

strategic management, global health policy and management, ambulatory care management and organizational behavior;

OCCUPATIONAL HISTORY - (continued):

continued Co-Director of Masters-level (MHA) and Doctoral-level (DrPH) international health care management education programs offered in Taiwan and St. Louis; coordination of SLU-Taiwan alumni relations; student advising; doctoral student supervision (health management research); and the design and performance of externally-funded research projects. Major research interests continue to focus on: organizational performance assessment, the impacts of quality improvement in health care organizations and technology assessment.

July, 1994 - June 30, 1997

Professor and Chair, Department of Health Administration, School of Public Health, Saint Louis University. Activities included: development of improved admissions and placement strategies, course scheduling, coordination of strategic planning for program review and curriculum modification, alumni relations development, faculty merit-based evaluation and development, coordination of ACEHSA self-study and reaccreditation, design and implementation of international health care management education programs (Taiwan Executive MHA and DrPH Programs), individual and

OCCUPATIONAL HISTORY - (continued):

June, 1993 - July, 1995

Technical Consultant to the Agency for International Development (AID) on the Promotion of Private Health Care Markets Project for the Republic of Albania. Activities included: needs assessment based upon on-site visits of Albanian health care facilities and discussions with Albanian health care managers and staff from the Albanian Ministry of Health (MOH); Program Director and designer of a local Health Services Management Program (HSMP) for ministry staff and hospital managers; design and implementation of a five-week course for health care financial managers; faculty and module development; Health Executive Study Tour coordination; program evaluation and service as a course lecturer. In December, 1994 participated as a site visit team member to the Republic of Romania to assess health care management development needs and the development of suitable on-site technical assistance and training.

July, 1989 - August, 1994

Founding Co-Director, Center for Research on Health and Aging (CRHA), Rush-Presbyterian-St. Luke's Medical Center. Served to assist the development of a new, multidisciplinary research center intended to enhance the interests and activities of medical center researchers in the fields of gerontology and geriatrics. Activities included: development of the original program proposal; assisting the initiation of an annual research conference and monthly seminars focused upon research on health and aging; recruitment of support staff; strategic planning and competitor analysis; and involvement in the development of collaborative research and training programs directed toward health and aging issues. Service as a member of the CRHA Advisory Council (1990 - 1995).

July, 1985 - January, 1994

Market Researcher/Planning Associate, Office of Corporate Planning and Budgeting, Rush-Presbyterian-St. Luke's Medical Center. Designed and conducted analyses of the marketing implications of potential corporate initiatives. Efforts included: assist market identification (service markets), segmentation of markets, forecasts of service utilization, preparation of organizational market share reports, analysis of medical staff productivity, and determination of optimal resources for a given level of utilization.

May, 1975 - June, 1983

Associate Professor and Section Director, Department of Psychology and Social Sciences, Rush

OCCUPATIONAL HISTORY - (continued):

and conjoint in the College of Nursing, August, 1982-June, 1983. Assistant Professor from May, 1975-July, 1982. Activities involved during this period included: design of and instruction in Behavioral Science courses for Medical Students (first and second year), Health Services Administration Students (Masters), Nursing Students (Bachelors, Masters, and Doctoral Level); administration of an eleven member Social Science Section; individual and collaborative research; and program evaluation.

August, 1973 - May, 1975

Assistant Professor, Department of Sociology, Indiana University-Purdue University, Fort Wayne, Indiana. During this period, I was involved in both graduate and undergraduate instruction; development of a Graduate Program (Master's level); creation of an Institute for Environmental Studies, individual and collaborative research, and design of several new areas of concentration including Medical Sociology.

Research Coordinator, Health Services Research Program, University of Illinois, May, 1971 - August, 1973. Coordination of a large scale research project examining the impacts of a new medical organization on the community and health care professionals.

Research Assistant, School of Basic Medical Sciences, 1971.

Teaching Assistant, Sociology, 1970.

Pi Sigma Alpha Honorary Society.

Alpha Kappa Delta Honorary Society.

American Men and Women of Science, (1978-)

Co-Awardee, Campbell Teaching Award, Department of Health Systems Management, June, 1990.
Sole awardee, June, 1991, 1992.

Health Systems Management Faculty Research Award, August, 1991.

First Author, 1994 Edgar C. Hayhow Award for "Article of the Year in Health Care Management,"
American College of Healthcare Executives, 1994.

Regent's Advisory Council, St. Louis Chapter, American College of Healthcare Executives, 1995-
1997.

Editorial Board, Journal of Health and Human Resources Administration, (1994 - 2008).

AREAS OF SPECIALIZATION:

Organizational Behavior, Global Health Policy and Management, Health Information Systems, Health
Care Marketing & Planning, Quality Management, Medical Sociology, Research Methods/ Statistics

TEACHING AND RESEARCH:

Strategic Management, Global Health Policy and Management, Organizational Behavior, Health Care
Marketing, Health Information Systems, Consumer Behavior, Social Gerontology, Quality
Management, Medical Sociology, Social Psychology, Research Methods/Statistics

Doctoral Students -
Ph.D. & DrPH

Health Services Management Research Supervisor
Marketing Health Services, Course Director
Advanced Organizational Analysis, Course Director

MHA Students

Internship, Supervisor.
Placement, Supervisor.
Health Care Management Rounds, Course Director
Health Care Strategic Management, Course Director
Health Care Marketing, Course Director
Global Health Policy and Management, Course Director
Quality Management in Health Care, Course Director (US and
Taiwan)
Managed Care, Course Director.
Organizational Behavior, Course Director.
Ambulatory Care Management, Course Director.

Health Systems Management (MS)
Students

Advanced Organizational Analysis, Co-Course Director.
Marketing Management, Lecturer.

	<u>Health Care and the Elderly</u> , Co-Course Director. <u>Master's Project</u> , Course Preceptor. <u>Medical Sociology</u> , Course Director. <u>Graduate Seminar</u> , Co-Course Director. <u>Organizational Analysis</u> , Lecturer. <u>Administrative Decision Making</u> , Lecturer. <u>Statistics II</u> , Lecturer. <u>Program Evaluation</u> , Lecturer. <u>Models of Organization</u> , Preceptor.
Medical Students	<u>Fundamentals of Behavior</u> , Course Director. <u>Quality Improvement in Health Care</u> , Lecturer <u>Illness Behavior</u> , Course Director. <u>Work and Health</u> , Course Director. <u>Observation and Communication</u> , Lecturer. <u>Access to Medical Care Services</u> , Lecturer. <u>Practice Mgt. Program for Anesth.</u> , Program Director
Nursing Students	<u>Research Design</u> (undergraduate), Lecturer. <u>Clinical Investigation</u> (graduate), Co-Course Director. <u>Measurement and Methods</u> (doctoral), Lecturer. <u>Patient Care Systems</u> (undergraduate), Lecturer. <u>Behavioral Dynamics</u> (graduate), Lecturer. <u>Data Processing Workshop</u> , Director. <u>Masters Thesis Supervision</u> . <u>Doctoral Thesis Supervision</u> .
Undergraduate	<u>Research Design</u> . <u>Social Psychology</u> .
Graduate	<u>Industrial Sociology</u> . <u>Criminology</u> . <u>Complex Organization</u> . <u>Social Psychology of Health and Illness</u> .

American Academy of Management.

Midwest Academy of Management.

Medical Group Management Association.

Association of University Programs in Health Administration.

Global Health Management Faculty Forum, AUPHA.

American Public Health Association.

Metropolitan St. Louis Healthcare Executives Group.

CONSULTING/MISCELLANEOUS EXPERIENCE:

American International Healthcare Alliance, Consultant in Health Care Management Education in the Republic of Georgia (2009)

ASPH - Global Health Competencies Workgroup (2009 - present)

ASPH -DRPH Competencies Task Force, ASPH (2008-present)

Special Emphasis Panel Member, Disease, Disability and Injury Prevention and Control, CDC Mentored Public Health Research Scientist Development Awards (2007)

National Advisory Council, National Center for Nursing Research, NIH, USPHS (2005- 2009)

HSLP Consultancy Services (2004-)

Reviewer, Michael Smith Foundation for Health Research (Canada) (2005)

Member, ASPH Health Policy and Management Core and Resource Workgroup, Core MPH Competency Development Project (2004-5)

Co-Director and Lecturer, Elective Clerkship in Health Care Management, Department of Anesthesiology (2003 -)

Coordinator and Presenter, Public Health Informatics Workshop for Public Health Professionals, Heartland Center (2004).

National Science Council of Taiwan (2003)

Alberta Heritage Foundation for Medical Research (1999)

Nominations Committee, AUPHA.

Faculty Member and Mentor, Veterans Administration Executive Development Program (1996-1998)

Chairman: Neuroscience, Behavior and Sociology of Aging Review Committee, National Institute on Aging (1990-1992).

Member, National Institutes of Health Reviewers Reserve (1992 - present).

Healthcare Enterprise International, Inc. (1993-1995).

Consultant: National Institute on Drug Abuse (Technical Review Group).

Consultant: American College of Healthcare Executives (Hospital Leadership Project). (1995).

Study Section Member: Gerontology and Geriatrics Review Committee, National Institute on Aging (1988-1990).

World Affairs Council of St. Louis.

Grant Application and Panel Member Reviewer, Agency for Health Care Policy and Research (8/97, 12/97).

Reviewer: Medical Care.

Reviewer: Journal of General Internal Medicine

Reviewer: Inquiry.

Reviewer. Journals of Gerontology.

Reviewer: Gerontologist.

Reviewer: Hospital & Health Services Administration.

Reviewer: Journal of Health Administration Education.

Reviewer: Experimental Aging Research.

Migrant Education Research Project, Indiana University, Fort Wayne, Indiana.

Health Services Research #h f q 0.24 0 0 0.24 72 3220.24 0 0.2 .2 u7l20.24 0 0.2 .2 u7l20.192.24 445.2 l 192.

Consultant: Chicago Board of Health.

Consultant: Geriatric Nurse Associate Training Program.

Editor, Newsletter, and member of Board of Directors, Association for the Behavioral Sciences and Medical Education (CAS, AAMC).

Consultant: Compliance and Cardiac Exercise Research, University of Illinois.

Consultant: American College of Chaplains.

Contributing Editor: Medical Sociology Newsletter.

Reviewer: Social Science and Medicine.

Reviewer: Health Services Research.

Co-Founder, Chicago Association for the Study of Health Behavior.

Vice President and Program Chair, Chicago Association for the Study of Health Behavior.

Program Committee, Health Care Administration Division, Academy of Management, 1986

Consultant: Center for Health Policy Research and Development, University of Oklahoma Health Sciences Center (Elderly Service Needs Project, 1992-1994).

Faculty Member, "Getting Down to Business: Financial Skills for VHA Managers," National Teleconference Series, Department of Veterans Affairs (1998).

Reviewer, Hill-Rom Management Essay Competition, American College of Healthcare Executives (1999).

Reviewer, Health Care Management Research, Annual Meeting of the Academy of Management (1999).

Program Co-

	Force (1999 - 2011). Faculty, Partners for Quality Education, School of Medicine (1999 - 2004).
Rush Medical Center	Human Investigation Committee (1976-1994). Quality Systems Resource Committee (1987-1990). System Initiatives Task Force - Research (1989)
Rush University	Task Force on the Academic Calendar (1984-1985). Task Force on Academic Honesty (1985-1986). Task Force on Electives (Chair,1986).
Rush Medical College	Affirmative Action, Tri-Campus Coordination, Educational Resources (Chair, 1981). Preceptor, Chicago Area Health Careers Opportunity Program (1980-1986). Task Force on Preventive Medicine (1986). Supervisor, RMC Student Summer Research Fellowship Program (1979). Interviewer of RMC Applicants (1979-1984). Reviewer: RMC Alternative Curriculum (1985).
Rush College of Health Sciences	Task Force on Faculty Appointment and Promotion (1986-1987). Senior Faculty Appointment and Promotion Committee (1988-1991). Strategic Planning Taskforce (1994).
Health Systems Management	Advisory Committee. Research Committee (Chair). Strategic Management. Curriculum Group. (Chair). ACHESA Self-Study Task Force (Chair). Task Force on Departmental Resources (Chair). Curriculum Committee. Task Force on International Programs. Task Force on Appointment-Promotion Procedures (Chair). Task Force on Program Mission and Objectives (Chair). Invitational Symposium Committee (Chair). Search Committee, Dean of College of Health Sciences. Task Force on Long Range Planning (Chair). Program Planning, Departmental Retreat, (Chair-1990, 1992) Task Force on ACEHSA Self-Study (Chair - 1992-

"Understanding Personal Reactions to Technological Change in Medical Organizations." Session on Applied Medical Sociology, Meeting of the Midwest Sociological Society, Des Moines, IA, April, 1982.

M. Counte.

"Evaluating Organizational Impacts of Innovative Technology." Seminar Series of Health Administration Program, Southwest Texas State University, San Marcos, TX, June, 1982

M. Counte and J. Salloway

"Measuring the Behavioral and Attitudinal Impacts of Technological Change in Organizations: The Case of a Medical Information System." Session on Consequences of Organizational Change, 10th World Congress of Sociology, Mexico City, August, 1982.

Kerjulff, J. Counte and J. Salloway

"Predicting Employee Adaptation to the Implementation of a Medical Information System." Sixth Annual Symposium on Computer Applications in Medical Care, Washington, D.C., November, 1982.

M. Counte and M. Zusman

"Social Evaluation of Health Care Technology." Annual Meeting of the American Sociological Association, Detroit, MI, September, 1983.

M. Counte, "Research on Alcohol Abuse Among the Elderly: A Summary of Major Findings and Implications." South Carolina Commission on Aging, Columbia, SC, October, 1983.

K. Kjerulff, M. Counte, and J. Salloway

"Reactions to Medical Information System Training." Seventh Annual Symposium on Computer Applications in Medical Care, Baltimore, MD, October, 1983.

M. Counte

"An Overview of Compliance Behavior." Chicago Dietetic Society, Elgin, IL, March, 1984.

M. Counte

"Equity in Health Care: Does It Still Exist?" Session Discussant, Annual Meeting of the Midwest Sociological Society, Chicago, IL, April, 1984.

M. Counte and D. Barhyte

"Preliminary Findings of a Study of Unit Decentralization and Nurse Retention." Annual Meeting of the Association of University Programs in Health Administration, Washington, D.C., April, 1984.

J. Salloway and M. Counte

"Measuring the Behavioral and Attitudinal Impacts of a Medical Information System." First Annual Conference on Social Effects of Computers, University of Rochester, Rochester, NY, June, 1984.

K. Kjerulff and M. Counte

"Measuring Attitudes Toward Computers: Two Approaches." Eighth Annual Symposium on Computer Applications in Medical Care, Baltimore, MD, November, 1984.

M. Counte

"Human Factors in Information Systems." Meeting of the First Illinois Chapter of the Healthcare Financial Management Association, Lombard, IL, March, 1985

M. Counte, J. Salloway, and K. Kjerulff

"Information Technology and Interaction on the Job." Annual Meeting of the Association of University Programs in Health Administration, Washington, D.C., April, 1985.

M. Counte and K. Kjerulff

"Educating Medical Students for the Occupational Realities of Medical Practice." Annual Meeting of the Association for the Behavioral Sciences and Medical Education, Washington, D.C., October, 1986.

K. Kjerulff and M. Counte

"Attitudes Towards Computers and Employee Turnover During Implementation of a Pharmacy Information System." Fifth World Congress on Medical Informatics, Washington, D.C., October, 1986.

M. Counte

"Decision Making Authority, Job Satisfaction and Work Behavior: Does Increased Participation Make a Difference?" Department of Health Policy and Management, College of Public Health, University of South Florida, Tampa, FL, November, 1986.

M. Counte and G. Glandon

"A Panel Study of Elderly Health Beliefs and Behavior: Project Update." Third Annual Governor's Conference on Long-Term Care, Chicago, IL, March, 1987.

G. Glandon and M. Counte

"Issues in the Measurement of Hospital Financial Performance." Center for Health Administration Studies, The University of Chicago, Chicago, IL, May, 1987.

R. Homan, G. Glandon, and M. Counte

"Adverse Selection by Medicare HMO Enrollees: The Role of Perceived Risk." Annual Meeting of the Group Health Association, The Group Health Institute, Seattle, WA, June, 1987.

M. Counte

"Perspectives on Organizational Effectiveness." Session Discussant, Annual Meeting of the Academy of Management, New Orleans, LA, August, 1987.

J. Salloway and M. Counte

"The Changing Social Epidemiology of Chronic Disease: Implications for Medical Education and Practice." Annual Meeting of the Association for Behavioral Sciences and Medical Education, Lake Tahoe, CA, October, 1987.

M. Counte and G. Glandon

"Managerial Innovation in the Hospital: An Analysis of the Diffusion of Hospital Cost Accounting Systems." Annual Meeting of the Southern Management Association, New Orleans, LA, November, 1987.

M. Counte and G. Glandon

"An Analysis of Older Persons' Awareness and Knowledge of Community-Based Health and Social Services" and "The Elderly's Knowledge of Medicare Coverage: Implications of Competition." Conference on Professional Growth in Long-Term Care Administration, Wilmington, DE, November, 1987.

M. Counte and G. Glandon

"Variability of Health Beliefs and Health Behavior Among Older Persons: Findings From a Panel Study." Annual Meeting of the Gerontological Society of America, Washington, D.C., November, 1987.

G. Glandon, M. Counte, and J. Salloway

"Health Promotion Beliefs and Behavior of Older Persons: An Analysis of Diversity and Implications for Gerontological Education." Annual Meeting of the Association for Gerontology in Higher Education, Tampa, FL, March, 1989.

M. Counte and J. Salloway

"Health, Stress and Aging: Recent Advances in Medical Sociology." Annual Meeting of the Midwest Sociological Society, St. Louis, MO, April, 1989.

G. Glandon and M. Counte

"An Analysis of the Adoption of Managerial Innovation: Cost Accounting Systems in Hospitals." Annual Meeting of the Association of University Programs in Health Administration, Baltimore, MD, April, 1989.

M. Counte

"An Overview of Preliminary Findings From a Longitudinal Study of Elderly Health Beliefs and Health Behavior." Department of Epidemiology and Survey Research Center, University of Maryland Medical Center, Baltimore, MD, April, 1989.

G. Glandon and M. Counte

"An Analysis of the Stability of Dimensions of Hospital Financial Performance." Annual Meeting of the Academy of Management, Washington, D.C., August, 1989.

M. Counte, G. Glandon, and D. Oleske

"Analysis of Job Satisfaction: A Strategy for Improving the Quality of Patient Care." Annual Meeting of the American Public Health Association, Chicago, IL, October, 1989.

M. Counte and G. Glandon

"Medical Care Satisfaction Among the Elderly in a Changing Health Care Delivery System." Annual Meeting of the American Public Health Association, Chicago, IL, October, 1989.

T. Hejna, G. Glandon, and M. Counte

"Long Term Care Insurance and the Elderly: The Effects of Functional Health Status and Individual Attributes on Awareness and Purchasing Decisions." Annual Meeting of the American Public Health Association, Chicago, IL, October, 1989.

G. Glandon and M. Counte

"An Analysis of Physician Utilization: Systematic Differences Between Recall and Archival Information." Annual Meeting of the Gerontological Society of America, Minneapolis, MN, November, 1989.

M. Counte, G. Glandon, and J. Salloway

"A Comparative Longitudinal Analysis of the Explanatory Power of Two Models of Health Services Utilization." Annual Meeting of the Gerontological Society of America, Minneapolis, MN, November, 1989.

M. Counte and G. Glandon

"Elderly Stressful Life Events, Coping Resources and Health Outcomes." International Conference on

M. Counte

"TQM Program Implementation and Evaluation." Invited Presentation. Oak Forest Hospital, Oak Forest, IL, December, 1991.

"Persistent Errors in Reporting Physician Utilization. "Annual Scientific Meeting of the Gerontological Society of America, Washington, D.C., November, 1992.

M. Counte and G. Glandon

"An Analysis of Factors Influencing the Elderly's Use of Community Services. Annual Scientific Meeting of the Gerontological Society of America, Washington, D.C., November, 1992.

M. Counte and G. Glandon

"Evaluating the Impact of TQM Programs in Hospitals." Center for Health Administration Studies, University of Chicago, Chicago, IL, January, 1993.

W. O'Leary, G. Glandon, and M. Counte

"The Relationship of Change in Efficiency to Change in Profitability of Illinois Hospitals." Annual Meeting of the Association for Health Services Research, Washington, D.C., June, 1993.

M. Counte

Session Chair, "Evaluation of TQM Programs in Health Care Organizations: Lessons from the Field." National Meeting of the Operations Research Society of America, Phoenix, AZ, November, 1993.

G. Glandon, M. Counte, D. Oleske, and J. Hill

"Longitudinal Impacts of a Total Quality Management Program." National Meeting of the Operations Research Society of America, Phoenix, AZ, November, 1993.

M. Gutierrez, M. Counte, and G. Glandon

"Access to Healthcare Services Among American Elderly." Annual Scientific Meeting of the Gerontological Society of America, New Orleans, LA, November, 1993.

L. LaBuda, G. Glandon, and M. Counte

"A National Analysis of Elderly HMO Enrollment." Annual Scientific Meeting of the Gerontological Society of America, New Orleans, LA, November, 1993.

M. Counte

"Albanian Health Care: A System in Transition." Current Topics in Healthcare Management Policy and Research." Department of Health Systems Management, Rush-Presbyterian-St. Luke's Medical Center, Chicago, IL, September, 1993.

R. Goldsteen, K. Goldsteen, and M. Counte

"Examining the Relationship Between Health Locus of Control and the Use of Medical Care Services." Annual Scientific Meeting of the Gerontological Society of America, New Orleans, LA, November, 1993.

M. Counte

Session Organizer, "Emerging Practitioner Needs from Health Administration Education." Annual Meeting of the Association of University Programs in Health Administration, San Diego, CA, June, 1994.

M. Counte, G. Glandon, and D. Oleske

"Attitudinal Impacts of Nursing Staff Participation in CQI Activities." Annual Meeting of the Association for Health Services Research, San Diego, CA, June, 1994.

“Advanced Strategies in Risk-Based Contracting and Negotiating Structures.” VA/Private Sector Management Training Program, Reno, NV, June, 1996.

M. Counte and G. Glandon

“Establishing a Random, Controlled Study in the Field.” Geriatric Medicine in the 21st Century: The Basic Science Contribution to Clinical Care. Fifteenth Annual Symposium on Geriatrics and Gerontology, St. Louis, MO, September, 1996.

Michael Counte

“Basic Steps in Risk-Based Capitation Negotiation.” VA/Private Sector Management Training Program, Orlando, FL, September, 1996.

G. Wan, M. Counte and D. Cella

“The Influence of Personal Expectations on Cancer Patients’ Reports of Health-Related Quality of Life.” Annual Meeting of the Society for Medical Decision Making, Toronto, Canada, October, 1996

M. Counte and G. Glandon

“Age, Gender and Healthy Lifestyles Among Older Adults.” Annual Scientific Meeting of the Gerontological Society of America, Washington, DC, November, 1996.

G. Glandon and M. Counte

“Healthy Lifestyles, Age and Race Among Older Adults.” Annual Scientific Meeting of the Gerontological Society of America, Washington, DC, November, 1996.

G. Wan, M. Counte and D. Cella

“A Cross-Cultural Analysis of Reports of Health-Related Quality of Life.” Annual Meeting of the American Public Health Association, New York, NY, November, 1996.

M. Counte

“Impacts of Environmental Change and the Patient Care 2000 Project: Health Care Services and Health Administration Education.” Invited Presentation, Rush-Presbyterian-St. Luke’s Medical Center, Chicago, IL, June, 1997.

G. Wan, M. Counte and D. Cella

“Social and Clinical Correlates of Health-Related Quality of Life in Ethnically Diverse Cancer Patients.” Annual Meeting of the Association for Health Services Research, Chicago, IL, June, 1997.

G. Glandon and M. Counte

“Healthy Lifestyles and Health Status Among Older Adults.” Annual Scientific Meeting of the Gerontological Society of America, Cincinnati, OH, November, 1997.

G. Wan, M. Counte, D. Cella and C. Chang

“Health-Related Quality of Life Among Ethnically Diverse Cancer Patients.” Annual Meeting of the American Public Health Association, Indianapolis, IN, November, 1997.

M. Counte

“Panel Participant – the Value of the Accreditation Process from an International Perspective” and M. Counte, J. Romeis and L. Chang, “Outcomes Research, Quality Improvement and Cost Control in

East Asia,” International Congress on Performance Measurement & Improvement in Health Care,” Chicago, IL, November, 1997.

M. Counte and S. Meurer

“Major Issues in the Assessment of CQI/TQM Implementation in Health Care Organizations: Past, Present and Future.” 17th

Health Care Consumer.” 23rd National Symposium for Healthcare Executives. Department of Health Services Administration, University of Alabama at Birmingham. Sandestin, FL, August 2003.

S. Meurer and M. Counte

“Measuring Continuous Quality Improvement Implementation in Hospitals.” 20th International Conference of the International Society for Quality in Health Care. Dallas, TX, November 2003.

R. Goldsteen, K. Goldsteen and M. Counte

“How Will Medicare Respondents Respond to Changes in the Medicare Program? It Depends on Their Past.” 56th Annual Scientific Meeting of the Gerontological Society of America. San Diego, CA, November 2003.

M. Counte, S. Guo, T. Lin, T. Workman and J. Romeis

“Quality Assessment and Improvement of Clinical Hyperbaric Services: An International Perspective.”

S. Guo, M. Counte and H. Schmitz

“Physician Adoption of Hyperbaric Oxygen Therapy in Wound Care.”

S. Guo, M. Counte and H. Schmitz

“Factors Affecting Physician Adoption of Hyperbaric Oxygen Therapy in Wound Care.” 2004 Annual Scientific Meeting of the Undersea and Hyperbaric Medical Society. Sydney, Australia, May 2004.

M. Counte, S. Meurer, S. Guo, G. Lin and S. Lubben

“Assessment of Quality Improvement in Hospitals: Cross-National Validation of a Quality Management Scale.”

M. Counte, S. Meurer and S. Guo

“An Exploratory Analysis of the Relative Importance of Continuous Quality Improvement Domains in Health Care Organizations.”

21st International Conference of the International Society for Quality in Health Care. Amsterdam, Netherlands, October 2004

M. Counte, S. Meurer, S. Guo and L.S. Lin

“Implementation of Quality Management in Missouri Hospitals.”

Bridging the Quality Gap in Mid-America: Innovation and Improvement in Health Care Delivery University of Missouri, Columbia, MO, April 2005

M. Counte, S. Guo and S. Meurer

“An Exploratory Analysis of Quality Management and Clinical Performance in the Treatment of Congestive Heart Failure.”

22d Internatio

AUPHA Annual Meeting, Washington, DC, June 2008.

M. Counte, M.K. Van Driel and P. Doyle

“Incorporating Quality Assessment into Community Benefit.”

CHA/VHA/SLU Community Benefit Conference

Saint Louis, MO, July 2008

M. Counte, A. Schutz and S. Meurer

“Patient Safety Performance, Organizational Structure and Quality Management in Ambulatory Medical Care.”

Annual ISQUA Scientific Meeting, Copenhagen, Denmark, October 2008

M. Counte

“Quality Management Systems in Hospitals: Two Decades of Promise and Progress.”

Missouri Healthcare Executives Group, Chesterfield, MO, November 2008

M. Counte

“Advances in Patient Safety and Quality Improvement: A Global Perspective.”

School of Business, Caucasus University, Tbilisi, Georgia, January 2009.

M. Counte

“Present and Future Impacts of Health Care Reform Upon Health Care Providers and Health Care Consumers.”

Chung Shan Medical University, Taichung, Taiwan, November 2009.

M. Counte

M. Counte and M. Morgan
“A Population-

M. Counte, J. Salloway, K. Kjerulff, and B. Campbell

"Measuring the Behavioral and Attitudinal Impacts of Technological Change in Organizations: The Case of a Medical Information System," Journal of Organizational Behavior Management, 6(3/4):109-122, 1984. Reprinted in J.G. Anderson and S.J. Jay (Eds.), Use and Impact of Computers in Clinical Medicine, New York: Springer-Verlag, 1986.

M. Counte, J. Salloway, K. Kjerulff, and B. Campbell

"Long-Term Adaptation to the Introduction of a Medical Information System," in Proceedings of Symposium on Computer Applications in Medical Care, pp. 414-417, in Ninth Annual Volume, Baltimore, MD, October, 1985

J. Salloway, M. Counte, and K. Kjerulff

"Information Technology and Interaction on the Job," in Proceedings of Conference on Computers and Society, Rochester, NY, 1985.

J. Salloway, M. Counte, and K. Kjerulff

M. Counte and G. Glandon

"Managerial Innovation in the Hospital: An Analysis of the Diffusion of Hospital Cost-Accounting Systems." Hospital & Health Services Administration, 33(3):371-384, 1988.

M. Counte and K. Kjerulff

"Information Systems Technology in Health Care Organizations: An Overview of Uses, Diffusion and Impacts," Journal of Health and Human Resources Administration, 11(1):4-8, Summer 1988.

K. Kjerulff and M. Counte

"Attitudes and Adaptation: Employees Respond to Computerization," Journal of Health and Human Resources Administration, 11(1):110-138, Summer 1988.

J. Kowalczyk

"Using Ratios to Measure Hospital Financial Performance: Can the Process be Simplified?" Health Services Management Research, 1(3):173-180, November 1988.

K. Kjerulff, M. Counte, and J. Salloway

"Hospital Employee Satisfaction with a Medical Information System," Journal of Health and Human Resources Administration, 11(2):141-158, Fall 1988.

K. Kjerulff, J. Salloway, and M. Counte

"The Impact of Computer Systems in a Medical Environment," Computerized Medical Imaging and Graphics, 13(1):137-143, 1989.

L. Christman and M. Counte

"The Changing Health Care Environment: Challenges for the Executive Team," Nursing Administration Quarterly, 13(2):67-76, Winter 1989.

R. Homan, G. Glandon, and M. Counte

"Perceived Risk: The Link to Plan Selection and Future Utilization," Journal of Risk and Insurance, 56(1):67-82, March 1989.

T. Golias, M. Counte, G. Glandon, and D. Oleske

"An Analysis of Determinants of Potential Turnover of Nurses and Allied Health Professionals," Journal of Management Science and Policy Analysis, 8(1):39-54, 1990.

M. Counte and G. Glandon

"Health Beliefs, Attitudes and Behavior of Older Persons: An Analysis of Advances in Research and Future Directions." In Sidney M. Stahl (Ed.), The Legacy of Longevity, pp. 165-185. Beverly Hills, CA: Sage, 1990.

M. Counte and G. Glandon

"A Panel Study of Life Stress, Social Support and the Health Services Utilization of Older Persons," Medical Care, 29(4):348-361, 1991.

G. Glandon and M. Counte

"Multi-Employer Study of Health Maintenance Organizations: Satisfaction with Services." In The Contemporary HMO: Managing Care in the Modern Market, pp. 415-436. Washington, D.C.: Group Health Association of America, 1991.

G. Glandon and M. Counte

"Measurement of Hospital Financial Position: Continuity of Indicators," Public Budgeting and Financial Management, 4(1):57-82, 1992.

M. Counte, G. Glandon, D. Oleske, and J. Hill

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