

## PUBLICATIONS and PRESENTATIONS

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- ***Scoring your Compliance: A QAPI Tool***  
Presented at 2007 Spring Conference: Navigating Changing Currents, May 2007, Portsmouth, VA, Sponsored by the Virginia Association of Hospices
- ***Project Management Basics: Recurring Supervisory Course***  
Presented at Virginia Hospital Center. March 2007, Arlington, VA
- ***Everyday Creativity: Leadership Retreat***  
Presented at Virginia Hospital Center. January 2007, Reston, VA
- ***Myers Briggs Type Indicator™ : Leadership Development and Teambuilding***  
Presented at Virginia Hospital Center. June 15, 2006, Arlington, VA
- ***Conflict Management for Nursing Managers***  
Presented at Virginia Hospital Center. July 8, 2005, Arlington, VA
- ***Information Systems: Hardwiring Excellence Using MBTI™***  
Presented for Virginia Hospital Center. July 20-21, 2004, Reston, VA
- ***Myers Briggs Type Indicator™ Corporate Teambuilding***  
Presented at First Consulting Group, Government Consulting Services Organizational Retreat. November 8, 2002, Alexandria, Virginia
- ***Process Redesign Methodology and Tools: Team Leader Training Series***  
Presented at: National Institute of Health, Warren Grant Magnuson Clinical Center. September 2002, Bethesda, MD
- **Enhanced Referral Decision Making with Decision Support Tools**  
Journal of Healthcare Information Management, Volume 13, Number 1, Spring 1999, p.13
- ***Reengineering Care Delivery To Improve Financial Performance***  
Presented at HFMA Regional Meeting. May 30, 1996, Washington, DC
- ***Understanding Reengineering***  
Presented at Hospice of Northern VA Education Day. September 1995, Fairfax, VA
- ***Business Process Reengineering: The Impact on Hospital Services***  
Presented as a Pre-Conference Workshop at The Business Side of Nursing Management. April 1995, Baltimore, MD. Sponsored by Numedicus, Inc.
- ***Re-Engineering the Workplace: A Look Into The Future***  
Presented at National Issues and Trends in Nursing Management Conference. April 1994, Baltimore, MD. Sponsored by: Numedicus, Inc.
- **The Patient-Focused Hospital: A Patient Care Concept**  
Journal of the Society for Health Systems, Volume 3, Number 2, 1991, p. 33.
- ***Quality Initiatives For Improving Patient Access To Hospital Services***  
Presented at Quest for Quality & Productivity in Health Services Conference. September 1991, Chicago, IL. Sponsored by: Society for Health Systems & AHA - HIMSS

- **Performing Procedural Level Cost Studies**  
Published by Federated Ambulatory Surgery Association. 1989
- ***Productivity Measurement and Improvement in the Health Care Industry***  
Presented at Eighteenth Annual Meeting. March 1989, Baltimore, MD. Sponsored by: Northeast Decision Sciences Institute
- ***A-76, The Time Is Now***  
Presented at 17th National Training Program. July 1986, Las Vegas, NV. Sponsored by Federally Employed Women