

# DEPARTMENT OF HEALTH CARE ADMINISTRATION

ACADEMIC YEAR 2023-24  
NEWSLETTER



## *Department chair message:*

*Greetings, HCA Faculty, and Students*

Welcome to the spring semester of 2024! Health Care Administration had an exciting and productive year in 2023. One of the most exciting announcements is a name change for the department. Acting upon the recommendations of the advisory board and faculty and with the agreement of the student organizations and student body, the HCA department name has been changed to Health Care Management (HCM) effective Fall 2024. It is the consensus that this name is more in line with our goals and objectives for our students.

I am also excited to announce that HCA has a new certificate program in data analytics. The students will complete 12 units, including the Healthcare Data Analytics Capstone, which allows the students to work with local organizations with real-time data analysis. Additionally, the department is in the process of adding two options to our current program: Health Care Data Analytics, and Risk Management and Patient Safety. We are very excited about these two new opportunities for our students to be exceptionally prepared to enter today's workforce.

The department is excited to announce the addition of two new assistant professors for the 2023-24 academic year. Dr. Rebecca Perley, who was hired to advance our department offerings in long-term Healthcare and behavioral health, and Dr. Jeremy Ramirez, who was hired to develop our department offerings in Health Care data analytics. The department has also been approved to hire two more assistant professors for the academic year 2024-25. We are currently searching for an applicant with a finance background and an applicant with a background in risk management.

In Spring 2023, HCA held a departmental graduation for the 2023 graduate and undergraduate HCA students. It was well received by students, family, and friends, and we have decided to solidify it as a yearly event. The tentative date for 2024 is May 4th. Be sure and stand by for more information concerning this exciting event!

Finally, we have been selected this year to host the ACHE College Bowl! Last year, we had three teams compete in the College Bowl and were quite competitive! I would like to add a special thank you to Tom Knego who volunteered many hours preparing our students for this competition. If you are interested in participating or attending the ACHE College Bowl at CSULB this year on April 20th, please let one of your professors or contacts know.

Sincerely,  
Dr. O'Lawrence



For more information  
scan QR



**LONG BEACH**  
STATE UNIVERSITY

# >>> Faculty Spotlight <<<



*Allow the HCA to give a big congratulations to DR. Jeremy Ramirez! Dr Ramirez is now a Tenure-Track faculty member who has over 20 years of extensive experience working in and leading healthcare operations.*

## WHAT DOES WORKING AT CSULB LOOK LIKE FOR YOU?

“My work mainly revolves around the intersection of health informatics and its application in improving the lives of military veterans suffering from PTSD. I am deeply involved in research that explores the use of service dogs as a therapeutic intervention. The positive impacts of these animals on the veterans' recovery and well-being are profound and inspiring.”



## Jeremy Ramirez

### FUN FACTS

- Former military parachute jumper
- 2x L.A. marathon runner
- Plans to enroll in culinary school to become a chef!

## HOW HAS YOUR TIME AT CSULB BEEN?

“I have found my time at CSULB to be incredibly rewarding. The unique blend of teaching, research, and community engagement is exactly what I was looking for in an academic position. The wonderful California weather complements this perfectly, creating an environment that is as enjoyable outside the classroom as it is within. Also, for anyone who gets to enjoy our coastal beauty and can say they work at the Beach - I believe is a dream come true.

Connecting with students is one of the most rewarding aspects of my role here at CSULB. In the classroom, I strive to create a dynamic and interactive learning environment where students can engage directly with the material and apply it to real-world situations. I believe that when students are actively involved in their learning process, they are more likely to develop a deep understanding and a lasting interest in the subject matter.”

## CURRENT PROJECTS

“As the principal investigator of the Wounded Warrior Service Dog Program (WWSDP), I collaborate with 24 service dog organizations to enhance our understanding and effectiveness of service dogs in therapeutic practices. This program also allows me to mentor several undergraduate and graduate students, guiding them through the research process and fostering their growth as future professionals in the field. It's incredibly fulfilling to see the enthusiasm and fresh perspectives they bring to our projects.”

“In addition to my research and academic responsibilities at CSULB, I am passionate about community outreach. I have had the privilege of speaking at multiple high school events and sharing insights into health informatics and its vital role in improving healthcare outcomes. Engagements like the McBride Career Day and Lakewood High School's Health Occupations and Sports Medicine Pathway have allowed me to connect with young minds interested in the intersection of technology and healthcare. These opportunities to inspire the next generation of health professionals are incredibly fulfilling, and I firmly believe that early exposure to the possibilities of health informatics is crucial in shaping future innovations in the field.”



# >>> Faculty Spotlight <<<



*Allow the HCA department to give a warm welcome to Dr. Rebecca Perley, who is now part of the Tenure faculty! Dr. Perley has extensive experience in Health care chronic disease and long-term management.*

## HOW HAS YOUR TIME AT CSULB BEEN?

“CSULB inspires learning, and I am proud to be a part of this community. Joining the HCA department as a lecturer and now working as an assistant professor is a wonderful chance to engage with our school in other ways. For example, I look forward to working with students and colleagues on my research interests, which include aging in place, the interplay between long-term care and health care reform, integrated behavioral health, whole-person care, quality of care and life, and the Quadruple/Quintuple Aim goals.”

“I am also excited about the second edition of my textbook titled *Managing the Long-Term Care Facility: Practical Approaches to Providing Quality Care*. This book is meant to give foundational information to students, working professionals, and people in other disciplines (e.g., nursing, social services, etc.). Some topics include quality of care, quality assurance, clinical and non-clinical operations, and regulatory compliance. This fall, the second edition should be available and includes many new chapters, such as one on Trauma Informed Care.”



**Rebecca Perley**

## Fun Facts

- *I adopted two rescue dogs*
- *I like disco music*
- *I trained my rabbit to respond to words such as inside, outside, and to hop over for treats such as a carrots*

## WHAT DO YOU LIKE MOST ABOUT CSULB?

“I really enjoy working with the students and faculty at CSULB. One of the most rewarding aspects of teaching is assisting students in broadening their minds and considering additional career possibilities. For example, working in long-term care can be a challenging but extremely rewarding sector of the healthcare industry. Doing so allows individuals to help protect and heighten the quality of care and life for those who are part of the most vulnerable segment of our society.”

# Data Analytics

## New Program Announcement!



### Healthcare data analytics certificate



The program is designed for individuals looking to advance their careers by gaining in-demand knowledge and skills in healthcare data analytics. It provides a comprehensive learning path for understanding and leveraging data analytics in the healthcare sector.

### Outcomes

Graduates of this program will:

Integrate foundational analytics and statistical concepts with hands-on technical skills to acquire, clean, store, sort, visualize, analyze, and present data.

Identify evidence-based solutions and decision-making strategies for healthcare data insights. Work collaboratively with teams to promote continuous improvement and innovation in healthcare systems.

Understand the ethical implications and privacy concerns in the management and sharing of healthcare data.

Develop a portfolio showcasing their data analytics work, enhancing their visibility to potential employers.

### Course Series

HCA 416: Management and Information Systems (using the Microsoft Suite)

HCA 419: Healthcare Database Management (using MySQL)

HCA 420: Healthcare Data Visualization (using Tableau)

HCA 421: Healthcare Data Analytics Capstone



DATA  
ANALYTICS



python™

# Scholarship Award

*Katrina Watson*

## ACHE AWARD

The ACHE of Southern California Student Scholarship aims to assist undergraduate and graduate students who demonstrate outstanding abilities and leadership qualities and are pursuing a career in healthcare administration.

### HOW DO YOU FEEL ABOUT RECEIVING THE AWARD?

“I was honored to be one of two inaugural winners of the LIFT Scholarship from the ACHE of Southern California at their annual conference in November 2023. The LIFT (Lifting, Inspiring, Fostering, and Transforming) Scholarship was created by the ACHE of Southern California to support students who demonstrate leadership, talent, and a passion for healthcare administration. Application criteria consisted of biographic information, a resume, an academic transcript, a letter of reference, and two personal statements, respectively, relating to current accomplishments and personal alignment with the ACHE of SoCal’s purpose and objectives.”

### HOW WAS THE APPLICATION PROCESS?

“To make my application stand out, I emphasized my pursuit of lifelong learning through a unique degree plan of a Bachelor’s in Healthcare Administration with minors in Gerontology, Health Humanities, Management Information Systems, and Comparative World Literature; my leadership positions within the collegiate academic organizations, my administrative healthcare experiences, and my past experience in the College Bowl which the ACHE sponsors. My letter of recommendation was generously provided by Tom Knego, Senior Associate General Counsel at Anthem Blue Cross of California and President of CSULB’s HCA Advisory Board, who has been an invaluable support to me past, present, and future.”



### HOW HAS RECEIVING THE AWARD IMPACTED YOUR LIFE?

“Being awarded the LIFT Scholarship from the ACHE of Southern California, a highly regarded healthcare organization, has been highly influential on my career and my family.

As I stated in my scholarship application, “Healthcare has been so integral to my family’s life that it has invigorated me to dedicate my life to its service.” It was an incredibly special moment to have my dad present when I was awarded the LIFT Scholarship. He has been my first and biggest advocate for pursuing higher education and my source of support for so many of my successes.

Holistically, the LIFT Scholarship has been an extraordinary opportunity that has reaffirmed my passion for healthcare administration, opened doors within the academic and professional sectors, and motivated me to meet the ACHE of Southern California’s call to elevate, inspire, and achieve.”

# WOUNDED WARRIORS SERVICE DOG PROJECT



Injured service members and veterans have very unique physical, cognitive, and emotional impairments that greatly limit their successful rehabilitation, reintegration into society, and quality of life. Research suggests that service dogs provide a non-pharmacological, low risk, intervention with positive influence on patient recovery, reintegration, and quality of life.

On 13 July, 2012, the Congress proposed H. R. 2847 to establish a grant program to encourage the use of service dogs by certain members of the Armed Forces and veterans. The federal government requires that service dogs must be trained to do “work or perform tasks for the benefit of an individual with a disability” (28 CFR §36.104). In 2015, The United States Congress appropriated Department of Defense (DoD) funds to create the Wounded Warrior Service Dog Program (WWSDP). Since then, the program has been managed by the Uniformed Services University (USU) and increased in scope, budget, and outreach. The WWSDP seeks to comply with Congressional intent to award competitive grants to organizations who have “the capacity and capability” to “raise and train” assistance (service) dogs to meet the demand of disabled service members and veterans.

USU compiled more than 100 guidelines relevant to the selection, training, and aftercare of both service dogs and service members or veterans. An iterative evidence-based approach was chosen to develop, evaluate, and optimize the guidelines until there is industry consensus (validation) on guidelines that define a quality service dog curriculum with “the capacity and capability” to raise and train service dogs.



## GO BEACH!



Specific objectives of the WWSDP are to work collaboratively among service dog training organizations to share: best practices in the training of service dogs, the education and matching of service dogs with qualifying service members and veterans, the safety practices to protect canines and the public, and the use of data-driven decisions to help inform the continual improvement of the program to ensure the WWSDP has the greatest impact on the community to which it serves. The service dog training organizations that collaborate with the WWSDP are integral to its success. These organizations are carefully selected based on their proven expertise in training service dogs. They specialize in a variety of training methodologies tailored to address the specific needs of veterans and military personnel.

Most recently, the CSULB Research Foundation was awarded \$14 million to carry out activities in the WWSDP. In its current year, 24 service dog training organizations will implement and evaluate the guidelines over a 1-year period of performance, led by Dr. Jeremy Ramirez (a military veteran and current faculty member). All the information and data provided by the training organizations will be compiled, as well as information from experts in the field and published manuscripts. This information will be organized by trends, which will then be shared with participating training organizations to allow all parties to participate in focus group meetings for further discussion and analysis. Thus, using a participatory and iterative approach, the WWSDP will help build future guidelines related to the quality-of-service dog training, the optimal education and matching of service dogs with service members and veterans, and the safety to canines, service members, and the public.



In conclusion, the Wounded Warrior Service Dog Program is a profound commitment to bettering the lives of those who have served our nation. By leveraging the unique benefits service dogs can offer, the program plays a crucial role in enhancing veterans' quality of life. The program's carefully designed framework, implementation, and insight into the challenges faced by military personnel and veterans underscore its meaningful and expansive impact.



*My happy place*



# HCA 2023 GRADUATION



## HCA Graduation



The Health Care Administration Faculty and Student organizations, both the Student Forum and the Upsilon Phi Delta Honor's Society, decided to have a separate graduation ceremony for our department. Our students wanted the opportunity to walk across the stage and have their name called in recognition of their years of hard work.

The event was held in the USU Auditorium, and it was a resounding success. Several of the parents commented that it was heartwarming to be able to watch their child walk across the stage and be acknowledged for their hard work in such a personal setting while being able to meet the professors they had heard so much about. The students, their family, and friends, HCA faculty, Advisory Board members, and VIP guests had an exciting and memorable time. The event was such a success, the department decided to make it an annual event. Please standby for more information on Graduation 2024!



### Yearly event!



## This Year

This year the ceremony will be held on May 4, 2024. The event was so well attended last year that we have reserved the larger University Auditorium for this year's ceremonies. We have some exciting guest speakers and Advisory Board Members committed to attending the event and helping make this a very special day for graduates! More information to follow.



# COLLEGE BOWL!



## THE COLLEGE BOWL @ CSULB

The College Bowl is an annual academic contest for graduate and undergraduate students currently enrolled in healthcare programs that are part of the ACHE/ACHE SoCal Higher Education Network. The College Bowl began as a Jeopardy-style contest with teams answering questions related to health care policy and management. The format has evolved into a case study competition.

*In 2022, CSULB ache department wins big with 1st place! This year, CSULB is hosting the event.*

### WHOS ELIGIBLE?

Both graduate and undergraduates are eligible!

- Gain experience and networking opportunities
- Networking among industry executives on resume and LinkedIn
- This experience will allow you the ability to market yourself

### DATE & LOCATION

WHEN: APRIL 20TH 2024

WHERE: USU AUDITORIUM

For more information visit [www.achesocal.org](http://www.achesocal.org)



# HEALTH CARE ADMINISTRATION

## UPCOMING EVENTS

Mark your calendar!



● 4/13/24

Day at the Beach  
University, wide day to  
welcome students to  
CSULB for the Fall 2024



● 4/20/24

ACHE College Bowl  
will be hosted at  
CSULB!

● 9/21/24

20th year Anniversary  
celebration for the APCA  
MSProgram



● 5/4/24

HCA Graduation  
ceremony will be held in  
the University Auditorium.  
There will be two  
ceremonies, for undergrad  
and graduates!

♥SUPPORT♥

We would love for all of our alumni and community partners to become involved in our exciting and growing program. If you or your organization is interested in supporting the future health care administrators through our HCA department, please see below for more information on tax-free donations or speak directly to Dr. Henry O'Lawrence.

Stay tuned for more exciting updates!



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