

## **LOU CLARK, Ph.D., M.F.A.**

Instructor  
HCOM Program  
University of Illinois  
louclark@illinois.edu

### **EDUCATION**

- Ph.D.** Arizona State University, Communication, 2011-2015  
Emphases: Health Communication, Organizational Communication  
Dissertation: Grieving Adolescents Co-Perform Collective Compassion in a Concert of Emotions as They Stop! In the Name of Love at Comfort Zone Camp  
Committee: Sarah J. Tracy (chair), Katherine Miller, Fred Corey, and Elizabeth Swadener
- M.F.A.** University of New Mexico, Theatre & Dance, 2003-2007  
Emphasis: Dramatic Writing  
Honors: Academic Distinction
- M.A.** Manhattanville College, Liberal Studies, 1994-1996  
Emphases: English Literature & Film Studies
- B.A.** Manhattanville College, 1989-1993  
Majors: English (American Literature Emphasis) and Dance & Theatre (Acting Emphasis)  
Honors: Departmental Honors in Dance & Theatre

### **ACADEMIC APPOINTMENTS**

- 2019-present *Instructor*, Hugh Downs School of Human Communication, Arizona State University, Tempe, AZ
- 2016-present *Instructor*, Health Communication Online Master of Science Program (HCOM), Department of Communication, University of Illinois at Urbana-Champaign, IL
- 2018-2019 *Assistant Professor*, Medical Education, Texas Christian University & UNTHSC School of Medicine
- 2016-2018 *Assistant Professor*, Internal Medicine and Nursing, Uniformed Services University of the Health Sciences
- 2015 *Graduate Research Associate*, School for the Future of Society and Innovation, Arizona State University
- 2013 - 2015 *Graduate Teaching Associate*, Hugh Downs School of Human Communication, Arizona State University
- 2012 -2015 *Adjunct Faculty*, Communication, Phoenix (Community) College
- 2013-2014 *Graduate Research Associate*, Center for Applied Behavioral Health Policy, Arizona State University
- 2005 – 2007 *Graduate Teaching Assistant*, Theatre & Dance Department, University of New Mexico

## RESEARCH & SCHOLARSHIP

### Areas of Interest

Compassionate/empathic communication in healthcare practice and team training

Standardized Patient and Simulation Methodology in healthcare training

### Publications - Books

Gliva-McConvey, G., Nicholas, C., & **Clark, L.** (in press) *Comprehensive Healthcare Simulation: Standardized Patient Methodology Rooted in Best Practices*. New York, NY: Springer.

### Publications – Peer Reviewed Articles

Malvini-Redden, S., **Clark, L.**, Tracy, S.J., & Schaffer, M. (2019) How metaphorical findings build and undermine resilience during change: A longitudinal study of metaphors in team driven planned organizational change. *Communication Monographs*.

Lee, W., **Clark, L.**, Wortmann, K., Pock, A., Taylor, L. (2019) Inter-professional healthcare provider training utilizing standardized patients to strengthen care for sexual assault patients. *Simulation in Healthcare Journal*.

Floyd, K., Generous, M. A., & **Clark, L.** (2019). Nonverbal affiliation by physician assistant students during simulated clinical examinations: Genotypic effects. *Western Journal of Communication*.

Floyd, K., Generous, M. A., **Clark, L.**, McLeod, I., & Simon, A. (2017). Cumulative Risk on the Oxytocin Receptor Gene (OXTR) Predicts Empathic Communication by Physician Assistant Students. *Health Communication*, 32(10), 1210-1216.

Floyd, K., Generous, M. A., **Clark, L.**, Simon, A., & McLeod, I. (2015). Empathy between physician assistant students and standardized patients: Evidence of an inflation bias. *The Journal of Physician Assistant Education*, 26(2), 94-98.

Sedillo Lopez, A., Crandall, C., McLaughlin, S., Rimple, D., Neidhart, M., McCarty, T., **Clark, L.**, Martell, C., & Campos, G. (2009). A medical/legal teaching and assessment collaboration on domestic violence: Assessment using standardized patients/standardized clients. *International Journal of Clinical Legal Education*, 14, 61.

### Publications – Invited Book Chapters and Encyclopedia Entries

McNaughton, N., & **Clark, L.** (in press) Focus groups. In Nestel, D., (Ed.), *Healthcare Simulation Research: A Practical Guide*. New York, NY: Springer.

Nicholas, C., Szauder, K., & **Clark, L.** (in press) Transcription and data management. In Nestel, D., (Ed.), *Healthcare Simulation Research: A Practical Guide*. New York, NY: Springer.

**Clark, L.**, Smith, C., Dorsey, R., Strickland, V., & McAdam, S. (2019) Standardized Patients (SPs) & Gynecological Teaching Associates (GTAs). In Deering, S., (Ed.), *Comprehensive Healthcare Simulation: Obstetrics and Gynecology*. New York, NY: Springer.

**Clark, L.** (2017) Ethics of working with vulnerable populations. Invited encyclopedia entry for the *International Encyclopedia of Communication*. Malden, MA: Wiley-Blackwell Publishing.

**Clark, L.** (2017) Interviewing vulnerable populations. Invited encyclopedia entry for the *International Encyclopedia of Communication*. Malden, MA: Wiley-Blackwell Publishing.

**Clark, L., & Chevrette, R.** (2017) Thick description. Invited encyclopedia entry for the *International Encyclopedia of Communication*. Malden, MA: Wiley-Blackwell Publishing.

### **Publications – Articles**

**Clark, L.** (2015). New clinical skills cohort model a success. *The Pain Practitioner*, winter. Lenexa, KS: Academy of Integrative Pain Management.

### **Manuscripts under submission**

Szauter, K., **Clark, L.**, Walker, S., Young, K., Thompson, T., Blatt, B., Hobbs, K., McNaughton, N., Nicholas, C., West, T., Knickle, K. & Thompson, A. (Initial Review) Simulated patient research: A review noteworthy articles from 2016. *Advances in Medical Education and Practice*.

**Clark, L.** & Tracy, S.J. (Initial Review) Grieving adolescents co-perform compassion as they Stop in the Name of Love! A qualitative study of collective compassion at Comfort Zone Camp. *Journal of Applied Communication Research*.

Lefkowitz, C.M., Dolan, D.C., Domenici, P., **Clark, L.**, Dorsey, R. M. & Riggs, D.S. (Initial Review) Use of Simulated Patients in Training Behavioral Health Clinicians in Evidence-Based Practices: A Novel Consultation Approach. *Health Communication*.

### **Reviewed Paper Presentations at Professional Conferences**

Floyd, K., Generous, M. A., & **Clark, L.** Nonverbal affiliation by physician assistant students during simulated clinical examinations: Genotypic effects. Paper presented to National Communication Association, Salt Lake City, NV, Friday, November 9, 2018.  
\* Paper received Top Paper Award from the NCA Health Communication Division.

**Clark, L.** & Tracy, S.J. Grieving adolescents co-perform compassion as they Stop in the Name of Love! A qualitative study of collective compassion at Comfort Zone Camp. Paper to be presented as part of the Organizational Communication Division Programming at the National Communication Association annual conference, Philadelphia, PA, Friday, November 11, 2016

Floyd, K., Generous, M. A., **Clark, L.**, McLeod, I., & Simon, A. Cumulative risk on the oxytocin receptor gene (*OXTR*) predicts empathic communication by physician assistant students to be presented as part of the Health Communication Division Programming at the National Communication Association annual conference, Philadelphia, PA, Friday, November 11, 2016

Malvini-Redden, S., **Clark, L.**, Tracy, S.J., & Schaffer, M. Making sense of “pink elephants,” “bureaucratic bullshit,” and other metaphors of change: A longitudinal study of inter-agency collaboration and organizational change. Paper accepted to be presented at the National Communication Association annual conference, Las Vegas, NV, November 2015.  
\* Paper received Top Paper Award from the NCA Organizational Communication Division.

Floyd, K., Generous, M. A., **Clark, L.**, Simon, A., & McLeod, I. Empathy between physician assistant students and standardized patients: Evidence of an inflation bias. Paper presented at the International Communication Association conference, San Juan, Puerto Rico, Friday, May 22, 2015.

**Clark, L.** Bearing witness to performances of compassion: an autoethnography on early childhood loss & volunteering at a bereavement camp for children. Paper presented at the Congress of Qualitative Inquiry, Champaign-Urbana, IL, Friday, May 23, 2014.

**Clark, L.** Transforming scholarship to the stage: adaptation, trigger scripting, and autoethnography come to life in *A Good Death*. Paper presented at the Congress of Qualitative Inquiry, Champaign-Urbana, IL, Friday, May 23, 2014.

**Clark, L.**, Way, A. & Hoffman, T. Cultivating strength-based feedback to student doctors: An appreciative inquiry approach to medical education presented as part of paper panel chaired by Tracy, S. J. Is “Positive Organizational Scholarship” A Positive Move for Organizational Communication? Forging Toward a Critical Embrace, Paper panel

presented on Friday, May 25, 2013 at the International Communication Association Conference, Phoenix, Arizona, May 24-27, 2012.

### **Peer Reviewed Panel/Workshop/Training/Poster Presentations at Professional Conferences**

- Clark, L.**, Garfinkle, T., Montgomery, M., Dorsey, R., Grammar, J., Schuler, K., LaCroix, J., & Ghahramanlou-Holloway, M. Standardized Patients and Military Chaplains: Simulation Training in Support of Services Members at Risk for Suicide presented on Wednesday, June 20, 2018 at the Association of Standardized Patient Educators Conference, Kansas City, KS.
- Clark, L.**, Owens, J., Blatt, B., & Yudkowsky, R. Can SPs Accurately Score Patient Notes Written by Students? presented on Wednesday, June 20, 2018 at the Association of Standardized Patient Educators Conference, Kansas City, KS.
- Szauter, K., Robyler, A., Thompson, T., & **Clark, L.** Grant Writing Basics presented on Tuesday, June 19, 2018 at the Association of Standardized Patient Educators Conference, Kansas City, KS.
- Szauter, K., Blatt, B., **Clark, L.**, Hobbs, K., Knickle, K., McNaughton, N., Nicholas, C., Thompson, A., Thompson, T., Walker, S., West, T., & Young, K. Sampling the 2016 SP Literature: A Grants & Research Team Project (poster) presented on Tuesday, June 19, 2018 at the Association of Standardized Patient Educators Conference, Kansas City, KS.
- Saunders, P., **Clark, L.**, Blatt, B., Ozbekj, A., Lorico, A., & Berg, K. Does Bias Influence SP Ratings of Student Empathy? Results from the Linguistic Empathy Study presented on Tuesday, June 19, 2018 at the Association of Standardized Patient Educators Conference, Kansas City, KS.
- Clark, L.**, & Galin, S. Well-Being for SP Educators: An Interactive Workshop to Cultivate Self-Compassion and Reduce Stress Featuring Mind-Body Exercises presented on Monday, June 18, 2018 at the Association of Standardized Patient Educators Conference, Kansas City, KS.
- Galín, S., **Clark, L.**, N., Nicholas, C., & Szauter, K. Grants & Research (G&R) ASPE Scholar Series: The basics of scholarship – Turn your everyday work into research and have fun doing it! Pre-conference workshop presented on Saturday, June 16, 2018 at the Association of Standardized Patient Educators Conference, Kansas City, KS.
- Chern, A., **Clark, L.**, & Krahl, P. Baseline Formative Feedback for OEM residents using Standardized Patients Simulation at the American College of Environmental and Occupational Medicine Annual Conference, New Orleans, Louisiana, April 29-May 2, 2018.
- LaCroix, M.J., **Clark, L.**, Carter, M.K., Ghahramanlou-Holloway, M. Chaplains-CARE: Evidence-Based Suicide Intervention Skills Training for Navy Chaplains. Presented on Saturday, April 21, 2018 at the American Association of Suicidology Annual Conference, Washington, DC, April 18-21.
- Battista, A., & **Clark, L.** Using visual methods and materials to enhance simulation-based research and assessment. Presented on Monday, January 15, 2018 at the International Meeting for the Society of Simulation in Healthcare Annual Meeting, Los Angeles, CA.
- Clark, L.**, Gliva-McConvey, G., Woll, A., Higbee, D., Thompson, T., & Fulmer, V. Innovative Training Techniques to Use with SPs to Create Authentic Portrayals for Physically and Emotionally Demanding Cases!. Presented on Monday, January 15, 2018 at the International Meeting for the Society of Simulation in Healthcare Annual Meeting, Los Angeles, CA.
- Boatwright, L., Chapin, A., **Clark, L.**, Hyder, M., Shropshire, D., Wallace, A. Energizing SPs: Professional Development Tools to Keep SPs Engaged and Productive In and Out of the Exam Room!, Presented on Wednesday, June 7, 2017 at the Association of Standardized Patient Educators, Alexandria, VA.
- Clark, L.**, Klevan, J., Budd Culpepper, N., Owens, T., Chapin, A., Saunders, P., Blatt, J. Training Techniques to Support SPs in Recognizing and Reducing Unconscious Bias in Student Encounters, Presented on Tuesday, June 6, 2017 at the Association of Standardized Patient Educators, Alexandria, VA.
- Clark, L.**, Bennion, L., Witter, J., Montgomery, M., Cloyd, D., Bell, P., & Lopreiato, J. Longitudinal Cases Foster Therapeutic

Relationships Between SPs and Doctoral Students in Clinical Psychology, Presented on Tuesday, June 6, 2017 at the Association of Standardized Patient Educators, Alexandria, VA.

Cloyd, D., Montgomery, M., Strickland, V., & **Clark, L.**, Creating the “through-line”: Using ‘the moment before’ and other techniques to improve SP case portrayal in formative, longitudinal clinical psychology simulations. Presented on Tuesday, June 6, 2017 at the Association of Standardized Patient Educators, Alexandria, VA.

Gliva-McConvey, G., **Clark, L.**, Dorsey, R., Kludt, A. & Ortega, A. SPs as Adjunct/On-Call Trainers to Supplement Full Time Staff, Presented on Tuesday, June 6, 2017 at the Association of Standardized Patient Educators, Alexandria, VA.

**Clark, L.**, Battista, A., Cloyd, D., Nicholas, C., Saunders, P., Cijy, S., Thompson, A., Yoon, M. Using Qualitative and Mixed Methods Research to Capture Your Simulation Innovations, Presented on Saturday, June 3, 2017 at the Association of Standardized Patient Educators, Alexandria, VA.

**Clark, L.** The Art of Communication. Workshop presented on Wednesday, June 17, 2015 at the Association of Standardized Patient Educators Conference, Denver, Colorado, June 13- June 17, 2015.

**Clark, L.** Actor Training Techniques to Improve Standardized Patient Portrayals. Workshop presented on Monday, June 15, 2015 at the Association of Standardized Patient Educators Conference, Denver, Colorado, June 13- June 17, 2015.

**Clark, L.**, McNaughton, N., Nicholas, C., & Szauter, K. Grants & Research (G&R) ASPE Scholar Series: The basics of scholarship – Turn your everyday work into research and have fun doing it! Pre-conference workshop presented on Saturday, June 13, 2015 at the Association of Standardized Patient Educators Conference, Denver, Colorado, June 13 – June 17, 2015.

Shineman, K. Chair, Capriotti, H., **Clark, L.**, Merrill, H., Schneider-Bateman, G.J., Beard, D.E., & Newman, S. The Human Library: Using living libraries at community colleges to reduce prejudice while teaching intercultural and interpersonal communication presented on Friday, November 21, 2014 at the National Communication Association, Chicago, November 20-23, 2014.

Socas, J.E. Chair, **Clark, L.**, Mullinax, S., Soliday, J. C., Endres, P.A., Salzberg, M., Moe, M., & Friel, P.E., Respondent. Acting/Performance/Improve Exercise Exchange presented on Thursday, November 20, 2014 at the National Communication Association, Chicago, November 20-23, 2014.

Tracy, S.J., Malvini-Redden, S., **Clark, L.**, Brooks, M., Mulvey, P., Shafer, M., & Hall, E. Toward a meaningful, multi-sited, big-data qualitative data analysis presented on Wednesday, April 16, 2014 at the Qualitative Research in Management and Organization conference, Albuquerque, NM, April 15-17, 2014.

Baglia, J., **Clark, L.**, Defenbaugh, N., Foster, E., Pullen, S., & Thompson, M. Performing Patients: Using Arts-based and Standardized Patient Programs to Foster COMMunity in Healthcare Settings. Short Course presented on Saturday, November 17, 2012 at the National Communication Association, Orlando, Florida, November 15- November 18, 2012.

**Clark, L.**, McNaughton, N., Nicholas, C., & Szauter, K. Grants & Research (G&R) ASPE Scholar Series: The basics of scholarship – Turn your everyday work into research and have fun doing it! Pre-conferences workshop presented on Sunday, June 3, 2012 at the Association of Standardized Patient Educators Conference, San Diego, California, June 3- June 6, 2012.

**Clark, L.** Actor Training Techniques to Improve Standardized Patient Portrayals. Workshop presented on Wednesday, June 6, 2012 at the Association of Standardized Patient Educators Conference, San Diego, California, June 3- June 6, 2012.

**Clark, L.** Actor Training Techniques to Improve Standardized Patient Portrayals. Workshop presented on Tuesday, January 31, 2012 at the Society for Simulation in Healthcare Conference, San Diego, California, January 29- February 1, 2012.

Yudkowsky, R., Ranniger, C., Blatt, B., **Clark, L.** & Lopreiato, J., Transforming Daily Simulation Activities into Scholarship and Research. Workshop presented on Monday, January 30, 2012 at the Society for Simulation in Healthcare Conference, San Diego, California, January 29- February 1, 2012.

**Clark, L.**, Schneider N., Morrison A. Creating a Standardized Patient Verbal Feedback Program: Scaffolding Built on Multisource Expertise. Preconference Workshop presented Sunday June 5, 2011 at the Association of

Standardized Patient Educators Conference, Nashville, Tennessee, June 5-9, 2011.

**Clark, L.**, Morrison A, Schneider N. Advanced Verbal Feedback by Standardized Patients for Students.

Workshop presented June 29, 2010 at the Association of Standardized Patient Educators Conference, Baltimore, Maryland, June 27-30, 2010.

Szauter, K., & **Clark, L.** Scholarly Work with Standardized Patients: an Introductory Workshop presented June

30, 2010 at the Association of Standardized Patient Educators Conference, Baltimore, Maryland, June 27-30, 2010.

Neidhart, M., **Clark, L.**, Hess, M., Persinger, K., Haroldson, T., Edwards, T., Simson-Irick, H., & Lovick-Tolley, H.

Check This: Shortcuts to Long Assessments. Poster presentation. June 27, 2010 at the Association of Standardized Patient Educators Conference, Baltimore, Maryland, June 27-30, 2010.

**Clark, L.**, Neidhart, M., Schneider, N. Innovative Training Techniques for SPs to Improve Verbal Feedback

Skills Workshop presented on June 23, 2009 at the Association of Standardized Patient Educators National Conference, Las Vegas, June 21-24, 2009.

McCarty T., Schneider N., Neidhart M, **Clark L.**, Zehler P., Crandall C., Rimple D., McLaughling S., Lopez A.S.,

Martell CA, Campos G. Standardized Patients in Medical & Legal Assessments. Poster presented at the Association of American Law Schools (AALS) Annual Meeting, Clinical Legal Education Section. San Diego, California, January 6-10, 2009.

Schneider, N., **Clark L.**, Neidhart, M., & Zehler, P. Say No More: Offering Effective Feedback to SPs Workshop

presented on July 2, 2008 at the Association of Standardized Patient Educators National Conference, San Antonio, June 29-July 2, 2008.

**Clark, L.**, & Zehler, P. Innovative Training Techniques for Actors & Non-Actors to Improve Patient Portrayals

Workshop presented on July 1, 2008 at the Association of Standardized Patient Educators National Conference, San Antonio, June 29 – July 2, 2008.

### **Peer Reviewed Performances/Panels/Creative Activities presented at Professional Conferences**

**Clark, L.**, & Rose, H.M., Co-Chairs. Augsburg, T., Rowe, D., Lindemann, K., Davis, O.I., White, L.E., Clark, L.,

Perez, K., Rose, H.M., Goltz, D.B., & Pullen, S., Performers. Linde, J.A. & Park-Fueller, L., Respondents. Interdisciplinary solo work connecting the academy with the community: Celebrating 26 years of solo performance and performers influences by Arizona State University presented on Saturday, November 22, 2014 at the National Communication Association, Chicago, November 20-23, 2014.

Prentiss, A., Chair. Kilgaard, A., Respondent. **Clark, L.**, Paulsec, M.L., Pullen, S., Performers. Transfer between pedagogy and

performance, adapting research from the Australian Mosaic Teacher's Project for the classroom and the stage presented at The Western Communication Association annual conference, Anaheim, CA, Monday, February 17, 2014.

Miller, K. & Linde J. Co-Chairs, **Clark, L.** Performer, Carver, H., Madison, D. Soyini, & Mingé, J., Respondents. A Good

Death – autoethnography/adaptation of Dr. Deborah Way's original research on compassion and hospice care workers at The National Communication Association annual conference, Washington, DC, Friday, November 22, 2013.

Mingé, J., Chair & Respondent, **Clark, L.**, Chevrette, R., & Pullen, S., Emotional Triggers, Engaging Trigger-Scripting to

Explore Grief, Healing, and Dis/Ease presented on Monday, February 18, 2013 at the Western Communication Association, Reno, Nevada, February 15-19, 2013.

Brouwer, D., Chair & Respondent, **Clark, L.**, Chevrette, R., Huang, S. & Pullen, S. Performers, Transforming Scholarship to the Stage:

Trigger Scripting to Question the Rhetorical Intersections of Race, Media and Culture presented on Friday, November 16, 2012 at the National Communication Association, Orlando, Florida, November, 14-18, 2012.

## Grants & Contract Awards

### **United States Defense Suicide Prevention Office (DSPO) – Co-Principal Investigator**

Efficacy of Cognitive Behavioral Strategies as Delivered by United States Military Chaplains for the Prevention of Suicide: A Randomized Controlled Trial of Chaplains-CARE Program. Approved by the United States Defense Suicide Prevention Office (DSPO). \$1 million, 1-year period of performance.  
Dr. Marjan Holloway & Dr. Jessica LaCroix, Co-Principal Investigators. 2016

### **University of New Mexico – Co-Investigator**

SEAC Grant - Assessment of Training Effectiveness (PHASE 2)  
Project Title: Development and Evaluation of a Medical and Legal Multidisciplinary Training Program for the Management of Domestic Violence  
\$10,000, 1 year period of performance.  
Dr. Teri McCarty, Principal Investigator 2008

## Additional research funding

### **Hugh Downs School, Arizona State University**

Summer Research Award, \$1500 2014  
Summer Research Award, \$2500 2013  
Both awards were for dissertation research with Comfort Zone Camp.

## TEACHING

### **Human Communication Courses Taught**

#### **Arizona State University, 2019-present**

#### **Hugh Downs School of Human Communication, Master's Program (online), 2019-present Graduate**

COM 598 – Communication and Gender in the Workplace (online)

#### **Hugh Downs School of Human Communication, 2019-present Undergraduate**

COM 312 – Communication, Conflict & Negotiation  
COM 230 – Small Group Communication  
COM 225 – Public Speaking

#### **University of Illinois at Urbana-Champaign, 2016-present**

#### **Department of Communication, Health Communication Online Master of Science Program Graduate**

CMN 507 – Health Communication, Organizations, Professions, & Policy (online)

#### **Arizona State University, Hugh Downs School of Human Communication, 2013-2015**

#### **Undergraduate**

COM 445 – Narrative & Performance (special topic class on health and illness narratives)  
COM 407 – Advanced Critical Methods in Communication (capstone qualitative research methods course)  
COM 341 – Social Context & Performance  
COM 312 – Communication, Conflict & Negotiation  
COM 259 – Communication for Business & the Professions (online)  
COM 230 – Small Group Communication  
COM 225 – Public Speaking

COM 241 – Oral Interpretation  
COM 100 – Introduction to Human Communication (online)

#### **Graduate (Doctoral Seminar Assistant)**

COM 691 – Emotions & Organizing (assisting Professor Sarah J. Tracy)

#### **Maricopa Community College District, Paradise Valley Community College, Communication Department, 2015 Undergraduate**

COM 207 – Communication Theory (online)

#### **Maricopa Community College District, Phoenix College, Communication Department, 2012-2015 Undergraduate**

COM 230 – Small Group Communication  
COM 100 - Introduction to Human Communication

#### **Healthcare Education Communication Workshops and Courses Taught**

##### **Uniformed Services University of the Health Sciences, 2016-2018 Graduate Medical Education**

Medical Improv Workshop Leader – Neurosurgery Department at Walter Reed Military Medical Center  
Medical Improv Workshop Leader – Internal Medicine Department at Walter Reed Military Medical Center  
Preceptor- Tropical Medicine Elective at the Val G. Hemming Simulation Center  
Faculty- Graduate Medical Education Program Directors Retreat, Walter Reed Military Medical Center

##### **Undergraduate Medical Education**

###### Ethical, Legal and Social Aspects of Medical Care

PRC 1001- Ethics of Genetics (Small group facilitator)  
PRC 2004- Medical Student Ethics (Small group facilitator)  
PRC 2004- Ethics of Reproduction (Small group facilitator)

###### Bench to Bedside and Beyond

BBB 4000 – Medical Improvisation (Instructor)

###### Transition to Clerkship

Medical Improvisation (Instructor)

###### Communication Media Elective in Health Care

PDR 4127 – Preparing for Clinical Presentations and Residency Interviews (Instructor)  
PDR 4127 – Nonverbal Communication for advanced medical and graduate nursing students (Instructor)

#### **Other Courses Taught**

##### **Maricopa Community College District, South Mountain Community College, Theatre Department, 2012-2015 Undergraduate**

THF/HUM 205 – Introduction to Cinema  
THE 118 - Introduction to Playwriting (online, hybrid, and face to face)

##### **University of New Mexico, Department of Theatre & Dance, 2005-2007**



## Undergraduate

THE 355 Fundamentals of Playwriting  
THE 355 Fundamentals of Playwriting: Topic - Writing Gender  
THE 498 Dramatic Writing for Young Audiences  
THE 499 Writers Stage (with Professor Jim Linnell)

## Graduate

THE 594 Dramatic Writing for Young Audiences  
THE 599 Writing Performance - Professional Colloquium (with Professor Jim Linnell)

## M.A. Committees

### University of Illinois at Urbana-Champaign, Communication Department, HCOM Program

Karen Murray, M.A., 2018. Faculty Advisor

*Using the Transtheoretical Model to Guide Development of a Social Support Network for Bereaved Parents and Caregivers*

Linda Steinberg, M.A., 2018. Faculty Advisor

*Organizational Professionalism and Leadership Development in Medical School*

Charlotte Varney, M.A., 2018. Faculty Advisor

*Influence of Health Communication and Pathways on Managing Obstetrical Patients Served by U.S. Embassy Bangkok Health Unit*

Nanda Bhikhari, M.A., 2018, Committee Member

*Providing Exceptional Patient Experience through Patient Engagement Coaching*

Jeanie Partlow, M.A., 2017. Faculty Advisor

*Patient-Provider Communication: Giving Patients a Voice*

### University of New Mexico, Theatre and Dance Department

Heather Yeo, M.A., 2008. Committee Member

*Facebook and Social Media Use to Market a Nonprofit Theatre Company*

## Invited Lectures, Presentations, and Performances

- “Qualitative research for healthcare educators” (workshop presenter), California Consortium of Standardized Patient Educators, Sacramento, CA, February 7, 2019
- “Cultivating collective compassion: caring for ourselves as we care for others.” (speaker), University of Alabama School of Medicine, Medical Education Department Speaker Series, Birmingham, AL, September 18, 2018
- “Cultivating collective compassion: caring for ourselves and others.” (Keynote speaker), Massachusetts WIC (Women’s Infants and Children) Association Annual Conference, Foxborough, MA, October 4, 2017
- “Medical Improvisation-Using Theatre Training Techniques to Enhance Clinical Communication” (Workshop Presenter), University of Vermont Medical School, Burlington, VT, October 2, 2017
- “Communicating collective compassion: caring for ourselves and others.” (Plenary/General Session speaker), National WIC (Women’s Infants and Children) Association Annual Conference, Philadelphia, PA, April 3, 2017
- “A Good Death” (Guest Performer and Lecturer in COM 345, Health Communication), Kutztown University, February 28-March 1, 2017
- “Communicating collaboratively with LGBTQ patients.” (Panelist for university-wide Gender & Diversity event), Uniformed Services University of the Health Sciences, November 10, 2016

- “Research in action-qualitative methods for medical educators” (Workshop Presenter), Association of Standardized Patient Educators Annual Conference, Alexandria, Virginia, June 28, 2016
- “Utilizing standardized patients to enhance communication competency in medical residents” (Invited Presenter for Graduate Medical Education Program Director’s Retreat with Walter Reed Bethesda Naval Hospital), Val G. Hemming Simulation Center, Uniformed Services University of the Health Sciences, February 1, 2016
- “Collective compassion-grieving adolescents support one another at Comfort Zone Camp.” (Keynote Speaker), Living Compassion Conference, Northern Arizona State University, March 27, 2015
- “Compassionate Communication at Comfort Zone Camp” (Guest Lecture in COM 250, Organizational Communication, spring semester), Hugh Downs School of Human Communication, Arizona State University, 2015
- “A Good Death” (Guest Performer and Lecturer in COM 372, Health & Illness Narratives), Emerson College, March 11, and March 13, 2014
- “A Good Death” (Guest Performer and Lecturer for the Death & Dying Course as part of the Doctoral Program in Physical Therapy), Franklin Pierce University, November 13, 2013
- “Actor training techniques to improve standardized patient portrayals.” (Workshop Facilitator for standardized patient participants), University of Vermont School of Medicine, July 26, 2013
- “Defining and delivering constructive feedback. (Workshop Facilitator for standardized patient participants), Creighton University Medical School in partnership with St. Joseph’s Hospital in Phoenix, Arizona, March 11, 2013
- “Defining and delivering constructive feedback.” (Workshop Facilitator for Nursing Staff Development Program), St. Joseph’s Hospital in Phoenix, Arizona, March 11, 2013
- “A Good Death” (Guest Performer and Lecturer for COM 494, Health & the Family Life Span taught by Katherine Miller), Hugh Downs School of Human Communication, Arizona State University, April 2, 2013
- “Developing a standardized patient program.” (Presenter to address simulation staff), Mayo Clinic in Arizona, February 6, 2013
- “Using role play in the classroom.” (Guest Lecturer for Faculty Curriculum Retreat), University of Arizona School of Medicine-Phoenix, October 24, 2012
- “Providing Constructive Feedback to Medical Students.” (Guest Lecturer for Faculty Development Retreat), University of Arizona School of Medicine-Phoenix, August 2, 2012
- “Standardized Patients and communication skills.” (Guest Lecturer for Health and Cultural Diversity Course taught by Dr. John Oetzel as part of combined BA/MD program), University of New Mexico, February 22, 2011
- Hangin’ with August (Wilson), lessons learned about life inside and outside the theatre.” (Faculty Selected Speaker for Fine Arts Convocation), University of New Mexico, May 15, 2007.

## **SERVICE & PROFESSIONAL ASSOCIATIONS**

### **Offices & Committees**

#### Elected Offices

Chair, Standardized Patient Interest Group  
 Society for Simulation in Healthcare, 2016-2018  
 Faculty Senate, Clinical Faculty Representative, Uniformed Services University, 2017-2018

## Appointed Offices

Chair, Grants & Research Committee – Board of Directors Member  
Association of Standardized Patient Educators, 2018-present  
Vice-Chair, Grants & Research Committee  
Association of Standardized Patient Educators, 2016-2018

## Committees

Face to Face Conference Planning Committee,  
Association of Standardized Patient Educators, 2018-2019  
Nominating Committee (nominates Board members for the organization)  
Association of Standardized Patient Educators, 2016-present  
Grants & Research Committee  
Association of Standardized Patient Educators, 2009-present

## **Conference Work**

### Conference Submissions Reviewer

*Association of Standardized Patient Educators*, 2009-present  
*National Communication Association Health Communication Division*, 2015-present

## **Committee Assignments, Administrative Service, & University Service**

- *Assessment and Evaluation Committee*, TCU & UNTHSC School of Medicine, 2018-2019
- *Faculty Development Committee*, TCU & UNTHSC School of Medicine, 2018-2019
- *Education Curriculum Committee*, Uniformed Services University of the Health Sciences, 2016-2018
- *Assessment Committee*, Uniformed Services University of the Health Sciences, 2016-2018
- *Long Term Career Outcome Committee*, Uniformed Services University of the Health Sciences, 2016-2018
- *Organizer*, Celebrating Women Event to Benefit Sojourner Center, Graduate Women's Association, Arizona State University, 2015
- *Social Science Representative*, Graduate Women's Association, Arizona State University, 2014-2015
- *Teaching Excellence Award Panelist* for New TA's, Graduate Professional Association, Arizona State University, 2015
- *Elected Member (President Senior year)*, Student Government Association, Manhattanville College, 1989-1993
- *Student Representative, Academic Committees including African Studies Program Committee, Dean of Studies Search Committee and Women's Studies Program Committee*, Manhattanville College, 1989-1993

## **College Service**

- President (elected), *Communication Graduate Student's Association*, Hugh Downs School, Arizona State University, 2014-2015
- Graduate Student Representative, *Health Communication Job Search*, Hugh Downs School, Arizona State University, 2014-2015
- Executive Committee Liaison (appointed), *Communication Graduate Student's Association*, Hugh Downs School, Arizona State University, 2013-2014
- Coordinator, *Graduate Research Panel for Welcome Weekend*, Hugh Downs School, Arizona State University, 2013
- Graduate Student Representative, *Department of Dance & Theatre*, University of New Mexico, 2005-2006

## **Service for Professional Journals: Manuscript Reviewer**

*Advances in Health Sciences Education*

*Advances in Simulation*

*Journal of Applied Communication Research*

*Journal of Simulation and Gaming*

*Text & Performance Quarterly*

## **Community Service**

- 2018 – 2019      University of North Texas Health Sciences Center Community Garden – Fort Worth, TX
- Grew vegetables donated to student food bank and provide general garden maintenance

- 2014 – 2015      Comfort Zone Camp – Richmond, VA
- Support person for grieving youth who have lost a sibling, parent, or primary care giver
- 2004 – 2005      AmeriCorps: VSA North Fourth Art Center – Albuquerque, NM
- Taught acting, improvisation and playwriting to adults with cognitive, mental and physical disabilities
  - Co-wrote a play on disability awareness with resident theater company of adults with cognitive disabilities
- 1996 – 1997      Jesuit Volunteer Corps: The Defender’s Association - Seattle, WA
- Coordinated a weekly in-custody Probation Violation Warrants Calendar (SRA) with the lead paralegal
  - Interviewed up to 40 convicted felons per week in the King County Jail

**Memberships**

- |  |                |
|--|----------------|
| <i>Association of Standardized Patient Educators</i> | 2008 - present |
| <i>National Communication Association</i>            | 2011 - present |
| <i>Society of Simulation in Healthcare</i>           | 2012 – present |

**HONORS & AWARDS**

- 2018              National Communication Association Annual Conference
- Received Top Research Paper Award from the Health Communication division
- 2018              Uniformed Services University of the Health Sciences
- Meritorious Service Award
- 2017              Uniformed Services University of the Health Sciences
- Finalist for Education Day Innovation Award-Implementing Standardized Patient Verbal Feedback in Pre-Clerkship Curriculum
- 2016              Uniformed Services University of the Health Sciences
- Finalist for Education Day Innovation Award-Implementing Medical Improvisation in Post-Clerkship Humanities Course
- 2015              National Communication Association Annual Conference
- Received Top Research Paper Award from the Organizational Communication division
- 2013 - 2015      Arizona State University: Hugh Downs School of Human Communication – Tempe, AZ
- Received 2014-2015 Graduate & Professional Student Association (GPSA) Teaching Excellence Award
  - Received 2014-2015 Dessie E. Larson Graduate Fellowship in Performance Studies
  - Received 2013-2014 Departmental Award for Sustained Creativity and Innovation
- 2009              Association of Standardized Patient Educators
- Received ASPE Scholar’s Certificate
- 2005-2007      Kennedy Center: American College Theater Festival – Washington, DC
- Won National Playwriting for Youth Theater Award
  - Received Honorable Mention for National Student Directing Award
  - Won Regional Student Directing Award
  - Selected from national pool as a participant in Summer Playwrights Intensive
- 1993              Manhattanville College – Purchase, NY
- Won President’s Prize at Commencement
  - Selected to National Dean’s List
  - Chosen to receive Who’s Who Among American Colleges and Universities

## ADMINISTRATIVE EXPERIENCE

- Healthcare Simulation Education & Research Consultant* 2013-present
- Coach healthcare trainees and providers in honing patient-centered clinical communication skills
  - Create, develop, and implement educational simulation activities for healthcare trainees with clinicians
  - Conduct focused research on simulation innovations and activities related to health communication
  - Provide workshops for healthcare simulation educators on incorporating research into their daily work
  - Serve as invited speaker for topics related to compassionate communication in healthcare practice and training
  - Representative clients include(d): University of Vermont Medical School, St. Joseph's Hospital (Phoenix), Creighton University School of Medicine (Phoenix), the National W.I.C. (Women Infants and Children) Association, Statewide W.I.C., Association of Massachusetts, the American Academy of Integrative Pain Management, TCU and UNT, School of Medicine, Midwestern University SP Program (Glendale, AZ), University of Central Florida
- Assistant Dean of Clinical Skills Education & Innovation* 2018-2019  
*Assistant Professor, Medical Education*  
TCU & UNTHSC School of Medicine
- Lead focused curriculum development efforts requiring human simulation components (i.e. simulated, standardized, unannounced patients) for undergraduate medical education in partnership with course directors, faculty and staff
  - Provide oversight for the design of Phase 1 and Phase 2 Clinical Skills courses
  - Co-created with the Assistant Dean of Assessment a clinical skills communication skills assessment rubric
  - Served as a member of the School of Medicine Assessment Committee
  - Create and provide oversight for the SOM standardized patient (SP) Program
  - Supervise 3 Clinical Skills Course Assistant Directors, 5 full time staff members, and a team of 20 faculty preceptors
  - Manage Clinical Skills unit budget including personnel, equipment, supplies, travel, and event costs
  - Conduct research associated with standardized patient/simulation methodology and related topics
  - Hold faculty appointment in the School of Medicine
- Deputy Director of Clinical Simulation* 2016-2018  
*Assistant Professor of Internal Medicine*  
Uniformed Services University of the Health Sciences
- Oversaw 75,000 learner contact hours or more than 300 annual simulation events featuring standardized patients and manikins
  - Lead research and publishing efforts related to clinical communication and simulation methodology in healthcare settings
  - Mentored healthcare educators including clinical faculty members in educational research
  - Consulted with faculty and staff, including trainees and students, regarding educational research projects
  - Held teaching appointments in the School of Medicine (SOM) and Graduate School of Nursing (GSN)
  - Coached residents at Walter Reed Military Medical Center on clinical communication skills
  - Served as a member of the School of Medicine Assessment Committee
  - Served as a member of the School of Medicine Educational Outcomes Committee
- SP Program Coordinator* 2011-2013  
University of Arizona College of Medicine-Phoenix
- Curriculum Development Coordinator/Training & Development Specialist* 2007-2011  
University of New Mexico School of Medicine

