

Curriculum Vitae

Cynthia B. Faulkner, D.HSc., MHA

Contact/Personal

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Professional Experience

Associate Professor, Indiana Wesleyan University, 2015 to present

- *Program Facilitator/Lead Faculty* for the Bachelor of Health Administration and Master of Business Administration in Healthcare Administration programs. Responsibilities include: ensuring alignment between University, program, and course learning outcomes and key assessments, directing the annual program review, maintaining HLC and ASBCP standards compliance, new course development, and oversight and support of course monitors.
- *Instructor* for undergraduate and graduate courses in the Bachelor of Health Administration and Master of Business Administration in Healthcare Administration programs. Courses taught in the areas of: health policy, healthcare systems, current healthcare issues, quality, strategic planning, organization governance, and public health. Mentor new faculty and conduct observations and evaluation.
- *Research Chair* for students in the Doctor of Business Administration in Healthcare Administration program.
- *Curriculum Writer* for courses within the Bachelor of Health Administration and Master of Business Administration in Healthcare Administration programs. Develop and/or revise curriculum in areas such as: health policy, governance, healthcare issues, public health, population health, and quality.

Adjunct Faculty, Indiana Wesleyan University, 2009 to 2015

- Instructor for courses in the Master of Business Administration in Healthcare Administration program. Courses included: health policy, healthcare systems and healthcare issues. Conducted faculty observations and evaluations. Provided instruction for faculty development programs. Participated in curriculum development for Master of Business Administration in Healthcare Administration program.

Director of Organizational Effectiveness, bluegrass.org, 2012 to 2014 (retired)

Regional Director of Performance Improvement, 2003-2012

Quality Information Manager, 1995-2003

Office Manager, Regional Substance Abuse Services, 1993-1995

- Coordination of organization's strategic planning process. Staff liaison for Program Planning and Evaluation Committee of the Board of Directors. Oversight of all performance improvement activities for out-patient mental health and substance abuse programs in 17 counties of Central Kentucky. Supervision of, and consultation for performance improvement activities at a 150-bed psychiatric hospital and a 225-bed intermediate-care facility for individuals with mental retardation and developmental disabilities.

Adjunct Faculty, Ohio University, 2014

- Instructor for courses in the Master of Health Administration program. Courses include: healthcare quality/performance improvement and healthcare information management.

Academic Degrees

Doctor of Health Sciences, *Organizational Development and Leadership Concentration*,
A.T. Still University, June 2016

Master of Health Administration, University of Kentucky, 2003

Bachelor of Business Administration, University of Kentucky, 1983

Minor: Political Science

Certifications

Certificate in Professional in Healthcare Quality, National Association for Healthcare Quality, 2003

Awards

Daniel Reedy Award for Outstanding Paper: "The Relationship between Consumer and Clinician Perception of Health Outcomes"

Outstanding First Year Student, Martin School, Masters of Health Administration Program

Research and Presentations

Faulkner, C. B., & Webb, S. (2020). Assessment of program learning in accelerated capstone courses. *Online Journal of Distance Learning Administration*, 23(2).
<https://doi.org/https://www.westga.edu/~distance/ojdla/>

Faulkner, C. B. (2018, Spring/Summer). The mentally healthy organization. *The DeVoe Report*, 58-61.

Changes in Health Status of Individuals with Severe Mental Illness Participating in a Whole Health Improvement Project, Presentation at American Public Health Association 2016 Annual Meeting, Denver, CO, 2016

When God Speaks, Workshop Presenter: 2015 Soul and Sail Cruise.

Evaluation of a Whole Health Improvement Program for Individuals with Severe Mental Illness, A.T. Still University, 2014

The ABCs of ZZZs: Health Promotion Program, Presentation at 2014 Winter Institute, A.T. Still University, Mesa, AZ, 2014

Beginning with the End in Mind: A Guide to Short Term Treatment, Presentation at 2013 Clinical Leadership Council Annual Meeting, Bluegrass.org., 2013

Death by PowerPoint, Presentation at Indiana Wesleyan University, Louisville Education Center, Faculty Development Program, 2012

Talent Management Overview, Presentation at Bluegrass Regional MH-MR Board, Inc., Board Retreat, 2011

Classroom Management, Presentation at Indiana Wesleyan University, Louisville Education Center, Faculty Development Program, 2011

Evaluating Documentation through Services Review Process, Presentation at State of Kentucky Medical Records Annual Directors Meeting, 2006

ORYX Measures – A Key Component of Performance Improvement, Presentation at National Association of State Mental Health Program Directors Research Institute Review, 2004

The Relationship Between Consumer and Clinician Perception of Care in Mental Health Services, Presentation at National Conference on Mental Health Statistics, 2004

The Relationship between Consumer and Clinician Perception of Health Outcomes, University of Kentucky, 2003

Current Professional Assignments and Activities

- Indiana Wesleyan University Graduate School Faculty, Chair
- Indiana Wesleyan University Faculty Senate
- Indiana Wesleyan University Graduate Faculty Committee, Chair
- Indiana Wesleyan University Graduate Council
- Indiana Wesleyan University Faculty Relations Council
- Indiana Wesleyan University Graduate Faculty Nominating Committee, Chair
- Indiana Wesleyan University Graduate School Faculty Retreat Committee
- Indiana Wesleyan University, College of Adult and Professional Studies Faculty, Secretary
- Indiana Wesleyan University, College of Adult and Professional Students, Assessment Committee
- Indiana Wesleyan University, College of Adult and Professional Studies, Appeals Committee
- Indiana Wesleyan University, DeVoe School of Business Curriculum Committee
- Indiana Wesleyan University, DeVoe School of Business Strat-Op Team
- Indiana Wesleyan University, Envision Conference Planning Team
- NAMI-Lexington, Vice-President of Board of Directors

Current Professional Memberships

- Association of University Programs in Health Administration
 - On-line Program Directors Committee
 - Undergraduate Faculty Committee
- American College of Healthcare Executives
- American Health Information Management Association
- American Public Health Association
- National Alliance on Mental Illness (NAMI), Lexington Chapter, Vice-President of Board of Directors
- National Association for Healthcare Quality

Recent Professional Projects

- Reviewer for certification of East Carolina University's health administration program by the Association of University Programs in Health Administration.
- Moderator for "Why are our kids killing themselves? A Community Conversation" sponsored by NAMI Lexington and the University of Kentucky Department of Psychiatry.
- Reviewed proposals for the 2019 Christian Business Faculty Annual Conference.
- Reviewed proposals for the 2019 Association of University Programs in Health Administration's Conference and Annual Meeting.

- Consulting project with NAMI Lexington to develop organization's strategic plan.
- Served on the planning committee for the 2019 Conference and Annual Meeting of the Association of University Programs in Health Administration.
- Consulting project with the Church at Tatesbrook for the development of church constitution and by-laws and policy and procedure manual.
- Currently serving on an advisory committee to the Association of University Programs in Health Administration to evaluate and re-develop the end of program exit exams given to students completing health administration coursework.
- Worked on the development of a successful petition on standards from Association of University Programs in Health Administration's online program directors to Commission on Accreditation of Healthcare Management Education to reduce the required number of face-to-face instructional hours.
- Consulting project for the accreditation of new substance use and addiction services provider by the Joint Commission.
- Program evaluation of Whole Health Improvement Project (WHIP) program a joint project of a supported housing and consumer organization sponsored by a grant from Lexington-Fayette Urban County Government.

Recent Continuing Education

- 2019 Association of University Programs in Health Administration Conference and Annual Meeting
- 2018 Association of University Programs in Health Administration Conference and Annual Meeting
- 2018 AUPHA Graduate and Practitioner Workshop
- 2018 Christian Business Faculty Annual Conference
- 2018 American College of Healthcare Executives Congress
- 2017 Association of University Programs in Health Administration Conference & Annual Meeting
- 2017 Commission on Accreditation of Healthcare Management Education's Competency Assessment Webinar Series
- 2016 American Public Health Association Annual Conference & Expo: *Creating the Healthiest Nation – Ensuring the Right to Health*
- 2016 IUPUI Assessment Institute

Professional and Personal Interests

- Healthcare administration education
- Mental health and addictions advocacy
- Reading
- Travel
- Sports
- Kayaking

Volunteer and Community Involvement

- Church at Batesbrook, Administration Team
- Church at Batesbrook Community Cookouts
- Church at Batesbrook Vacation Bible School
- NAMI Lexington, Board of Directors
- NAMI Walk Team Captain
- AUPHA Annual Meeting Planning Committee
- AUPHA Advisory Group on Exit Competencies
- AUPHA Certification Reviewer