

Kourtney A. Nieves (Scharoun), PhD
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Education:

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

- Major: Health Services Administration
- Minor: Political Science

University of Central Florida (December 2001)

- Graduate Certificate in Medical Group Management

University of Central Florida (MS-HS May 2002)

- Master's Degree in Health Sciences

University of Central Florida (PhD - May 2005)

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

Florida State University (May 2012)

- Graduate Certificate in Emergency Management and Homeland Security

Work Experience:

University of Central Florida: January 2014- present

- **Lecturer/ Program Director for the MS-HSA Program**
 - Responsible for overseeing all facets of the MS-HSA program including, but not limited to: faculty supervision, course scheduling, handling student issues, marketing, data analysis, institutional effectiveness, etc.
 - Responsible for instruction in the graduate and undergraduate Health Services Administration programs
 - Serve as the department scheduler and adjunct coordinator
 - Taught the following graduate courses: Issue and Trends in Healthcare and Capstone
 - Taught the following undergraduate courses: US Healthcare Systems, Community Health, HIV/AIDS, Long Term Care Administration, Issues and Trends in Public Health
 - Serve as the Health Informatics and Management department scheduler - January 14-present
 - Serve on the College of Health and Public Affairs Graduate Council
 - Serve as the faculty advisor for the Graduate Health Network
 - Serve on the Health Informatics and Management Department Policy committee
 - Serve on the Health Informatics and Management Department scholarship committee
 - Serve on the Health Informatics and Management Department syllabus committee
 - Search Committee Chair for HSA Internship Director- September 2014-November 2014
 - Search Committee Chair for HSA Executive In Residence- May 2015-August 2015
 - Search Committee Chair for HSA Internship Director- May 2015-August 2015

Walden University: July 2006 – present

- **Contributing Faculty Member in the PhD Health Services Program (January 2014-present)**
- **Academic Program Director- PhD Health Services (November 2012-December 2013)**
- **Interim Academic Program Director - PhD Health Services (June 2012-November 2012)**
- **Academic Program Coordinator/Core Faculty – B.S. in Healthcare Management (Sept 2011-November 2012)**
- **Contributing Faculty Member in the Public Health, Healthcare Management, and Health Services programs (July 06-September 11)**
 - Responsible for overseeing all facets of the PhD Health Services program including, but not limited to: faculty supervision, course scheduling, handling student issues and petitions, assisting with dissertation committees, course development and maintenance, etc.
 - Responsible for the online instruction of bachelors, masters, and doctoral students in the public health, healthcare management and health services programs as well as various administrative tasks associated with each program.
 - Served as Walden Academic Champion for PUBH 4360
 - Served as the lead for the creation of the School of Health Sciences Faculty Handbook and the School of Health Sciences faculty handbook webinar
 - Served as the lead for the School of Health Sciences strategic plan for 2012 and 2013
 - Lead instructor for Advanced Psychosocial Theories of Health & Health Behavior – Winter 06 –Summer 09; Lead faculty for BSHCM courses September 11-June 12; Lead faculty for PhD Health Services courses June 12-present
 - Faculty mentor for new incoming faculty – Fall 07, Winter 07, Summer 12- present
 - Taught Advanced Psychosocial Theories of Health & Health Behavior; Administration and Leadership of Public Health Programs; Health Care Organization, Policy, and Administration; Foundations for Graduate Study in Public Health; Essentials of Public Health: A Case Study Approach; Public Health Practicum; Health Policy and Management; Healthcare Finance; Health Policy; Legal and Regulatory Aspects of Public Health; Context of Healthcare Delivery; Current Issues in Healthcare Policy and Practice; Foundations of Healthcare Administration; Human Resources Management ; Health Policy; Interdisciplinary Perspectives in Healthcare; Intro to Disaster and Emergency Management; Managing the Healthcare Workforce; Undergraduate Capstone; Strategic Management; Foundations of Doctoral Study; Health Law and Ethics; Research Theory; US Healthcare Systems; Global Health and Issues in Disease
 - Served on various dissertation and thesis committees
 - Serve on College Curriculum and Policy committee 2007-2009; 2012-2013
 - Serve on College of Undergraduate Studies Curriculum and Policy committee October 2011-2012
 - Serve as alternate on SHS Graduate admission committee September- 2012- 2013
 - Serving as an alternate on the SHS Petition committee February 2012-2013
 - Taught at PhD residency (June 2007) – “The Location Selected, It’s Time to Build: Foundations for Success in Walden’s Course-based Programs”
 - Established a chapter of the AUPHA Upsilon Phi Delta Healthcare Management Honor Society and served as faculty advisor 2012-2013
 - Established a student chapter of the AcademyHealth and served as faculty advisor 2013
 - Served as lead to create webinar for faculty on the faculty handbook

American Intercontinental University Online: September 2005 – December 2010

- **Associate Professor**
 - Responsible for the online instruction of undergraduate students in the Health Care Management program
 - Taught Medical Terminology; Medical Office Procedures; Medical Records; ICD Classifications Systems; Medical Coding and Billing; Fundamentals of Health Care Technology

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

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

University of Central Florida: August 2010 – May 2011

- **Adjunct Instructor**
 - Responsible for the online instruction of graduate students in the Masters in Healthcare Administration program
 - Taught Human Resources Management; Issues and Trends in Healthcare; Public Policy Analysis; Healthcare Management

South University Online: January 2009 – August 2009

- Adjunct Instructor
- Responsible for the online instruction of undergraduate students in the Health Care Management and Health Sciences program
- Taught Healthcare Ethics; Emergency and Disaster Management; Leadership in Healthcare Organizations

Laureate Inc.: January 2011

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

Career Education Corporation: November 2006 – January 2011

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

EDMC Online Higher Education: May 2008 – January 2009

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

Saint Leo University: April 2006 – March 2009

- **Adjunct Instructor**
- Responsible for the online instruction of undergraduate students in the Health Services Administration
- Taught Quality Management Tools in Health Care; Health Law; Managed Care

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

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

Smarthinking: December 2003 – May 2007

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

University of Central Florida: August 2002 – August 2006

- **Adjunct Instructor**
- Responsible for the instruction of 110 -170 undergraduate students per semester online
- Taught Healthcare Needs of the Elderly; Healthcare Ethics; Healthcare Law; Long Term Care Administration; U.S. Healthcare Systems; Team taught Healthcare Risk Management and Healthcare Organization and Leadership

LifeCare of Florida: March 2004- February 2005

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

University of Central Florida: February 2003 – June 2003

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

University of Central Florida: January 2001 – December 2002

- **Graduate Teaching Assistant**
- Responsible for advising of 100+ graduate students in the MS-HSA program

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

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

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

Superior Granite and Marble Inc: June 2000- January 2001

- **Office/Project Manager**
 - Responsible for sales of granite and marble from \$2,000- \$50,000 each both business to business and “inside”
 - Managed 8 employees as well as day to day operations (administrative)

Warren Wooten Ford: June 1997-May 2000

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

Consultant work/Research:

Lake County Health Department: January 2002-May 2002

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

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

- Analyzed data and wrote final report for Emergency Department study

Smarthinking Inc.: July 2010 –December 2015

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

Department of Health and Human Services: April 2013-present

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

Journal of Communication in Healthcare: Strategies, Media and Engagement in Global Health: January 15-present

- Journal manuscript reviewer

Activities/Awards:

- University of Central Florida. Graduate Council member. January 2014-present
- University of Central Florida. Faculty Handbook committee member. January 2014-August 2014
- University of Central Florida. Department Policy committee member. July 2014-August 2014
- University of Central Florida. Department Scholarship committee member. July 2014-present
- University of Central Florida. Graduate Health Network Faculty Advisor. August 2014-present
- University of Central Florida. Health Management and Informatics Department Scheduler. January 2014-present
- Walden University: College of Undergraduate Studies Curriculum and Policy committee October 2011-October 2012
- Walden University: SHS Graduate Admissions Committee September 2012-2013
- Walden University: SHS Student Petition Committee 2012-2013
- Walden University : Curriculum and Academic Policy (CAP) Committee Member 2007-2009; 2012-2013
- Walden University. (2007, June) PhD Residency – Milestone 1 Instructor. Denver, CO.
- American Intercontinental University: Student/Faculty Retention Committee 2006-2010.

Continuing Education:

- American Intercontinental University Faculty In Service: Promoting Academic Honesty March 12 – 18, 2006
- American Intercontinental University Faculty In Service: Secrets of the E-Professor May 28 – June 3, 2006
- American Intercontinental University Faculty In Service: APA Classroom: Instruction and Integration August 13 – 19, 2006
- American Intercontinental University Faculty In Service: New Technologies - Implications for the Online Instructor November 5 – 11, 2006
- American Intercontinental University Faculty In Service: Best Instructional Practices Across the Curriculum July 7-14, 2007
- American Intercontinental University Faculty In Service: Removing Barriers September 23-29, 2007
- American Intercontinental University Faculty In Service: Future of Online Education June 2-8, 2008
- American Intercontinental University Faculty In Service: Building Relationships in the Learning Community August 08
- American Intercontinental University Faculty In Service: Best Practices October 08
- American Intercontinental University Faculty In Service: The Future of AIU: Moving Forward Together April 2009
- American Intercontinental University Faculty In Service: The AIU Distinction: What Makes AIU...AIU? September 09
- National Institutes of Health. “Protecting Human Research Participants” training. September 2009
- Center for Excellence in Education. “EL101 - Designing and Developing Online Courses” training course. (October –November 2009).

- FEMA Emergency Management Institute. IS-100.a Introduction to Incident Command System, ICS-100. November 2009.
- FEMA Emergency Management Institute. IS-230.a Fundamentals of Emergency Management. November 2009.
- FEMA Emergency Management Institute. IS-100.HC Introduction to the Incident Command System for Healthcare/Hospitals. March 2010.
- AUPHA webinar. Use of Web Technology in Teaching High Volume Enrollment Classes. December 2010.
- FEMA Emergency Management Institute. IS-235.a Emergency Planning. January 2011.
- Walden University webinar. Strategies for Reducing Feedback Fatigue. February 2011.
- National Emergency Management Association Webinar. EMAC: A Basic Understanding and Use of the System by Public Health & Medical Professionals. February 2011.
- AUPHA Webinar. More Hospitals Contemplating Consolidation in Era of Reform: A Case Study on Process and Outcomes . March 2011.
- National Emergency Management Association Webinar. Use of the EMAC System by Public Health & Medical Professionals: A Discussion. March 2011.
- The First Five Traits of Risk Management Excellence Webinar. April 2011.
- FEMA Emergency Management Institute. IS-240.a Leadership and Influence. April 2011.
- FEMA Emergency Management Institute. IS-242.a Effective Communication. April 2011.
- FEMA Emergency Management Institute . IS-241.a Decision Making and Problem Solving. April 2011.
- FEMA Emergency Management Institute . IS-244.a Developing and Managing Volunteers. April 2011.
- FEMA Emergency Management Institute . IS-139.a. Exercise Design. April 2011. (last course completed for the professional development series)
- FEMA Emergency Management Institute. IS 800. National Response Framework: An Introduction. (May 2011)
- Centers for Disease Control Training and Continuing Education. Crisis and Emergency Risk Communication. January 2012.
- Chronicles of Higher Education. Learning Design: The Science Behind a Great Course Webinar. May 2012.
- AUPHA webinar. Program Director 202: Marketing, Promoting, and Maintaining Your Brand. August 2012.
- Walden University Center for Faculty Excellence Webinar. Research and Publishing Made Easy For Those With Little Time. October 2012.
- AUPHA webinar. Extreme Program Makeover: A Model for Building a New or Revised Curriculum from Ground Zero. October 2012.
- FEMA Emergency Management Institute. IS-808 Emergency Support Function (ESF) #8 – Public Health and Medical Services. October 2012.
- FEMA Emergency Management Institute. IS-00805 Emergency Support Function (ESF) #5- Emergency Management. October 2012.
- Walden University. Promoting Student Retention through Timely Academic Residency and Capstone Intensives Attendance. December 2012.
- NACCHO. Key Issues in Hospital Preparedness. March 2013.
- ADA. High Rise Evacuation for Persons with Disabilities. April 2013.
- CDC. In the Know: Facebook and Image Sharing for Public Health. April 2013.
- New Horizons in Emergency Management: Google Crisis Response and Hurricane Sandy. May 2013.

- Walden University. The KAM Quality Control Checklist: An Assessment Tool for Leadership. May 2013.
- NACCHO. Public Response to Worst Case Anthrax Scenarios. May 2013.
- Laureate. Behavioral-Based Interviewing Fundamentals. May 2013.
- City of Columbus Office of Emergency Preparedness. Boston Marathon Bombings: Disaster Management and Volunteerism. June 2013.
- NACCHO. United We Stand and Divided We Fall. June 2013.
- NACCHO. Emergency Management & Public Health Preparedness. June 2013
- Laureate. Employment Law Training. October 2013.
- Walden University. KAM Fun: What You Always Wanted to Know about Improving KAM Submissions, but Were Afraid to Ask or Didn't Know Who to Ask. October 2013.
- Univ. of Central Florida. IDL 6543- Online Course Development Training. Spring 2014.
- Emergency Management. Anytime, anywhere, Any Device: Mobility for First Responders and Law Enforcement. May 2014.

Publications/Research:

- Bullard, T., Strack, G., & Scharoun, K. (2002, September). Emergency department security: a call for reassessment. *The Healthcare Manager* 21(1): 65-73.
- Clarke, T. , Rotarius,T., Liberman, A., Cattani, J., Nieves, K., Sumner, J., Palaniappan, R. (July/September 2008). Responding to a Bioterrorism Attack – One Scenario – Part 1. *The Healthcare Manager*.
- Clarke, T. , Rotarius,T., Liberman, A., Cattani, J., Nieves, K., Sumner, J., Palaniappan, R. (October/December 2008). Responding to a Bioterrorism Attack – One Scenario – Part 2. *The Healthcare Manager*.
- Clarke, T., Liberman, A., Wang, M., Nieves, K., Cattani, J., & Sumner, J. (2007 Oct-Dec). Epidemic Simulation for Syndromic Surveillance. *The Healthcare Manager* 26(4): 297-302.
- Fottler, M., Scharoun, K., & Oetjen, R. (2004). Multi-provider systems as first line responders to bioterrorism events: challenges and strategies. In *Bioterrorism preparedness, attack and response: advancing theory and practice* (Vol. 4 of the Advances in Healthcare Management series). London: JAI/Elsevier.
- Liberman, A., Scharoun, K.A., Rotarius, T., Fottler, M., Dziuban, C. & Moskal, P. (2005, November). Teaching, learning, and the development of leadership skills through Constructive Engagement. *Journal of Faculty Development* 20(3): 177-186.
- Scharoun, K., van Caulil, K., & Liberman, A. (2002, September). Bioterrorism V. health security—crafting a plan of preparedness. *The Healthcare Manager* 21(1): 74-92.
- Scharoun, K. & Dziegielewski, S. (2004, September). Bioterrorism and the emergency room: Planning for the unexpected. *Stress, Trauma and Crisis: An International Journal*.

Presentations:

Cantiello, J., Nieves, K., Shiver, J., & Ramirez, B. (2015, June). Program Development and Improvement: Successes, Setbacks, and Solutions. Poster Presentation at the AUPHA Annual Meeting.

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

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

Oetjen, D.M., Scharoun, K.A., & Oetjen, R.M. (2002). "C.O.M.B.A.T. – Checklists Offering Medical Groups Bioterrorism Advice and Training." Poster presentation at the Medical Group Management Association Conference, Las Vegas Nevada.

Oetjen, D.M., Oetjen, R.M. & Scharoun, K.A. (2002). "C.Y.A. –A.S.A.P – Cover your Assets: Anonymous Sign In Assures Privacy. " Poster presentation at the Medical Group Management Association Conference, Las Vegas Nevada.

Dissertation and Thesis Committee Service:

Doctoral Dissertations (Committee Chair)

Anderson, S. Assessing Hospital Preparedness for Response to an Improvised Nuclear Terrorist Attack. Walden University.

Schrett, D. Breast Cancer, Access to care/compliance/ for African American women. Walden University.

Doctoral Dissertations (Committee Member)

Chamberlain, K. (2015). Exploring how Iraqi immigrants in Michigan view disasters using the Risk = Hazard + Outrage equation. Walden University.

Dalseg, B. Emergency Room Personnel Preparedness for a Bioterrorism Attack. Walden University.

Filice, S. (October 2013). Public Health Nurses' Perceptions of Ethical Dilemma in Practice: A Grounded Theory Study. Walden University.

Hilton, T. (December 2015) Effects of Job Stress, Job Satisfaction and Organizational Culture on the Turnover Intentions of Clinical Laboratory Employees in Florida

Jones, R. Correlates of Hospital Disaster and Emergency Preparedness: Effect of Designated Hospital Emergency Managers/Preparedness Coordinators. Walden University.

McKinney, B. (June 2015). Exposure to Parental Domestic Violence and Females' Willingness to Remain in a Dating Relationship After Domestic Violence Has Been Introduced.

Price, C. Promoting Community Health Care Through Healthy Prisoner Re-Entry by Preventing the Spread of TB in a Correctional Setting. Walden University.

Rutledge, J. (June 2010). A Hospital Level and Individual Analysis of Regional Differences of Hospital Infection Rates of Methicillin Resistant Staphylococcus Aureus. Walden University.

Smith, T. Assessing the Effectiveness of Adopting a Multicultural Approach to Reduce Obesity. Walden University.

Master's Thesis (Chair)

Cusick, P. (August 11). Emergency Preparedness Survey. Walden University.

Hunter, A. (April 10). Ethical Issues Surrounding Organ Procurement and Transplants. Walden University.

Tagaris, A. (December 09). The perceptions of the stakeholders regarding emergency preparedness of the Chicago Public School system. Walden University.

Master's Thesis (Committee Member)

Talerico, M. (May 2009). Cross-Comparison of different models of interpersonal health behavior as it relates to childhood obesity. Walden University.

Professional Organizations:

- AcademyHealth: 2013-2014
- Association for University Programs in Health Administration (AUPHA): April 2006 – present
 - Serve on the Upsilon Phi Delta Committee: May 2015-present
- American College of Health Care Executives (ACHE): December 2010-present
 - Serve as Student Track Congress judge 2015-16
 - Serve as Stull Essay Competition judge 2016
- National Emergency Management Association (NEMA): February 2011-2015
- The Disaster Preparedness and Emergency Response Association (DERA): February 2011-2013

Unique Attributes:

- Excellent problem solving skills under pressure
- Eye for detail and organization
- Very customer/student oriented
- Multi-task oriented
- Excellent analytical skills
- Proficient in Microsoft Office Suite, WebCT, Whiteboard, e-college, Virtual Campus, Blackboard, Canvas, etc.

References:

Denise H. Woodson
Smarthinking, Inc.
Academic Coordinator Health Professions Tutoring Programs
804-745-4248
denise.woodson@smarthinking.com

Dr. Dawn Oetjen
University of Central Florida
Associate Dean Administrative and Faculty Affairs
407-823-3729
dawn.oetjen@ucf.edu

Dr. Jody Early
University of Washington- Bothell
940-293-3085
JEarly3@uw.edu