

Healthcare Management

ONLINE CERTIFICATE PROGRAM



A Georgia LEADS Initiative
University of Georgia



Ways to register:

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Program Instructors and Content Authors

Kevin Bennett, Ph.D., Content Author

Finances and Accounting for the Non-Accountant (HCM105)

Systems Thinking and the Management Team (HCM106)

Dr. Bennett is a research faculty member in the Department of Family and Preventive Medicine at the South Carolina School of Medicine in Columbia, SC. Previously, as Assistant Professor in the Jiann-Ping Hsu School of Public Health at Georgia Southern University, he conducted research relevant to public health, health care, and health care management, as well as teaching associated courses to students. At Georgia Southern he was program director for the Master's of Health Services Administration Program. He was awarded his Ph.D. from the University of South Carolina in Public Health Administration.

Laura L. Bierema, Ed.D., Content Author

Human Resources Development and Staff Relationships (HCM101)

Dr. Bierema is an Associate Professor and Graduate Coordinator of Adult Education. She received her doctorate from the University of Georgia and her Bachelor of Arts and Master's of Labor & Industrial Relations from Michigan State University. Dr. Bierema's primary assignment is with the Human Resource and Organization Development Program. She also supervises doctoral research and is a member of the Graduate Faculty. Dr. Bierema teaches courses in adult learning, organization development and change, human resource development, and group dynamics. She has published numerous articles and book chapters and is the author or co-author of three books. Her articles have appeared in both research and professional publications including Human Resource Development Quarterly, Human Resource Development Review, Adult Education Quarterly, Adult Learning, Performance Improvement Quarterly, Performance Improvement, Training & Development, NASSP Bulletin, Innovative Higher Education, and McGraw-Hill Team and Performance Sourcebooks. Dr. Bierema is on the Board of the Jeannette Rankin Foundation, and is a co-founder of Lukas' Fund, a non-profit organization that provides support to premature babies and their families in neo-natal intensive care units.

Robert Carr, Content Author, Instructor

Healthcare Reform: The Alphabet Soup (HCM108)

Mr. Carr holds a Master of Science degree in Management: Change Management and Human Resources from the University of Central Florida. As a consultant, Mr. Carr is a business strategist with a career-long focus on improving performance of management, operational, and support processes. His diverse blend of public and private sector experience includes roles in organizational change management, business analysis, business process re-engineering, business process design and improvement, training and organizational development, and project management. Mr. Carr has worked in a wide variety of industries, including IT services and healthcare. His projects include IT and ERP supported re-engineering, post-merger integration and cultural transition, strategic planning, leadership and workforce development, marketing and brand building, and business process analysis and design.



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Tamara (Tami) Dennis, RNC, MSN, Instructor

Human Resources Development and Staff Relationships (HCM101)

Cultural Competency and Diversity Issues in Healthcare Management (HCM102)

Management Ethics & Values-Based Decision-Making (HCM104)

Ms. Dennis is Associate Professor of Nursing at Abraham Baldwin Agricultural College (ABAC), Tifton, Georgia. She received her Bachelors and Masters of Science degrees in nursing at Valdosta State University, Valdosta, Georgia, and is working on a PhD in nursing. In ABAC's School of Nursing and Health Sciences, she teaches in the areas of maternal/infant nursing, pharmacology online for health professionals, and perspectives in women's health. In addition to her college faculty experience, she brings 15 years of experience as a nurse manager to the program.

Vicki Flier, Content Author

Cultural Competency and Diversity Issues in Healthcare Management (HCM102)

Ms. Flier is the USA-born founder/president of Highroad Presentations. She provides customized, real-world training programs in intercultural communication, multicultural team building, and international business skills to corporations, aid organizations, and educators. She is the author of the upcoming book "I'm Not a Tourist, I'm a Traveler," an examination of the relationships between Westerners and the cultures of Asia. Vicki is a trainer for Prudential Global Workforce Development and teaches global business skills as a part time faculty member at the University of Georgia. She presents intercultural programs which include skills for avoiding the pitfalls of foreign aid work, maintaining fruitful international business relationships, and developing cross-cultural presentation skills. Born in Worcester, Massachusetts, Vicki holds an honors degree in English from the University of California, Santa Barbara.

Beverly Joy, MSN, RN, CPAN, Instructor

Leadership Skill Development for the First-Time Supervisor (HCM103)

Finances and Accounting for the Non-Accountant (HCM105)

Systems Thinking and the Management Team (HCM106)

Ms. Joy holds Associate, Bachelor, and Master's degrees in Nursing. She is a Level III career professional with 20 years of practice in the healthcare setting. Her current specialty is Projects Management in Nursing Administration, where her responsibilities include clinical projects development, space planning and design, facilitating budget planning for projects, conducting gap analysis and needs assessment for determining value of project, and using process to implement the development of new services. Beverly is an experienced research coordinator having oversight of three FDA clinical studies for surgical devices. She has several professional publications and has served as regional president for the Georgia Association of Peri-Anesthesia Nursing (GAPAN) and the Georgia executive board for peri-anesthesia nurses. She has been assistant Magnet coordinator over the past year and is an experienced clinical educator.



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Roland Joy, RN, MSN, Editor/Author of Overview and Synthesis
Finances and Accounting for the Non-Accountant Manager (HCM105)

Mr. Roland Joy is the Director for Hamilton Home Health, an Affiliate of Hamilton Medical Center in Dalton, GA. He is responsible for the implementation and management of State and JCAHO regulations, as well as new program development for patients seen in the home by clinical personnel. Mr. Joy has implemented several significant programs including an Orthopedic Joint Camp for Hamilton Medical Center in Dalton and a successful peri-natal program for Health Field, Inc. He has over twenty-four years of healthcare experience, which includes thirteen years of administrative experience. Roland received his degrees from the following institutions: A.D. Nursing - Southern College of SDA in Collegedale, TN; BSBA - Business - Shorter College in Rome, GA; and MSN - Nursing - University of Phoenix in Phoenix, AZ. Mr. Joy served as editor of *Finances and Accounting for the Non-Accountant Manager*, as well as health curriculum advisor for *Project Management Fundamentals for Healthcare*.

Jennifer Oswald, CBAP, Content Author, Instructor
Healthcare Reform: The Alphabet Soup (HCM108)

Ms. Oswald has a Bachelor of Science in Education and extensive coursework in Training and Development in the Master of Education program at Pennsylvania State University. Ms. Oswald currently serves as a Vice President for Momentum, Inc., where she is responsible for expanding professional services in the Health and Human Services sector. Ms. Oswald has delivered EMR/EHR Workflow Workshops for Several Pennsylvania State Associations and is an active Board Member for the PA Physicians Advisory Group. She works to bring together healthcare and community leaders to improve healthcare quality, costs, access, and patient safety through the deployment of health information technologies within and between health care organizations in the greater Harrisburg region. Ms. Oswald is an experienced consultant specializing in IT projects and strategic planning and facilitation, and she has worked with a variety of Health and Human services organizations throughout her tenure as a consultant with Momentum, Inc.

Jan Smid, MPM, Instructor
Project Management Fundamentals for Healthcare (HCM107)

Ms. Smid has a master's degree in Project Management (MPM) and a Bachelor of Science degree in Education. She is both a business and academic professional with a wide range of curriculum development, assessment, and training experience. She is President of Corporate-Copia, LLC, a project management and leadership training, and curriculum development organization. Jan is an active member of the Project Management Institute (PMI). She held the offices of Public Relations Chair for the Sales and Marketing Special Interest Group and was on the Member Advisory Board for PMI National. Jan has presented papers at the PMI national conference and at Professional Development Day Symposia for PMI for the past ten years. Ms. Smid partners with the University of Georgia to deliver their Project Management Certification Exam Prep as a Registered Education Provider for PMI #1291. She is also certified to deliver UGA, GTED's 25-day Management Development Program and to administer and interpret the Myers Briggs Type Indicator. Ms. Smid also teaches Project Management Basic, PMP Certification Exam Prep, Myers Briggs Type Indicator, Managing Change, Communicating Effectively 360 Degrees, Handling Conflict, Motivating, Communication That Works!, Time Management, Ethics, Power and Influence, Creativity and Problem Solving, 360 Assessment, Team Building, Leadership, Change Management, Presentation Skills, and Interpersonal Skill Assessments.



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Jan Smith, Ed.D., Editor and Project Manager

Healthcare Management Certificate Program

Dr. Smith provided program and curriculum development for the Department of Professional and Personal Development at the University of Georgia Center for Continuing Education. After nine years of employment in hospitals as Education Director and Patient and Community Affairs Director, she became a UGA faculty member and trainer. Dr. Smith has developed and conducted award-winning customer service and train-the-trainer workshops for professionals in the health care field for many years. She worked with faculty in curriculum development for online certificate programs. She was awarded her EdD and MEd in Adult Education from the University of Georgia and her BS degree from the University of Louisville. Dr. Smith served as editor of all modules and as author of the Orientation and Synthesis Sessions of the following modules: Cultural Competency and Diversity Issues in Healthcare Management; Leadership Skill Development for the First-Time Supervisor; Management Ethics & Values-Based Decision-Making; and Systems Thinking and the Management Team.

Brenda Talley, RN, Ph.D., CNAA, Content Author

Leadership Skill Development for the First-Time Supervisor (HCM103)

Management Ethics & Values-Based Decision-Making (HCM104)

Dr. Talley is a professor in Georgia Southern University School of Nursing. She holds the Doctor of Philosophy from the Medical College of Georgia. She is Nursing Administration Certified: Nursing Administration, Advanced, American Nurse Credentialing Center, American Nurses' Association. An experienced manager in both hospital and community-based organizations, she teaches nursing students in management and leadership through the online format for Georgia Southern. She has several years of experience in developing, designing, and teaching courses online. Dr. Talley is under contract with the Georgia Department of Human Resources Division of Public Health for developing and teaching a continuing education program.

