

DEPARTMENT OF

# HEALTH CARE MANAGEMENT

SPRING  
2026

OFFICIAL  
NEWSLETTER OF  
SPRING 2026



**Health Care Management (HCM)** is one of the most important and exciting areas of business and public policy. California State University, Long Beach is only 1 of 14 U.S. universities accredited for both graduate and undergraduate health care administration programs.



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# A MESSAGE FROM THE DEPARTMENT CHAIR



## Welcome to the Spring semester of 2026!

The Department of Health Care Management (HCM) had an exciting and productive year in 2025-2026. HCM has officially added two new options to our degree program. In Fall of 2025, we inaugurated these two new opportunities for our students to be exceptionally prepared to enter today's workforce. The first option is Healthcare Data Analytics and the second option in Risk Management and Safety. We had an exciting case competition event during the Fall semester of 2025, and we are currently preparing our Self-Study report for our CAHME accreditation visitation in April 2026.

This year we had multiple faculty members in the department awarded grants to pursue their passion projects. I'd like to give congratulations to all our faculty for their grants, research publications, and presentations. Keep up the great work! The department is also currently going through the process of hiring an additional tenure-track professor this academic year. This new assistant professor will join us in Fall 2026.

Our students have continued our legacy of strong turnouts in Healthcare case competitions both locally and statewide. Both the undergraduate and graduate teams performed well at the Fall UCLA competition, and our undergraduate team made the finals! We also had two more graduate teams who competed in front of Advisory Board members on campus, that both had very strong presentations. I would like to add a special thank you to Tom Knego and Rebecca Perley for volunteering countless hours preparing our students for this competition. If you are interested in participating in, assisting teams, or attending the ACHE College Bowl next year, please contact Tom Knego or one of your professors for more information.



Finally, HCM plans to hold a departmental graduation for the 2026 graduate and undergraduate HCM students at the CSULB University Theatre. The plan is to have 3 separate events for all the students in the HCM department. The first event will be the hooding for the graduate students with the perfect backdrop for memorable pictures. After that we will be inducting our undergraduates and graduates into the UPD Honor Society. Shortly after these two events, we will have a graduation reception where we will honor both graduates and undergraduates and their families. We would love for anyone this newsletter reaches to get involved! In the future, look for announcements to participate in our numerous activities and in our networking events.

Happy New Year!

*Henry O'Lawrence*



# FACULTY SPOTLIGHT



# DR. NATHAN GERARD

The Department of Health Care Management would like to recognize Dr. Nathan Gerard. Dr. Gerard is an organizational psychologist and full professor in the CSULB Department of Health Care Management. He approaches the field of healthcare from a place of curiosity and deep concern for the people who are both giving and receiving care, managing or being managed. Over the years he has increasingly taken up an interdisciplinary vantage, drawing upon not just psychology and social science, but also the humanities, critical theory, and psychoanalysis—all of which bring value to his scholarship, teaching, and practice.

Having received tenure and promotion in Fall of 2020, he has built a productive research agenda that revolves around the distinctly human question of *why work?* As an organizational psychologist, researcher, and lifelong learner, this question matters deeply to Dr. Gerard. We have all asked this question at some point in our working lives, and not just from the depths of a stultifying job, but in even the most meaningful lines of employment.

Healthcare is an industry full of ready-made answers to the question of *why work?* Helping and healing others naturally brings meaning to workers' lives, but it also comes with great pitfalls and risks. Dr. Gerard's research aims to move beyond the more formalized and impersonal approaches to studying organizational life by elucidating the full complexity of meaningful work—its pleasures and perils.

*“Indeed, I have found that in my classroom, the topics I teach only truly come to life for students when approached from this broad vantage and connected to important human questions: not just why work?, but what’s it all for?; and what constitutes a meaningful working life? Ever since my days as a doctoral student, I have advocated for this way of not just thinking about, but embodying the profession, and today I am fortunate to teach many wonderful students who surprise themselves with what they can achieve and discover—about themselves as much as about the profession they’ve chosen to build a life in. Those with further curiosity about my work are encouraged to find my scholarship on platforms such as ResearchGate or Google Scholar.”*



**“My biggest accomplishment continues to be my students**—particularly my impact on the next generation of thoughtful practitioners and educated citizens of the world. I hope my students begin to see the value of asking good questions, thinking aloud, trusting their instincts, and accessing their ignorance in order to co-create a process of inquiry—in my classroom, in the first instance, but also in the organizations they inhabit and hopefully change for the better. Too often, healthcare is not psychologically safe enough to allow people to take up what I like to call “presence in role,” with the result being debilitating imposter syndrome, hiding behind the façade of expertise, or simply succumbing to the rigidity of an organization’s structure that diminishes talent and demoralizes human beings. And so, my biggest accomplishment is also a continued challenge and call to action—a “life work” of sorts of staying open and curious about what healthcare management is about, and what it can become.”

- Dr. Nathan Gerard





# GRANTS & RESEARCH



**Dr. Sara Nourazari**

# ThinkMate Edu - A Faculty-Guided AI Learning Environment

Dr. Sara Nourazari is an associate professor at CSULB for HCM since Fall 2016. Her research centers at the intersection of operations research, advanced analytics, and systems design. Her most recent project is ThinkMate Edu.

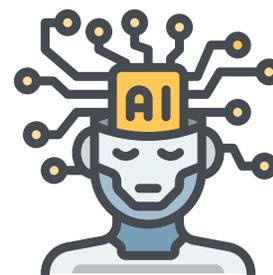
**ThinkMate Edu** is a faculty-designed, AI-supported learning environment that shifts AI from an answer-giving tool to a structured reasoning partner. Instead of functioning as a chatbot, ThinkMate Edu offers a guided “critical thinking gym” where students analyze complex problems, identify flawed logic, and refine their judgment through course-specific guardrails. This flexible, discipline-agnostic framework supports deeper learning and ethical reasoning across diverse instructional contexts.

## Benefits of ThinkMate:

- Promotes equitable and inclusive learning for multilingual, neurodiverse, and first-generation students.
- Provides faculty with customizable templates, scaffolds, and onboarding resources through collaboration with ATS/IDS.
- Enhances instructional insight by making students’ thinking visible, not just their final polished work.
- Adaptable to large lectures, labs, clinicals, and applied programs.

## Notable Outcomes & Updates:

ThinkMate is currently being piloted in a couple of courses across CSULB, with additional scale-ups and expansions already underway. The project has received broad campus support and is now extending beyond the initial two departments, with potential for scalability within the CSU system. Early observations show clearer insight into students’ thinking processes and stronger alignment between instructional goals and student thinking.



# Linked Lives: Barriers to Veterinary Care and Impacts on Older Adults' Well-Being

Dr. Rebecca Perley serves as an Assistant Professor at CSULB and is a licensed California Nursing Home Administrator.

She is conducting a research project that examines how barriers to veterinary care affect both companion animal health and the well-being of older adult pet owners. Using an online survey of adults aged 50 and older, the study explores veterinarian-client communication, access to care, and clinical decision-making, and how these factors shape owners' emotional health, stress, and capacity to manage a pet's medical needs.

The project is supported by a CSULB internal research grant and has received IRB approval. Findings will contribute to interdisciplinary scholarship in aging, health communication, and human-animal relationships, with implications for improving compassionate, coordinated care for aging pet owners.



**Dr. Rebecca Perley**



# CalVet Project

*Improving veteran mental health through statewide research, analytics, and policy engagement.*

Dr. Ramirez and Dr. Erlyana are currently leading the California Veterans Health Initiative - Research & Surveillance Team (CVHI-RST) in partnership with the California Department of Veterans Affairs (CalVet) and UC Berkeley. This statewide initiative involves qualitative interviews and county site visits across all 58 California counties to improve the identification, reporting, and prevention of veteran suicide. The project integrates health analytics, informatics, and policy translation, and we are actively working with several HCM undergraduate and graduate students who contribute to data collection, quantitative/qualitative analysis, and key performance indicator (KPI) dashboard development via Tableau. As part of the policy engagement component, our team visits the State Capitol on a quarterly basis and also hosts state legislators on the CSULB campus to translate research findings into actionable policy discussions that will help improve mental health services across California.

Collectively, this work strengthens the connection between academic research, workforce development, and state-level decision-making. Through direct engagement with county agencies and policymakers, the CVHI-RST project is helping to identify gaps in data systems, standardize reporting practices, and elevate evidence-informed approaches to veteran suicide prevention. The initiative also provides hands-on research, policy, and analytics training opportunities for HCM students, reinforcing CSULB's role as a hub for applied health services research that directly informs public policy and population mental health outcomes.



**Dr. Jeremy Ramirez**



# Do Patients with Diabetes Receive Alcohol Misuse Screening during Routine Checkups?

(RSCA grant for AY 2025-2026)

Dr. Yang Lu joined the CSULB Department of Health Care Management as a tenure track professor in Fall 2016.

Her recent study investigates the likelihood of patients with diabetes receiving recommended alcohol misuse screenings during their last routine clinical checkup compared to those without diabetes, and to identify factors associated with receiving such alcohol misuse screenings.

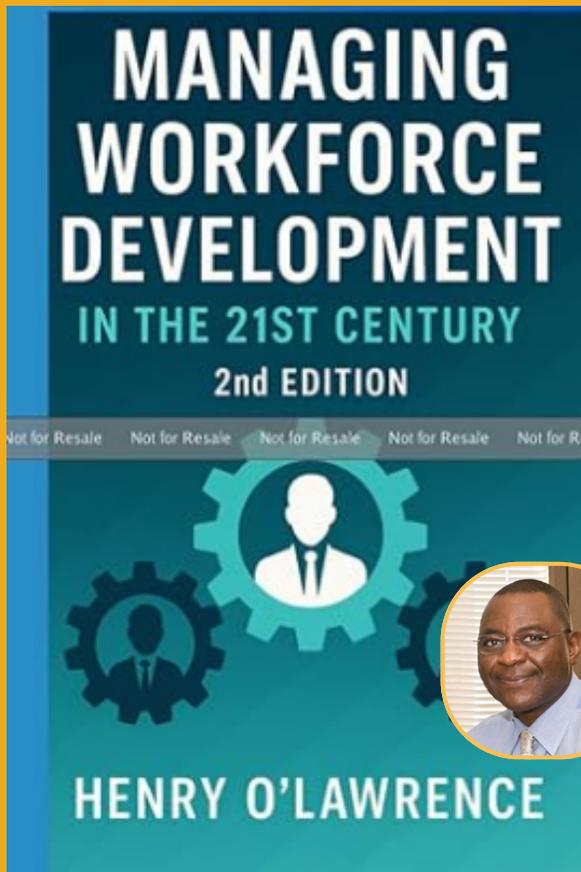
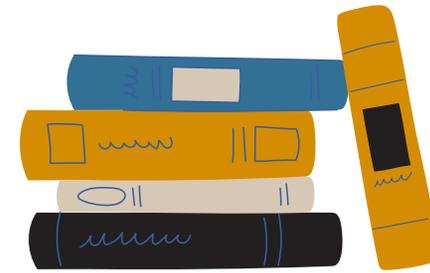
Analyzing a sample of 41,918 adults from the Behavioral Risk Factor Surveillance System (BRFSS) data, the study finds that patients with diabetes were statistically significantly less likely to receive the U.S. Preventive Services Task Force recommended alcohol misuse screening during their routine clinical checkups, compared to those without diabetes. Specifically, they were less likely to receive advice on drinking level and/or be advised to reduce/quit drinking from their physician during the same visit. Among diabetes patients only, those who were older than 45 were less likely to be screened. In contrast, those who were married, had higher education levels, or higher income were more likely to be asked about their drinking behavior. Diabetes self-care factors such as how often a patient saw their doctor or checked their blood glucose did not matter. The manuscript is being finalized for a journal article submission.



**Dr. Yang Lu**



# FACULTY PUBLICATIONS

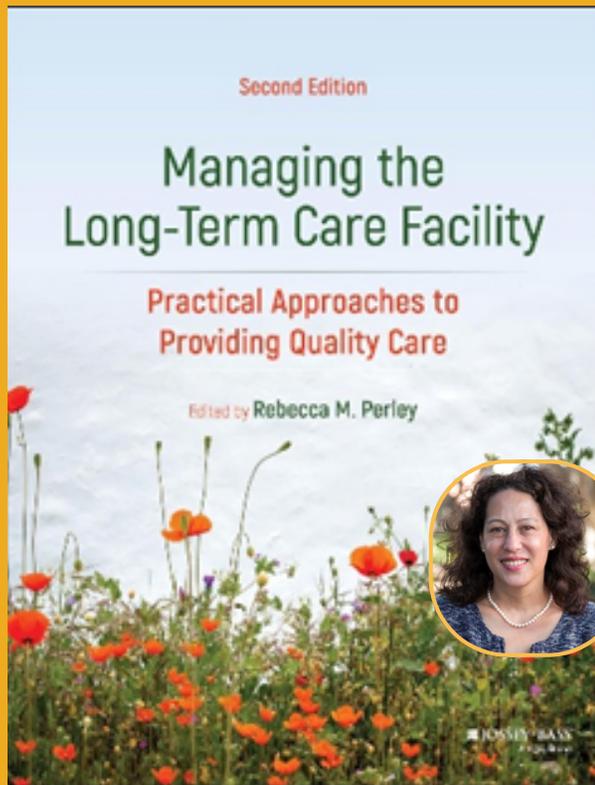


**Managing Workforce Development in  
the 21<sup>st</sup> Century**  
**By: Henry O'Lawrence**

**Dr. Henry O' Lawrence** has published the second edition of his book, *Managing Workforce Development in the 21st Century*. This book begins with the premise that workforce education is a global issue and is becoming increasingly competitive. The world is becoming smaller as product supply becomes accessible via global markets. This, in turn, blurs global workforce issues by eliminating traditional borders, especially in Africa. The world's workforce is becoming broader, and freedom from suppression is happening with individual free speech without fear of superpower reprisal. Technology is catapulting these changes essentially eliminating geographic boundaries, political class, economic and social privileges, and cultural challenges.

Although the book does not talk about artificial intelligence (AI), in theory technology/AI could be seen to either complement or substitute for a skilled workforce. Whether technology or AI replaces a highly skilled workforce with capital equipment operated by a less-skilled workforce will be a question of concern as we watch the advancement of AI. We do not know for sure what the future holds for AI - doing more harm than good? Advances in technology may either complement or replace skilled labor, but evidence suggests that innovation tends to favor a more-skilled workforce, a phenomenon known as skill-based change. Workforce education and training are the future, and Dr. O'Lawrence still believes in the importance of cognitive skills in the workplace especially in the manufacturing sector where production line employees' new program and repair complex machine tools, or in the services-producing sector, where workers are increasingly responsible for managing, interpreting, validating, transforming, communicating, and acting on information generated by new technologies.

# Managing the Long-Term Care Facility: Practical Approaches to Providing Quality Care (Second Edition)



**Managing the Long-Term  
Care Facility (Second Edition)**  
**By: Dr. Rebecca Perley**

**Dr. Rebecca Perley** has recently published the second edition of *Managing the Long-Term Care Facility*, updating guidance on the operational and regulatory requirements of skilled nursing and long-term care settings. The book emphasizes practical, compassionate approaches to regulatory-compliant care that support quality of life for residents, families, staff, and administrators.

New content addresses aging in place, trauma-informed care, ethical dilemmas, collaborative decision-making, workforce culture, and current survey and enforcement processes. The text includes case studies, chapter summaries, and instructional resources designed for use in academic and professional training environments.



# Publication (In Press) with Students

We are pleased to announce the publication of a new research article currently *in press* in the *Journal of Archives in Military Medicine* titled ***Grabbing the Leash on Life: Understanding the Role of the Service Dog to Align Expectations***. This paper was led by **Dr. Ramirez** and co-authored with HCM students, including **Maya Espinal, Victoria Tran, and Anya Avendano** (former HCM UPD president who will be attending Emory University in the Fall). This paper examines how psychiatric service dogs support veterans with PTSD, with particular attention to service dog tasks, handler responsibilities, and the human-animal bond. We are most proud of our student involvement in qualitative research, data analysis, and scholarly writing.

This publication reflects the department's commitment to high-impact, student-engaged scholarship and demonstrates how applied research can inform clinical practice and policy discussions related to veteran mental health. By working alongside faculty on a peer-reviewed manuscript, students gained experience navigating the full research lifecycle (from study design and thematic analysis to manuscript preparation and journal submission). This collaborative model reinforces HCM's emphasis on experiential learning and prepares students for advanced academic, professional, and leadership roles.



# STUDENT SPOTLIGHT



**Oluwaseun Oriretan**  
pursuing Master of Science  
in HCM

The Department of Health Care Management in the College of Health and Human Services, congratulates **Oluwaseun Oriretan**, a student in the MSHCA Traditional program for receiving the **ACHE Southern California LIFT Scholarship!** This prestigious scholarship recognizes students who show exceptional leadership promise, dedication to the healthcare field, and a clear vision for improving patient care and health care systems. Receiving the award highlights Oluwaseun's strong commitment to advancing in health administration and public health.

Congratulations, Oluwaseun!



*"Winning the ACHE Southern California LIFT Scholarship is an incredible honor that affirms my place within the healthcare leadership community. This support eases the financial challenges of graduate studies and empowers me to focus on advancing healthcare through innovation, equity, and sustainability. As an international student, this recognition carries deep personal meaning, inspiring me to grow as a leader and to give back by uplifting others in the field."*





# HCA STUDENT FORUM (HCASF)

## WHO WE ARE

HCA Student Forum is recognized as a campus student academic organization at California State University, Long Beach, operating under the College of Health and Human Services and the CHHS Student Council.

**HCA Student Forum** welcomes students from all majors who are curious about the ever-expanding world of healthcare. The organization brings together learners who want to explore beyond the classroom and dive into real connections with fellow students, alumni, faculty, and healthcare leaders.

Whether you're aiming for a healthcare career or simply want to build new skills, HCASF creates a space for growth, collaboration, and community involvement.

## OUR MISSION

To foster an environment that supports the educational, personal, and ethical development needed to become effective leaders in healthcare organization.

## BENEFITS

**Exclusive access:** Events, Wednesday Workshops, Networking Opportunities!

**Community:** A supportive community filled with alumni, professional connections, and like-minded peers!

**Professional Growth:** Career development opportunities, skill development, and mentorships!

## CONTACT INFO.

 [csulb.hcasf@gmail.com](mailto:csulb.hcasf@gmail.com)  [@HCASF](https://www.instagram.com/HCASE)



# UPSILON PHI DELTA

 [csulbupdhonorsociety@gmail.com](mailto:csulbupdhonorsociety@gmail.com)  [@CSULBUPD](https://www.instagram.com/CSULBUPD)

**Upsilon Phi Delta (UPD)** is the nationally recognized academic honor society for healthcare management students. Accredited through the Association of University Programs in Healthcare Administration (AUPHA). UPD honors students who have demonstrated academic excellence by maintaining a GPA of 3.25 or higher (3.5 for Graduate members) and completing at least one semester in the healthcare administration program. UPD members must be declared as a Health Care Management major to be eligible.

## OUR MISSION

To recognize, reward, and encourage academic excellence in the study of healthcare management and policy.

# PAST ORG. EVENTS

## HCA STUDENT FORUM (HCASF)

## UPSILON PHI DELTA (UPD)

HCASF's Wednesday Workshop Presents:

### Legal Careers in Healthcare



**Wednesday  
October 8, 2025**

**6:00-7:00 PM**

**Zoom**  
Meeting ID: 834 1651 2352



**Hosted by Tom Knego**

*Interested in law, healthcare, or both?  
Join HCASF as we welcome Tom Knego, Associate General Counsel at Anthem, Inc., as he shares his journey from law school to leadership roles in healthcare law. With over 20 years of experience at Anthem and UnitedHealthcare, Mr. Knego offers valuable insights into the legal side of healthcare.*



**Wednesday Workshop with Tom Knego**

California State University, Long Beach  
Department of Health Care Management



**Upsilon Phi Delta presents**

### PANEL DISCUSSION The Internship Experience: Insights from Future Healthcare Leaders Undergraduate & Graduate

*Interested in real-world internship and career development?  
Join us to learn more!*



**Renée Mitchell**  
Loma Linda University  
Business Management Intern, AdventHealth



**Kimiko Nishitsuji  
"Kei"**  
George Washington University  
Milken School of Public Health  
Health Equity Administrative Intern,  
Main Line Health and American Hospital  
Association Summer Enrichment  
Program (SEP) participant



**Priya Sandhu**  
California State University,  
Long Beach  
Administrative Intern,  
Mayo Clinic

**Friday, October 17, 2025**

**06:00 PM to 07:00 PM**

**ZOOM ID**  
843 3389 8029

Scan here to join!



**Panel Discussion with Healthcare Leaders**

# UPSILON PHI DELTA (UPD)

California State University, Long Beach  
Department of Health Care Management

UPD Presents

## BUILD/OURS PROGRAM





*Interested in research opportunities at CSULB?*

**Office of Undergraduate Research Services (OURS)**

The Office is established in 2016 with the goal to expand undergraduate research opportunities to CSULB student across all Colleges and Divisions.



*Scan to learn more!*

**Building Infrastructure Leading to Diversity (BUILD) Program**

Funded by the National Institutes of Health (NIH) BUILD Initiative (2014 - 2025), the program offers intensive and hands-on research and training experiences for upper-division undergraduate students in health-related fields.

Two tracks:

- Scholars: two years program for rising juniors.
- Fellows: one year program for graduating seniors.



*Scan to learn more!*



Join us for more info!  
**FRIDAY, NOVEMBER 7<sup>TH</sup>, 2025**  
Time: 06:00PM to 07:00PM  
Zoom meeting ID: 815 6402 5402

**Research Opportunity for CSULB students**

UPD Presents



**Life After Graduation  
Healthcare Consulting  
Explained by CSULB Alumni (2024)  
at Huron Consulting**

Learn how to break into healthcare consulting with just a bachelor's degree

**Friday, February 13, 2026  
6:00PM to 7:00PM**




Zoom Meeting ID:  
856 5927 7055

<b>Guest Speaker:</b>	Tien Nguyen, B.S. Healthcare Administration, Class of 2024
<b>Job Title:</b>	Healthcare Analyst
<b>Company:</b>	Huron Consulting Group

**Life after Graduation Panel with Alumni, Tien Nguyen**

# HCASF & UPD COFFEE SOCIAL

**“Build Confidence & Make Connections”**

HCASF& UPD hosted a networking event: Coffee Social on December 6<sup>th</sup>, where students had the opportunity to network with the faculty, peers, Alumni and guest speaker **Anthony A. Armada, FACHE.**



# ALUMNI SPOTLIGHT



**Ammisha Opoku-Boamah**  
**MS, Health Care**  
**Administration**

The Department of Health Care Management in the College of Health and Human Services, recognizes Ammisha Opoku-Boamah, a CSULB masters program Health Care Management alumni.

*“The MSHCA blossomed my professional skills to handle real-world challenges in the field. The professors are innovative and attentive to the trends and changes in health care. The skills I learned are transferrable to any industry should you ever decide to pivot.”*

Ammisha now serves as a coordinator supporting students through the application process for graduate programs, particularly those with an interest going into healthcare. Her previous experience as a coordinator for a clinical experience program allows her to support students in their aspirations in the medical field. In addition, she also supports current graduate students with career development and networking opportunities.

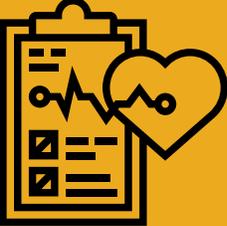
## Advice to future/current students:

*“Take each assignment seriously, and you will get everything you hoped to get out of the program. Connect with your peers, they’re your colleagues in the future. Seek knowledge from your professors, they’ve been in the field. Above all else, **be you**. You bring your own worth of knowledge; the comparison game can stifle your creativity and growth.”*



# NEW ACADEMIC OPTIONS

*The Department of Health Care Management has officially added two new academic options designed to equip students with specialized knowledge and practical skills in important areas of healthcare administration. Healthcare Data Analytics and Risk Management and Safety will provide students with targeted expertise in high demand sectors of the healthcare industry.*



## Healthcare Data Analytics

Designed to prepare students for careers in data driven decision making within the healthcare industry.



## Risk Management and Safety

Prepares students for leadership roles in healthcare compliance, patient safety, and organizational risk mitigation.



## Healthcare Data Analytics



### Key Features:

**Hands-on Technical Training:** Excel, MySQL, Tableau, and Power BI to perform data visualization and statistical modeling

**Comprehensive Curriculum:** Courses will cover exploratory data analysis (EDA), database management, and data visualization

**Industry-Standard Tools & Data Sources:** Exposure to electronic health records (EHRs), population health datasets, and decision-support systems

**Capstone Project:** Apply skills to real-world healthcare datasets

### Career Opportunities:

- Healthcare Data Analyst
- Health Informatics Specialist
- Business Intelligence Analyst in Healthcare
- Population Health Data Specialist



## Risk Management and Safety



### Key Features:

**Core Training in Risk Mitigation:** Identify, analyze, and mitigate risks in hospitals, clinics, and other healthcare facilities

**Legal & Regulatory Compliance:** Healthcare law, financial risk management, patient safety protocols

**Crisis & Emergency Preparedness:** Specialized training in healthcare disaster preparedness and emergency risk management

**Real-world Application:** Internships, case studies

### Career Opportunities:

- Healthcare Risk Manager
- Patient Safety Officer
- Compliance & Quality Assurance Specialist
- Emergency Preparedness Coordinator





## CHHS QUICK FACTS

<p>CHHS offers <b>21</b> bachelor's degree programs and <b>22</b> master's degree programs</p>	<p><b>1700+</b> Community Partnerships</p>	<p><b>11</b> Department and Schools</p>	<p><b>\$14 million</b> total grants awarded (2022 - 2023)</p>
<p>CSULB ranked <b>#1</b> Best School for Family and Consumer Sciences in CA <small>(collegefactual.com)</small></p>	<p><b>#1</b> Best nursing degree in CA <b>#5</b> Best nursing degree in the nation <small>(rncareers.org)</small></p>	<p><b>#6</b> Best Value Recreation and Leisure Studies degree in the nation <small>(collegevaluesonline.com)</small></p>	<p>PETE (Physical Education - Teacher Education) program is <b>#1</b> in the CSU System for issuing Teaching Credentials in Physical Education</p>
<p>MPA (Master in Public Administration) Program ranked <b>#4</b> in CA <small>(collegefactual.com)</small></p>	<p><b>71.9%</b> of CHHS undergrads graduate within 6 years</p>	<p><b>\$68,600</b> Average annual salary with a CHHS bachelor's degree 5 years post college <small>(calstatepays.org)</small></p>	<p><b>\$88,700</b> Average annual salary with a CHHS bachelor's degree and a master's degree 5 years post college</p>

### Undergraduate Advising:

Undergraduate advising for Health Care Management is done through the CHHS Advising Center

### The Advising Center can help with:

- Exploring & declaring majors and minors
- Providing general education and major advising
- Assisting with course scheduling & graduation planning
- Helping with academic policies and processes
- Connecting to campus resources

**For contact info and hours, visit: [CHHS Advising Center website](#)**



# ***ARE YOU INTERESTED IN GETTING YOUR MASTERS IN HEALTH CARE ADMINISTRATION?***

Deadlines and information below.

## **ADMISSION INFORMATION**

### **MASTER OF SCIENCE IN HEALTH CARE ADMISSION (TRADITIONAL):**

Application Deadline: **April 1, 2026**

### **MASTER OF SCIENCE IN HEALTH CARE ADMISSION (ACCELERATED):**

Application Deadline: **June 1, 2026**

Sign up for: **Accelerated Program Information Sessions**

## **GRAD PROGRAM INQUIRIES**

For contact info. & more visit,

**MSCHA Traditional website**

**MCSHA Accelerated website**

# THANK YOU FOR READING!

## Visit our website:

<https://www.csulb.edu/college-of-health-human-services/health-care-management>

## Mailing Address:

Department of Health Care Management  
California State University, Long Beach  
1250 Bellflower Blvd  
Long Beach, CA 90840-0004

## Office Location:

HHS2-118

## Office Hours:

8:00 am-5:00 pm (Monday-Friday)

Please note that hours are subject to change during the summer months and winter/spring breaks.

## Main Office

**Phone:** 562-985-5694 (Leave a voicemail!)

**Email:** [hcm@csulb.edu](mailto:hcm@csulb.edu).



College of Health and  
Human Services



## Donations:

### Consider Giving to Department of Healthcare Management

If you would like to support the Department, please visit the donations link above. Navigate to College of Health & Humans Services & select Department of Healthcare Management.

## Newsletter prepared by :

Victoria Carlos, Student Assistant  
Andy Liles, Department Coordinator