Ashley Victoria Parks, DrPH, MBA, MPH, MTech, MCHES, CPH, CPHQ, HACP, PMP, CLSSBB, CPHRM, CTS-MC, CPPS, CHFP
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Overview

Disciplined and enthusiastic health services and public health leader and educator with experience working in public health, healthcare administration, health services research, healthcare quality, operations , and performance improvement

Summary of Qualifications

- Public health program director and professor with 20 years of experience in education and health services and 10 years' experience teaching graduate and undergraduate public health, healthcare administration, and business courses.
- Healthcare professional with over 15 years of experience working in healthcare leadership with a background in project management, health promotion, healthcare quality, performance improvement, finance, revenue cycle, and information technology.
- Researcher with a balance of strong analytic and problem-solving skills as well as soft skills including marketing and public speaking.
- Strategic minded and well-rounded professional with experience working in a variety of capacities including project management, business analysis, revenue cycle management, statistical analysis, research design, training, and curriculum development.
- A team player with an optimistic outlook, cultivating a strong sense of purpose and team cohesion.

Professional Experience

University of Tennessee, Knoxville   *July 2023 to Present*
Department of Public Health
Assistant Professor of Practice

- Professor of practice providing direct instruction, course delivery, and course development for undergraduate and graduate courses in public health
- Currently responsible for instructing course in public health, aging, grant writing, and assessment.
- Serves as a mentor for undergraduate and graduate students seeking exposure and career opportunities in public health and health services

U.S. Department of Veteran Affairs   *November 2022 to Present*
Research Scientist (WOC)

- Conducts research regarding the effectiveness, efficiency, and acceptability of telehealth services within rural Appalachia as a with a WOC (without compensation) affiliation.
- Partners with multiple teams delivering whole health, mobile telehealth, and virtual visits to Veterans.
- Serves as researcher and quality improvement consultant to the VA SCAN-RD (South Central Appalachian Network for Research Development) housed at the Asheville, NC VA.

Jones and Bartlett Learning (Ascend Learning)   *October 2019 to Present*
Author/Independent Contractor

- Co-author for the 9th edition of Cleverley "Essentials of Healthcare Finance" text. Wrote and coordinated text updates for 9th edition to be released in December 2023.
- Creating online and print learning content leveraging expertise in healthcare finance, revenue cycle, and accounting

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California Baptist University
Director, Master of Public Health Program   _July 2020 to July 2023_
Associate Professor, Public Health Sciences

- _**Tenure application and promotion to Professor approved May 2023.**_
- Coordinated curriculum, admissions, marketing, and student support for Master of Public Health program and undergraduate program in healthcare administration.
- Assumed administrative responsibilities for existing CEPH accredited MPH program in Spring 2020
- Served as full-time tenure track faculty in the Department of Public Health Sciences
- Taught 12-18 units a semester in graduate (MPH & MBA) and undergraduate healthcare management, health policy, and public health courses.
- Conducted research projects and write grants to fund research projects and student engagement efforts for CBU and RUHS (local health department). Received 26 million in funding for local public health infrastructure in 2022.

Assistant Professor, Public Health Sciences   _August 2015 to June 2020_

- Served as full-time tenure track faculty in the Department of Public Health Sciences
- Teaching 12-18 units a semester in graduate (MBA & MPH) and undergraduate healthcare management, health policy, and public health courses.
- Led and directed the undergraduate healthcare administration program as well as teach the 5 core courses in HCA program
- Conducted research projects and write grants to fund research projects and student engagement efforts

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Appalachian State University
Assistant Professor, Healthcare Management   _August 2021 to Present_
Department of Nutrition and Healthcare Management, Beaver College of Health Sciences

- Serving as instructor in the Department of Nutrition and Healthcare Management supporting students through teaching, research, and scholarship
- Collaborating to conduct health services research focusing in telehealth, finance, and technology adoption
- Teaching healthcare quality and organizational behavior courses

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Texas Tech University Health Sciences Center   _August 2018 to Present_
Adjunct Faculty, Master of Health Services Administration (MHSA)

- Teaches online MHSA courses in healthcare administration, finance, human resources, and quality
- Provides advising support and coordination for MHSA students through mentorship

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Kindness Project, Florida   _June 2018 to Present_
Volunteer/Consultant, Director of Research

- Supports research efforts and designs data collection approaches for efforts to capture and utilize data to address homelessness and displacement barriers in South Florida.
- Serving as student mentor and consultant to support research and funding efforts.

Adventist Health, Southern California Region   _June 2009 to May 2020_
Quality & Performance Improvement Consultant – Formerly Clinical Data Analyst/QI Manager

- Worked in a full-time capacity for 2 years followed by 9 years as a per-diem consultant providing expertise across the spectrum of quality, performance improvement, and risk.

- Performed statistical analysis and process improvement in the areas of healthcare quality, infection control, risk management, and accreditation.
- Facilitated PI team meetings and works to improve processes in various areas including restraints, critical results, sepsis prevention, etc.
- Completed ad-hoc and monthly financial analysis and provides recommendations for business development
- Designed outcomes research studies, pilot projects, reporting mechanisms, custom reports, and prepares presentations for hospital board
- Performed mandatory regulatory submissions and board reporting of infection control data and assists in workflow redesign and survey readiness

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AIDS Healthcare Foundation (AHF) – West Hollywood, CA
Director of Managed Care Programs & PMO   ***Sept 2014 to Oct 2017***

- Served as director over PMO, PI, managed care operations, claims, information technology, and healthcare center projects and initiatives
- Oversaw domestic (California and Florida) HMO operations and health plan staff members as well as quality and information technology project managers for global organization.
- Established a new project management office (PMO) and instituted both formal PMI guidelines for project management as well as lean and six sigma project management processes
- Utilizing lean and six sigma processes to design and support business strategies with an integrated and interdisciplinary portfolio of projects and initiatives
- Oversaw all new information technology implementations including ServiceNow, RAM HEALTHsuite, Sensei Care Management, SAP Product lines, etc.
- Led development and implementation of new model of care for Medicaid and Medicare enrollees

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California State University System (CSUDH and CSUCI)   ***Jan 2013 to present***
 Adjunct Faculty, Health Sciences

- Serving as instructor in undergraduate research, public health capstone, program planning, aging, performance improvement, information technology, ethics, policy, and leadership courses
- Design curriculum and teaches undergraduate courses in healthcare management, health policy, healthcare finance, information technology, and public health.
- Provide students with practical experience and knowledge of a wide variety of health occupations and disciplines by coordinating site visits and internships.

HealthSouth Tustin Rehabilitation Hospital, Tustin CA   **Sept *2012 to Nov 2014***
Director of Quality and Risk Management

- Served as Director over quality, accreditation, risk management, legal, and medical staff functions
- Provides oversight for hospital quality program, performance improvement initiatives, and designs custom reporting for outcomes to CEO and corporate board.
- Responsible for management of hospital policies, grievances, outcomes data, and staff training.
- Facilitates PI team meetings and works to improve processes in various areas including restraints, critical results, sepsis prevention, etc.
- Designs outcomes research studies, pilot projects, reporting mechanisms, custom reports, and prepares presentations for hospital board

Hoag Memorial Hospital Presbyterian, Newport, CA   **May *2011 to Nov 2013***
Project Manager/Patient Experience & Clinical Systems - IT Program Management Office

- Served as revenue cycle project manager on ICD-10 Readiness Project. Previous projects include patient experience, Hoag online portal, Centralized Patient Scheduling, and Hoag Heart and Vascular Institute systems implementation.
- Performed business analysis and project management functions for hospital's Project Management Office.
- Oversaw KBMA/ lab and pharmacy bar coding project, server and application upgrades and medication error reduction workflow redesign. Work focuses around engineering IT processes to meet business needs.
- Previous work included requirements and HL7 messaging for transfer of physician orders and patient information for centralized patient scheduling and health information exchange (HIE) data transfer
- Daily tasks include meeting with business units, drafting business and technical requirements, and implementing process changes and technological solutions.

UCLA Center for Health Policy Research　　　　　　　　**Jan 2010 *to Mar 2017***
Research Associate/Project Manager, Health DATA Program

- Areas of research included healthcare services for adult adults, public and private payment systems, public health infrastructure, and air quality.
- Constructed policy briefs, performs community health assessments, conducts MAPP planning, and presents relevant data to community partners
- Designed research studies including TDA Local Public Health Systems Assessment and Community Health Status Assessments.
- Provided online and in person trainings on how to use health data to construct grants and community needs assessments – includes AskCHIS and Kidsdata trainings
- Collected data through interviews, online surveys, and third-party sources for creation of MAPP assessments
- Created original curriculum and project documentation for both research and educational conferences

Natividad Medical Center (County of Monterey)　　　　　　**Sept 2008 to May 2009**
Senior Decision Support Analyst/ Management Analyst III

- Performed decision support functions including productivity reporting, cost accounting, revenue cycle analysis, and patient flow process improvements
- Performed process improvement projects improving patient satisfaction metrics and facility ROI
- Developed performance based (RVU) physician compensation systems
- Designed custom financial reports and managed payments per contracts with physician groups

Monterey County Health Department　　　　　　　　　　**Oct 2007 to Sept 2008**
Chronic Disease Prevention Coordinator (Senior Health Educator)

- Managed a team of health specialists conducting outreach throughout the community
- Constructed and managed contracts for clinic services division of health department.
- Coordinated community regional team consisting of four chronic disease prevention specialists
- Conducted community needs assessments and administered health education programs in the areas of worksite wellness, tobacco control, and obesity prevention
- Performed role of both contracts analyst and chronic disease prevention coordinator

Adventist Health – Northern California　　　　　　　　　**Jan 2007 to Dec 2007**
Quality Analyst

- Performed reporting, data collection, and data management/analysis for quality, accreditation, risk, and infection control departments.
- Assisted with Joint Commission and CMS surveys and survey readiness.
- Coordinated tracers, led PI teams, and offered trainings on data management in MS Excel.

Education

Doctorate in Public Health - Health Services Leadership (DrPH)
University of California, Los Angeles (UCLA)   *June 2016*
Degree in Public Health Leadership with coursework in leadership, management, research, statistics, and policy.

Master of Business Administration (MBA)
Quantic School of Business and Technology   *March 2019*

Master of Technology Management (MTech)
Georgetown University   *Aug 2018*
Focus in Healthcare Information Technology and Innovation

Master in Public Health (MPH)
California State University, Fresno, Fresno, CA   *May 2008*
Focus in Health Promotion, Policy, and Management
Graduate Presidents Honors Scholar

B.S., Health Science: Community Health & Health Administration
California State University, Fresno, Fresno, CA   *May 2006*
 Presidents Honors Scholar

Skills – Focused Expertise in Leadership, Data Analysis, Research, & Program Management

Public Health Program Management
- Experienced managing, planning, and evaluating programs and projects, maintaining budgets, coordinating project teams and stakeholders, and performing grant and financial reporting
- Experienced gathering requirements, working with business units to scale projects and define scope, and negotiating pricing and package options with vendors
- Experienced managing grant funds and deliverables for groups including CDC and The California Endowment.

Leadership & Mentorship
- Passionate about mentoring students and fellow employees to develop their careers and enhance their capacity to contribute to the organization.
- Experienced advocating for staff and developing professional development programs.
- Experienced supervising and working with large teams of clinical and non-clinical healthcare personnel, technical staff, and project managers.

Teaching and Curriculum Development
- Experienced teaching undergraduate and graduate courses in business and healthcare management
- Experienced designing curriculum and programs as well as working with accreditors (CEPH and WASC)
- Passionate about online instructional technology and tools to impower course instructors

Quality & Performance Improvement (Patient Safety, Accreditation, and Infection Control)
- Experience working in healthcare quality, process improvement, and decision support
- Experienced conducting organization wide process improvement and quality related studies by applying lean principles, coordinating data collection, and conducting detailed analysis
- Familiar with all Joint Commission (TJC), Title 22, Medicare, HIPAA, CDPH, and DNV regulations and survey procedures including CMS validation, core measures, and patient safety requirements
- Experienced facilitating Performance Improvement teams and using quality improvement tools (Lean/SS, FOCUS PDCA, root cause analysis, FMEA etc.) to assist organization leaders in implementing change
- Experienced planning for and implementing strategies for success during regulatory audits and surveys for accreditation

Finance & Administration

- Experienced working from both provider and HMO (payer) perspectives to increase revenue efficiency, speed claims adjudication, and perform workflow analysis and improvement
- Experienced analyzing cost, utilization, payor/insurance, and productivity data, creating graphics and professional visuals, and writing professional reports for health care organizations and accreditation surveyors
- Experienced creating pro formas, ROI documentation, and business cases for projects, major capital expenditures, and proposed process changes
- Skilled maintaining databases and using many different software applications to manage information for infection control, business development, performance improvement, and tracking progress towards organizational goals
- Experienced managing contracts, budgets, and internal documentation for audits and regulatory agencies

Data Reporting & Information Technology

- Electronic Medical Record (EMR) reporting, order set construction, and clinical documentation workflows for EMR, EMAR, CPOE, and closed loop medication administration efforts.
- Development and design of quality and financial reports in Access, Excel, Qlikview, and Crystal Reports.
- Experience with project management and analytics in Cerner, SCM, and Meditech products.
- Experience working with Health Information Exchanges, HL7 interfaces, CDA, and data transfer and retrieval
- ***Software Applications:*** Cerner, Epic, Meditech, Centricity Practice Solutions, Athena, MS SQL Server, AFIN, Meditech NPR, MS Word, MS Visio, MS PowerPoint, MS Excel, MS Access, MS Publisher, Adobe Acrobat Pro, Adobe Publisher, People Soft, JD Edwards Rumba, Last-Word, AS 400, PowerChart, Moodle, WebEx, Premier Quality Advisor, Crystal Reports, Plato Data Analyzer, V Survey, SPSS, SAS, STATA, Minitab, Mariner, WebEx, Sunrise Clinical Manager, SharePoint, Affinity, etc.

Health Services Research

- Experienced conducting health services research with specialty areas in health care quality, service utilization, air quality, and healthcare for older adults
- Experienced with presentation methods, preparation, and technology for providing professional presentations, workshops, and online trainings
- Published author with experience creating policy briefs and publications for projects sponsored by Centers for Disease Control and Prevention (CDC) and The California Endowment (TCE)
- Experienced creating research survey tools and working with Institutional Review Boards (IRB)

Certifications

Master Certified Health Education Specialist (MCHES)	*October 2015 to Present*
Certified Health Education Specialist (CHES)	April *2007 to October 2015*
National Center for Health Education & Credentialing (NCHEC)	
Certification in Public Health (CPH)	July *2010 to present*
National Board of Public Health Examiners (NBPHE)	
Certified Practitioner in Healthcare Quality (CPHQ)	April *2011 to present*
National Association for Healthcare Quality (NAHQ)	
Certified Lean Six Sigma Black Belt (CLSSBB)	*July 2013 to present*
Aveta Business Institute	
Healthcare Accreditation Certification Professional (HACP)	*June 2013 to present*
Center for Improvement in Healthcare Quality (CIHQ)	
Certified Lean Six Sigma Green Belt	*July 2012 to present*
Institute of Industrial Engineering (IIE)	
Certified Professional of Healthcare Risk Management (CPHRM)	*July 2013 to present*
American Hospital Association (AHA)	

Project Management Professional (PMP)   *August 2013 to present*
Project Management International (PMI)

Certified Healthcare Finance Professional (CHFP) &
Certified Specialist – Managed Care   *August 2015 to present*
Healthcare Financial Management Association (HFMA)

Certified Professional in Patient Safety (CPPS)   *June 2016 to present*
Certified Board for Professionals in Patient Safety (CBPPS)

Harvard Business School – HBX Certifications   *April 2017 to present*
Credential of Readiness (CORe) Certificate
Leadership in Finance Certificate
Negotiating Mastery Certificate
Disruptive Strategy

Professional Affiliations

Board Trustee, Professional Preparation – Society of Public Health Education (SOPHE) – 2020-2022 & 2022-2024

Board Member (Prior President) –California Association for Healthcare Quality   March 2012 – April 2019

Board Member – CSU Dominguez Hills MSQA Advisory Board   August 2012 – May 2019

Member – California Association for Healthcare Quality (CAHQ)   March 2010 – *present*

Member – National Association for Healthcare Quality (NAHQ)   March 2010 – *present*

Member – Society of Public Health Education (SOPHE)   June 2015 – *present*

Member – American Public Health Association (APHA & SCPHA)   September 2012 – *present*

Member – Healthcare Financial Management Association (HFMA)   September 2009 – *present*

Member – Institute for Healthcare Improvement (IHI)   September 2009 – *present*

Member – American College of Healthcare Executives   September 2009 – *present*

Member – Healthcare Information Management and Systems Society (HIMSS)   June 2011 – *present*

Member – American Society of Healthcare Risk Managers (ASHRM)   June 2013 – *present*

Member – Project Management Institute (PMI)   March 2012 – *present*

Member – Institute of Industrial Engineers (IIE)   March 2012 – *present*

Peer Reviewed Publications & Research Presentations

Under Review: **Parks A**; Sakowski J, Nunnery D.; Wear, A. A Qualitative Analysis of the Implementation of Telehealth Services within Free and Charitable Clinic Settings. *Journal of Primary Care and Community Health.*

Accepted: Sakowski J, **Parks A**; Nunnery D.; Wear, A. Free and Charitable Clinic Telehealth Adoption and Utilization During the COVID-19 ERA: The North Carolina Experience. *Telemedicine Reports.*

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Under Review: Isaacs, S. Schroeder-Tyson, J. **Parks, A**. Content Validation of Provider and Staff Surveys in Healthcare: A Systematic Review. *Journal of Appalachian Health.*

Under Review: Munoz-Cornejo, G., Lee, J., Sakowski, J., **Parks, A**. Rural US Healthcare Providers' Cybersecurity Data Breaches: An Exploratory Analysis. *Journal of Rural Health.*

Parks, A., Schroeder-Tyson, J., Isaacs, S. (2023). Supporting health equity and quality improvement through engagement (SHEQuITE Network). 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/24/2023.

Parks, A., Isaacs, S., Schroeder-Tyson, J. (2023). Supporting Health Equity (SHE) Collaborative. 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/24/2023.

Parks, A., Ordonez, G. (2023). Positive Mental Well-Being Analysis: Effects of Gender, Age, and Exercise Habits. 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/23/2023.

Parks, A., Morgan, R. (2023). Exploring the Relationships Between Air Quality, Socioeconomic Status, and Asthma in Children. 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/23/2023.

Parks, A., Santiago, M. (2023). Psychological distress and gender in the post-pandemic workforce. 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/22/2023.

Parks, A., Urbina, S. (2023). Measuring the impact of the COVID-19 pandemic and the public health pandemic response activities on the local PH workforce. 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/22/2023.

Parks, A., Ramirez, J. (2023). Public Health Workforce Satisfaction in a Local Health Department. 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/22/2023.

Parks, A., Ochoa. M. (2023). Examining Race and Socioeconomic Status as Predictors of Cervical Cancer Screening and Human Papillomavirus Vaccination in Women. 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/22/2023.

Parks, A., Aguilera, I. (2023). Exploring the Occurrence of Adverse Childhood Experiences across BMI and Race Ethnicity Categories. 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/22/2023.

Parks, A., Jovanov, A., Mdluli, A. (2023). A qualitative analysis of anal cancer and HPV related health literacy, knowledge, and risk perceptions. 2023 Society for Public Health Education (SOPHE) Conference. Accepted for Live Session (12 Minute) Oral Presentation. 3/22/2023.

Parks, A., Isaacs, S., Tyson, J., Adams, D. (2022). Supporting health equity and quality improvement through engagement (SHEQuITE Network). 11/9/2022. Live Session Presentation. American Public Health Association (APHA) Annual Meeting.

Parks, A., Isaacs, S., Tyson, J., Adams, D. (2022). Supporting Health Equity (SHE) Collaborative. 11/9/2022. Live Session Presentation. American Public Health Association (APHA) Annual Meeting.

Lazari, M., **Parks, A.,** Argueta, M. (2022). A systematic review of the impact and factors surrounding the CMS Price Transparency Initiative. 11/7/2022. Poster Presentation. American Public Health Association (APHA) Annual Meeting.

Ochoa, M., **Parks, A.,** Wigginton, M., Fahnestock, L. (2022). Examining Race and Socioeconomic Status as Predictors of Cervical Cancer Screening and Human Papillomavirus Vaccination in Women. 11/7/2022. Poster Presentation. American Public Health Association (APHA) Annual Meeting.

Parks, A. (2022). Key Competencies and Skills for Health Services Administration Graduates Entering the Workforce. AUPHA 2022 Annual Meeting. 06/07/2022.

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Parks, A., Lazari, M. (2022). Work from Home Parents: A COVID-19 Created Priority Population. Society for Public Health Education 2022 Annual Conference. 3/22/2022.

Parks, A., Lazari, M. (2022). Mental Health and the Virtual Learning Environment During COVID-19. Society for Public Health Education 2022 Annual Conference. 3/22/2022.

Parks, A., Lazari, M. (2022). Nutrition and Food Behaviors During the COVID-19 Pandemic Era. Society for Public Health Education 2022 Annual Conference. 3/23/2022.

Parks, A., Lazari, M. (2022). Screen to Screen: A Model for Virtual Mentorship and Student Professional Development. Society for Public Health Education 2022 Annual Conference. 3/25/2022.

Parks, A., Lazari, M., O'Dell, B., Avalos, R. (2022). Provider and Staff Responses to Non-Facility Specific Patient Experience Feedback with Post-Acute Care Transitions. Journal of Quality in Health Care and Economics. doi:10.23880/jqhe-16000257

Parks, A., Lazari, M. (2022). Evaluating Self-Reported Patient Experience with Transitions from General Acute Care to Post-Acute Care Settings. Journal of Quality in Health Care and Economics. doi:10.23880/jqhe-16000258

Parks, A., Lazari, M. (2021). An assessment of key competencies and skills for early career professionals (ECPs) in health services administration. 10/21/2021. Live Session Presentation. American Public Health Association (APHA) Annual Meeting.

Parks, A., Lazari, M. (2021). Nutrition and food behaviors during the COVID-19 pandemic era: Exploring the relationship between nutrition, psychological distress, and family/social life impairment. 10/22/2021. Live Session Presentation. American Public Health Association (APHA) Annual Meeting.

Parks, A., Lazari, M. (2021). 2020 Educational Perspectives Survey: Lessons from Learning During the COVID-19 Pandemic. AUPHA 2021 Annual Meeting. 06/15/2021.

Martinez-Luna, D., **Parks, A.,** Lazari, M. (2021). An Evaluation of the Differences in HPV Vaccine Status and Providers Recommendation between Genders and Parental Educational Levels. 2021 Society for Public Health Education (SOPHEdX) Conference. Live Session Presentation. 4/27/21.

Parks, A., Manley, M. (2021). Pandemic Effects on Advance Care Directive Attitudes and Completion Rates amongst Medicaid Population in Inland Empire. SOPHE Webinar Presentation and 2021 Society for Public Health Education (SOPHEdX) Conference. 4/20/21.

Parks, A., Lazari, M. (2021). Self-reported Patient Experience with Discharge Education and Post-Acute Care Transitions. 2021 Society for Public Health Education (SOPHEdX) Conference. Live Session Presentation. 4/6/21.

Parks, A., Lazari, M. (2021). Exploring Mental Health Status, Family Relationships, and Hours Worked by California Adults. 2021 Society for Public Health Education (SOPHEdX) Conference. Poster Presentation. 3/20/2021.

Parks, A., Lazari, M. (2021). Provider and Staff Responses to Patient Feedback Regarding Patient Discharge Education and Post-Acute Care Transitions. Society for Public Health Education (SOPHEdX) Conference. Poster Presentation. 3/20/21.

Parks, A., Lazari, M. (2021). "2020 Educational Perspectives Survey: Depression, Anxiety, and Distraction in the Virtual Learning Environment". Depression on College Campuses Conference. 3/9/21.

Parks, A., Lazari, M. (2020). "Physician and Staff Responses to Non-facility Specific Patient Experience Feedback with Post-acute Care Transitions". American Public Health Association (APHA) 2020 Conference. Live Session Presentation. 10/27/2020.

Parks, A., Lazari, M. (2020). "Self-reported mentorship needs and preferences of health administration and public health students". American Public Health Association (APHA) 2020 Conference. Poster presentation available for reviewing 10/24-10/28/2020.

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Parks, A., Lazari, M., O'Dell, B., Cheema, K. (2020). "Best Practices for Preparing Students for the Health Education Workforce through the Integration of Practice and Theory". Society for Public Health Education (SOPHE). *Presentation accepted for 2020 conference but service learning roundtable occurred in August 2020*. 08/18/2020.

Parks, A., Lazari, M., (2020). "It's All Fun and Games: Leveraging Gamification to Develop Decision Making Skills in Health Services Administration Students". AUPHA 2020 Annual Meeting. 06/04/2020.

Lazari, M., **Parks, A.** (2020). "Expanding Undergraduate Curriculum to Increase Preparedness for Work in Population Health". AUPHA 2020 Annual Meeting. 06/04/2020.

Parks, A., Lazari, M., O'Dell, B., Cheema, K. (2020). "Self-reported Mentorship Needs and Preferences of Health Education Students". Society for Public Health Education Conference (SOPHE). 03/23/2020.

Parks, A., Lazari, M. (2019). "A Portrait of California's Workforce: Mental Health Status, Family Relationships, and Hours Worked". American Psychological Association: Work, Stress, and Health Conference. Philadelphia, PA. 11/10/2019.

Parks, A. (2019). "Best Practices for Preparing Students for the Workforce through Mentorship". The Chronicle of Mentoring.

Parks, A. (2019). "Mentorship in the Health Professions". The Chronicle of Mentoring.

Parks, A., Lazari, M., O'Dell, B., Cheema, K. (2019). "Self-reported Mentorship Needs and Preferences of Public Health Students". Southern California Public Health Association. Los Angeles, CA. 10/14/2019.

Parks, A., Munoz, J. (2019). "Exploring the Difference between the Perception of the Effectiveness of Provider Communication across Ethnicity Categories and Education Level". Southern California Public Health Association. Los Angeles, CA. 10/14/2019.

Parks, A., Brown, N. (2019). "Public Health Workforce Training Gaps: Differences in Self-Reported Skills across Educational Categories in the Public Health Workforce". Southern California Public Health Association. Los Angeles, CA. 10/14/2019.

Parks, A., Abdellatif, F. (2019). "An Evaluation of the Relationship between the use of Methamphetamine and Suicidal Ideation". Southern California Public Health Association. Los Angeles, CA. 10/14/2019.

Parks, A., Lazari, M., O'Dell, B., Cheema, K. (2019). "Best Practices for Preparing Students for the Healthcare Workforce". AUPHA 2019 Undergraduate Workshop. Winston-Salem, NC. 10/13/2019.

Parks, A., Lazari, M., O'Dell, B., Cheema, K. (2019). "Addressing Mentorship Needs and Preferences of Undergraduate Healthcare Administration Students". AUPHA 2019 Undergraduate Workshop. Winston-Salem, NC. 10/12/2019.

Parks, A., Lazari, M. (2019). "Advancing the Healthcare Quality Profession by Developing Direct Educational Pathways". National Association for Healthcare Quality – NAHQ NEXT Conference. Phoenix, AZ. 09/16/19.

Parks, A. (2019). "Driving Performance Improvement in Glycemic Management: Implementation of Basal Bolus Insulin Protocol". National Association for Healthcare Quality – NAHQ NEXT Conference. Phoenix, AZ. 09/16/19.

Parks, A. Lazari, M. (2019). "Adapt, Motivate, Leverage: Engagement Techniques Used by Online and In-Person Faculty". Online Teaching Conference, Anaheim, CA. 06/18/2019.

Parks, A. (2019). "Recommendations for New Faculty on Leveraging Professional Experience to Bridge the Gap Between Theory and Practice". Teaching Professors Conference, New Orleans, LA. 06/09/2019.

Parks, A. (2019). "Best Practices for Preparing Students for the Workforce through the Integration of Practice and Theory by New Faculty". Teaching Professors Conference, New Orleans, LA. 06/08/2019.

Parks, A. (2016). "Running the Race: Quality as a Marathon". California Association for Healthcare Quality.

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