

Rebecca Manders Olsen, Ph.D., CPHQ, MCHES
Associate Professor of Public Health
Director, Florida Association of Healthcare Quality
PCORI Ambassador, State of Florida
Medical Care Councilor, American Public Health Association
Director, Practice Based Research Network
Florida Prevention Research Fellow

Department of Health Science and Human Performance
College of Natural and Health Sciences
401 West Kennedy Boulevard
University of Tampa
Tampa, Florida 36606

Box: 30F
Office Phone: (813) 257-3749
Fax: (813) 258-7497
E-mail: ROlsen@ut.edu

EDUCATION

- Ph.D. University of South Florida, Tampa, Florida, 2003
College of Public Health
Department of Community and Family Health
Concentration in Healthcare Quality Improvement Measurement and Evaluation,
Social and Behavioral Sciences, and Leadership/Management
- M.S. University of Alabama, Tuscaloosa, Alabama, 1991
College of Human Environmental Sciences
Concentration in Nutrition and Hospitality Management
- B. S. University of South Alabama, Mobile, Alabama, 1983
College of Education
Concentration in Health Education and Health Promotion

EMPLOYMENT

- 2005 to Present Associate Professor of Public Health
College of Natural and Health Sciences
Department of Health Science and Human Performance
University of Tampa, Tampa, Florida
- 2002 to Present Healthcare Quality Consultant
- 2005 to 2007 Adjunct Faculty Member
College of Public Health
Department of Community and Family Health
University of South Florida, Tampa, Florida
- 2003 to 2004 Research Manager
College of Medicine

Department of Pediatrics, Child Health Outcomes
University of South Florida, St. Petersburg, Florida

1993 to 1998 Assistant Professor and Program Director
College of Business
Saint Leo University, Dade City, Florida

FACULTY DEVELOPMENT

Conferences Attended:

2023 Florida Association of Healthcare Quality
2022 Art and Science of Health Promotion
2022 Florida Association of Healthcare Quality
2021 Florida Association of Healthcare Quality
2020 Florida Association of Healthcare Quality
2019 Florida Association of Healthcare Quality
2018 Florida Association of Healthcare Quality
2017 Patient Centered Outcomes Research Institute
2016 Florida Association of Healthcare Quality
2016 Patient Centered Outcomes Research Institute
2015 Florida Association of Healthcare Quality
2015 Patient Centered Outcomes Research Institute
2014 AcademyHealth
2012 National Association of Healthcare Quality Annual Conference
2010 NSEE Conference
2006 Health Sciences Summit
2003 – 2012 International Social Marketing Conference
2002 – 2022 American Public Health Association Conference

Additional Training:

2017 Clinical Director of Health Promotion for Special Olympics
2017 Practice Based Research Network Director
2016 Certified Professional in Healthcare Quality
2014 PCORI Ambassador Training
2012 Master Certified Health Education Specialist
2011 National Society for Experiential Education
2005 Baptist Leadership Institute for Operational Excellence
2003 Social Marketing for Health Education, Promotion and Behavior Change
2000 Conflict Resolution/Mediation

TEACHING

Courses Taught:

Gateways	Health Promotion
Introduction to Public Health	Program Planning and Evaluation
Social and Behavioral Science	Qualitative Research Methods

Biostatistics
Nutrition
Health Policy
Public Health Leadership and Management
Service Quality
Operational Excellence
Interdisciplinary Global Health and Service Learning

Epidemiology
Health Science
Quantitative Research Methods
Service Marketing
Healthcare Quality
Transcultural Healthcare

Public Health Program and Corresponding Curriculum Developed:

Public Health Major and Respective Curriculum:

HSC 236 Introduction to Public Health
HSC 340 Qualitative Research Methods
HSC 350 Biostatistics
HSC 360 Epidemiology
HSC 375 Social and Behavioral Science
HSC 440 Health Policy
HSC 445 Health Promotion and Program Planning
HSC 450 Public Health Management and Leadership
HSC 490 Public Health Internship
HSC 495T Interprofessional Global Health and Service
HSC 499 Scholarly Writing for the Sciences (special topics course)
HSC 499 Healthcare Operations (special topics course)

Public Health Concentrations:

Behavioral Health
Wellness
Public Policy and Social Change

SERVICE

University:

2023	Civic Engagement & Responsible Citizenship Committee
2023	Admissions Open House
2022	Admissions Open House
2021	Civic Engagement & Responsible Citizenship Committee (chair)
2021 to Present	All In Democracy Coalition
2020 to Present	JED Collaborative
2020	Admissions Open House
2020	Member of the Undergraduate Research and Inquiry Committee
2019	Member of the Committee on Committees for CNHS
2018 to Present	Application for Accreditation for Undergraduate Program in Public Health

2018	New Faculty Mentor
2017	New Faculty Mentor
2016 to 2019	Member of the Internship Committee
2014 to 2015	Faculty Chair for Interprofessional Global Health and Service Travel Course
2014 to 2018	Faculty Advisor to Students Helping Honduras
2014 to 2015	Chair of University Quality Enhancement Program
2012 to Present	Faculty Advisor for Public Health Student Organization
2012 to 2015	UT Faculty Representative for the International Academic Integrity Council
2012 to 2019	Board Member of Administration Conduct Committee
2012 to 2019	Board Member of Sexual Harassment Committee
2012 to 2019	Member of the Student Conduct Committee
2012 to 2018	Editorial Board for Florida Public Health Review Journal
2011 to 2015	Faculty Co-Chair for Transcultural Healthcare Travel Course
2011 to 2014	Chair of the Academic Integrity Committee
2011 to 2013	Faculty Advisor for Public Health Global Brigades
2010 to 2015	Co-Chair Internship Council
2009 to 2010	Developed Public Health Program Outcome Assessment for SACS Accreditation
2007 to 2009	Leadership Mentor Program
2006 to Present	Public Health Internship Coordinator
2005 to Present	Annual Participation in the University Admissions Open House
2005 to Present	Member of the CARE Committee

2005 to Present	Member of the Student Wellness Committee
2006 to 2011	Principal Investigator for the “Breath Easy UT” Health Promotion Campaign
2006 to 2015	Chaired and Co-chaired Faculty Search Committees
2006 to 2013	Principal Investigator for multiple Tobacco Free Campus Grants

Department:

2023	Revised the Internship Handbook
2023	Developed Internship Preceptor Survey
2023	Developed Internship Student Evaluation of Site Survey
2023	Analyzed Internship Data for Outcome Assessment
2023	Chaired two Public Health Search Committees
2021 to Present	Committee Member for Public Health Program Accreditation
2020	Chaired the new Public Health Internship Handbook
2020	Chaired the Public Health Outcome Assessment
2019	Chaired the Public Health Outcome Assessment
2019	Committee Member for Public Health Program Accreditation
2019	Support Department Meetings and Social Events

Student:

2023	Principal Investigator for BayCare with seven research students
2022	Principal Investigator for BayCare with seven research students
2021	Principal Investigator for BayCare with six research students
2021	Principal Investigator for American Bone Health Social Marketing Campaign with six students
2021 to Present	Faculty Advisor for the Public Health Student Association

2020	Principal Investigator for Impact of the CMMI Grant with four student research assistants
2020	Supervised Student Research (Debra Tuberton)
2019	Student Lunch and Learn
2018	Student Lunch and Learn
2018	Principal Investigator for Cost Effectiveness and Utilization Research with four students
2018	Student Supervisor for National Public Health Week
2017	Student Supervisor for Relay for Life
2017	Student Supervisor for National Public Health Week
2016	Student Supervisor for National Public Health Week
2006 to Present	Faculty Advisor for the Public Health Student Association
2006 to 2012	Student Supervisor: Hillsborough County Smoke-free Coalition
2006 to 2011	Student Supervisor: UT Smoke-Out, Relay for Life, UT 25 x 25 Campaign, UT Health Fair
2006 to 2010	Student Supervisor: Watch Your BAC Campaign
2006 to 2011	Student Supervisor: National Kick Butt Day
2006 to 2011	Student Supervisor: Great American Smoke-Out
<i>Professional:</i>	
2023	Professional Development Chair for the Florida Association of Healthcare Quality
2023	Florida Representation for the Multi-State Healthcare Quality Collaborative
2022	Manuscript Reviewer for APHA Annual Conference (medical care section)
2021	American Bone Health Social Marketing Campaign Development (accepted to conference)

2021	Journal of Child Science, Manuscript Reviewer
2020 to Present	Co-Chair Health Services Research Committee, American Public Health Association
2020 to Present	Bone Health Coalition Board Member
2018 to Present	Medical Care, Manuscript Reviewer
2018	American Journal of Biomedical Science & Research, Manuscript Reviewer
2018 to Present	Research in Pediatrics and Neonatology, Manuscript Reviewer
2018 to Present	European Journal of Pediatrics, Manuscript Reviewer
2018 to Present	The Open Public Health Journal, Manuscript Reviewer
2018 to Present	Member of the Professional Development Team for Florida Association of Healthcare Quality
2018 to Present	Member of the Membership Development Team for Florida Association of Healthcare Quality
2018 to Present	Member of the Board for Florida Association of Healthcare Quality
2017 to Present	Journal of Public Health and Health Prevention, Manuscript Reviewer
2017 to Present	Clinical Director of Health Promotion, Special Olympics
2017 to Present	Director, Florida Association of Healthcare Quality
2016 - 2018	President Florida Association of Healthcare Quality
2016 to Present	Medical Care Conference Planning Committee - APHA
2015 to 2019	Institute of Healthcare Improvement
2015 to 2019	AcademyHealth – Conference Patient Abstract Reviewer
2015	Council of Undergraduate Research – Program Reviewer
2015 to 2019	AcademyHealth – Nursing Research Group – Conference Research Reviewer
2015 to Present	American Public Health Association – Conference Research Reviewer

2015	Patient- and Family-Centered Care – Conference Research Reviewer
2015 to Present	PCORI – Reviewer for Funded Engagement
2015 to Present	Frontiers in Public Health – Manuscript Reviewer
2015 to Present	Journal of Public Health Research – Manuscript Reviewer
2015 to Present	Tampa Bay Healthcare Collaborative – Health Equity
2015	Medical Research Archives – Manuscript Reviewer
2014 to Present	PCORI Ambassador for Florida
2014 to 2018	Louisiana Public Health Institute (LPHI) - Invited Advisory Board Member
2014 to 2018	Children’s Hospital Association
2014 to Present	Integrated Healthcare Association
2014 to Present	Patient Centered Medical Home Collaborative (PCMHC)
2014 to Present	National Wellness Institute
2014 to Present	Society of Public Health Education (SOPHE)
2014 to Present	Medical Care Councilor – American Public Health Association
2014 to Present	Health Services Research – Conference Planning Subcommittee
2014 to Present	American Public Health Association – Medical Care Conference Planner: Integration of Mental Health and Primary Care Joint Session
2014 to 2018	Faculty Advisor for Tampa General Hospital Nursing Research Fellows
2014 to Present	Member of Institute of Patient and Family Centered Care
2014 to Present	Health Equity Leadership and Exchange Network (HELEN)
2014 to Present	Board Member of Florida Association of Healthcare Quality
2014 to Present	Florida Department of Health – Community Health Improvement Plan Committee
2014 to Present	Public Health Practice Based Research Network Director

2014 to Present	Patient Centered Primary Care Collaborative
2014 to Present	FloridaHATS Invited Committee Member
2014 to Present	Manuscript Reviewer for Health Services Journal
2014 to 2015	Leadership Board for March of Dimes
2013 to 2018	AcademyHealth, Child Health Services, Quality and Interdisciplinary Research Group on Nursing Issues Leadership Engagement
2013 to 2018	Society of Public Health Education – Conference Planning Committee
2013 to 2018	Society of Public Health Education – Chapter Development Committee
2013 to 2018	Society of Public Health Education – Medical Care-Patient Education Communities of Practice Committee
2013 to Present	American Public Health Association – Medical Care Committee, Mental Health Committee, Moderator, Invited Speaker
2012 to Present	Member of Chronic Disease Directors
2012 to 2018	Manuscript Reviewer for American Journal of Health Education
2012 to 2018	National Society of Experiential Education
2012 to Present	Co-Chair of Education Committee – Florida Association of Healthcare Quality
2012 to Present	Florida Prevention Research Fellow
2012	Invited CEPH Undergraduate Accreditation Development Committee
2012 to 2018	One Bay Healthy Community Committee
2011 to 2018	Journal of School Health Manuscript Reviewer
2011 to 2018	Journal of Behavioral Health Manuscript Reviewer
2010 to 2012	DACCO Treatment Prevention Center
2010 to 2012	Watch Your BAC (Blood Alcohol Concentration) Campaign
2009 to 2018	Hillsborough County Tobacco-Free Coalition

2009 to 2012	Area Health Education Center
2009 to 2014	Social Marketing Quarterly Manuscript Reviewer
2009 to 2018	American Journal of Health Education Manuscript Reviewer
2009 to 2018	UT Student Coordinator for Hillsborough County Tobacco Free Partnership
2008 to 2018	Tampa General Nursing Research Council
2008 to Present	Florida Association of Healthcare Quality, Moderator, and Regional Invited Speaker
2007 to 2014	International Social Marketing Conference, Invited Faculty, Facilitator, and Conference Planning Committee
2006	National Ophelia Project, Program Evaluation
2002 to Present	American Public Health Association
2001	National WIC (Women, Infant and Children) Utilization Review and Program Evaluation
2000	National 5-A-Day Program Evaluation
2000	Tampa Bay Courthouse - Legal Assistance to Vulnerable Populations Program Evaluation
1999	Plant High School Student Risk Behavior Assessment
1994 to Present	Leadership Tampa Bay

RESEARCH AND SERVICE INTERESTS

Healthcare Delivery

- Integrated Care Models
- Patient/Family/Caregiver Driven Care
- Patient-Centered Medical Homes

Healthcare Services

- Comparative Effectiveness Research
- Quality/Performance/Process Improvement
- Organizational/Behavior Change
- Leadership/Staff Development

- Program Development, Execution and Evaluation

RESEARCH AND CONSULTATION SERVICES

2023	Baycare Pediatric Trauma and Surgery – <i>Principal Investigator</i> , (\$152,481.00 funded)
2022	Baycare, Pediatric Trauma and Surgery – <i>Principal Investigator</i> , (\$152,481.00 funded)
2021	Baycare, Pediatric Trauma and Surgery – <i>Principal Investigator</i> , (\$152,481.00 funded)
2021	American Bone Health Social Marketing Campaign – <i>Principal Investigator, Professional Service</i>
2019	The Impact of the CMMI Care Award – <i>Principal Investigator, Professional Service</i>
2018	The Complex Chronic Pediatric Center at St. Joseph’s Children’s Hospital – Cost Effectiveness and Utilization: Hospital-Based Pediatric Medical Home for Medically Complex Children– <i>Principal Investigator, Professional Service</i>
2017	St. Joseph’s Women’s Hospital – Breast Cancer Diagnostic Cost Effectiveness Study – <i>Research Consultant</i> (\$8,000 funded)
2015 – 2017	Louisiana Public Health Institute, PCORI Medical Training for Tulane Medical School, <i>Invited to Advisory Board</i> , (\$249,645 funded)
2015 to 2017	St. Joseph’s Women’s Hospital – Breast Cancer Quality and Cost Effectiveness – <i>Research Consultant</i> (\$30,000 funded)
2015 to 2016	St. Joseph’s Pediatric Rehabilitation – Motor Analysis Quality and Family Functioning – <i>Principal Investigator, Professional Service</i>
2015 to 2017	St. Joseph’s Children’s Hospital – CMMI National CARE Grant – <i>Research Consultant</i> (\$23.3 million funded)
2014 to Present	Tampa General Hospital – <i>Faculty Advisor</i> for Nursing Research Fellows, <i>Professional Service</i>
2014 to Present	Tampa General Hospital – <i>Nursing Research Council, Professional Service</i>

2014 to 2017	St. Joseph's HIV/AIDS Center - Medical Compliance and Viral Load, CD4 Count and Perinatal Transmission – <i>Principal Investigator, Professional Service</i>
2014 to 2017	St. Joseph's Children's Hospital - Utilization/Expenditures of Children with Medical Complexities in a Hospital-Based Medical Home <i>Principal Investigator</i> (\$15,000 funded)
2014	Tampa General Hospital – Emergency Room Process Improvement Initiative <i>Co-PI, Professional Service</i>
2013	St. Joseph's Children's Hospital - The Impact of a Hospital-Based Medical Home on Children with Multiple Complexities and the Hospital System – <i>Principal Investigator, Professional Service</i>
2012	Department of Health – Tobacco Free Campus – <i>Principal Investigator</i> (\$6,000 funded)
2012	Delo Grant, University of Tampa – <i>Co-Principal Investigator</i> (\$2,000 funded)
2012	Florida Department of Health – Tobacco Free Initiative, <i>Principal Investigator</i> (\$5,000 funded)
2011	United Way Marketing and Utilization Project – <i>Co-Principal Investigator</i> (\$10,000 funded)
2009-2011	Program Development, Execution, and Evaluation - Breathe Easy UT Health Promotion Campaign – <i>Principal Investigator</i> (\$15,000 funded)
2009-2011	Blood Alcohol Concentration Harm Reduction – <i>Principal Investigator/Program Consultant</i> (\$350,000 funded)
2006	Performance Evaluation/Improvement - St. Joseph's Women's Hospital – <i>Principal Investigator/Program Consultant</i> (\$30,000 funded)
2006	Child and Adolescent Health Measurement Initiative – <i>Research Manager and Co-Author</i> in the Development of a National Toolkit: Communication and Culture: The Common Denominator in Improving Quality and Safety of Care for Children. You may view Toolkit at: http://www.cahmi.org/ViewDocument.aspx?DocumentID=98 (\$125,000 Commonwealth Project, funded)
2004 - 2006	Quality Improvement Program Development, Execution, and Evaluation - St. Joseph's Baptist Healthcare System – St. Joseph's Main, Children's

- Women's, and South Florida Baptist Hospitals – *Principal Investigator* (\$200,000 funded)
- 2003 Program Performance and Evaluation - Children with Multiple Healthcare Needs – *Principal Investigator* (\$15,000 funded)
- 2003 National Public Policy Campaign: Making the Case for Children, Child Healthcare Quality Improvement – *Research Manager* (\$6,000 funded)
- 2003 Qualitative and Quantitative Research Methods - All Children's Hospital – *Project Manager* (\$6,000 funded)
- 2003 University of South Florida, College of Medicine, Child Health Outcomes – *Research Consultant* (\$10,000 funded)
- 2003 Program Development, Execution, and Evaluation - The Child Advocacy Center – *Principal Investigator* (\$5,000 funded)

INVITED WORKSHOPS AND PRESENTATIONS

- Lewis, B., Lemchak, J., Baikauskas, Olsen, R., Leung, W. (2023). American Public Health Association Annual Conference, Atlanta, GA. (Submitted poster).
- Lewis, B., Buchtel, H., Belli, J., Olsen, R., Leung, W. (2023). Pediatric Trauma Society Annual Conference, New Orleans, LA. (Submitted poster).
- Lewis, B., Marino, L., Scioli, K., Hamadi, S., Olsen, R., Leung, W. (2023). Obesity Society Annual Conference, Dallas, TX. (Submitted poster).
- Lewis, B., Velazquez-Santiago, M., Scioli, K., Leung, W., Esch, Z., Waykar, M., Peyton, W., Olsen, R., (2022). Cannabis Use Among Pediatric Trauma Patients. American Public Health Association Annual Conference, Boston, MA.
- Olsen, R. (2022). American Bone Health Social Marketing Plan. Art and Science of Health Promotion Annual Conference, San Diego, CA.
- Olsen, R. (2020). Invited speaker. Mixed method inquiry and performance improvement. American Public Health Association Annual Conference, Online.
- Olsen, R. (2020). Invited speaker. Mixed method inquiry and performance improvement. *Florida Association of Healthcare Quality Annual Conference*, Orlando, FL.
- Olsen, R. (2018). Invited speaker. Structural and practice changes for equitable health care. *American Public Health Association Annual Conference*, San Diego, CA.
- Olsen, R. (2017). Invited speaker. PCORI workshop. *St. Joseph's Hospital*, Tampa, FL.

- Olsen, R. (2017). Invited speaker. A closer look at what works in care coordination. *American Public Health Association Annual Conference*, Atlanta, GA.
- Olsen, R. (2016). Invited speaker. *Patient Centered Outcomes Research Institute, National Conference*. Washington, DC.
- Olsen, R. (2016). Invited speaker. *Florida Association of Healthcare Quality*. Tampa, FL.
- Olsen, R. (2015). Invited speaker. *Patient Centered Outcomes Research Institute National Conference*. Washington, DC.
- Olsen, R. (2015). Mental health and medical care integration. Invited Moderator for the *American Public Health Association Annual Conference*. Chicago, IL.
- Olsen, R. (2014). Integrated and patient centered care delivery models. Invited Moderator for the *American Public Health Association Annual Conference*. New Orleans, LA.
- Olsen, R. (2014). Mix-methods approach: Behavior-specific performance improvement. *AcademyHealth Annual Research Meeting*. San Diego, CA.
- Olsen, R. (2013). Patient and provider communication. Invited Speaker for the *Florida Medical Quality Assurance National Presentation*.
- Olsen, R. (2013). History of public health. Invited Moderator at the *141st American Public Health Annual Conference: Think Global Act Local*. Boston, MA.
- Olsen, R. (2013). Key provisions of the Affordable Care Act. Invited Moderator for *Florida Association of Healthcare Quality*.
- Olsen, R. (2012). Invited Speaker at the *6th Winter Meeting of the International Consortium for Interdisciplinary Education about Health and the Environment*, at the University of Cologne, Cologne, Germany. (Unable to accept).
- Olsen, R. (2012). Mind, body, and soul: The connection between wellness and academics. *UT Board of Trustees*.
- Olsen, R. (2012). CEPH Undergraduate Accreditation Criteria Workshop. *Council on Education for Public Health*.
- Olsen, R. (2012). Patient-provider communication, *Florida Association of Healthcare Quality Regional Conference*.
- Olsen, R. (2012). Leadership in healthcare quality. *Florida Association of Healthcare Conference*. Served as moderator.

- Olsen, R. (2010). Threats to social marketing. *International Social Marketing Conference*, Clearwater, Florida.
- Olsen, R. (2009). From outcome measurement to outcome management. *International Social Marketing Conference*, Clearwater, Florida.
- Olsen, R. (2009). Physician buy-in and compliance with core measures: *Florida Association of Healthcare Quality Conference*. Organized, reviewed and approved presentation materials and served as moderator, Tampa, Florida.
- Olsen, R. (2008). Importance-performance research methodology. *International Social Marketing Conference*, Clearwater, Florida.
- Olsen, R. (2007). Healthcare quality improvement; Program development, execution, and evaluation. *Health Sciences Summit*, Orlando, Florida.
- Olsen, R. (2005; 2006). Operational/service excellence. *St. Joseph's Baptist Healthcare, Full Director's Conference*, Tampa, Florida.
- Olsen, R. (2005; 2006). Performance evaluation, program development, execution, and evaluation. *St. Joseph's Baptist Healthcare, Full Manager's Conference*, Tampa, Florida.
- Olsen, R. (2005; 2006). Performance evaluation, program development, execution, and evaluation. *St. Joseph's Baptist Healthcare, Patient Care Conference*, Tampa, Florida.
- Olsen, R. (2005; 2006). Performance evaluation, program development, execution, and evaluation. *St. Joseph's Baptist Healthcare, Full Nursing Retreat*, Tampa, Florida.
- Olsen, R. (2005; 2006). New nurse's orientation and delivery of care training. *St. Joseph's Baptist Healthcare*, Tampa, Florida.
- Olsen, R. (2005; 2006). Performance evaluation, program development, execution, and evaluation. *St. Joseph's Baptist Healthcare, Radiology Retreat*, Tampa, Florida.
- Olsen, R. (2005; 2006). Customer service for patient care providers. *St. Joseph's Main Hospital*, Tampa, Florida.
- Olsen, R. (2005; 2006). Patient satisfaction data analysis for patient care directors and managers. *St. Joseph's Main Hospital*, Tampa, Florida.
- Olsen, R. (2005; 2006). Customer service special session for clinical and non-clinical providers. *St. Joseph's Main Hospital*, Tampa, Florida.
- Olsen, R. (2005; 2006). Service recovery training and development. *St. Joseph's Main Hospital*, Tampa, Florida.

- Olsen, R. (2005; 2006). Advanced coaching for nurses – special session. *St. Joseph's Main Hospital*, Tampa, Florida.
- Olsen, R. (2005; 2006). Operational excellence. *St. Joseph's Main Hospital Annual Retreat*, Tampa, Florida.
- Olsen, R. (2005; 2006). Performance evaluation, program development, execution, and evaluation, and staff development. *St. Joseph's Main Hospital, Emergency Department*, Tampa, Florida.
- Olsen, R. (2005; 2006). Performance evaluation, program development, execution, and evaluation, *Nursing Care Leadership Retreat. St. Joseph's Women's Hospital*, Tampa, Florida.
- Olsen, R. (2005; 2006). Patient/staff satisfaction data analysis and improvement strategies – Special session. *St. Joseph's Women's Hospital*, Tampa, Florida.
- Olsen, R. (2005; 2006). How to lead, reward/recognize staff and hold providers accountable. *St. Joseph's Women's Hospital*, Tampa, Florida.
- Olsen, R. (2005; 2006). Physician care performance and evaluation. *St. Joseph's Medical Executive Committee Meeting*, Tampa, Florida.
- Olsen, R. (2006). Healthcare quality improvement: Measurement, evaluation, and recommendations. *Suncoast Healthcare Executives Association*, Tampa, Florida.
- Olsen, R. (2003). Healthcare quality improvement, evaluation, and recommendations. *Florida Association of Healthcare Quality Meeting*, Tampa, Florida.
- Olsen, R. (2003). Quality of child healthcare from the parent perspective. *Pediatric Healthcare Alliance*, Tampa, Florida.

PEER REVIEWED PUBLICATIONS

(2023). . American Public Health Association Annual Conference, Atlanta, GA. (submitted poster).

(2023). . Pediatric Trauma Society Annual Conference, New Orleans, LA. (submitted poster).

(2023). Obesity Conference, . (submitted poster).

Olsen, R. (2022). American Bone Health Social Marketing Plan. *Art and Science of Health Promotion*. Conference poster.

- Olsen, R. (2021). Impact of the CMMI Care Award. *American Journal of Healthcare*. Submitted for publication.
- Olsen, R. (2019). Service excellence and culture change. *Florida Association of Healthcare Quality, Self-Study*. <https://www.fahq.org/education/self-study/>
- Olsen, R. (2017). Cost-effectiveness of a hospital-based pediatric medical home. *Florida Association of Healthcare Quality*. Conference poster.
- Olsen, R., Finney, J., and MacFarland, A. (2015). Coordination of all resources effectively (CARE) for children with medical complexities (CMC). Patient Centered Outcomes Research Institute Ambassador Conference.
- Olsen, R., Bryant, C., Ortinau, D., and McDermott, R. (2013). The better model to predict healthcare quality: Performance or importance-performance? *Health Care Manage Rev*, 2013 Oct-Dec; 38 (4):317-24.
- Olsen, R., Bryant, C., Ortinau, D., and McDermott, R. (2012). The better model to predict healthcare quality: Performance or importance-performance? *Healthcare Management Review On-Line*, June 21. www.ncbi.nlm.nih.gov/pubmed/22728581
- Olsen, R. (2009). Efficiency and costs of a hospital-based medical home: Children with special healthcare needs. *Florida Public Health Review*, 6, 85-92. <http://www.health.usf.edu/NR/rdonlyres/09CDA61D-4539-4B13-BB4A-40303EE29D45/0/2009pp085092FPHROlsen.pdf>
- Olsen, R. (2009). Service excellence and culture change. A Self-Study for *Florida Association of Healthcare Quality*. <http://www.fahq.org/members/programs/10%20Oct%2009%202009%20Service%20Excellence%20and%20Culture%20Change.pdf>
- Olsen, R. (2009). Moving from outcome measurement to outcome management. Research abstract and PowerPoint slides published and presented at the *19th International Social Marketing Conference*, Clearwater, Florida.
- Olsen, R. (2008). Importance-performance: pediatric healthcare quality. Research abstract and presentation materials published and presented at the *18th International Social Marketing Conference*. Clearwater, Florida.
- Olsen, R. (2008). Patient perspective of care. Abstract, *Health Sciences Education Summit*. Orlando, Florida.
- Simpson, L., Vitucci, J., Olsen, R., Bethell, C., Read, D., and Latske, B. (2006). Communication and culture: The common denominator in improving quality and safety of care for children, National Toolkit.

Loughrey, K., Eisner, E., Olsen, R., and Salazar, B. (1995). The national cancer institute's five a day campaign: Summary of a social marketing case study. *Social Marketing Quarterly*, 44(4).

ACTIVE MEMBERSHIPS

2022 to Present	Pediatric Trauma Society
2022 to Present	Professional Development Chair, Florida Association of Healthcare Quality
2021 to Present	American Bone Health, Director
2020 to Present	Co-Chair Health Services Committee, American Public Health Association
2017 to Present	Board Member, Professional Development Team and Membership Development Team for the Florida Association of Healthcare Quality
2017 to Present	Director, Practice Based Research Network
2017 to Present	Clinical Director of Health Promotion, Special Olympics
2016 to 2017	President of Florida Association of Healthcare Quality
2014 to Present	APHA – Medical Care Manuscript Reviewer
2014 to Present	PCORI Ambassador
2014 to 2017	Louisiana Public Health Institute (LPHI) – advisory board
2014 to 2018	Children’s Hospital Association
2014 to 2018	Integrated Healthcare Association
2014 to Present	Patient Centered Medical Home Collaborative (PCMHC)
2014 to 2018	National Wellness Institute
2014	Board of Trustee - SOPHE
2014 to Present	APHA – Medical Care Leadership Committee
2014 to Present	APHA - Medical Care Councilor

2014 to Present	APHA - Medical Care Conference Planning Committee
2014 to Present	APHA – Health Services Research Conference Planning Subcommittee
2014 to Present	Florida Department of Health – Community Health Improvement Plan Committee
2014 to Present	Tampa Bay Healthcare Collaborative
2014 to Present	Health Equity Leadership and Exchange Network (HELEN)
2014 to Present	Public Health Practice Based Research Network
2014 to Present	Patient Centered Primary Care Collaborative
2014 to Present	Faculty Advisor for Tampa General Hospital Nursing Research Fellows
2014 to Present	Institute of Patient and Family Centered Care
2014 to Present	Board Member of Florida Association of Healthcare Quality
2014 to Present	FloridaHATS – Committee Member
2014 to 2018	Leadership Board – March of Dimes
2013 to 2018	AcademyHealth - Child Health Services Leadership Engagement Committee
2013 to 2018	AcademyHealth - Quality Leadership Engagement Committee
2013 to 2018	AcademyHealth - Interdisciplinary Research Group on Nursing Issues Leadership Engagement Committee
2013 to 2018	Society of Public Health Education – Conference Planning Committee
2013 to 2018	Society of Public Health Education – Chapter Development Committee
2013 to 2018	Society of Public Health Education – Medical Care-Patient Education Communities of Practice Committee
2013 to Present	APHA – Medical Care Committee, Moderator, Invited Speaker
2013 to Present	International Council of Academic Integrity
2012 to Present	Member of Chronic Disease Directors

2012 to Present	Co-Chair of Education Committee – Florida Association of Healthcare Quality
2012 to Present	National Society of Experiential Education
2012 to 2018	One Bay Healthy Community Committee
2012 to Present	Florida Prevention Research Fellow
2010 to Present	Society of Public Health Education
2010 to 2018	National Association of Healthcare Quality
2008 to Present	Florida Association of Healthcare Quality – Co-Chair Education Committee, Moderator, Invited Speaker
2007 to 2018	Tampa General Hospital, Nursing Research Council
2005 to 2018	Hillsborough County Tobacco Free Partnership
2002 to Present	American Public Health Association (APHA)
2002 – 2018	APHA - Public Health Education and Health Promotion
2002 – 2018	APHA - Health Planning and Policy Development
2002 – Present	APHA - Medical Care Committee
1994 – Present	Leadership Tampa Bay
1993 – Present	Sigma Beta Delta Business Honor Society

HONORS

Medical Care Councilor, elected (2015 to 2023)

Editorial Board for American Journal of Biomedical Science & Research, invited (2018)

Director, Florida Association of Healthcare Quality, honored (2017 to Present)

Practice Based Research Network Fellow, honored (2016 to Present)

FAHQ President, Florida Association of Healthcare Quality, peer elected (2016 to 2018)

Louisiana Public Health Institute Advisory Board, invited (2015)

APHA Editor, Medical Care Section, appointed (2014)

APHA Councilor, Medical Care Section, peer elected (2014 to present)

FloridaHats Board, invited (2015)

SOPHE Board of Trustee, peer elected (2014)

PCORI Ambassador (2014)

AcademyHealth Group Leader, Interdisciplinary Nursing Work Force, invited (2014)

APHA Moderator/Speaker, Medical Care Section, invited (2012 to Present)

Florida Prevention Research Fellow, honored (2012)

Distinguished Faculty Award (1996)

Distinguished Faculty Award (1997)

Distinguished Faculty Award (1998)

Sigma Beta Delta Business Honor Society (1993 to Present)