

HONORS, PRESENTATIONS, AND PUBLICATIONS:

- 2009 Journal of Nursing Administration. "Bundling the Value of Discharge Telephone Calls and Leader Rounding." Vol 39, Number 3
- 2008 Journal of Emergency Medicine (accepted-publication date is pending). "The Effect of Emergency Department Rounding on Patient Safety, Satisfaction and Call Lights.
- 2007 Marketing Health Services, "Round Bounty", Spring 2007, Vol 27 No.1, pp.23-27.
- 2006 American Journal of Nursing, September 2006, "Effects of Nurse Rounding on Call Lights, Patient safety, Patient Satisfaction and Nurse Satisfaction. Vol. 106, No. 9, pp.58-71.
- 1999 Association of Healthcare Managers-Annual Meeting, Charlottesville; "Managed Care Influences and Trends." February 1999
- 1996: Virginia Patient Representative Association-Annual Meeting, Virginia Beach. "Factors Important to Patients' Hospital Experiences," November, 1996
- 1995: Virginia Society for Hospital Marketing and Public Relations: "Using Research Data to Determine Hospital Market Share", Annual Convention, Williamsburg, Va.
- 1994: Academy for Health Services Marketing, American Marketing Association: "The Crux of Healthcare Quality: Linking Patient Expectations with Employee Performance", San Diego, CA. 14th Annual Convention. Published article.
- 1994: Tennessee Association for Hospital Marketing and Public Relations: "Making Marketing Research Work For You In Delivering Performance Quality to Patients", Annual Meeting, Memphis, TN
- 1994: Virginia Association for Governmental Accountants: "Putting Into Practice the 7 Habits of Highly Effective People", Annual Convention, Williamsburg, Va.
- 1993: Virginia Society for Hospital Marketing and Public Relations: "Making Marketing Research Work for You", Annual Convention, Virginia Beach, Va.
- 1991 Research grant from Virginia Tech 1991-1993
- 1988 Co-authored publication with Professor James M. Brown. "Marketing Strategies Utilized by Farm Implement Dealers To Deal with the MidWest Farming Crisis."
- 1986 Measure of Excellence-Marketing Publication, Virginia Society for Hospital Marketing and Public Relations (VSHMPR).
- 1985 Measure of Excellence- Print Advertising, VSHMPR.
- 1984 Medical Economics Magazine- December 10, 1984. Published article on physician marketing.
- 1983 Virginia Press Association- 2nd place-Color Advertising
- 1982 Virginia Association of Chamber of Commerce Executives, Scholarship recipient, U.S. Chamber Institute.
- 1979 Young Careerist, Business and Professional Women' Clubs. Allegany County, Maryland. 1st runner-up in statewide competition.

