

DONNA MALVEY

EDUCATION

Ph.D. **University of Alabama at Birmingham**
Ph.D. Program in Administration-Health Services
School of Business and Department of Health Services
Administration
Birmingham, Alabama

Specialization: Strategic Management of Health Care
Organizations

Dissertation Title: Environmental and Strategic Determinants of
Stakeholder Proactivity: A Study of Medical Group Practices.

M.H.S.A. **The George Washington University**
Washington, D. C.
Major: Acute Care Management
Minor: Medical Group Practice and Health Maintenance
Organizations

B.A. **Emmanuel College**
Boston, Massachusetts
Major: French Literature
Minor: Education

HSA Training: **Veterans Administration Medical Center**
Washington, D. C.
Residency in Hospital Administration,
Postgraduate Traineeship in Health Systems,

Research Interests: Labor Relations, Human Resources Management,
Leadership, Strategic Management, and e-Instructional
Technologies

SUMMARY OF SCHOLARLY WORK

BOOK

- Awarded a contract to produce a book, *The Retail Revolution in Health Care*. Praeger Publishers/Greenwood Publishing Group / Houghton Mifflin Harcourt. Submission date to Publisher March 2009, 65,000 words. With M. Fottler. **[Focus: Environmental Assessment. Examines the phenomenon of retail medical clinics, associated opportunities and threats for traditional providers, insurers, and health care executives, global implications, and opportunities for policymakers.]**

PEER-REVIEWED PUBLICATIONS IN PRINT

- 14 peer-reviewed articles published in top rated journals in field
 - 6 articles as lead author
 - 3 articles indexed/abstracted in *ABI Inform*, the premier business and management research data base.
1. 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*. In Press. **[Analytical, state of the art review. Focus: Environmental Assessment. Examines emerging trend of workplace violence in nursing due to growing numbers of patients with diseases such as Alzheimer's and aging related dementias]**
 2. 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. **[Qualitative Research. Focus: Environmental Assessment. Examines the phenomenon of strategic entrepreneurship in the health care industry whereby non-health care businesses are selling health services.]**
 3. 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. [Analytical, state of the art review. Focus: Environmental Assessment. Investigates the threats and opportunities that retail clinics pose for executives, hospitals, insurers, employers, and patients.]**
 4. 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*. **[Qualitative Research Study. Focus: Environmental Assessment. Examines challenge for ethical decision making in hospitals because of changes in values and culture and technology.]**

5. 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. **[Focus: SOTL. Creates a model that allows for service learning projects to be conducted in the online environment.]**
6. Zinkovich, L., Malvey, D., Hamby, E. & M.D. Fottler (2005). "Bioterror Events: Pre-emptive Strategies for Healthcare Executives." *Hospital Topics* 83 (3), 9-15. **[Analytical, state of the art review. Focus: Environmental Assessment. Examines challenges of bioterror events for managers and offers strategic plans and practices that executives can implement.]**
7. 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. **[Analytical, state of the art review Focus: Environmental Assessment. Examines the potential impact of bioterror events for managers and offers a stakeholder management framework to guide managers in preparing and responding to events.]**
8. 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. **[Qualitative Research Study. Focus: Environmental Assessment. Examines the problems associated with providing health services to the uninsured when using a hybrid prototype of public and private organizations.]**
9. 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. [Theory Building. Focus: Environmental Assessment. Makes a significant contribution to the stakeholder management literature by addressing limitations in the stakeholder tools for assessment. Added a step for evaluation and control that permits systematic performance assessment. Created a stakeholder report card to show managers how this new step could be implemented]**
10. 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. **[Empirical Research. Focus: Environmental Assessment: Reports on pilot test of an information-driven health status support system used to measure health status of communities. This system intended to enable executives to meet performance expectations and demonstrate improved health outcomes.]**

11. 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. **[Analytical, state of the art review. Focus: Environmental Assessment. Examines the changing environment for academic health centers and strategic responses. Also considers the impact of adopting business models for future management of these centers.]**
12. 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 **[Theory Building. Focus: Environmental Assessment. Created and used an alternative decision analysis framework that integrates both organizational and environmental factors to assist executives in strategically positioning their medical group practices.]**
13. 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):406-18. **Indexed/abstracted in ABI Inform. [Qualitative Research Study. Focus: Environmental Assessment. Investigates the strategic response of one academic health center in a rural setting in the southeast to an increasingly turbulent and competitive environment in the healthcare industry.]**
14. 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. **[Empirical Research. Focus: Environmental Assessment. Examines the development of a state-level health manpower data base and its potential to expand efforts for implementing state health reforms.]**

SCHOLARLY TEXTBOOK CHAPTERS

1. Fottler, M. D., Malvey, D., and Rooney K. Organized delivery systems. In L. F. Wolper (Ed.), Health Care Administration: Planning, Implementing and Managing Organized Delivery Systems (5th ed). *In Process*. **[Focus: Environmental Assessment. Examines the evolution and change of these systems and implications for executives in terms of threats and opportunities.]**
2. 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. **[Focus: Environmental Assessment. Examine the changing landscape for organized labor in health care and challenges facing executives, including the changes in nursing unions and growing nurse activism.]**
3. 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. **[Focus: Environmental Assessment. Investigates the phenomenon of e-leadership or leadership that is performed electronically through e-mails, webinars, blogs, and other electronic sources and explains implications for management.]**

4. 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. **[Qualitative Research Study funded by IBM. Focus: Environmental Assessment and Strategy Implementation. Examines the implementation of patient flow analysis in a local health department in Florida in order to achieve efficiencies and respond to challenges in the environment such as budget reductions.]**
5. 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. **[Focus: Environmental Assessment and Strategy Implementation.]**
6. 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. **[Focus: Environmental Assessment. Examines the changing landscape for organized labor in health care and challenges facing executives, including emergence of physician unions within the AMA.]**
7. 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. **[Focus: Environmental Assessment. Examines the evolution and change of these systems and implications for executives in terms of threats and opportunities]**
8. 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. **[Focus: Environmental Assessment. Examines the changing landscape for organized labor in health care and challenges facing executives, including the creation of multiple bargaining units in hospitals.]**
9. 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. **[Focus: Environmental Assessment. Examines the evolution and change of these systems and implications for executives in terms of threats and opportunities.]**

10. 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. **[Focus: Environmental Assessment. Examines existing labor laws and impact of recent changes for executives in managing the workforce.]**
11. 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. **[Focus: Environmental Assessment. Predictions for the future of health care delivery through 2010 based on current environmental assessments.]**
12. 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. **[Focus: Environmental Assessment Examines the evolution and change of these systems and implications for executives in terms of threats and opportunities]**
13. 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. **[Focus: Environmental Assessment. Examines the challenges and opportunities facing executives that are working in unionized environments and must adhere to changing rules and regulations governing the employer-union relationship.]**

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.

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 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

PRESENTATIONS

1. 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.
2. 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, The University of Alabama at Birmingham
3. Malvey, D (1995). Reform from within: The development of patient-focused care models in the modern hospital. 1995 Southwest Academy of Management Meeting, Houston, TX.
4. Panel presentation (1996). Preparing tomorrow's leaders today: The role of human resources management. Annual Meeting of the Association of University Programs in Health Administration.
5. Panel presentation (1996). The culture of doctoral education. Annual Meeting of the Association of University Programs in Health Administration.
6. Malvey, D., Fottler, M. D., Blair, J. D., & Rotarius, T. (1997). Environmental and strategic determinants of stakeholder proactivity: A study of medical group practices. 1997 Annual Academy of Management Meeting, Health Care Administration Division, Boston, MA.
7. 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." Annual Meeting American Public Health Association, Medical Care Section, Indianapolis, IN
8. 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. Annual Meeting American Public Health Association, Medical Care Section, Indianapolis, IN
9. 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, February 25.
10. 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 at the 1999 Annual Meeting of the American College of Healthcare Executives, Chicago, IL. March 7-11.

11. Malvey, D. The changing nature of academe: Long-distance learning. 1999 Annual Meeting of the Academy of Management, Health Care Management Division, Pre-doctoral and Junior Faculty Consortium, Chicago, IL. August 7, 1999.
12. Malvey, D. Teaching the distance learner. 2000 Annual Meeting of the Academy of Management, Health Care Management Division, Professional Development Workshop, Toronto, Canada. August 5, 2000.
13. Slovensky, D. J. and Malvey, D. Strategy alternatives for medical group practices. Southeast Decision Sciences Institute, 31st Annual Meeting, Charlotte, North Carolina, February 21-23, 2001.
14. Malvey, D., Fottler, M. D., and Slovensky, D. J. Evaluating stakeholder management performance using a stakeholder report card: The next step in theory and practice. 2001 Annual Meeting of the Academy of Management, Health Care Management Division, August 2001.
15. Malvey, D. & Fottler, M. D. A Physician Stakeholder Report Card. Annual Meeting of Medical Group Management Association. (October 2002).
16. Malvey, D., Hamby E. and Fottler, M. D. (March 04, 2004). Hospital CEO succession research: Developing an empirical study. 2004 Southwest Academy of Management Meeting, Orlando, FL.
17. Hamby E. & Malvey, D. (June 11, 2004). A culture of customer service begins with the internal customers: patient advocate as key to proactive approach. Annual Meeting and Education Day, Florida Society for Patient Representatives, Tampa, FL.
18. Hamby, E. & Malvey, D. (September 18-21, 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.
19. 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, Ft. Lauderdale, FL,
20. 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.

21. 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.
22. Malvey, D., Hamby E, & M. D. Fottler. (April 20, 2005). E-Service Learning: A Web-based approach to service Learning. SoTL Poster Session, University of Central Florida, Orlando, FL.
23. Malvey, D. & Hamby E. (2005). Professional Development Workshop, Health Care Management Division, Academy of Management Annual Meeting, August 2005: Teaching and Technology Session. (Electronic Presentation using CD-ROM).
24. 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 .
25. Malvey, D. Todd, A, Alderman B, and King, A. (March 24, 2006). Going Beyond WebCt Discussion Boards: Corporate Blogging in Distance Education. Faculty Center For Teaching and Learning Showcase, Creative Teaching Category. University of Central Florida, Orlando, FL.
26. 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.
27. 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.
28. 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.

CONTINUING EDUCATION LECTURES AND PRESENTATIONS

1. Malvey, D. (October 22, 2003). Physician Leadership. Grand Rounds of the Department of Anesthesia Critical Care, Beth Israel Deaconess Medical Center, a Major Teaching Hospital of Harvard Medical School, Boston, Massachusetts.
2. Hamby, E. & Malvey, D. (November 04, 2004). E-systems and technology management. Healthcare Management Certificate Program, Michigan Society of Hematology & Oncology, UCF-Orlando, FL.

3. Hamby, E. & Malvey, D. (May 16, 2005). E-systems and technology management. Healthcare Management Certificate Program, Association of South Carolina Oncology Managers, UCF-Orlando, FL.
4. 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

ACADEMIC EXPERIENCE

University of Central Florida

College of Health and Public Affairs
Dept. of Health Management and Informatics

University of South Florida

College of Public Health
Department of Health Policy and Management
Tampa, Florida

The University of Arkansas at Little Rock

Graduate Program in Health Services Administration
Little Rock, Arkansas

The University of Alabama at Birmingham

Ph.D. Program in Administration-Health Services
Birmingham, Alabama
Research Fellow

Marshall University

Management Department, College of Business
Huntington, West Virginia
Adjunct Instructor

RELEVANT WORK EXPERIENCE

Medical Management Associates

Huntington, WV Owner and Management Consultant

Private Practice Section, American Physical Therapy

Association, Washington, D. C. Administrator

National Citizens Committee for Broadcasting

Washington, D. C., Media Planner/Exec. Asst. to Chair

The George Washington University

Washington, D. C.

Assistant to the Dean, School of Engineering

United States House of Representatives

Washington, D. C.

Legislative Assistant to H. J. Heinz, III, M. C.

UNIVERSITY AND PROFESSIONAL SERVICE

APPOINTMENTS

Appointed by Governor Lawton Chiles to serve as Member of Florida Cancer Control and Research Advisory Council (C-Crab)
Reappointed to serve an additional term by Governor Jeb Bush.

Member, Hillsborough County Trauma Agency's Advisory Board
Tampa, Florida

Member, Florida Department of Health Committee on
Privatization

Member, Filerman Prize Committee of the Association of
University Programs in Health Administration (AUPHA).
Reappointed for second term.

Judge, American College of Health Care Executive's Hill-Rom
Essay Competition (Preliminary and Final Round Judging)

Member, Editorial Bd., Health Care Management Review

OFFICES HELD

Academy of Management

Elected to serve as the Academic-At-Large Representative for the Health Care Administration Division of the Academy of Management

Chair, Membership Committee, Health Care Administration Division of the Academy of Management

HONORS AND AWARDS

Who's Who in America

Who's Who in Medicine and Health Care

Who's Who of American Women

Who's Who in American Education

Best Practices Award for Online Teaching2008 Faculty Spotlight	UCF Courses Development and Web Services University of Central Florida e-Faculty Newsletter Issue 3, June 2006
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First Runner-Up 2001 Faculty Publication of the Year Award	Awarded by American Academy of Medical Administrators & Sodexo-Marriott
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Outstanding Teacher of the Year Award, College of Public Health (1999-2000)	Awarded by the Public Health Student Association of the College of Public Health, University of South Florida
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Phi Kappa Phi 1996	Inducted into the national honor society, Phi Kappa Phi
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Outstanding Student Award in Health Services Administration 1996	Recipient of the outstanding student award in Health Services Administration by the Graduate School of the University of Alabama at Birmingham.
Charles Brooks Award for Creativity 1996	Recipient of the Charles Brooks Award for Creativity by the School of Health Related Professions, University of Alabama at Birmingham.
Marriott Corporation Student Research Paper of the Year Award 1995	1995 Winner of the Marriott Corporation Health Care Services Charles U. Letourneau Student Research Paper of the Year Award from the American Academy of Medical Administrators. The paper was entitled, "Stakeholder Theory and Management in Health Care: New Perspectives Based on Changing Organizational and Management Imperatives."
Fellowship	Graduate fellowship awarded by Ph.D. Program, Administration-Health Services The University of Alabama at Birmingham
Doctoral Consortium	Nominated to attend Doctoral and Junior Faculty Consortium, Health Care Administration Division, Annual Meeting, Academy of Management, Dallas, TX
Top Student Award	Annual Scholarly Competition of the American College of Healthcare Executives and the Association of Healthcare Administrators, National Capital Area