

# Healthcare Management

ONLINE CERTIFICATE PROGRAM



## Ways to register:

Phone: +1-706-542-3537 or

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## Content Authors

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

*Human Resources Development and Staff Relationships*

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.

**Vicki Flier**, Content Author

*Cultural Competency and Diversity Issues*

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.

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

*Leadership Skill Development for the First-Time Supervisor*

*Management Ethics & Values-Based Decision-Making*

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.



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### **Roland Joy, RN, MSN**, Editor/Author of Overview and Synthesis

*Finances and Accounting for the Non-Accountant Manager*

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*.

### **Kevin Bennett, Ph.D.**, Content Author

*Finances and Accounting for the Non-Accountant Manager*

*Systems Thinking and the Management Team*

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 healthcare 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.

### **Jennifer Oswald, CBAP**, Content Author

*Healthcare Reform: Managing Effectively in a Changing Environment*

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.



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### **Robert Carr**, Content Author

*Healthcare Reform: Managing Effectively in a Changing Environment*

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.

### **Beth Nipple** Content Author

*Healthcare Reform: Managing Effectively in a Changing Environment* 2013 update

Mrs. Nipple has a Bachelor's Degree in Communications from Penn State University. Mrs. Nipple is a Senior Consultant with over fifteen years experience working as project manager and business analyst in both the private and public sector. Her project experience includes working as a project coordinator for a private company that specialized in implementing medical billing software for family practices. Mrs. Nipple holds a Certified Business Analysis Professional (CBAP) designation from the International Institute of Business Analysis (IIBA) and currently facilitates a Business Analysis Certification course for Penn State University.

### **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.

