

Curriculum Vitae
Victoria A. Parker, D.B.A., Ed.M.
September 2020
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Education

A.B. **Brown University** dual concentrations in Biology, Health and Society
Ed.M. **Harvard University** Graduate School of Education
D.B.A. **Boston University** Graduate School of Management, Organizational Behavior

Academic Leadership Experience

2001-05 **Postdoctoral training director**, Center for Health Quality, Outcomes & Economic Research , Bedford VA Medical Center
2005-08 **Postdoctoral training director**, Center for Organization, Leadership and Management Research, VA Boston Healthcare System
2006-17 **Faculty Director for SPH**, MBA-MPH dual degree program
2008-15 **Program leader**, Interdisciplinary geriatrics scholarship, Section of Geriatrics, Boston Medical Center
2010-17 **Faculty Director**, Health Policy and Management concentration MPH
2010-11 **Chair, Faculty Senate**, Boston University School of Public Health
2012-16 **Associate Chair**, Health Policy and Management
2013-17 **Faculty Director, MS, PhD**, Health Services Research
2015-16 **Leadership & Management Core Course Director**, Boston University School of Public Health
2015 **Co-Chair**, BUSPH Strategic Thinking Steering Group
2016-17 **Certificate Director**, Healthcare management
2017- **Associate Dean, Graduate Education and Faculty Administration**, Peter T. Paul College of Business and Economics, University of New Hampshire

- Direct strategy and operations for growing portfolio of graduate programs, driving growth from four to eight programs, with significant increase in MBA credit hours
- Lead faculty development activities for both new and established faculty, through formal programming and informal mentoring
- Manage compliance with two AAUP faculty collective bargaining agreements
- Collaborate with Dean and one other Associate Dean to lead college-level strategy, AACSB accreditation, and other initiatives

Academic Appointments

1992 **Research Associate**, Laborforce 2000 (Phillip H. Mirvis, Editor, Commonwealth Fund).
1992-93 **Research Associate**, Innovation management education and development practices project (Douglas T. Hall, principal investigator, Executive Development Roundtable, Boston University).
1995 **Research Associate**, Managing explorations in decentralized systems (William A. Kahn, principal investigator, Executive Development Roundtable, Boston University).
2000-05 **Health Science Specialist**, Center for Health Quality, Outcomes and Economic Research, Health Services Research & Development Center of Excellence, Department of Veterans Affairs, Bedford MA
2000-10 **Assistant Professor**, Health Policy and Management, Boston University School of Public Health
2004-12 **Research Scientist**, Center for Organization, Leadership and Management Research, VA Boston Healthcare System, Boston, MA
2010-17 **Associate Professor**, Health Policy and Management, Boston University School of Public Health
2013-18 **Affiliated Investigator**, Center for Healthcare Organization & Implementation Research, Department of Veterans Affairs, Bedford and Boston, MA
2017- **Adjunct Associate Professor**, Health Law, Policy and Management, Boston University School of Public Health
2017- **Associate Professor, Management**, Peter T. Paul College of Business and Economics, University of New Hampshire

Research Training

1995-96 **Pre-doctoral fellowship**, Center for Health Quality, Outcomes and Economic Research Health Services Research & Development, Center of Excellence, Department of Veterans Affairs, Bedford MA

1997-99 **Post-doctoral fellowship**, Center for Health Quality, Outcomes and Economic Research Health Services Research & Development, Center of Excellence, Department of Veterans Affairs, Bedford MA

Honors

- 1997 Beta Gamma Sigma honor society
- 2010 Teaching award, Boston University School of Public Health for PM 776 in Fall 2009
- 2012 Norman Scotch award for excellence in education, Boston University School of Public Health
- 2013 Teaching award, Boston University School of Public Health for PM 776 in Fall 2012
- 2013 Excellence in Teaching Award, Health Care Management Division, Academy of Management
- 2015 Teaching award, Boston University School of Public Health for PM 776 in Fall 2014
- 2016 Educational Innovation Award, Boston University School of Public Health

Departmental and University Committees

- 2007-08 Health Policy and Management faculty search committee
- 2007-14 Boston University School of Public Health, Practice committee
- 2008-12 Boston University School of Public Health, Faculty Senate
- 2009-11 BUMC Task force on Mentoring
- 2009- 11Health Policy and Management strategic planning committee
- 2010 Health Policy and Management faculty search committee
- 2010-13 Boston University School of Public Health, Education committee
- 2011-12 Health Policy & Management Chair search committee
- 2012-13 Faculty Development Committee, Boston University School of Public Health
- 2013-14 Inter-professional education committee, Boston University
- 2013-17 Physician Assistant Program Assessment Committee, BUSM
- 2015 Metropolitan College Dean Search Advisory Committee
- 2018- Convener, Diversity & Inclusion Working Group, Paul College, U. New Hampshire
- 2018- Inclusion Council, University of New Hampshire
- 2020 Search committee, Associate Dean of the Graduate School, University of New Hampshire
- 2020 Search committee, Senior Vice Provost for Academic Affairs, U. of New Hampshire
- 2020 Bargaining team member, Management, in negotiations with AAUP tenure track bargaining unit

Teaching Experience and Responsibilities

- 1990-92 Instructor, Boston University Questrom School of Business– undergraduate courses – organizational behavior, career development
- 1996 Lecturer, Boston University Questrom School of Business– graduate courses – organizational behavior, managing work groups
- 1997-98 Instructor, Radcliffe College Seminars – graduate seminars – organizational behavior
- 2002-17 Faculty member, Boston University School of Public Health
 - PM 721 organizational behavior – 2002-2014, one semester/year
 - PM 736 human resource management 2006-2010, one semester/year
 - PM 776 managerial skills for problem-solving 2007-present, one semester/year
 - PH 842 Introduction to research theory and design, designed and taught new course, 2015
 - PH 718 Leadership & Management for public health, designed and taught new core course, 2016
 - PM 714 Healthcare management as a profession, designed and taught new course, 2016
- 2016-18 Faculty instructor in hybrid Executive MBA program, Questrom School of Business, Boston University

Other Professional Activities

Professional Societies: memberships, offices and committee assignments

- 1989- **Academy of Management**
2000-02 Health Care Management Division, executive committee
2002-05 Academy of Management, Practice theme committee
2002-06 Health Care Management Division, practitioner relations committee
2009-12 Health Care Management Division, teaching committee
2010 Academy of Management, Health Care Management Division, Secretary-elect
2011-13 Academy of Management, Health Care Management Division, Secretary
2013-14 Academy of Management, Health Care Management Division, Professional Development Workshop Chair
2014-15 Academy of Management, Health Care Management Division, Program Chair
2015-16 Academy of Management, Health Care Management Division, Chair-elect
2016-17 Academy of Management, Health Care Management Division, Division Chair
2017-18 Academy of Management, Health Care Management Division, Past Chair
2017-18 Division and Interest Group Review Committee
- 2004 **Health Care Organizations Conference 6 (HCOC6)**, Boston, MA, Co-chair
- 2008-09 **Association of Schools of Public Health** – DrPH Core competency model - management workgroup
- 2009-17 **Association of University Programs in Healthcare Administration**
- 2013-17 **Commission on Accreditation Healthcare Management Education**
2013-15 Accreditation Fellow
2015-17 Accreditation committee
- 2017-18 **American College of Healthcare Executives** Higher Education Task Force 2025

Editorial Boards & Reviewing

- 2002-05 Health Care Management Review Editorial Board
- 2006 - Reviewer for JGIM, HCMR, Medical Care, Medical Care Research & Review, The Gerontologist
- 2015-16 Scientific Merit Review Board, VA Health Services Research & Development service
- 2017- *Ad hoc reviewer for Quality Management in Health Care, Medical Care Research & Review, and Systems Research and Behavioral Science*

Past Research Support

- 2012-17 R01 DA034252-01, National Institute on Drug Abuse, Implementing Opioid Risk Reduction Strategies into Primary Care Practice. Co-PIs: Karen Lasser, Jane Liebschutz, role: co-investigator, \$427,910/year.
- 2014-18 IIR 12-385, VA HSR7D, Integrating HIV Care in VA: Extending PACT Principles to Specialty Care, PI: Barbara Bokhour, Role: Co-investigator, \$1,100,000/year
- 2016-19 HPC-RFR-2016-009 Evaluation of Massachusetts Health Policy Commission Phase 2 Community Hospital (CHART) Investment Program. PI: Christopher Louis, Role: Patient perspective team lead, \$510,000/year
- 2012-15 IIR 11-356 VA HSR&D, Examining the Relationship of Culture Change, Adverse Events and Costs in CLCs, PI: Jenny Sullivan, Role: Co-investigator, \$350,000/year
- 2009-12 HHS A290200600012i, Reduction of Infections Caused by Carbapenem Resistant Enterobacteriaceae (KPC producing organisms) Through Application of Recently Developed CDC/HICPAC Recommendations, PI: **Victoria Parker**, \$250,000/year

- 2009-11 Avon Foundation 02-2008-079B Assessing patient navigation activities: translating from research to the field, PI: **Victoria Parker**, \$150,000/year
- 2009-11 Avon Foundation 02-2008-079A Measuring what navigators do: task and social network analysis, PI: Tracy Battaglia, Role: **Co-PI**, \$175,000/year
- 2008-10 HHS290200600012, Preventing pressure ulcers in hospitals, PI: Dan Berlowitz, Role: Co-investigator, \$250,000/year
- 2010-11 VA HSRD EDU 08-427 Training and Coaching to Promote High Performance in VA Nursing Home Care PI: Carol VanDeusen Lukas, Role: **Co-PI**, \$229,885/year
- 2007-09 Avon Foundation (no number) Assessing patient navigation activities, PI: **Victoria Parker**, \$125,000/year
- 2007-09 Avon Foundation (no number) Measuring what navigators do: task and social network analysis, PI: Tracy Battaglia, Role: **Co-PI**, \$225,000/year
- 2005-08 VA IMV 04-055, Strengthening Organization to Implement Evidence-Based Clinical Practice, PI: **Carol Vandeußen Lukas**, Role: Co-investigator, \$318,000/year
- 2004-06 RWJF 049215 Organizational cultural competence self-assessment: intervention and evaluation, PI: **Victoria Parker**, \$250,000/year
- 2001-04 HS12031 Task design, motivation and nursing home care quality, PI: **Victoria Parker**, \$250,000/year

Original, Peer-reviewed articles

- 2020 George J, **Parker VA**, Sullivan JL, Greenan MA, Chan J, Shin MH, Chen Q, Shwartz M, & Rosen AK. How hospitals select their patient safety priorities: An exploratory study of four Veterans Health Administration hospitals. *Health Care Management Review*. 45 (4), E56-E67, 10.1097/HMR.0000000000000260
- 2019 Palmer JA, **Parker VA**, Barre LR, Mor V, Volandes AE, Belanger E, Loomer L, McCreedy E, Mitchell SL. Understanding implementation fidelity in a pragmatic randomized clinical trial in the nursing home setting: a mixed-methods examination. *Trials*. 20(1): 656, 10.1186/s13063-019-3725-5
- 2019 Kim EJ, **Parker VA**, Liebschutz JM, Conigliaro J, DeGeorge J, & Hanchate AD. Association Between Ambulatory Care Utilization and Coronary Artery Disease Outcomes by Race/Ethnicity. *Journal of the American Heart Association*, 10.1161/JAHA.119.013372
- 2019 Kim EJ, **Parker VA**, Liebschutz JM, Conigliaro J, DeGeorge J, & Hanchate AD. Racial and Ethnic Differences in Healthcare Utilization among Medicare Fee-For-Service Enrollees. *Journal of General Internal Medicine*. 34:2697-2699. 10.1007/s11606-019-05426-4.
- 2019 Palmer JA, **Parker VA**, Mor V, Volandes AE, Barre LR, Belanger E, Carter P, Loomer L, McCreedy E, & Mitchell SL. Barriers and facilitators to implementing a pragmatic trial to improve advance care planning in the nursing home setting. *BMC Health Services Research*. 19:527. 10.1186/s12913-019-4309-5
- 2019 Sullivan JL, Weinburg DB, Gidmark S, Engle RL, **Parker V** & Tyler DA. Collaborative capacity and patient-centered care in the Veterans' Health Administration Community Living Centers. *International Journal of Care Coordination*. 22:90-99. 10.1177/2053434519858028

- 2019 Gunn CM, Bokhour BG, **Parker VA**, Battaglia TA, Parker PA, Fagerlin A, McCaskill-Stevens W, Bandos H, Blakeslee SB, & Holmberg C. Understanding Decision Making about Breast Cancer Prevention in Action: The Intersection of Perceived Risk, Perceived Control, and Social Context: NRG Oncology/NSABP DMP-1.. *Medical Decision Making*. 39:217-227. 10.1177/0272989X19827258
- 2019 Louis, C.J., Clark, J.R., Gray, B., Brannon, D, & **Parker, V**. Service line structure and decision-maker attention in three health systems: Implications for patient-centered care. *Health Care Management Review* 44 (1), 41-56
- 2018 Fix G, Hyde J, Bolton R, **Parker V**, Dvorin K, Wu J, Skolnick A, McInnes D, Midboe A, Asch S, Gifford A, Bokhour BG. The moral discourse of HIV providers within their organizational context: An ethnographic case study. *Patient Education and Counseling* 101 (12): 2226-2232.
- 2018 Sullivan J, Engle R, Tyler D, Afable M, Gormley K, Shwartz M, Adjognon O, **Parker V**. Is Variation in Resident-Centered Care and Quality Performance Related to Health System Factors in Veterans Health Administration Nursing Homes? *Inquiry-the Journal of Health Care Organization Provision and Financing* published online July 26, 2018.
- 2018 **Parker, V.**, Engle, R. L., Afable, M. K., Tyler, D. A., Gormley, K., Stolzmann, K., Shwartz, M., and Sullivan, J. L. (2018). Staff-perceived Conflict between Resident-centered Care and Quality in the Skilled Nursing Facility: Are Both Possible?. *Clinical gerontologist*, 1-10. doi:10.1080/07317115.2018.1467522
- 2017 Palmer JA, **Parker VA**, Berlowitz D, Snow AL, Hartmann CW. Resident Choice: A Nursing Home Staff Perspective on Tensions and Resolutions. *Geriatr Nurs*. 2017 Nov 9. pii: S0197-4572(17)30261-6. doi: 10.1016/j.gerinurse.2017.10.001.
- 2017 Liebschutz JM, Xuan Z, Shanahan CW, LaRochelle M, Keosaian J, Beers D, Guara G, O'Connor K, Alford DP, **Parker V**, Weiss RD, Samet JH, Crosson J, Cushman PA, Lasser KE. Improving Adherence to Long-term Opioid Therapy Guidelines to Reduce Opioid Misuse in Primary Care: A Cluster-Randomized Clinical Trial. *JAMA Intern Med*. Published online July 17, 2017. doi:10.1001/jamainternmed.2017.2468
- 2017 Engle RL, Tyler DA, Gormley KE, Afable MK, Curyto K, Adjognon OL, **Parker VA**, Sullivan JL. Identifying barriers to culture change: A qualitative analysis of the obstacles to delivering resident-centered care. *Psychol Serv*. 2017 Aug; 14(3):316-326. PMID: 28805416.
- 2017 Gunn CM, Bokhour B, **Parker VA**, Parker PA, Bandos H, Holmberg C. "Exploring Explanatory Models of Risk in Breast Cancer Risk Counseling Discussions." *Cancer Nursing*. 2017 Jun 28. doi: 10.1097/NCC.0000000000000517.
- 2017 Gunn CM, **Parker VA**, Bak S, Ko NY, Nelson KP, Battaglia TA. Social Network Structures of Breast Cancer Patients and the Contributing Role of Patient Navigators. *The Oncologist* 2017 Aug;22(8):918-924. doi: 10.1634/theoncologist.2016-0440
- 2017 Palmer, J.A., **Parker, V.A.**, Burgess, J.F., Berlowitz, D., Snow, A.L., Mitchell, S.L., & Hartmann, C.W. Developing the Supporting Choice Observational Tool (SCOT): A formative assessment tool to assist nursing home staff in realizing resident choice. *Research in Gerontological Nursing*, 10(3): 129-138.
- 2017 Gunn CM, Battaglia TA, **Parker VA**, Clark JA, Paskett ED, Calhoun E, Snyder FR, Bergling E, Freund KM, and the Patient Navigation Research Group. What Makes Patient Navigation Most Effective:

- Defining Useful Tasks and Networks. *Journal of Healthcare for the Poor and Underserved*, Volume 28, Number 2, pp. 663-676 | 10.1353/hpu.2017.0066
- 2016 Manze MG, McCloskey L, Bokhour, B, Paasche-Orlow M, & **Parker V**. The perceived role of clinicians in pregnancy prevention among young Black women. *Sexual & Reproductive Healthcare*. 2016, 8:19-24.
- 2016 Lasser KE, Shanahan C, **Parker V**, Beers D, Xuan Z, Heymann O, Lange A, Liebschutz JM. A Multicomponent Intervention to Improve Primary Care Provider Adherence to Chronic Opioid Therapy Guidelines and Reduce Opioid Misuse: A Cluster Randomized Controlled Trial Protocol. *J Subst Abuse Treat*. 2016 Jan; 60:101-9. PMID: 26256769
- 2015 Delman J, Clark JA, Eisen SV, **Parker VA**. Facilitators and Barriers to the Active Participation of Clients with Serious Mental Illnesses in Medication Decision Making: the Perceptions of Young Adult Clients. *Journal of Behavioral Health Services & Research*, 41(4): 1-16.
- 2014 Goldenheim A, Oates D, **Parker V**, Russell M, Winter M, Silliman R. Rehospitalization of Older Adults Discharged to Home Hospice Care. *Journal of Palliative Medicine* 17(7): 841-844.
- 2014 **Parker, VA**, Logan, CK, Currie, B. Advances in the Prevention and Control of HAIs: Assessing ICU Staff-Perceived Barriers to Implementation of an Enhanced Carbapenem-resistant Enterobacteriaceae Control Intervention. June 2014. Agency for Healthcare Research and Quality, Rockville, MD. <http://www.ahrq.gov/professionals/quality-patient-safety/patient-safety-resources/resources/advances-in-hai/hai-article4.html>
- 2014 Gunn CM, Clark JA, Battaglia TA, Freund KM, **Parker VA**. An Assessment of Patient Navigator Activities in Breast Cancer Patient Navigation Programs Using a Nine-Principle Framework. *Health Services Research*. 2014 May 13. doi: 10.1111/1475-6773.12184.
- 2014 Clark, J.A., **Parker, V.A.** et.al. Patterns of Task and Network Actions Performed by Navigators to Facilitate Cancer Care. *Health Care Management Review*, 2014 Apr-Jun;39(2):90-101.
- 2013 Wohlgenuth, CM; Auerbach, HP & **Parker, VA**. Advantages and Challenges: The Experience of Geriatrics Health Care Providers as Family Caregivers. *The Gerontologist*; doi: 10.1093/geront/gnt168
- 2013 Oates, D., Kornetsky, D., Winter, M., Silliman, R.A., Caruso, L.B., Sharbaugh, M., Hardt, E.J., **Parker, V.A.** Minimizing Geriatric Rehospitalizations: A Successful Model. *American Journal of Medical Quality*, Jan-Feb;28(1):8-15
- 2013 Sullivan, J.L., Meterko, M., Baker, E., Stolzmann, K., Adjogon, O., Ballah, K. & **Parker, V.A.** Reliability and Validity of a Person-Centered Care Staff Survey in Veterans Health Administration Community Living Centers. *The Gerontologist*, Aug;53(4):596-607.
- 2013 Rivard, P.E., **Parker, V.A.** & Rosen, A.K. Quality improvement for patient safety: Project-level versus program-level learning. *Health Care Management Review*, Jan-Mar;38(1):40-50.
- 2012 Suen, W., **Parker, V.**, Harney, L., Nevin, S., Jansen, J., Alexander, L., & Berlowitz, D. Internal Medicine Interns' and Residents' Pressure Ulcer Prevention and Assessment Attitudes and Abilities: Results of an Exploratory Study. *Ostomy Wound Management* 58(4):28-35.
- 2012 Neiderhauser, A., Van Deusen Lukas, C., **Parker, V.A.**, Ayello, E., Zulkowski, K., Berlowitz, D. Comprehensive Programs for Preventing Pressure Ulcers: A Review of the Literature. *Advances in Skin and Wound Care*, 25(4);167-188.

- 2011 **Parker, VA.** Condition critical: intervening in health-care teams and working relationships: a commentary. *Advances in Health Care Management*. 2011;10:267-8.
- 2011 **Parker, V.A.** & Harris, C.L. "Navigating patient navigation: crossing health services research and clinical boundaries." *Advances in Healthcare Management* 11, 149-183.
- 2011 Warner G., R. Lyons, **V. Parker** and S. Phillips. 2011. Advancing Coordinated Care in Four Provincial Healthcare Systems: Evaluating a Knowledge-Exchange Intervention. *Healthcare Policy* 7(1): 80-94.
- 2011 Tyler, D.A. & **Parker, VA.** Nursing home culture, teamwork, and culture change. *Journal of Research in Nursing*, 16(1): 37-49.
- 2011 Tyler, D.A. & **Parker, V.A.** Staff Teamwork in Long-Term Care Facilities: The Influence of Management Style, Training, and Feedback. *Research in Gerontological Nursing* 4(2): 135-146.
- 2011 **Parker, VA.** The importance of cultural competence in caring for and working in a diverse America. *Generations*, 34(4): 97-102.
- 2010 Sandel, M., Hansen, M., Kahn, R., Lawton, E., Paul, E., **Parker, V.**, Morton, S. & Zuckerman, B. Medical-Legal Partnerships: Transforming Primary Care by Addressing Legal Needs For Vulnerable Populations. *Health Affairs* 29(9): 1697-1705.
- 2010 Kistin, C.J., Tien, I., Bauchner H., **Parker, V.** & Leventhal, J.M. That Influence the Effectiveness of Child Protection Teams. *Pediatrics* 126:94-100.
- 2010 Sanders, A., Stone, R., Meador, R. & **Parker, V.** Aging in place partnerships: a training program for family caregivers of residents living in affordable senior housing. *Cityscape* 12(2):85-104.
- 2010 **Parker, V.A.**, Clark, J.C., Leyson, J., Calhoun, E., Carroll, J., Freund, K. & Battaglia, T., Patient Navigation: Development of a protocol for describing what navigators do. *Health Services Research*, 45(2):514-531.
- 2010 VanDeusen Lukas, C., Engle, R.L., Holmes, S.K., **Parker, V.A.**, Seibert, M.N., Shwartz, M., Sullivan, J.L. Strengthening organizations to implement evidence-based clinical practices. *Health Care Management Review*, 35(3):235-245.
- 2008 Weaver, F.M., Hickey, E.C., Hughes, S.L., **Parker, V.**, Fortunato, D., Rose, J., Cohen, S., Robbins, L., Orr, W., Priefer, B., Wieland, D. & Baskins, J. Providing all inclusive care for frail elderly veterans: evaluation of three models of care. *Journal of the American Geriatrics Society*, 56:345-353.
- 2007 **Parker, VA** & Geron, S.M. Cultural Competence in Nursing Homes: Issues and Implications for Education. *Geriatrics & Gerontology Education*, 28(2):37-54.
- 2007 Allensworth-Davies, D., Leigh, J., Pukstas, K.A., Geron, S.M., Hardt, E., Brandeis, G., Engle, R. & **Parker, V.A.** Country of Origin and Racio-ethnicity: Are There Differences in Perceived Organizational Cultural Competency and Job Satisfaction among Nursing Assistants in Long-Term Care? *Health Care Management Review*, 32(4):321-329.
- 2006 Tyler, DA, **Parker, VA**, Engle RL, Brandeis GH, Hickey EH, Rosen AK, Wang F, Berlowitz DR. An exploration of job design in long-term care facilities and its effect on nursing employee satisfaction. *Health Care Management Review*, 31(2): 137-144.

- 2006 Pukstas, K, **Parker, V**, Brandeis G, Hardt E, Geron S, Tyler D, Leigh L, Engle R. Improving intercultural staff communication in the long term care setting. Annals of Long-Term care: clinical care and aging, 14(8); 34-37
- 2006 Frayne, S.M.,**Parker, V.**, Christiansen, C., Loveland, S., Seaver, M., Kazis, L., & Skinner, K. ..Health status among 28,000 women veterans: The VA Women’s Health Evaluation Project. Journal of General Internal Medicine; 21(S3):S40.
- 2005 Hickey, E., Young, G., **Parker, V.**, Czarnowski, E., Saliba, D., & Berlowitz, D. The effects of changes in nursing home staffing on pressure ulcer rates. Journal of the American medical directors association. January/February 2005.
- 2004 Charbonneau, A. **Parker V.**, Meterko, M., Rosen, A, Kader, B., Owen, R., Ash, A., Whittle, J., Berlowitz, D. The Relationship of System-Level Quality Improvement with Depression Care Quality. American journal of managed care. Nov;10(11 Pt 2):846-51.
- 2004 Byrne, M.M., Charns, M.P., **Parker, V.A.**, Meterko, M.M., Wray, N.P. The effects of organization on medical utilization: an analysis of service line organization. Medical Care 42(1):28-37.
- 2004 Warner, G., Drainoni, M.L., **Parker, V.**, Agins, B., & Eldred, L. Factors associated with the successful implementation of a quality improvement project in HIV ambulatory care clinics. American Journal of Medical Quality, 19(2):75-82.
- 2004 Frayne, S.M., Seaver, M.R., Loveland, S., Christiansen, C.L., Spiro, A., **Parker, V.A.** & Skinner, K.M. Burden of medical illness in women with depression and post-traumatic stress disorder. Archives of Internal Medicine 164 (6/28/04): 1306-1312.
- 2002 **Parker, V.A.** Connecting relational work and workgroup context in care-giving organizations. Journal of Applied Behavioral Science, 38(3): 276-297.
- 2001 **Parker, V.A.**, Charns, M.P., Young, G.J. Clinical service lines in integrated delivery systems: an initial framework and exploration. Journal of Healthcare Management, 46(4)261-76.
- 2001 Young, G.J., **Parker, V.A.**, Charns, M.P. Provider Integration and local market conditions: a contingency theory perspective. Health Care Management Review, 26(2):73-79.
- 1999 **Parker, V.A.**, Wubbenhorst, W., Young, G.J., Desai, K.R., Charns, M.P. Implementing quality improvement in hospitals: the role of leadership and culture. American Journal of Medical Quality, 14(1):64-69.
- 1993 **Parker, V.A.** and Kram, K.E. Women mentoring women: creating conditions for connection. Business Horizons, 36(2):42-51.
- 1993 Hall, D.T. and **Parker, V.A.** The role of workplace flexibility in managing diversity. Organizational Dynamics, 22(1):5-18.

Chapters, training guides, other

- 2011 Suen W, Hughes J, Russell M, Lee H, Carr A, Rao S, **Parker V**. From Role Play to Real Play: Teaching Effective Role-Playing Facilitation Skills. MedEdPORTAL. Available from: www.mededportal.org/publication/8603.
- 2008 Co-authored *Getting ready: focusing on cultural competence in long-term care organizations*, available from LeadingAge, Washington, DC.
- 1996 **Parker, V.A.** Growth-enhancing relationships outside work (GROWs) and career development. In D.T. Hall (Ed.), The career is dead--long live the career: A relational approach to career development. San Francisco: Jossey-Bass
- 1993 **Parker, V.A.** and Hall, D.T. Workplace flexibility: faddish or fundamental? In P.H. Mirvis (Ed.), Building the competitive workforce. New York: Wiley.
- 1992 **Parker, V.A.** and Hall, D.T. Conclusion: Expanding the domain of family and work issues. In S. Zedeck (Ed.), Work, families, and organizations. San Francisco: Jossey-Bass.

Conference Abstracts, Presentations and Posters

- 2017 Fix GM, Hyde JK, Bolton RE, Dvorin K, **Parker V**, Skolnik AA, Wu J, Bokhour BG (oral) Providers' moral discourse in caring for patients with HIV ICCH October 2017, Baltimore, MD
- 2017 Fix GM, Bolton RE, Dvorin K, Hyde JK, Skolnik AA, **Parker V**, Wu J, Bokhour BG (oral) An examination of patient-centered communication in HIV specialty care clinical encounters ICCH October 2017, Baltimore, MD
- 2017 Palmer JA, **Parker VA**, Berlowitz D, Snow AL, Hartmann CW. Resident choice: Nursing home staff perspectives on challenges and resolutions. Poster presentation at the 21st IAGG World Congress of Gerontology and Geriatrics. 2017. San Francisco, CA.
- 2016 Gupte, G., **Parker, V.**, O'Connor, S., Borkowski, N., Canar, J. Supporting the Dynamics of Course-based Team Building. Professional Development Workshop at the Academy of Management, August, Anaheim.
- 2016 Issel, M., Wells, R., **Parker, V.**, Singer, S., Buttigieg, S., Nembhard, I., Rathert, C., Lega, F., Wood, S. Engaged Scholarship: Navigating the Labyrinth of Academic-Practice Collaborative Research. Professional Development Workshop at the Academy of Management, August, Anaheim.
- 2016 Louis, C., **Parker, V.**, Meacham, M., Robbins, J. Developing professionalism in the competency-based education era. Education session, AUPHA annual meeting, June, Kansas City.
- 2016 Shah, S., **Parker, V.**, Howard, S. Experiential learning strategies and experiences from three universities. Education session, AUPHA annual meeting, June, Kansas City.
- 2016 **Parker, V.**, Engle, RL, Tyler, DA, Afable, M, Gormley, K, Stolzman, K, Shwartz, M & Sullivan, JM. Staff-perceived conflict between resident-centered care and quality in the skilled nursing facility: are both possible? Abstract accepted for oral presentation at AcademyHealth Annual Research Meeting, June, Boston.

- 2015 Gupte, G., Canar, J., Johnston, T. & **Parker, V.** Developing and assessing leadership competencies: four approaches from two programs, education session, AUPHA annual meeting, June, Miami.
- 2013 **Parker, V.** Gupte, G., Hilligoss, B. & Weech-Maldonado, R. Developing in the teacher role: essentials for managing yourself and your class, professional development workshop, Academy of Management annual meeting, August, Orlando.
- 2013 **Parker, V.** Designing for Reflective Learning, Boston University Medical Campus McCahan Education Day workshop, May, Boston.
- 2012 Engle, R, et.al., **Parker, V.** Training and Coaching to Promote High Performance in VA Nursing Home Care, Gerontological Society of America, November, San Diego, CA
- 2012 **Parker, V.** Learning from Positive Cases, workshop, Boston University Center for Excellence and Innovation in Teaching annual conference, March, Boston.
- 2012 Gunn, C., Battaglia, T., Freund, K. & **Parker, V.** Do existing programs for breast cancer patient navigation align with a framework of existing principles? American Public Health Association, October, San Francisco, CA.
- 2012 **Clark, J.,** Parker, V. Patterns of Task and Network Actions Performed by Navigators to Facilitate Cancer Care. Paper presented at Academy of Management, August, Boston, MA.
- 2011 **Parker, V.A. ,** Lemak, C. H. Navigating patient navigation: conceptual, research, and practical issues. Paper presented at at the Academy of Management, August, San Antonio, TX.
- 2011 **Parker, V.A.,** Landry, A.Y.. & Rivard, P.E. Making learning tangible: Experiential exercises for health management education. Professional Development Workshop at the Academy of Management, August, San Antonio, TX.
- 2011 **Parker, V.,** Friedman, L., Helton, J. Learning from resilient organizations: integrating Positive Organizational Scholarship into teaching. Workshop presentation at the Association of University Programs in Health Administration, June, Charleston, SC.
- 2010 Friedman, L., Golden-Biddle, K., **Parker, V.A.** Linking Positive Organizational Scholarship to Healthcare Management Education. Professional Development Workshop at the Academy of Management, August, Montreal.
- 2010 **Parker, V.A.** Developing self-awareness as a managerial skill for public health students. Poster presentation at John McGahan Medical Campus Education Day, Boston University, June.
- 2010 **Parker, V.A.,** Lemak, C.H., Vaughn, T. Moving Beyond Teams in Theory: Integrating Team Learning Activity and Reflection in Multiple Ways. Presentation at the Association of University Programs in Health Administration annual meeting, June, Portland, OR.
- 2009 Battaglia, T. A., Clark, J. A., Leyson, J., Logan, C., Lane, S. E., Freund, K. M., & **Parker, V. A.** Patient Navigation to Reduce Breast Cancer Health Disparities: a National Sample. Paper presented at the 32nd Annual Meeting of the Society of General Internal Medicine, Miami Beach
- 2007 **Parker, V.A.,** Clark, J.A., Battaglia, T., Calhoun, E., Epstein, R. & Freund, K. Measuring what navigators do for patients: development of an instrument to assess tasks and use of social networks, presentation at the American Public Health Association, Washington, DC, November.

- 2007 Tien, I., Leventhal, J., **Parker, V.**, Bauchner, H. What should hospital-based child protection teams do? Pediatric Academic Societies annual meeting, Toronto, CA.
- 2006 **Parker, V.A.** Collaborating to create change: challenges of an action research approach, symposium presentation at the Gerontological Society of America annual meeting, Dallas, TX, November.
- 2006 **Parker, V.A.** Developing future scholars, Professional Development workshop, Academy of Management, Healthcare management division, Atlanta, GA, August.
- 2006 **Parker, V.A.** Organizational cultural competence assessment: an intervention and evaluation. Better jobs, better care program meeting, Boston, MA, June.
- 2005 **Parker, V.A.** Organizational cultural competence in long-term care: mapping the domain. Pre-conference presentation at the Gerontological Society of America annual meeting, Orlando, FL, November.
- 2005 **Parker, V.A.** Tyler, D.A., Engle, R.L., Brandeis, G.H., Rosen, A.K., Hickey, E.C., Berlowitz, D.R Nursing care job design and care quality in long-term care facilities. Poster presented at AcademyHealth Annual Research Meeting, Boston, MA, June.
- 2005 Tyler, D.A., **Parker, V.A.**, Engle, R.L., Brandeis, G.H., Hickey, E.C., Berlowitz, D.R. Improving nursing employee satisfaction in long-term care facilities: let nurses do the nursing. Poster presented at AcademyHealth Annual Research Meeting, Boston, MA, June.
- 2005 Tyler, D.A., **Parker, V.A.**, Engle, R.L. Government pressure, structural issues and organizational culture: an analysis of their impact on the work environment of long-term care facilities. Poster presented at AcademyHealth Annual Research Meeting, Boston, MA, June.
- 2005 **Parker, V.A.** Intervening in organizational cultural competence. Symposium presentation (session chair: Debra Lipson) at the American Society on Aging/National Council on Aging annual meeting, Philadelphia, PA, March.
- 2005 **Parker, V.A.** Nursing care job re-design in long-term care settings. Symposium presentation (session chair: Linda Noelker) at the American Society on Aging/National Council on Aging annual meeting, Philadelphia, PA, March.
- 2004 **Parker, V.A.** Intervening in organizational cultural competence. Symposium presentation (session chair: Jeanne Teresi) at the Gerontological Society of America annual meeting, Washington, DC, November.
- 2004 **Parker, V.A.** Re-designing care AND work: one empowerment approach. Symposium presentation (session chair: Linda Noelker) at the Gerontological Society of America annual meeting, Washington, DC, November.
- 2004 **Parker, V.A.** (presented by D. Tyler). Job Characteristics, Satisfaction, and Motivation Among Nursing Home Employees. . Symposium presentation (session chair: Debra Lipson) at the Gerontological Society of America annual meeting, Washington, DC, November.
- 2004 **Parker, V.A.** , Scott, J. & Trinkoff, A. Nursing Home Working Conditions: Findings From 3 Studies. Presentation at the 3rd annual AHRQ Patient Safety Research Conference, Arlington, VA, September.
- 2004 **Parker, V.A.** Organizational cultural competence: assessment and intervention. Presentation at the American Association of Homes and Services for the Aging. Nashville, TN, October.

- 2004 **Parker, V.A.** Informing health care policy. Professional development workshop at the Academy of Management meeting, New Orleans, LA.
- 2003 **Parker, V.**, Friedman, L., Mullins, L., Charns, M., Petzel, R., Lemak, C.H., & McDaniel, R. Creating knowledge across boundaries: academic-practitioner collaborations. Professional Development Workshop at the Academy of Management meeting, Seattle, WA.
- 2003 **Parker, V.A.** Adapting to new populations: appraising a change strategy. Presentation at the Administrative Sciences Association of Canada, Halifax, N.S.
- 2003 **Parker, V.A.**, et. al. Task design, motivation, and nursing home care quality: preliminary findings. Poster Presented at the 2nd annual Agency for Healthcare Quality Research patient safety meeting, Washington, D.C.
- 2003 Bokhour, B.A., **Parker, V.A.** & Haidet, P. Qualitative interviewing as a methodology for understanding diverse populations. Workshop presented at the Annual VA HSR&D meeting, Washington, D.C.
- 2001 **Parker, V.A.** and Charns, M.P. Managing in a changing system: VHA managers' perceptions of organizational change. Presented at the Annual VA HSR&D meeting, Washington, D.C.
- 2000 **Parker, V.A.**, Bokhour, B.G., Clark, J.A., Paterniti, D.A. and Tulskey, J.A. Using qualitative methods in health services research: describing and understanding health care. Workshop presented at the Annual VA HSR&D meeting, Washington, D.C.
- 2000 **Parker, V.A.**, Wubbenhorst, W.H., Pucci, L.P., Meterko, M., Fonseca, M.L., Byrne, M.M., Wray, N.P. and Charns, M.P. Service line activity in VHA facilities: the development and measurement of a service line construct. Poster presented at the Annual HSR&D meeting, Washington, D.C.
- 2000 Charns, M.P., **Parker, V.A.**, Wray, N.P., Byrne, M.M. and Meterko, M. Using multiple methods to study complex organizational phenomena: the service line evaluation project. Workshop presentation at the Annual VA HSR&D meeting, Washington, D.C.
- 1999 Charns, M.P., Meterko, M., **Parker, V.A.**, Pucci, L.G., Wubbenhorst, W.H., Fonseca, M.L., Byrne, M.M. and Wray, N.P. Clinical service lines and patient satisfaction in VA Medical Centers: A study of organizational design and hospital outcomes. Presented at Organizational research on health care systems conference, Berkeley, June 1999.
- 1998 **Parker, V.A.**, Creating Effective Interdisciplinary Primary care teams, poster presented at the Annual HSR&D meeting, Washington, D.C.
- 1997 **Parker, V.A.** When the relationship is the work: using relational theory to study care-providing organizations. Symposium presentation at Annual meeting of the Academy of Management, Boston MA
- 1997 **Parker, V.A.** Necessary relationships in health care organizations: facilitating care-providing work in an era of career uncertainty. Symposium presentation at Annual meeting of the Academy of Management, Boston MA

Invited Lectures and Presentations

- 2019 **Parker, V.A.** A journey of 58 miles. AACSB Diversity & Inclusion Summit, New Orleans, LA, November 2019.

- 2016 What do patient navigators do? Invited seminar, Organizational Studies Group, Heller School, Brandeis University, 10/25/16
- 2012 A Culturally Competent and Immigrant-based Long-Term Care Workforce: Caring for and Working in a Diverse America. Panel presentation at the National Forum on Building a Workforce to Care for an Aging Society, American Society on Aging, Washington, DC 3/30/12.
- 2010 Patient Navigation Programs: Variations on a theme. Invited presentation at 2010 Avon Forum, San Francisco, 2/22/10.
- 2009 Strengthening Organizations to Implement Evidence-Based Clinical Practices. Invited seminar, Organizational Studies Group, Heller School, Brandeis University, 11/18/09.
- 2009 A systems approach to nursing homes. Keynote address, National Association of Social Workers, Massachusetts chapter, 2009 Nursing Home Social Work Conference, 5/21/09.
- 2009 Approaches to Patient Navigation: Similarities & Differences across Avon-funded Programs. Avon Foundation Breast Cancer Forum, Miami, FL, 2/13/09
- 2008 Measuring what navigators do for patients: development of an instrument to assess tasks and use of social networks. Boston University Medical Center Cancer control and prevention rounds, 2/12/08.
- 2007 Imagining a Multi-cultural Living/Working Environment in Long-term Care: Research and Intervention. Presentation to Boston Medical Center Geriatrics section, March.
- 2006 Organizational cultural competence in long-term care: mapping the domain. Presentation at the Pioneer Network, Philadelphia, PA, August.
- 2002 Primary care teams and their task: the role of relational work in team work. Colloquium on qualitative research, Boston University School of Public Health and Boston University School of Medicine, June 7.
- 1997 Listening to Women: a relational approach to workplace change. Workshop presentation at the Jean Baker Miller training institute, Wellesley College, Wellesley MA.

Other Professional activities

- 2008-10 Conducted expert review of *A Training Program to Enhance Cultural Competency in Nursing Homes*, developed at SUNY Downstate Medical Center, Carl Cohen, principal investigator.
- 2008-09 Collaborated with the Institute for the Future of Aging Research in the development of *Partners in aging in place* workshop curriculum for family caregivers of seniors living in independent housing.

Mentoring

Post-doctoral trainees

- 2016-18 Jenny Palmer, PhD, T32 from NIA, Understanding the Facilitators and Barriers to Implementing an Advance Care Planning Video Program in Nursing Home Health Care Systems (external mentor to postdoc at Hebrew Senior Life Institute for Aging Research, Boston, MA)
- 2006-07 Irene Tien, MD, R03 HD050445-01 from NICHD, Child Protection Team effectiveness

Doctoral Committees

Boston University Ph.D.

- 2007-11 Meredith Manze D'Amore, "Quality of Sexual Healthcare for Vulnerable Populations: Patient perceptions of the interaction with & role of clinicians" defended 8/11, primary advisor and chair
- 2010-12 Jon Delman, "Young Adults with Mental Illnesses: Their Active Participation in Medication Decisions and in Research," defended 3/12, committee member
- 2008-13 Lauren Babich, "Assessing the Appropriateness of Hospital Accreditation in Three Southern African Countries," co-primary advisor, defended 6/13, co-primary advisor and committee member
- 2011-15 Christine Gunn, "Medically-Defined Risk and the Engagement of Patients in Health Services: A Multi-Level Perspective," defended 6/15, committee member
- 2009-15 Jenny Palmer, "Eliciting and responding to resident choice in nursing home daily care: A standardized observational protocol of staff behavior," defended 10/15, committee member
- 2016-18 Judy George, "Patient Safety Improvement in U.S. Hospitals: Applying an Organizational Learning Model to Explore Conceptual and Empirical Considerations," defended July 2018, chair

Brandeis University Heller School Ph.D.

- 2004-07 Denise Tyler, "How do we get 'beyond unloving care'? A grounded theory analysis of teamwork in long-term care facilities," defended 4/07, outside committee member

Boston University DrPH committees

- 2010-13 Monita Baba Djara, "Performance measurement of district level hospitals in low income countries: participatory development of an instrument to assess inputs, processes, and outputs for evidence-based management and quality improvement," defended 12/4/13, committee member
- 2011-13 Shioban Torres, "The Adaptation of a Survivorship Care Plan for Low-Income Colorectal Cancer Survivors," defended 2/14, committee member
- 2011-14 Samatha Panati, "Factors affecting Job Satisfaction, Intention to Stay and Retention among Health Workers who provide Emergency Obstetric and Neonatal Care in Kalomo District, Zambia," defended 7/14, committee member
- 2009-15 Ramon Hernandez, "A Case Study of the Implementation of the San Diego Unified School District's Mental Health Resource Center," defended 11/15, committee member
- 2003-15 Julia Goldberg, "Pharmacist Collaborative Practice and the Implementation of Team-Based Care in Outpatient Healthcare Settings: A Case Study at El Rio Community Health Center," defended 4/15, committee member
- 2014-17 Sophie Godley, "The Two-Generational Community Intervention for High-Risk Young Mothers and their Children at Roca, Inc. in Chelsea, Massachusetts: Defining, Developing, and Documenting Program Implementation," defended 5/17, committee member
- 2017-20 Julie Mottl-Santiago, "Decision-maker perspectives on Doulas in Maternity Care," defended August 2020, committee member.

Masters Committees

Boston University

- 2008 Chau Tran, “Interventions in Coordinating Primary Care and Mental Health Services for the Severe and Chronic Mentally Ill,” Master of Arts in Medical Sciences Thesis, First Reader
- 2017 Phoebe Cushman, “The Physician Experience in an Intervention to Improve Opioid Prescribing,” Master of Science in Health Services Research Thesis, Committee Chair
- 2017 David Washington, “Strategic Plan Use to Address Faculty Diversity in Academic Medicine: A Mixed-Methods Study,” Master of Science in Health Services Research Thesis, Committee Chair
- 2017 Eun Ji Kim, “The Role of Ambulatory Care Utilization in Accounting for Higher Inpatient Acute Myocardial Infarction (AMI) Mortality Among Asian Americans.” Master of Science in Health Services Research Thesis, Committee Chair

Master of Public Health advising

2007-17 Served as primary faculty advisor for at least 25 MPH candidates each academic year