

JENNIFER L. DEUTSCH

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EDUCATION:

- Carnegie Mellon University**, Pittsburgh, PA 2009
Master of Science in Health Care Policy and Management
- The Pennsylvania State University**, University Park, PA 2006
Bachelor of Science in Health Policy and Administration, Minor in Sociology

EMPLOYMENT:

- The Pennsylvania State University**, State College, PA 2015-Present
Director and Instructor, Online Bachelor of Science Program in Health Policy and Administration
- Lead the newly launched online bachelor of science degree program, including planning, implementation, and ongoing program evaluation
 - Coordinate the development of the online curriculum in harmonization with the revised residential curriculum and oversee that quality and rigor are maintained
 - Develop an online course, including content, assessment methods, and competencies
 - Teach six courses per academic year, online or residentially
 - Recruit, assign, and supervise faculty for course development and online instruction
 - Serve as programmatic liaison with the Director of Outreach in the College of Health and Human Development and with World Campus personnel
 - Collaborate closely with the College of Health and Human Development's Outreach Office and the World Campus on program management, online course design and technical support, as well as student recruitment, registration, advising, and support services
 - Oversee the development of policies and procedures for a 400-hour required internship course
- The Pennsylvania State University**, State College, PA 2012-2015
Co-Curricular Program Manager, Online Master of Health Administration Program
- Facilitated the startup and managed day-to-day operations of a new online master's degree program, including the design and development of work processes, procedures, and policies
 - Managed three cohorts, 80+ students in total, matriculating at various stages throughout the program
 - Reviewed 100+ applications and conducted 50+ candidate interviews per year to seat and retain a highly-qualified, diverse cohort of 30-35 students
 - Advised current and prospective students on program structure and curriculum, the application and interview process, registration and enrollment, course load, group dynamics and professionalism, career advancement opportunities, and all other aspects of the program
 - Monitored enrollment levels, course sequencing, and tracked students' academic progress throughout the curriculum
 - Created and edited course content on Drupal to ensure continuity of design and delivery across courses
 - Graded student assignments and served as a second reader to lighten faculty load
 - Obtained graduate teaching approvals for contract-based instructors
 - Coordinated two on-campus management intensives and a two-week new student orientation each year
 - Represented and marketed the program college-wide and to external constituents at events such as the American College of Healthcare Executives Congress, Penn State Grad Fair, TLT and McNAIR Symposiums
 - Collaborated with World Campus marketing to ensure effective program branding on marketing materials such as brochures, print ads, press releases, news stories, and video campaigns
 - Developed program-specific content for the World Campus and HPA websites
 - Streamlined admissions processes, including creation of an evaluation rubric and program-specific application and interview questions, to better accommodate prospective students and increase workflow efficiency
 - Served as a liaison between faculty and students regarding course content, instructor feedback, grading disputes, and overall concerns
 - Participated in the strategic planning process and the execution of target goals
 - Attested to the Graduate School that students met all program requirements before degree conferral
 - Monitored student contributions in course technologies such as Yammer and VoiceThread

The University of Pittsburgh School of Medicine, Pittsburgh, PA 2010-2011
Grant Program Coordinator, Institute for Clinical Research Education (ICRE)

- Authored and presented a formal proposal to the University Graduate Studies Office to obtain official University sanction for a Certificate in Comparative Effectiveness Research (CER) degree program
- Supervised and tracked progress of Graduate Student Researchers
- Solicited, edited, and standardized written proposals for new courses, including proposed curriculum, schedules, and teaching methods from faculty
- Composed and submitted National Institutes of Health progress and final reports and American Recovery and Reinvestment Act quarterly reports for all grant supplement activities
- Coordinated the acquisition of large health care data sets, equipment, and services required for CER activities
- Identified new CER-related projects and tracked existing records within the Clinical and Translational Science Institute internal database
- Organized and scheduled CER Curriculum Committee, CER Advisory Committee, and Enhanced Clinical Trials Working Group meetings and guided discussions among program leaders and faculty members
- Prepared CER marketing materials for dissemination to investigators in the Schools of the Health Sciences and generated CER content for the ICRE website

The Children’s Hospital of Philadelphia, Philadelphia, PA 2007-2008
Clinic Coordinator, EEG Department

- Coordinated the administrative operations of the department’s outpatient services in collaboration with the site director
- Represented the EEG Department and unionized technologists in hospital-wide labor relations meetings
- Administered billing for neurologists and EEG technologists
- Oversaw and directed EEG technologist trainees
- Collaborated with administrators and vendors during the electronic medical records software conversion
- Entered and maintained patient data and medical records within the EMR system
- Scheduled patient appointments for EEG testing
- Provided optimum support services to patients, families, and visitors by responding to their needs and questions accurately, efficiently, while maintaining confidentiality

COURSE DEVELOPMENT & TEACHING EXPERIENCE:

HPA 310: Health Services Policy Issues 2015-Present
Course Author and Instructor

HPA 101: Introduction to Health Services Organizations 2015-Present
Instructor

HPA 057: Consumer Choices in Health Care 2014-Present
Instructor

CERTIFICATIONS:

Certificate for Online Teaching 2013
 Center for Workplace Learning & Performance, Penn State University

- Completed the World Campus Faculty Development Online Learning (OL) series consisting of five courses: OL 1000, OL 1800, OL1900, OL 2000, OL 2700

PRESENTATIONS:

Time and Patient\$...and Persistence: Creating an Engaging Online Simulation for MHA Students 2014
Co-Presenter, Teaching and Learning with Technology (TLT) Symposium, Penn State University

PROFESSIONAL ASSOCIATIONS:

American College of Healthcare Executives 2012-Present
Member

ACADEMIC PROJECT:

Carnegie Mellon University Systems Synthesis Project 2009
Project Manager, Programmatic Space Team for Children’s Hospital of Pittsburgh of UPMC

SUMMER INTERNSHIPS:

- SunPointe Health**, State College, PA 2006
Administrative Intern
- Windber Medical Center & Windber Research Institute**, Windber, PA 2005
Hospital Intern

VOLUNTEER WORK & ACTIVITIES:

- Mentor, MHA Mentoring Program 2014-Present
- Chapter Advisory Board Member, Kappa Delta Sorority, Penn State University 2013-2015
- University of Pittsburgh-United Way Campaign 2011
- Health Care Policy Club, Carnegie Mellon University 2008-2009
- The Children's Hospital of Philadelphia Evenstar Bereavement Program 2007-2008
- Philanthropy Chair, Kappa Delta Sorority, Penn State University 2003-2006
- THON, Penn State Dance Marathon for the Four Diamonds Fund and Hershey Medical Center 2003-2006

COMPUTER SKILLS:

Health Care Software

- EPIC, EpicCare, IDX, Sunrise Clinical Manager

Operating Systems & Software

- Windows (2000, ME, XP, Vista, 7, 8), Microsoft Office (Word, Excel, PowerPoint, Outlook), EndNote, Minitab, VoiceThread, Crystal Ball

Penn State University Systems

- Canvas Learning Management System, ANGEL Learning Management System, Drupal, Graduate Admissions Decision System (GRADS), eLion, Yammer, Integrated Student Information System (ISIS), University Collaboration Suite (UCS)