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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.

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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 PAPhysicians 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.
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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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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.
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Jannie Brown, Coach/Mentor
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Ms. Brown is a certified Project Management Professional (PMP®) with a Master of Science degree in Information Systems Management. As a consultant at Momentum, Inc., Ms. Brown works within private and public sector clients to provide project management and analysis on numerous healthcare and finance related projects. Her current project with the Maryland Health Benefit Exchange involves an Independent Verification and Validation of the implementation of a single IT infrastructure to evaluate eligibility for Exchange plans, including the Small Business Health Options Program (SHOP) Medicaid, Maryland Children's Health Program (MCHP), and advance premium tax credits and cost-sharing reductions. Some of Ms. Brown's previous clients include the Pennsylvania Department of Revenue, Holy Spirit Hospital, and the Maryland Department of Labor, Licensing, and Regulation (DLLR).
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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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Ms. Pipher is a skilled team leader, business analyst, and trainer with staff management experience. She has the ability to elicit requirements, analyze problem areas, and provide recommendations for solutions. Ms. Pipher possesses leadership, communication and teambuilding skills, and is adept at applying analytical, problem solving, organizational and communication skills, particularly in the areas of business process consulting and process mapping. She is a Certified Professional in Health Information Technology (CP HIT), a Microsoft Certified Professional (MCP) and is currently preparing for Certified Business Analyst Professional (CBAP®) certification. Ms. Pipher’s background includes Business Analysis, Business Process Reengineering, Business Process Mapping, Training Content Development and Delivery, Healthcare subject matter expertise and is proficient in the Microsoft Office Suite programs.