different Strategic Path.

Journal of Health Care Management, 45 (6):381-394. **Indexed/abstracted in ABI Inform.**

21. Bamberg, R., Malvey, D., Wainright, C., Fottler, M. D., & Joiner, D. L. (1994). The Development of a State-level Health Manpower Data Base Using an Employer- Based Survey: A Pilot Project. *The Journal of Rural Health*, 10 (3), 199-207.

SCHOLARLY TEXTBOOK CHAPTERS

1. Malvey, D. (2009). Managing with organized labor. In B. Fried, J. Johnson, & M. D. Fottler (Eds.), Management of Human Resources in Health Care-Undergraduate Textbook. Chicago: Health Administration Press. In Press
2. Fottler, M. D., Malvey, D., and Rooney K. Organized delivery systems. In L. F. Wolper (Ed.), Health Care Administration: Managing Organized Delivery Systems (5th ed). Sudbury, MA: Jones and Bartlett Publishers, 67-106.
3. Malvey, D. (2008). Managing with organized labor. In B. Fried, J. Johnson, & M. D. Fottler (Eds.), Management of Human Resources in Health Care (3rd ed). Chicago: Health Administration Press, pp 359-391.
4. Hamby, E. and Malvey, D. (2008). e-Leadership: Setting a New Paradigm in Business. In R. C. Preziosi (Ed.), The 2008 Pfeiffer Annual: Management Development. San Francisco: Pfeiffer (John Wiley & Sons, Inc.), pp. 185-194.
5. Malvey, D. & Hamby E. (2006). Case Study: Sunshine County Health Department: Strategy Implementation. In L. Swayne, J. Duncan, & P. M. Ginter (Eds.), Strategic Management of Health Care Organizations (5th ed). Malden, MA: Blackwell Publishers, pp. 856-868.
6. Malvey, D. & Hamby E. (2006). Online Instructors' Manual: Case 20, Sunshine County Health Department: Strategy Implementation. In L. Swayne, J. Duncan, & P. M. Ginter (Eds.), Strategic Management of Health Care Organizations (5th ed). Malden, MA: Blackwell Publishers.
7. Malvey, D. (2005). Managing with organized labor. In B. Fried, J. Johnson, & M. D. Fottler (Eds.), Management of Human Resources in Health Care (2nd ed). Chicago: Health Administration Press, pp. 301-329.
8. Fottler, M. D. & Malvey, D. (2004). Organized delivery systems. In L. F. Wolper (Ed.), Health Care Administration: Planning, Implementing and Managing Organized Delivery Systems (4th ed). Gaithersburg, MD: Aspen, pp. 55-92.

9. Malvey, D. (2002) Managing with organized labor. In B. Fried & J. Johnson (Eds.), Management of Human Resources in Health Care. Chicago: Health Administration Press, pp. 241-262.
10. Fottler, M. D. & Malvey, D. (1999). Multi-provider systems. In L. F. Wolper (Ed.), Health Care Administration: Principles, Practices, Structure, and Delivery (3d ed). Gaithersburg, MD: Aspen, pp. 53-87.
11. Joiner, C. L., Metzger, N., Malvey, D. & Hyde J. C. (1998). Labor Relations. In M. D. Fottler, S. R. Hernandez, & C. L. Joiner (Eds.), Essentials of Human Resources Management Albany, NY: Delmar, pp. 271-313.
12. Fottler, M. D. and Malvey, D. (1995). The future of health care delivery. In L. F. Wolper (Ed.), Health Care Administration: Principles, Practices, Structure, and Delivery (2nd ed). Gaithersburg, MD: Aspen, pp. 687-689.
13. Fottler, M. D. and Malvey, D. (1995). Multi-provider systems. In L. F. Wolper (Ed.), Health Care Administration: Principles, Practices, Structure, and Delivery (2nd ed). Gaithersburg, MD: Aspen, pp. 489-515
14. Metzger, N. and Malvey, D. (1994). Negotiating and administering the labor relations contract. In M. D. Fottler, S.R. Hernandez, & C. L. Joiner (Eds.), Strategic Management of Human Resources in Health Services Organizations (2nd ed). Albany, NY: Delmar, pp. 436-479.

OTHER PUBLISHED WORKS

Glossary Contributions – Invited

- Malvey, D. (2004) Academic Medical Center (AMC). In Michael Stahl (Ed.), Encyclopedia of Health Care Management. Thousand Oaks, CA: Sage Publications, Inc., p. 2.

Abstract Series -- Invited

- Managing Stakeholders: Are Current Strategic Management Methods Outdated? *Lister Hill Health Policy Center Abstract Series*, Vol. 13, No. 2. (November 29, 2002). Based on my published article, Evaluating Stakeholder Management Performance Using a Stakeholder Report Card: The Next Step in Theory and Practice.

OTHER WORKS

Reports

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

Teaching Case

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

PRESENTATIONS

- 42 presentations
 - 26 presentations as lead author
 - Over 20 presentations at peer-reviewed academic conferences
1. Fottler, M. D. and Malvey, D. M. (October 30, 2010).). Human Resources Implications of Low-Cost Disruptive Innovation in Health Care: The Case of Retail Clinics. 2010 Southern Management Association Meeting, October 28 -30, St. Pete Beach, Florida. Published in *Conference Proceedings*.
 2. Malvey, D. M., Paustian, P. E., Slovensky, D. J, & Fottler, M. D. (September 29, 2010). Retail Medicine and the EHR. AHIMA 82nd Annual Meeting, Orlando, FL, September 25-30. Published in *Conference Proceedings*.
 3. Malvey, D., Ramirez, B., Oetjen, D. Cortelyou-Ward, K., Todd, A. D, and Alderman B. (June 2008.) A Collaborative Interdisciplinary Project: Student Best Practices in Health Care Management WebCt Classes. Presentation for Distance Learning Faculty Forum Presentation, *Annual Meeting of the Association of University Programs in Health Administration*, Washington, D. C.
 4. Malvey, D., King, A. O., Todd, A. D., & Alderman, B. Blogging in the Online Classroom: Implications for Teaching and Research. (November 2007). *UCF Regional Campuses Faculty Brown Bag Luncheon Series*, Cocoa, Campus.
 5. Malvey, D., Todd, A., Alderman, B., and King, A. (November 2007). A Study of Blogging in the Online Classroom: Implications for Teaching and Learning. *The 13th Sloan-C International Conference on Asynchronous Learning Networks*, Orlando FL. Published in *Conference Proceedings*.

6. Malvey, D., King, A. O., Todd, A. D., & Alderman, B. (August 2007). Blogging in the Online Classroom: Implications for Teaching and Research. Management Education Division, *Academy of Management Annual Meeting*, Philadelphia, PA. Published in *Conference Proceedings*.
7. Malvey, D., Todd, A. D., King, A. O. & Alderman B. (June 2007) Corporate Blogs as a Teaching Tool in HSA Programs. Presented at the Distance Education Faculty Forum Session, *Enabling Learning: Effective Instructional Tools and Practices*, *AUPHA Annual Meeting*, Orlando FL.
8. Paustian, P., Slovensky, D. J., and Malvey D. (May 31-June 3, 2007) The Amazing Race: Strategic Career Mapping in Healthcare. Poster Presentation with Abstract, the *AUPHA Annual Meeting* in Orlando, FL. *1st Place Poster Session Award*.
9. Malvey, D. Alderman, B., King, A., and Todd, A. (November 2006). The Business of Blogs in the Online Classroom: Moving from “Me” to “We.” *The 12th Sloan-C International Conference on Asynchronous Learning Networks*, Orlando FL. Published in *Conference Proceedings*.
10. Danesh, V. C., Malvey, D. and Fottler, M. D. (October 26, 2006). Hidden Workplace Violence: What Your Nurses May Not Be Telling You. *Southern Management Association’s Annual Meeting*, Clearwater, Florida. Published in *Conference Proceedings*.
11. Fottler, M. D. and Malvey, D. (August 2006). Strategic Entrepreneurship in the Healthcare Industry: The Case of Wal-Mart. Health Care Management Division, *Academy of Management Annual Meeting*, Atlanta, GA. Published in *Conference Proceedings*.
12. Malvey, D. Todd, A, Alderman B, and King, A. (March 24, 2006). Going Beyond WebCt Discussion Boards: Corporate Blogging in Distance Education. *UCF Faculty Center for Teaching and Learning Showcase* (Creative Teaching Category).
13. Malvey, D. & Hamby, E. (November 18, 2005). E-Service Learning: A Pedagogic Innovation in Education. *The 11th Sloan-C International Conference on Asynchronous Learning Networks*, Orlando, FL. Published in *Conf. Proceedings*.
14. Malvey, D. & Hamby E. (August 2005). Teaching and Technology Session (Electronic Presentation using CD-ROM). Professional Development Workshop, Health Care Management Division, *Academy Management*, Honolulu, Hawaii.
15. Hamby, E. & Malvey, D. (November 2005). E-systems and Technology Management: *Advanced Course Healthcare Management Certificate Program*, *Michigan Society of Hematology & Oncology*, UCF Orlando, FL.

16. Malvey, D., Oetjen, D., and Rotarius, T. (May 2005). Racial Disparities in Health Care. Presented to the Diversity Track of *Summer Faculty Development Conference*, UCF Orlando, FL.
17. Hamby, E. & Malvey, D. (May 2005). E-systems and Technology management. *Healthcare Management Certificate Program, Association of South Carolina Oncology Managers*, UCF Orlando, FL.
18. Malvey, D., Hamby E., & M. D. Fottler. (April 20, 2005). E-Service Learning: A Web-based Approach to Service Learning. *SoTL Poster Session*, UCF Orlando, FL.
19. Hamby, E. & Malvey, D. (November 04, 2004). E-systems and Technology Management. *Healthcare Management Certificate Program, Michigan Society of Hematology & Oncology*, UCF Orlando, FL.
20. Malvey, D. and Hamby E. (October 22, 2004). E-leadership: Strategies for a New Leadership Paradigm. *American Academy of Medical Administrators Annual Conference*, Orlando, FL
21. Hamby E. and Malvey, D. (October 21, 2004). Creative Visualization for Managers: How to find a Successful Future. Pre-conference Continuing Education Workshop, *American Academy of Medical Administrators Annual Conference*, Orlando, FL.
22. Malvey, D. & Hamby E. (October 07, 2004). E-leadership: An Investigational Study of a 21st century Leadership Phenomenon. *Annual Meeting of the Association on Employment Practices and Principles (AEPP)*., Ft. Lauderdale, FL. Published in *Conference Proceedings*.
23. Hamby, E. & Malvey, D. (September 2004). Implementing Continuous Flow Management in a Local Public Health Department: A Proactive Approach to Managing Patient Visit Outcomes. *Annual Meeting of the National Association for Healthcare Quality*, Orlando, FL.
24. Hamby E. & Malvey, D. (June 2004). A Culture of Customer Service Begins with the Internal customers: The Patient Advocate as Key to Proactive Approach. *Annual Meeting and Education Day, Florida Society for Patient Representatives*, Tampa, FL.
25. Malvey, D., Hamby E. and Fottler, M. D. (March 2004). Hospital CEO Succession Research: Developing an Empirical Study. *2004 Southwest Academy of Management Meeting*, Orlando, FL. Published in *Conference Proceedings*.
26. Malvey, D. (October 22, 2003). Leadership. *Physician Grand Rounds*, Dept. of Anesthesia, Beth Israel-Deaconess Medical Center, a Major Teaching Hospital of Harvard Medical School, Boston, MA.

27. Malvey, D. & Fottler, M. D. (October 2002). A Physician Stakeholder Report Card. *Annual Meeting of Medical Group Management Association.*
28. Malvey, D., Fottler, M. D., and Slovensky, D. J. (August 2001). Evaluating Stakeholder Management Performance Using a Stakeholder Report Card: The Next Step in Theory and Practice. Health Care Management Division, *Annual Meeting of the Academy of Management.* Published in *Conference Proceedings.*
29. Slovensky, D. J. and Malvey, D. (February 2001). Strategy Alternatives for Medical Group Practices. *Southeast Decision Sciences Institute, 31st Annual Meeting,* Charlotte, North Carolina. Published in *Conference Proceedings.*
30. Malvey, D. (2000) Teaching the Distance Learner. Professional Development Workshop. Health Care Management Division, *Annual Meeting of the Academy of Management,* Toronto, Canada.
31. Malvey, D. (August 1999). The Changing Nature of Academe: Long-distance Learning. Pre-doctoral and Junior Faculty Consortium, Health Care Management Division, *Annual Meeting of the Academy of Management,* Chicago, IL.
32. Hyde, J. C., Malvey, D., Brunson, C., Blair, J., Fottler, M.D. (1999). Innovation of Medical Group Management: Environmental and Strategic Adaptation. Management Innovations Poster Session, *Annual Meeting of the American College of Healthcare Executives,* Chicago, IL.
33. Malvey, D., Hyde, J.C., Fottler, M.D., and Blair, J. (1999). Health Care Stakeholder Models: An Empirical Examination of Location and Strategy Issues. *Health Sciences Center Research Day,* University of South Florida.
34. Wayne, J.B., Malvey, D. Muller, A., & Baker, J. (1997). The Arkansas Medicaid “Primary Care Physician” Program: The Impact on Recipients, ERs, and Physicians in Rural Areas. Medical Care Section, *Annual Meeting American Public Health Association,* Indianapolis, IN
35. Malvey, D., Wayne, J.B., Muller, A., and Baker J. (1997). Changes in Access, Quality, and Satisfaction Following Implementation of the Arkansas “OB Waiver Program.” Medical Care Section, *Annual Meeting American Public Health Association,* Indianapolis, IN.
36. Malvey, D., Fottler, M. D., Blair, J. D., & Rotarius, T. (1997). Environmental and Strategic Determinants of Stakeholder Proactivity: A Study of Medical Group Practices. Health Care Administration Division, *Annual Academy of Management Meeting ,* Boston, MA. Published in *Conference Proceedings.*
37. Malvey, D. (1996). The Culture of Doctoral Education. Panel Presentation. *Annual Meeting of the Assoc. of University Programs in Health Administration.* Atlanta, GA.

38. Malvey, D. (1996). Preparing Tomorrow's Leaders Today: The Role of Human Resources Management. Panel Presentation, *Annual Meeting of the Assoc. of University Programs in Health Administration*.
39. Malvey, D (1995). Reform from within: The development of patient-focused care models in the modern hospital. *Southwest Academy of Management Meeting*, Houston, TX. Published in *Conference Proceedings*.
40. Malvey, D. (1995). The development of a state-level health manpower data base using an employer-based survey: A pilot project. *Graduate Student Research Day*, University of Alabama at Birmingham
41. Malvey, D. & Fottler, M. D. (1993). The Development of a State-level Health Manpower Data Base Using an Employer-based Survey. *Southern Industrial Relations Conference* Myrtle Beach, SC. Published in *Conference Proceedings*.

AWARDS AND FUNDING

EXTERNAL

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

INTERNAL (UCF TEACHING GRANTS)

- Faculty Center for Teaching and Learning Summer Conference (Summer 2010). With B. Ramirez and R. Oetjen. SOTL Track. Proposal to develop a teaching module on the topic of organizational sustainability with a view towards also developing a survey instrument to measure to effectiveness of the module in the online classroom \$800.
- Faculty Center for Teaching and Learning Course Innovation Project (Spring 2008). Creating an Online Venue to Showcase Student Best Practices. With UCF Librarians B. Alderman & A. Todd. \$500
- Faculty Center for Teaching and Learning Faculty Development Summer Conference, Diversity Track (May 2006). Development of a Conference on Racial Disparities in Healthcare in Central Florida. With D. Oetjen, & T. Rotarius. \$1000
- Faculty Center for Teaching and Learning Course Innovation Project (Spring 2006). Introducing Corporate Blogging into the Online Course Delivery of HSC 6636

Healthcare Issues and Trends. With UCF Librarians B. Alderman, A. King, & A. Todd. \$500

- Faculty Center for Teaching and Learning Faculty Development Summer Conference, SoTL Track (May 2005). Incorporating Ethics into the HSA Curriculum. With E. Hamby, D. Oetjen, and T. Rotarius. \$1000
- UCF Faculty Summer Course Support (Summer 2004). With E. Hamby. Center for Community Partnerships. \$6000

SERVICE TO THE PROFESSION AND COMMUNITY

- Member, Florida Cancer Control and Research Advisory Board (C-CRAB)
Appointed by Governor Chiles and Re-appointed by Governor Bush. 1997-2005.
Participated in state-wide meetings with directors of cancer research facilities, clinical researchers and practitioners, policymakers, state legislators, other academics, and patient advocates.
- Invited Lecturer *Physician Grand Rounds*, Beth Israel-Deaconess Medical Center, Boston, MA October 2003.
 - Invited to present the *Grand Rounds Lecture* to Critical Care Physicians, Department of Anesthesia, Beth-Israel Deaconess Medical Center, Boston, MA
 - This medical center is a major teaching hospital of *Harvard Medical School*.
- Member, Editorial Advisory Board for *Health Care Management Review* (2002-2006).
 - This journal is rated among the top 5 in our field for relevance and knowledge.
 - Read by both practitioners and academics.
- Academy of Management
 - The Most Prestigious Academic Association dedicated to management.
 - Active member since 1995.
 - Highlights/Service to Health Care Management Division
 - Member of Executive Committee (1995-2007)
 - Academic-At-Large Representative (1997-1999).
 - Chair & Co-Chair Membership Committee (1997–2007).
 - Member of the HCMD Strategic Review Committee
 - Professional Development Workshop Presenter
 - Session Discussant & Reviewer for annual meetings.
- Association of University Programs in Health Administration (AUPHA)
This organization is important to our HSA Program because it represents accredited graduate health administration programs nationwide and certifies undergraduate programs. It also publishes the *Journal of Health Administration Education*.

- Member (Two Terms) Filerman Prize Committee
 - Chair-elect, Faculty Distance Forum, AUPHA
 - Reviewer for *Journal of Health Administration Education*
 - Published author in *Journal of Health Administration Education*
 - Presented at faculty forums and panel sessions.
- American College of Health Care Executives
This organization is the largest national practitioner organization. It publishes the *Journal of Healthcare Management*, which is rated as a prominent journal in the field.
 - Mentored UCF's first student essay award winner (graduate level).
 - Served as a Judge, ACHE Essay Competition.
 - Published article in *Journal of Healthcare Management*.
 - Management Innovation Poster Session presentation.
- Reviewer for Peer-Reviewed Journals,
 - Journal of Healthcare Management
 - Journal of Health Administration Education
 - Medical Science Monitor
 - Health Care Management Review
 - Advances in Health Care Management Journal
 - American Journal of Managed Care
 - Health Care Manager
- Reviewer for Textbooks
 - Health Policy and Politics, 4th Edition. Morone. J. A., Litman T. J., and Robins, L. S.(Eds). Delmar Cengage Learning, Publishers, 2008.
 - Human Resource Management Applications, 6th Edition. Nkomo S. M., Fottler, M. D., and McAfee, R B.(Eds.). Thomson South-Western, Publishers, 2008.
- Professional and Academic Memberships
 - American College of Healthcare Executives (Faculty Associate)
 - Association on Employment Principles and Practices
 - American Academy of Medical Administrators
 - Phi Kappa Phi
 - Southern Management Association
 - The George Washington University Health Services Mgt and Alumni Assoc.
 - The University of Alabama at Birmingham HSA Alumni Association
 - Academy of Management: Divisions of Health Care Mgt. & Mgt. Education.

SERVICE TO UCF

University Service:

- Contribute to the SOTL mission of UCF.

- Best Practice Award for Online Learning (2008)
Exemplar in Emerging Technologies -- course materials and student work referenced by instructional designers in presentations and instructional materials.
 - Recognized by UCF colleague, A. Conroy, Ph.D., Political Science for inspiring faculty to improve teaching. (*Faculty Focus*, Vol. 6. No. 3, 2007).
 - Published peer-reviewed journal article on e-service learning.
 - Selected as a *Web Vet* for IDL Training Course. Made presentations in the training course and have participated in student interview assignments.
 - Contributor to *Faculty Focus*. Malvey D. (October 2006). Facilitating Information Fluency through Blogging Assignments: Part I: Faculty View. *Faculty Focus*, 4 (5), 2-3.
- Dissertations: Member of 2 dissertation committees for College of Nursing. N. Ahern, Title: Resiliency in College Students, successful defense March 2007, and S. Heglund, admitted to candidacy April 2008.

College Service

- *For Your Health Interview*, The Retail Revolution in Health Care, with M. Fottler.
- Ph.D. in Public Affairs Faculty Member
- Guest Lecturer in PAF 7982, Dissertation Research Methods, February 16, 2005, M. Fottler Instructor
- Developed, Coordinated, and Co-Chaired (with D. Oetjen & T. Rotarius) Conference on *Diversity and Disparities in Health Care* for UCF's Diversity Week. 80 attendees, half-day conference, on the Orlando Campus. 2006

Department Service

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

UCF Regional Campuses Service

- Successfully recruited students for Regional Campuses. Heavily recruited at East Coast health care sites and Patrick Air Force Base.

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

HONORS, AWARDS, & SIGNIFICANT ACHIEVEMENTS

- Who's Who in -- America, American Women, Medicine & Health Care, & Education.
- 1st Place Poster Session Award AUPHA Annual Meeting. 2007
- 1st Runner-up Faculty Publication of Year Award: American Academy of Medical Administrators & Sodexo-Marriott Health Care Services. 2001
- Outstanding Teacher of the Year Award, USF College of Public Health. 1999-2000
- Outstanding HSA Graduate Student Award. Univ. Ala. at Birmingham. 1996
- Charles Brooks Award for Creativity, Univ. Ala. at Birmingham. 1996
- Inducted into Phi Kappa Phi National Honor Society. 1996
- Marriott Corp. Healthcare Svcs. Student Research Paper of the Year Award. 1995