

From the Chair

The lead article in this *Cardwell Comments*, announces to all HAD alums and friends Dr. Lou Rossiter's leave Lou served the Department for 18 years as health economist, teacher, researcher, policy analyst, and friend.

As a newcomer to the Department, I did not have the privilege of knowing Lou and working with him in the extensive way that many of you have had. However, I felt his departure keenly and with very mixed feelings. How could one not wish him all the best in his new and exciting position at the very core of state health policy affairs? Yet, how could the Department not suffer from the loss of such a distinguished, capable, and effective colleague?

In my short time here, Lou quickly became a key source of information, wisdom, and counsel, a person upon whom I could rely and who never steered me in a false direction. He helped make my transition to the role of Chair smoother than it would have been otherwise. Thus, I wish Lou all the best in his new endeavor and remind him that he has many friends at VCU/MCV and among the alums.

Dr. Stephen S. Mick

Rossiter Goes to the Governor's Office

By: *Dr. Roice D. Luke*

As some of you may know, the Department has lost a great faculty member, but fortunately it has gained a colleague in the Virginia State government. In March, Governor Gilmore appointed Louis F. Rossiter, Ph.D. to be Deputy Secretary for Operations in the State's Department of Health and Human Resources — see the following for the official announcement: <http://www.state.va.us/governor/news2000/sec0328.htm>.



Louis F. Rossiter

Lou had an enormous impact on the Department in his 18 years of service. After the Department obtained University approval to establish the David G. Williamson, Jr. Institute for Health Studies, Lou was appointed to be the Institute's first and "founding" director. Lou was instrumental in establishing the Institute as one of the premier centers nationally for health services research. Under his leadership, the Institute conducted the first evaluations of the Medicare and Medicaid experiments with managed care. Also, in collaboration with Project Hope, Lou spearheaded the Institute's designation as one of the few HCFA Health Research Centers in the nation. In 1992, the University appointed Lou as Director of the Office of Healthcare Policy & Research, within the Office of the Vice President (1992-97). Later he was appointed Co-Director, of the newly formed Institute for Outcomes Research (1998-2000).

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Honored

On Friday, May 19 the faculty and staff honored Dr. Rossiter with a reception/dinner at the home of Peter and Karen Swisher. Many reflected on his years of service with the Department and how he contributed to its growth. All agreed that Lou will be greatly missed by faculty, staff, and students. All wished him every success in his new career.

Cardwell Comments, the alumni/ae newsletter, is a publication of the Department of Health Administration, Virginia Commonwealth University.

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Virginia Commonwealth University is an equal opportunity/affirmative action institution providing access to education and employment without regard to age, race, color, national origin, gender, religion, sexual orientation, veteran's status, political affiliation or disability.

Program News

Ph.D. News



Graduation

Six doctoral candidates graduated in May. Four participated in the University and School graduation ceremonies held Saturday, May 13. Those attending were: **Debra Draper**, **Hacer Ozgen**, **Susan Roggenkamp** and **Steve Yang**. Also attending was **Yen-Ju Blossom Lin** (a December graduate). Not attending were: **Michael Grasso** and **Shyuemeng (Sherman) Luu**.

The graduates:

Debbie Draper, a Senior Researcher with Mathematica Policy Research, Inc. in Washington, DC, is the first graduate of our MSHA program to continue and receive a Ph.D. degree from the Department.

Michael Grasso moved to California and plans to seek a position in that area.

Yen-Ju Blossom Lin is an assistant professor in the Department of Health Care Administration at Chang Jung Christian University in Taiwan.

Sherman Luu, returned to Taiwan to serve as a chief instructor at the National Defense Medical Center.

Hacer Ozgen, after completing her research work with Dr. Yasar Ozcan, plans to return to Turkey this summer.

Susan Roggenkamp moved to North Carolina after accepting a faculty position with Appalachian State University. Susan is a 1986 graduate of the Department's masters program.

Steve Yang returned to Taiwan and serves as Administrative Officer for Hunya Foods Company.

Attending AHSR

The following Ph.D. students had poster sessions at the June AHSR meeting in Los Angeles: **Henry Carretta**, **Cecila Kirkman**, **Allen Ma**, and **Yihua Xu**. Recent graduates, **Drs. Michael Grasso** and **Hacer Ozgen**, also presented. Dr. Ozgen's session was co-authored by Dr. Yasar Ozcan.

Publications

Peter Olden (Ph.D. '94) and Dr. Dolores Clement's paper, "The Prevalence of Hospital Health Promotion and Disease Prevention Services: Good News, Bad News and Policy Implications," was published in The Milbank Quarterly, 78(1), 115-146, 2000.

Janet Watts (Ph.D. '97) with Dr. Dolores Clement had a paper, "Conceptual Framework for Rehabilitation Outcomes Research," accepted for publication in the Journal of Rehabilitation Outcomes Measurement, 4(2) 55-61, 2000.

Ph.D. News (continued)

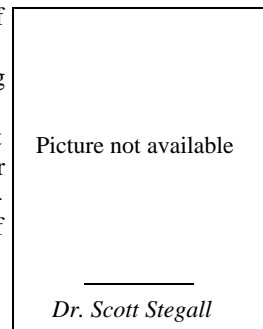
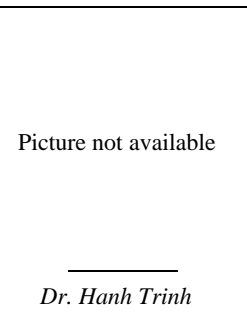
Publications (continued)

Dr. Yasar Ozcan with 1997 Ph.D. graduates **Drs. Hongjia Jiang** and **Chen-Wen Pai** had a paper, "Physician Efficiency in Treatment of Sinusitis: Do Primary Care Physicians or Specialist Provide More Efficient Care?" published in Health Care Management Research, 13(2): 90-96, 2000.

Drs. Trinh and Stegall Selected as Extencicare Fellows

Extencicare, one of the nation's largest providers of long-term care services, has created fellowships for faculty interested in deepening their understanding of the long-term care field. Two of the three fellowships for this past summer's six-week program went to Dr. Hanh Trinh (Ph.D. '94) and Dr. Scott Stegall (Ph.D. '91). Hanh is an associate professor and Scott is an assistant professor in the Health Care Administration and Informatics Program at the University of Wisconsin.

Both Hanh and Scott found participating valuable to their own research and teaching. Furthermore, the experience provided insight into the needs of a major health care employer as the Health Care Administration and Informatics Program explores the establishment of a Long-Term Care Certificate Program.



MHA/MSHA News

MHA News see page 5.

MSHA

On Saturday, June 10, a Graduate Recognition Ceremony was held for the Executive Masters Program in Health Administration honoring the Class of 2000. The program associates will officially graduate in August.

Dr. James Begun, former HAD faculty member and now Professor and Chair of the Department of Healthcare Management at the Carlson School of Management, University of Minnesota, was the guest speaker.

David Havrilla was the class speaker.

(continued on page 3)

Program News (continued from page 2)

MHA/MSHA News (continued)

MSHA (continued)

The 2000 class members are:

- Charlotte A. Berryman
- Vicki Hood Bryson
- Rhonda D. Chatham
- Joseph Frank Damico
- David Randolph Edwards
- David Anthony Havrilla
- Steven Martin Hays
- David Kent Long
- Gerald Carlton Peebles
- Stephen K. Sigworth
- Michael A. Valente
- Rachel Xiangli Xu

The following two associates were recognized for outstanding academic achievement and were recipients of the A.D. Williams Award: **Charlotte Berryman** and **David Havrilla**.

MSHA Class of 2002

Twenty six new executive associates will begin orientation on July 29, 2000. This is the first class to matriculate under the revised curriculum, enabling the associates to complete the executive studies in 21 months.

(MHA News on page 5)

***Alumni and Friends
Contributing Gifts to the Department***

- | | |
|----------------------------|---------------------------|
| <i>Edwin Berdick</i> | <i>Susan MacLaughlin</i> |
| <i>Maureen Bialzak</i> | <i>Kathryn Manchester</i> |
| <i>Brian Collie</i> | <i>Steve McCary</i> |
| <i>Raymond Curtis</i> | <i>Michael McCue</i> |
| <i>Joseph Dawson</i> | <i>David Meyer</i> |
| <i>Elbert Detwiler</i> | <i>Kathy Miller</i> |
| <i>Mr. and Mrs</i> | <i>Yasar Ozcan</i> |
| <i>Charles Foster, Jr.</i> | <i>Alan Prest</i> |
| <i>M.E. Gilstrap</i> | <i>Edna Rensing</i> |
| <i>Katina Goodwyn</i> | <i>Julie Sydner</i> |
| <i>Colette Hall</i> | <i>Telford Thomas</i> |
| <i>John Harlan, Jr.</i> | <i>Pamela Twombly</i> |
| <i>Clarence Ho</i> | <i>Pamela Urban</i> |
| <i>Howard Kern</i> | <i>Karen Wake</i> |
| <i>Philip LaKernick</i> | <i>Robert White</i> |
| <i>Thomas Leggett</i> | |
| <i>Janet Lynch</i> | |

The Department sincerely appreciates all contributions. Contributions serve as a vital support to our students and in maintaining state-of-the-art technology.

Alumni/ae Updates

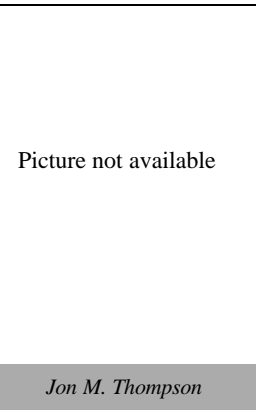
Brad Daniel (MHA '96) and wife Marcy moved to Sofia, Bulgaria in July. They will be there for 18 months as she joins the MBA Enterprise Corps...**Frederick Ford** (MHA '00) has accepted a position as Director, Business Development, Sutter Tracy Community Hospital, Tracy, CA...**Ron Galonsky** (MHA '92) is the new COO at Los Robles Medical Center in Thousand Oaks, CA...**Robert Garris, Jr.** (MHA '90) now serves as operations manager for Sentara Medical Group, Norfolk, VA...**Christine Markham** (MHA '93) was recently promoted to manager of Health Strategies & Solutions, Inc., a Philadelphia.-based consulting firm...**Diana Mendez** (MHA '85) serves as health services administrator at Orange County Corrections, Orlando, FL...**J. Michael Rowe** (MHA '91) is now CEO of Advanced Orthopaedic Centers, Richmond, VA...**Paige Vaughn** (MHA '88) is now Executive Director at East Georgia Regional Medical Center, Statesboro, GA...**Scott McIntyre** (MHA '00) accepted a position as assistant executive director of operations at East Georgia Regional Medical Center, Statesboro, GA.

Alumni/ae Spotlight

Jon M. Thompson (Ph.D. '95), Associate Professor and Program Director for the Health Services Administration Program at James Madison University in Harrisonburg, Virginia, teaches courses in health administration, hospital administration, and managed care, and directs the Internship program. He is a native of Pennsylvania but spent most of his life living in Florida. He holds bachelors and masters degrees from Florida State University.

Jon's practitioner experience includes serving as Director of Marketing for Holmes Regional Healthcare System in Melbourne, Florida, and as a health-care consultant with a national medical rehabilitation development company. He has collaborated with VCU/MCV faculty in research and writing, taught in the MHA and MSHA Programs, and serves as a committee member for MHA Oral Comprehensive Examinations within the Department of Health Administration.

Jon and his wife Suzanne (an elementary school teacher) and middle-school daughters Libby and Anna enjoy hiking in nearby Shenandoah National Park, cheering the girls' soccer games and traveling to a special vacation place each summer as a family. Jon can be reached at thompsjm@jmu.edu.



Faculty News

Dolores Clement, Chair of the Government Relations Committee of the Association of Schools of Allied Health Professions, attended a Government Relations Forum held in Washington, DC on May 4-5. The group visited Capitol Hill and rallied for Health Administration Traineeship funds to be re-appropriated for the next fiscal year.

Michael McCue presented a paper, "Financial Analysis of a Telecardiology Program in a Correctional Setting," at the American Telemedicine Association Meeting in Phoenix, AZ. McCue also has a paper, "Hospitals' Creation of an HMO: What are the Underlying Determinants?" forthcoming in *Inquiry*.

Dr. McCue, along with Dr. Barbara Mark, School of Nursing and Dr. Dave Harless, Dept. of Economics, received the Wayne C. Hall Research Award for cross-campus collaborative research. The award is sponsored by the Honor Society of Phi Kappa Phi of VCU.

Yasar Ozcan was an invited panelist at Western Decision Sciences Institute's Annual Meeting in Maui, Hawaii, April 19, 2000. The title of his presentation was "State-of-the-Art in Benchmarking in Health Care Services."

Dr. Ozcan also was a panelist at the "1st Congress of Health Administration" on May 19-20 in Ankara, Turkey. The Congress was organized by Hacettepe University.

Ozcan organized the health applications sessions for invited cluster chairs (5 session with 18 papers) for the INFORMS-KORMS meeting on June 18-21, 2000 in Seoul, South Korea. He also presented a paper entitled "Benchmarking Mental Health Providers" at the meeting. Co-authors on the paper were Elizabeth Merwin (Ph.D. '88), Joe Morrissy and current Ph.D. student Kwang-Soo Lee.

Site Visit—San Diego

Drs. Roice Luke, Karen Swisher, and Ramesh Shukla participated in a site visit to San Diego, CA on May 23-24, 2000 for the National Forum for the Study of Local Health Care Systems and Networks research project, now in its sixth year of funding. Dr. Luke serves as principal investigator on the project funded by McKesson and EDS.

The group, including representatives from the sponsoring organizations, visited Palomar Pomerado Health System, Sharp Memorial Hospital and Health Plan, Kaiser Foundation, USCD Health Care, and Scripps Health.

Dr. Dennis Pointer, former faculty/chair of Health Administration, now serving as Professor of Public Health at San Diego State University kicked off the visit with a comprehensive overview of the San Diego market.

Faculty Retreat

On May 11, 2000, HAD held a special "mini-retreat" focusing on the Department and the Internet. The goal was to explore the present and future changes in educational, research, and service activities required following the explosive expansion in Internet-based technologies, systems, and software in the health care sector. Beginning in the Fall 2000, the Department will establish two lecture series, one on new approaches to teaching using computers and the Internet. The second will focus on important applications of the Internet and computer-based systems for the operation and management of health care organizations. Finally, the need was emphasized to develop partnerships with local and regional organizations for access to expertise and information on state-of-the art computer and Internet applications in health care.

Briefly

Congratulations goes to HAD faculty member, **Jan P. Clement**, promoted (effective July 1, 2000) to the rank of full professor.

James Zazzali joined the Department on July 1 as an assistant professor and will teach in the masters' programs. A detailed write-up will follow in the next Cardwell Comments.

Computer Network Upgrade. We apologize if you were unable to reach a certain faculty/staff member between May 15-June 5—HAD systems were interrupted due to computer network upgrades. Some faculty and staff were relocated to different offices. The inconvenience was in trade for a more proficient system.

Alumni/ae Directory. The new alumni directory has been mailed to all alumni/ae providing addresses. Use page 63, Alumni/ae Update Sheet, to keep us informed of your new address, etc. If you did not receive a directory, please contact Ryan White at 804/828-7799 or e-mail him at rtwhite@hsc.vcu.edu.

Rossiter

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Lou attracted a significant amount of federal and private funding, approximately several million dollars, to support research, students, and program development. He was a very effective and highly rated instructor in the masters and doctoral programs. He generated more than 50 publications, including a highly acclaimed 14 volume series, entitled: *Advances in Health Economics and Health Services Research*. Also, he has authored a new book, *Medicare Managed Care: The Private Side*, soon to be published.

Midway in his Department career, Lou took a two year leave to serve as Policy Deputy to the Administrator within President Bush's Health Care Financing Administration (HCFA) (1990-91) — which was a clear indication of his growing national stature. Among his many honors and recognitions, perhaps the crowning sign of his true national standing came in 1999 when Lou was offered (and declined!) a very prestigious Eminent Scholar Chair at the University of Florida.

The faculty will truly miss Lou as a friend and colleague.

MHA News

James Foster (MHA '66) Receives Senior Level Regents Award

James B. Foster, CEO, of LakeShore Health Care Center, is the recipient of the American College of Healthcare Executives Senior Level Regent's Award. The award is given to a senior level executive who has demonstrated leadership ability as well as innovative and creative management. It signifies executive capability in developing an organization as well as promoting the institution's growth and stature in the community.

Picture not available.

James Foster

Graduation

The following twenty-three students received their MHA degrees on May 13, 2000:

Kimberly Gunter Bell
Joseph Thomas Clancy
Ted Brently Clark
David Anthony Collins
Kathleen Kamala Cooperman
Frederick James Ford
Hollie Patrice Harris
Maurice Scott Hill
Phyllis Benjamin James
Brandy Lee Knapp
Kim Ernest Marsh
Samuel Scott McIntyre
Bradley Robert Mitchell

Sarah Buell Nichols
Carrie Anne Owen
Toia Diane Patmon
Lawrence Wayne Patrick
Charles Edward Payne, Jr.
Sinan Sanvar
Laurie Ann Santini
James Matthew Scott
Jennifer N. Seiden
Stephen D. Speece (August 2000 graduate)
Jennifer LaVonne Troublefield

Graduation (continued)

MHA Honors Conferred

Herman L. Mullins
Award for Outstanding Management Study

David Collins

A.D. Williams Award for Scholarship

Brent Clark

Hollie Harris

Brandy Knapp

Scott McIntyre

Carrie Owen

Sherry Kohlenberg Award for Excellence in Risk Management/Quality Improvement

Kathleen Cooperman

Cardwell Leadership Award

Kim Bell

Thomas C. Barker Award for Outstanding Preceptor

James Fleetwood

Chief Executive Officer

LifePoint Hospitals, Inc.

(Nominated by Hollie Harris)

Jerry L. Norville Award for Outstanding Educator

Michael McCue, D.B.A.

Dolores G. Clement Excellence in Advising Award

Louis Rossiter, Ph.D.

Entering Class

The MHA Class of 2003 has been admitted. We will greet 20 new MHA graduate students in late August. This class is a diverse class with students representing 16 different undergraduate institutions. The class is evenly divided between men and women with half coming from outside the Commonwealth of Virginia.