

# VALERIE R. JOHNSTON

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## SUMMARY

Fourteen years as a full-time faculty member in healthcare management and healthcare leadership. Twenty years of professional practice in healthcare administration and consulting with organizations of varying size, location, structure and scope of service.

## EDUCATION

<b>Ph.D.</b>	Health Services Research The University of North Carolina at Charlotte, Charlotte, NC	August 2008
<b>M.B.A.</b>	Business Administration Duke University, Fuqua School of Business, Durham, NC,	October 1999
<b>B.S.</b>	Industrial and Systems Engineering, Health Systems Option Georgia Institute of Technology, Atlanta, GA,	June 1986
<b>A.S.</b>	Biology, Dean's Scholar Macon State College, Macon, GA	August 1984

## ACADEMIC EXPERIENCE

**Associate Professor of Professional Practice in Healthcare Management** 06/18 - present  
**M. J. Neeley School of Business**, Texas Christian University, Fort Worth, TX  
Academic leader for the MBA for Health Care Professionals.

**Assistant Professor**, College of Business 08/12-5/18  
**Anderson University**, Anderson, SC  
Taught core and elective undergraduate and graduate courses in healthcare management and leadership (U.S. Healthcare System, Management of Healthcare Organizations, Health Law and Ethics, Health Policy and Economics, Healthcare Strategy). Developed and taught undergraduate electives in Population Health, Physician Practice Management, Healthcare Quality Management and Healthcare Marketing. Developed and taught a 3-course graduate concentration in Healthcare Leadership for the Master of Business Administration in collaboration with the Master of Science in Nursing – Executive Leadership.

**Assistant Professor and Assistant Director of MHA Program** 07/11- 06/12  
**Pfeiffer University**, Charlotte, NC  
Taught graduate courses in health administration (Health Services Marketing, Strategic Management in Healthcare Organizations, Health Policy). Supported program administration.

**Assistant Professor**, Department of Public Health, College of Health 08/09–05/11  
**University of North Florida**, Jacksonville, FL  
Taught undergraduate and graduate courses in health administration (U.S. Health Care System, Health Law and Ethics, Health Information Technology, Internship). Developed concept and curriculum for a graduate certificate in health information technology in collaboration with the School of Nursing.

**Assistant Professor**, College of Business 08/07-05/09  
**Anderson University**, Anderson, SC  
Coordinated curriculum, student advising and program marketing for the undergraduate concentration in healthcare management. Taught core and elective courses in healthcare management.

**Graduate Research Assistant** 08/05-05/07

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The University of North Carolina at Charlotte, Department of Public Health Sciences  
Taught undergraduate courses in comparative health systems and health and quality of life.

### PEER-REVIEWED PRESENTATIONS

- Community-based Advance Care Planning* 2018  
Caring for the Human Spirit Conference, New Orleans, LA
- Making Advance Directives Meaningful* 2017  
Society of Teachers for Family Medicine, San Diego, CA
- Advance Care Planning: It's Your Story* 2016  
SC Coalition for Care of the Seriously Ill, Aging Gracefully Conference, Charleston, SC
- Testing the Spiritual Distress Assessment Tool in a U.S. Acute Care Setting* 2016  
Healthcare Chaplaincy Network, Caring for the Human Spirit Conference, San Diego, CA
- Disparities in the timeliness of emergency care: The role of clinical uncertainty* 2008  
Academy Health Annual Research Meeting, Washington, DC
- Racial/ethnic and payer differences in the timeliness of emergency care* 2007  
Academy Health Annual Research Meeting, Orlando, FL

### PEER-REVEIWED PUBLICATIONS

Johnston, V. & Bao, Y. Race/ethnicity-related and payer-related disparities in the timeliness of emergency care in U.S. emergency departments. *Journal of Healthcare for the Poor and Underserved*. Volume 22, Number 2, May 2011, pp. 606-620.

### INVITED PRESENTATIONS

- Innovation Project: Managing Large-Scale Process Redesign* 2002  
Arkansas Organization of Nurse Executives Spring Conference, Little Rock, AK
- ED and Hospital Innovation Project* 2002  
Premier Breakthroughs in Performance Improvement National Conference, San Diego, CA
- ED and Hospital Innovation Project* 2001  
Premier ED Improvement Collaborative Project Kick-off, Charlotte, NC
- Physician Profiling* 1999  
Premier Decision Support Services Annual Users Conference, Orlando, FL

### INDUSTRY EXPERIENCE

#### Senior Vice President, Operations

Piedmont Healthcare Management Group, Charlotte, NC 3/04 -08/05  
Senior leader of client services for an entrepreneurial firm providing physician business services to emergency medicine and hospitalist physician practices.

#### Administrative Director, Emergency Services and Occupational Health

CaroMont Health, Gastonia, NC 8/99 to 12/03

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Administrative leader for Emergency Department, Occupational Medicine, and Employee Health.  
Planned and managed an operational budget of \$18 million and a staff of 115 full-time equivalents.

### **Manager, Performance and Operations Improvement**

Gaston Memorial Hospital, Gastonia, NC

7/97 to 8/99

Identified, led and directed activities to support improvement in clinical, financial, and patient satisfaction outcomes.

### **Manager, Community-Based Performance Services**

Premier, Inc. Charlotte, NC

11/92 - 7/97

Managed consulting contracts at several mid-sized hospitals in North Carolina. Managed relationships with hospital administration, supervised staff consultants and managed area revenue and expenses.

### **Senior Management Engineer**

Community Hospitals of Central California, Fresno, CA

10/90 - 11/92

Liaison for an operational benchmarking and performance improvement project for the flagship hospital. Advised executives and management in interpretation and use of benchmarking data and with implementation of improvements to reach financial targets.

### **Director, Management Engineering**

McLeod Regional Medical Center, Florence, SC

7/88 - 10/90

Completed operational analysis and process improvement studies in clinical, ancillary and support departments. Supported hospital-wide cost accounting, decision support and budgeting.

### **Management Consultant**

Texas Hospital Association, Health Services Division, Austin, TX

10/87 - 5/88

Provided contracted management engineering services for several hospitals in Texas.

### **Management Engineer**

Community Hospitals of Central California, Fresno, CA

7/86 - 10/87

Completed operational studies of hospital departments. Responsible for productivity monitoring for 3 acute care hospitals.

## **HONORS AND AWARDS**

American College of Healthcare Executives Service Award 2018

Phi Kappa Phi  
The University of North Carolina at Charlotte 2007

Best Doctoral Paper Award 2007  
Health Services Research Academy  
The University of North Carolina at Charlotte

John and Alice Harney Scholar Award 2007  
College of Health and Human Services  
The University of North Carolina at Charlotte

## **PROFESSIONAL MEMBERSHIPS**

American College of Healthcare Executives, Fellow

SC ACHE Board of Directors

2014-2018

ACHE of North Texas Board of Directors

2018-present

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