

CURRICULUM VITAE
OF
CAREN COLLEEN ROSSOW

EXPERIENCE SUMMARY

Professor experienced in teaching graduate and undergraduate students in management principles, policy, and ethics related to healthcare administration. A healthcare professional with extensive background in healthcare management and leadership having served over thirty years in a number of division, director level, and management positions in community hospitals and a regional healthcare system. A leader with a comprehensive background in various healthcare service lines with experience in planning, operations, logistics, financial, and human resource management. An executive maintaining fellow status from the American College of Healthcare Executives.

EDUCATION

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| DOCTOR OF HEALTH ADMINISTRATION Central Michigan University , Mount Pleasant, Michigan | 2007- 2012 |
| GRADUATE INTERNATIONAL HEALTH CERTIFICATE Central Michigan University , Mount Pleasant, Michigan | 2007 - 2011 |
| MASTER OF SCIENCE IN ADMINISTRATION University of Notre Dame , Notre Dame, Indiana Honors: Cum Laude | 1995 -1998 |
| BACHELOR OF SCIENCE Andrews University , Berrien Springs, Michigan Major: Nursing Honors: Cum Laude | 1985 - 1990 |
| ASSOCIATE IN APPLIED SCIENCE Southwestern Michigan College , Dowagiac, Michigan Major: Nursing | 1978 - 1980 |

PROFESSIONAL EXPERIENCE (FACULTY)

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| LECTURER <i>Governors State University</i> | <i>University Park, Illinois, 60484</i> | 2012 - present |
| VISITING PROFESSOR <i>Governors State University</i> | <i>University Park, Illinois, 60484</i> | 2011 – 2012 |
| ADJUNCT PROFESSOR <i>Central Michigan University</i> | <i>Grand Rapids, Michigan, 49525</i> | 2009 – present |

FACULTY COURSES

GOVERNORS STATE UNIVERSITY

HLAD 3105 HEALTHCARE ORGANIZATION

Health care in the United States is dynamic, constantly changing in its delivery, concepts and treatment modalities. To understand and implement those changes, the industry has seen a number of health care organizations restructure themselves into integrated delivery networks. The industry has seen increased vertical, horizontal, and virtual integration. As students, you will be required to develop the tools by which you (1) recognize the organizational structure of integration and change (2) understand the new technology as it impacts change, and (3) explore the adaptations for exploring new markets of care. The student should emerge from this course with a clear understanding of, and be confident of his/her knowledge to demonstrate the tools used to determine everything concerning health care organizational structure, costs concerns, and the integrated health environment.

HLAD 3108 POLICY AND POLITICS IN HEALTHCARE ADMINISTRATION

This course studies U.S. federal, state, and local legislative, regulatory, and political processes, their effect on the healthcare system, its professions, and explores ways to interact with those processes.

HLAD 3109 ETHICS IN HEALTHCARE ADMINISTRATION

The course provides the student with an introduction to medical and bioethics, well-established ethical theories, definitions, terms, and concepts as it applies to healthcare administration. The course offers the student practical methods for ethical problem solving and decision-making in order to successfully meet the challenges in today's healthcare industry.

HLAD 7108 ETHICS AND POLICY IN HEALTHCARE

Provides the student with theoretical tools required to understand local, state, and federal policies applying a high moral standard as outline in the American College of Healthcare Executives Code of Ethics. Offers an understanding of the policy process, policy analysis and its intersections with economic and political theory. Recent policy developments in healthcare including: healthcare reform, affirmative action, euthanasia, organ transplantation, stem-cell research, cloning, abortion, and new methods of reproduction are discussed from an ethical and political perspective.

HLAD 7112 HEALTHCARE MANAGEMENT 1

Presents the principal concepts of health care management. Addresses the historical evolution of the community health care institution and examines how the history and evolution of the community health care institution is interwoven into the current trends in health care administration. Quality assurance and organized delivery systems are addressed.

HLAD 8105 HEALTHCARE HUMAN RESOURCE MANAGEMENT

The course emphasizes the links between and among an organization's strategy, the environment, organizational stage of development, and HR strategies and activities. It argues that effective HR management creates competitive advantage for the organization and highlights how different HR functions are interrelated. A discussion of strategic HR management is a very effective way to begin a course in this area and to disabuse students of the idea that the course will focus on highly operational (and dreaded) HR functions (for example, determining payroll deductions). It is important to point out that operational functions are extremely important but that the course treats HR from a strategic and general management perspective. The perspective is

one in which all HR activities are developed in the context of organizational strategies and goals. One can certainly learn these operational functions, but that is not generally the focus of this course.

HLAD 335 INTRODUCTION TO EPIDEMIOLOGY

Presents use of descriptive and analytic epidemiology, and include: classification of disease, definitions of incidence and prevalence, uses of rates, rate adjustment, outbreak investigation, study design, cohort studies, case-control studies, experimental studies, life tables, and screening.

HLAD 701 COMMUNITY HEALTH AND MANAGERIAL EPIDEMIOLOGY

Managerial Epidemiology is a comprehensive introduction to the principles and concepts of epidemiology, and how those principles are applied to healthcare management.

HLAD 820 HEALTHCARE PROGRAM PLANNING AND EVALUATION

Program planning and evaluation is a deliberate approach to identifying a health problem, developing goals and objectives to address the problem, planning key activities to achieve the desired outcome, and establishing means to measure if the desired outcome is achieved.

CENTRAL MICHIGAN UNIVERSITY

HSC 507 INTRODUCTION TO HEALTH SYSTEMS ORGANIZATION

Macro level study of healthcare systems including delivery, integration, reimbursement mechanisms, multi-organizational and interorganizational arrangements, health policies, and future solutions.

HSC 520 HEALTH SERVICES ADMINISTRATION

Analysis of organizational patterns, planning procedures, fiscal management, personnel management, and other administrative concerns. Supplemental Description: This course provides analysis of organizational patterns, planning procedures, fiscal management, personnel management, and other administrative concerns.

HSC 516B TRAVEL COURSE HEALTH EDUCATION BELIZE, CENTRAL AMERICA

Public health and international health field experience and service learning; diabetes education and assessment in rural populations; children's health; team learning in the field; cultural exposure to developing country; history and anthropology of indigenous cultures; and natural medicine.

HSC 570 FINANCIAL ASPECTS OF HEALTH SERVICES ORGANIZATIONS

This course addresses the main issues surrounding financial administration of health services organizations, particularly hospitals.

HSC 700 PROGRAM EVALUATION IN THE HEALTH FIELDS

Major concepts, issues, and methodologies concerning the evaluation of health services delivery systems will be presented. Included is design, reporting, and utilization of findings.

OTHER

US Department of Homeland Security Incident Command Structure 300 Courses

Served in facility role - Planning for Incidents. March, 2010

US Department of Homeland Security Incident Command Structure 300 Courses
Served in facility role - Planning for Incidents. April, 2008

PROFESSIONAL EXPERIENCE (HEALTHCARE)

CONSULTANT

2010 - 2012

Lakeland Regional Health System, Saint Joseph, Michigan, 49085

Major Accomplishments:

- Successful Accreditation - Society of Chest Pain Center STEMI, Lakeland, St. Joseph
- Successful Accreditation - Society of Chest Pain Center, Lakeland, Niles
- Successful JCAHO Accreditation – (without recommendations) – Emergency Preparedness Lakeland Regional Health System

DIRECTOR TRAUMA SERVICES

2007 - 2010

Lakeland Regional Health System, Saint Joseph, Michigan, 49085

Director of Trauma Services with ten departmental cost centers of responsibilities located at three campuses. Major duties and responsibilities: business and strategic planning, customer service, financial planning, leadership development, quality improvement, ethics, and clinical oversight.

Major accomplishments:

- Emergency Department Niles expansion increasing bed capacity from 11 bays to 17 rooms. Chairperson for the strategic plan approved by the Board of Directors, September 2009 with architectural design development January 2010.
- Emergency Department Saint Joseph expansion increasing bed capacity from 22 to 40 beds. Developed and implemented Rapid Medical Evaluation Unit and Fast Track. Chairperson for the strategic plan and implementation.
- Grant for STEMI system for BCMCA, EKG's available in 22 ambulances in Berrien County to quickly diagnosis myocardial infarction.
- Grant for Ventilators BCMCA, five ventilators for critical care ambulances in Berrien County for transport of acutely ill patients
- Chest Pain Unit. Chairperson for business plan development. Scheduled to open March 2010.
- Development and implementation of in-house ED tracking system.
- Served in several key leadership roles in the development and implementation of a 140 bed inpatient pavilion. Served as co-chair of private patient room design development with evidenced based healing environment and amenities.
- SANE. Sexual Assault Nurse Examiners Program. Served as director for development of program. First of its nature in Berrien County.
- JCAHO certification with one request for improvement in departments.
- Planning Section Chief for Lakeland Regional Health System Incident Command. Advanced training in FEMA NIMS: 100, 200, 300, 400, 700, 800, 449 and Pandemic Influenza Preparedness Planning) Served as Incident Commander for Lakeland Regional Health System.

- Co-Chairman United Way Campaign (2007) for Lakeland Regional Health System running successful campaign, achieving goal (\$205,000).
- Served as mentor for two middle level managers, both promoted to director level.
- Mentored bachelor level nursing students in nursing management.

DIVISION DIRECTOR PATIENT CARE SERVICES

2002 – 2007

Lakeland Regional Health System, Saint Joseph, Michigan, 49085

Director of Perioperative, Women's, Trauma Services, Medical/Surgical, Orthopedic and Neurosurgical Nursing Services for Lakeland Regional Medical Center.

- Selected for organization succession planning. Structured program with instruction, mentoring, and personal coach to enhance management and leadership skills. Only three directors in the organization selected for this honor.
- Developed General Surgery Strategic Plan, completed Orthopedic Strategic Plan to enhance market share and decrease costs.
- Developed business plan for Computerized Assisted Orthopedic Surgery Program.
- Implemented 2006 Keystone ICU Initiatives. Michigan Hospital Association program to improve quality and safety in the Intensive Care setting. Expanded program to Progressive Care Step Down Unit.
- Department received Emergency Department Governors Award for Quality Improvement.
- Successful JCAHO Accreditation
- Developed and presented business plan for surgery electronic medical record. Implemented MSM first electronic medical record in system.
- Co-chairmen for the development and implementation of FISH! And FISH STICKS program to improve associate and customer satisfaction. Highly successful program based on the world famous Pike's Place Fish Market, Seattle WA. Served as faculty for 22 sessions throughout organization. Original Lakeland FISH Monger. Requested by Michigan Society of Laboratory Professionals for presentation at annual meeting in Lansing

DIRECTOR PERIOPERATIVE SERVICES

1996 – 2002

Lakeland Regional Health System, Saint Joseph, Michigan, 49085

Director of Perioperative (Surgical, Recovery, Endoscopy, and Central Processing) Services with eleven departmental cost centers of responsibilities at three campuses. Major duties and responsibilities: business and strategic planning, customer service, financial planning, leadership development, quality improvement, and clinical oversight.

- Participated in design team to development free standing outpatient center. Chairperson surgery center component.
- Closed rural three suite surgical department successfully moving all services to sister hospitals.
- Chairperson cost saving initiative to standardize orthopedic and surgical implants

BUSINESS MANAGER PERIOPERATIVE SERVICES

1995 – 1996

Lakeland Regional Health System, Saint Joseph, Michigan, 49085

Business manager for Surgical, Recovery, Endoscopy, and Central Processing Services with eleven departmental cost centers of responsibilities at three campuses. Major duties and

responsibilities: ordering of supplies, capital equipment, product evaluation, financial analysis, and budgetary control.

- Facilitated surgical glove and light trial
- Product standardization process

MANAGER SURGICAL SERVICES

1992 - 1995

Lakeland Regional Health System, Niles, Michigan, 49120

Managed Surgical, Recovery, Endoscopy, Central Processing and Oncology Clinic

- Chairman Surgical API (Team Lakeland). Corporate cost reduction initiative achieving two million dollars in cost savings.
- Served as interim manager of Anesthesia (CRNA/MDA).
- Implemented Pre-admitting Testing Program

SUPERVISOR ENDOSCOPY/ONCOLOGY CLINIC

1983 - 1992

Lakeland Regional Health System, Niles, Michigan 49120

PUBLICATIONS

Rossow C, Ivanitskaya LV, Fulton L, & Fales W. Healthcare Providers: Will They Come to Work During an Influenza Pandemic? Disaster Management and Human Health Risk III, WIT Transactions on the Built Environment, Vol 133, WIT Press, 2013, ISSN: 1743-3509, ISBN: 978-1-84564-738.

Healthcare workers' willingness to report to work during an influenza pandemic: A systematic literature review. Rossow, Caren Colleen, D.H.A., Dissertation. Central Michigan University, 2012, 150; 3556375. <http://pqdtopen.proquest.com/pubnum/3556375.html>

PRESENTATIONS

Healthcare Providers: Will They Come to Work During an Influenza Pandemic? Third International Conference on Disaster Management and Human Health: Reducing Risk, Improving Outcomes, July 9-11, 2013 A Courna, Spain.

Multidisciplinary service learning in Belize, Central America, National Association of Multicultural Rehabilitation Concerns Annual Training Conference, New Orleans, July 27, 2013.

Enhancing Transfer Students Writing Skills, Great Lakes Conference on Teaching and Learning, Mt. Pleasant, Michigan, May 14, 2014.

Creating a Gateway to Equity and Inclusion within the Healthcare System, National Association of Multicultural Rehabilitation Concerns Annual Training Conference, St. Louis, Missouri, July 25, 2014

DISSERTATION COMMITTEE

A Qualitative Analysis of Non-Governmental Organizations' Use of Evaluation Frameworks in Measuring Performance. Flannery, Pam. Dissertation, Central Michigan University, 2014.

Chairman: Dr. James A. Johnson, Committee: Dr. Ning Lu and Dr. Caren Rossow

GRANTS

ASPR HPP Emergency Preparedness Grants – 2004-2011

Lakeland Regional Health System – Annual grant for healthcare system emergency preparedness funding. Managed grant funding (allocations, requests, justifications, and submission).

ASPR HPP Emergency Preparedness Grants - 2004 - 2010

Berrien County Medical Control – Annual grant for county ambulance system emergency preparedness . Managed grant funding (allocations, requests, justification, and submission).

5th District Medical Coalition – 2009 - 2010

Berrien County Medical Control – Wrote grant for county ambulances requesting the purchase of \$50,000 in ventilators for five critical care ambulance and training for paramedics. Grant approved and completed on time and under budget.

PROFESSIONAL ORGANIZATIONS

American College of Healthcare Executives (ACHE), Fellow Status

Great Lakes Chapter American College of Health Care Executives (GLACHE)

Chicago Healthcare Executives Forum (CHEF)

PROFESSIONAL LICENSURE

Registered Nurse (Michigan and Indiana)

Basic Disaster Life Support

Advanced Disaster Life Support

VOLUNTEERISM

Healthcare Service Learning Study Abroad Belize – Clinical Faculty 2010 - 2014

Student Healthcare Management Association Faculty Advisor 2012- Present

Lakeland Regional Health System Investigational Review Board - 2014

Doctor of Health Administration/Alumni Student Network Secretary 2012-2014

Lutheran Women's Missionary League, Saint Joseph Zone President 2006 – 2012

Lutheran Women's Missionary League, Michigan District Recording Secretary 2012-2014

St. Paul Lutheran Church Food Bank Coordinator, Cassopolis, Michigan 2010-2014

Berrien County Medical Control Authority Board Member, Treasurer 2001 - 2010

Lakeland Niles Foundation Board Member and Chairman 2008 of Planned Giving 2004 - 2011

St. Paul Lutheran Church Recording Secretary, Cassopolis, Michigan 2010-2012

United Way Campaign, Campaign Chairman, City of Niles 2000 (Raised over \$300,000)

United Way Campaign, Co-Chairman, LRHS, 2006 (Raised over \$205,000)

TRAVEL

Traveled extensively throughout the United States (including Hawaii and Alaska), Canada, Bahamas, Belize, China, Germany, Turkey, Spain, and Switzerland.