

Maureen Connelly Jones, Ph.D., RN

Education

- August 2014 Ph.D.
Workforce Education and Development
Organization Development/Human Resource Management
Dissertation Title: Leadership illuminated by crisis: Characteristics of effective hospital CEOs.
Research areas: Executive health care management, leadership characteristics, selection criteria, crisis leadership, talent management
The Pennsylvania State University, College of Education
- August 1998 M.S.
The Pennsylvania State University, School of Nursing
- May 1991 B.S.
The Pennsylvania State University, School of Nursing

Current Employment

- August 2021 Associate Professor,
Program Director, Master of Health Administration,
College of Public Health
University of Kentucky, Lexington, Kentucky
- 2015 - Present Associate Teaching Professor,
Master of Health Administration Programs
Health Policy and Administration Department
College of Health and Human Development
The Pennsylvania State University, University Park, PA
- Founded and Led Program Case Competition – online and residential students in their first course. Goal to improve, from the start, analytical thinking in real world challenge. Based on two year on-going process improvement assessment that included student, alumni, advisory board, and faculty feedback.
 - 2020 – 55 teams from 24 programs, all virtual
 - 2019 – 18 teams, 5 programs, in-person
 - 2018 - HPA 524 (Strategy): Developed an Online Case Competition with executive judging panel – new to program
 - Led the competency and curriculum cohesion process
 - Led the competency model revision process, developed crosswalk, course capstone assignment, proficiency scale development, created orientation to competency model and team-based learning philosophies
 - Developed and led a revised, combined cohort, onboarding program for students
 - Started Lunch with an Executive program to increase access for students to alumni execs
 - Developed an online student orientation course via Canvas
 - Exposes students to the learning management system in a low stakes situation
 - Exposes students to a variety of assignments including group situations
 - Core faculty engage with students and provide feedback to orient to expectations

- Students gain access to necessary software and programs used in courses
- Orient students to competency model, team-based learning, case study method
- Developed an online faculty orientation course via Canvas

Industry Service - National

Aug./Sept. 2021	Special Taskforce to Re-envision the accreditation process CAHME (Commission on Accreditation of Healthcare Management Education)
September 2021	Volunteer Accreditation Reviewer AUPHA (Association of University Programs in Health Administration)
May 2021 -	Penn State Faculty Senate Communications Working Group Building the process for communication innovation within the Senate
2021 – Present	Accreditation Council Member CAHME (Commission on Accreditation of Healthcare Management Education)
2018 - Present	CAHME Fellow (Commission on Accreditation of Healthcare Management Education) Coordinate site visits, complete the document review for accreditation site visits, and write visit report. Completed seven site visits including largest MHA Program in the country, Accreditation Council participant as fellow. Train new fellows and site visit participants
2020	Development of Program Course to Prepare for Site visits CAHME Fellow (Commission on Accreditation of Healthcare Management Education)

Penn State University-Level Service

2021	Chair-Elect, Faculty Senate – 6,500+ faculty at 24 campuses across the state.
2019 -2021	Intra-University Relations Committee (Standing Committee) Chair <ul style="list-style-type: none"> • Led development of the first ever annual non-tenured faculty promotion report • Explore and address faculty issues that touch all 24 Penn State campuses • Co-authored Senate Resolution to suspend SRTEs in support of the drastic changes and demands placed on faculty by COVID adjustments
September 2020	Appointed as IRC Chair by Vice Provost for Faculty Affairs to newly developed Faculty Affairs advisory Council <ul style="list-style-type: none"> • Promotion and Tenure Sub-committee
May 2020	Appointed to University-Wide Task Forces to develop plans for returning to campus during COVID <ul style="list-style-type: none"> • Vice Provost for Faculty Affairs Faculty Issues Taskforce • Faculty Advisory Sub-committee • Faculty-Student Communication Sub-Committee • Academic Integrity Tools Sub-committee

- Faculty Development Sub-committee

2019 and 2020 **Nomination Committee**, Faculty Senate

2017 – 2019 **Faculty Affairs Committee**

Penn State College-Level Service

2017– Present **Faculty Senate**: Elected in 2017, re-elected in 2019 for 4 years.

2019 – Present **Faculty Senate Council**

2017 – 2019 **Graduate Council Joint Curricular Committee**

- Review and approval all University graduate programs (new and revisions) and courses

Penn State Health Policy and Administration Department-Level Service

2020 **PSU Healthcare Case Competition Sponsored by the MHA Program**

- Revised and coordinated
- 37 external teams and all residential and online first year students

2020 **Member, Fixed Term Faculty Promotion Committee**

2019 **Substitute, Fixed Term Faculty Promotion Committee**

2019 – Present **PSU Healthcare Case Competition Sponsored by the MHA Program**

- Developed and coordinated
- 2019 – 4 external programs and all residential and online first year students

2016– 2019 **Accreditation and Curriculum Coordinator**

- Program level review of curriculum
- Aligned two curriculums into one – integrated and standardized curriculum for two modes
- Streamlined processes for course process review and improvement
- Developed standardized syllabi template and competency-based rubrics
- Created process to integrate curriculum feedback from advisory board/faculty/alumni in expansion of Board of Visitors
- Revised Board of Visitors composition, responsibilities, and committee structure
- CAHME mock review

2017 – Present **Case Competition Coordinator – PSU MHA**

- Developed a formal case competition program: structured awareness campaign, tryout procedures, and professional development activities (including participation from industry leaders and alumni), and an on-going evaluation process.
 - NAHSE 2020 Team – Semi-finals
 - UAB 2018 Team – Finals
 - NAHSE 2018 Team – Semifinals

2015– Present **MHA Committee**

Teaching and Course Development

2016 – 2018 Curriculum and competency mapping standardization for 2 delivery methods in the Master of Health Administration Program

Graduate 2015 - Present

Developed	Residential/Online (MHA)	Human Resources
Developed	Residential/Online (MHA)	Project Management
Revised	Online (MHA)	Organization Behavior
Revised	Online (MHA)	Introduction to Health Services Organizations
Developed	Online (MHA)	Operations
Developed	Online (MHA)	Strategy
Developed	Online (MHA)	Change Leadership
Developed	Residential/Online (MHA)	Health law
Developed	Online (MHA)	Capstone, four courses
Revised	Online (WFED)	Evaluating Organization Development

Undergraduate 2008 - 2015

Revision	Residential/Online	HPA Healthcare and Medical Need
Developed	Residential/Online	NURS Autism: Identification and Assessment
Developed	Residential/Online	NURS Bullying
Developed	Residential	NURS Emergency/Sport and Activity Related Care
Revised	Residential	NURS Care of Children and Adolescents

Online – New Forensic Nursing Certificate Development – 2006-2008

Residential/Online	NURS Seminar in Forensic Nursing
Residential/Online	NURS Evidence Collection in Forensics
Residential/Online	NURS Violence and Society
Residential/Online	NURS Introduction to Forensic Nursing

Presentations

January 2021 Conference Presentation Submission to AUPHA - waitlisted

August 2020 AUPHA Webinar Panelist:

Creating Rigor and Student Engagement for Remote Learning

October 2018 Building Teams: A Critical Skill for Leaders

Inaugural, World Campus Student Leadership Conference

The Pennsylvania State University, University Park PA

May 2014 Teaching and Learning with Technology Symposium,

Present Autopsy Course Grant Project

The Pennsylvania State University, University Park PA

March 2015 American College of Health Executives, Annual Congress, Presentation

Leadership Characteristics of Successful Health Care CEOs, Chicago

May 2015 Talent Development at Every Level, Presentation

Annual Health Services Meeting, University Park, PA
 March 2014 Assessing High Potential and High Performers, Presentation
 Atlanta, Georgia

Conference Attendance

June 2020 Association of University Programs Health Administration, Virtual
 June 2019 Association of University Programs Health Administration, New Orleans, LA
 March 2016 American College of Health Executives, Annual Congress, Chicago
 March 2018 American College of Health Executives, Annual Congress, Chicago
 June 2018 Association of University Programs Health Administration, Philadelphia, PA
 March 2017 American College of Health Executives, Annual Congress, Chicago
 March 2016 American College of Health Executives, Annual Congress, Chicago

Subject Matter Expertise Consulting

Higher Education

- Accreditation preparation
- Program Review
- Curriculum Review and Development

Organization Development and Human Resource Management

- Performance management, talent management, succession planning and other organization development needs
- Long Term Care
- Electric Utilities
- International healthcare (nursing assistant programing)
- Human Resource Software Company

External Promotion Review

- Oregon State
- University of North Carolina

Research

Ross *Nursing Staffing and Outcomes for Pulmonary Lobectomy: Cost and Mortality Trade-Offs* - 2 poster presentations and publication
 • Pennsylvania Congressional Research Exhibition Nomination for Penn State

Ahmed *A multiple case study approach: Breaking the glass ceiling, does mentoring help women rise to executive positions in healthcare*
 • Won the HPA Research Award

Labanc *Healthcare Physician-CEOs: Impacts on hospital performance and executive satisfaction*
 • Won the HPA Research Award

In progress Health care leadership characteristics: A case study approach
 Planned submission to The Academy of Management Journal

In progress Survey of health care executive from the American College of Healthcare

Executives to further dissertation research and further value, characteristic themes and create a competency list

Publications

- 2020 Ross, H., **Jones, M. C.**, Hendriksen, B. S., & Hollenbeak, C. S. (2021). Nurse staffing and outcomes for pulmonary lobectomy: Cost and mortality trade-offs. *Heart and Lung*, 50, 206-212.
- 2018 (5 chapters) **Jones, M. C.**, & Rothwell, W. J. (2018). *Evaluating Organization Development: How to Ensure and Sustain the Successful Transformation*. Taylor and Francis, Milton Park
- 2014 Rothwell, W. J., **Jones, M. C.**, Kirby, M. T., & Loomis, F. D. (2014). *Talent management: A step-by-step action-oriented guide based on best practice*. HRD Press: Amherst, MA.
- 2015 (5 chapters) Rothwell, W. J., Jackson, R. D., Ressler, C. L., & **Jones, M. C.** (2015). *Career planning and succession management: Developing your organization's talent for today and tomorrow (2nd Ed)*. ABC-CLIO: Santa Barbara, CA

Additional Work History

- 2018 Faculty – Teach Evaluating Organization Development Course (WFED 585) for the Masters of Professional Studies in Organization Development, Workforce Education and Development, Penn State University
- 2015 – 2017 Per Diem – Faculty online courses in nursing
Certificate in Forensic Nursing courses: Evidence Collection, Introduction, Seminar, Violence and Society
- 2006 - 2015 Faculty, Full Time
Nursing – Lead Faculty – Pediatrics and Forensic Nursing
Nursing – Faculty - Medical/Surgical
College of Nursing
The Pennsylvania State University, University Park, PA
- 2007 - 2011 Management: Advance Practice Specialist
Provided clinical leadership to advance multi-disciplinary professional practice, performance appraisals, talent management, human resource development, staff education coordination, and project management
Mount Nittany Health System, State College, PA
- 2005 - 2013 Management: Hospital Supervisor – Full time then per diem
Facility-wide management, staff supervision, crisis intervention, performance evaluation, root cause analysis, employee development, and mentoring
Mount Nittany Health System, State College, PA
- 2001 - 2003 Project/Grant Coordinator, Domestic Violence/Sexual Assault and Stalking Specialist, Department of Justice Violence Against Women on Campus Grant
Center for Women Students
The Pennsylvania State University, University Park, PA
- 1999 - 2001 Clinical Educator, Medical/Surgical/Orthopedic Unit
Compliance, annual training, staff education, performance management, quality and safety, needs assessments and resulting programming, competency based education

	Centre Community Hospital, State College, PA
1999 – 2001	Program Manager - Joint Reconstruction Completed integration of all credentialed orthopedic physicians into the standardized program (negotiation for 3 physician groups) Budget, Physician Liaison, Staffing, Education, Performance Management, Compliance Centre Community Hospital, State College, PA
1994-1995	Registered Nurse. Emergency Department Lehigh Valley Medical Center, Allentown, PA
1993-1996	Registered Nurse, Emergency Department Doylestown Hospital, Doylestown, PA
1993-1995	Registered Nurse, Emergency Department Grand View Hospital, Sellersville, PA
1992 - 1993	Per Diem - Flight Nurse Aero Ambulance International, Philadelphia, PA Fixed wing, leer jet, evacuation of critically ill pediatric & adult patients
1991 - 1993	Per Diem - Pediatric Transport Nurse Lifeline Ambulance Company, Philadelphia, PA
1991 - 1996	Registered Nurse, Emergency Department Level I Trauma Center, Pediatric Resource Center, and Psychiatric Crisis Center Albert Einstein Healthcare Network, Philadelphia, PA

Scholarly/Professional Activities/University Service

2013 - 2015	Ombudsperson, College of Nursing. Penn State
2012 - 2015	Penn State Presidential Task Force for Child Maltreatment, Member Education Taskforce – Development of minor in child maltreatment
1996 - 1998	Graduate Affairs Committee, Graduate Student Representative The Pennsylvania State School of Nursing, Graduate Program
1996 - 1998	Dean’s Graduate Committee, School of Nursing Representative, Penn State University

Grants

2020	\$9,000 to support PSU Healthcare Case Competition for the MHA Program Geisinger Health System Foundation, Danville, PA
2019	\$12,000 to support PSU Healthcare Case Competition for the MHA Program Geisinger Health System Foundation, Danville, PA
2008	\$32,000, World Campus and Outreach to develop online autopsy course

The Pennsylvania State University, University Park, PA

- 2003 Refunding 350,000
Department of Justice, Violence Against Women on Campus Grant
Primary author, included 23 departments, groups in MOA
Center for Women Students, Student Affairs
The Pennsylvania State University, University Park, PA
- 1999 Pennsylvania Commission on Crime and Delinquency, \$48,000.69, Co-Authored
Educational programs for sexual assault and domestic violence
12 sites across Pennsylvania

Professional Credentials

- 2007 - 2009 President, PA chapter of International Association of Forensic Nurses
- 2005 - 2010 International Association of Forensic Nurses – member Education Committee
- 2005 - 2010 Keystone Chapter of the International Association of forensic Nurses
Webmaster, Chair of Nomination committee
- 1988 - 2000 Sexual Assault Nurse Examiner training, INOVA Health Systems,
Critical Incident Stress Debriefing – Certificate
- 1998 Consultant to Dr. Michael Sicilia, Curriculum development for Pediatric
Advanced Life Support and Neonatal Advanced life support
- 1998 & 1995 Sexual Assault Nurse Examiner Training, University of Pennsylvania
- 1993 Certified Emergency Nurse, #9420268
- 1992 - 1998 Pediatric and Neonatal Advanced Life Support– Instructor
- 1992 Health Professional #050252 (Nurse-Paramedic)
- 1992 Aviation and Physiology Certification, Aero Ambulance International
Pediatric and Adult courses
- 1991 Registered Nurse License, Pennsylvania, RN #315489L
- 1991 Trauma Nurse Core, AEHN, Philadelphia, PA
- 1991 Adult Critical Care Core, AEHN, Philadelphia, PA
- 1990 - 1996 Advanced Cardiac Life Support – Instructor
- 1996 Basic Life Support - Instructor

Honors

- 2018 2018 Faculty Appreciation Award: College of Health and Human Development and
Alumni Society. Nominated by students
- 2000 Sigma Theta Tau International Nursing Honor Society
Beta Sigma Chapter, The Pennsylvania State University

1998 Phi Kappa Phi International Honor Society
The Pennsylvania State University

State-wide Committee Membership

1999 - 2002 Pennsylvania Coalition Against Rape
Pennsylvania Coalition Against Domestic Violence
First Ever - Developed the state-wide standards for care provision and evidence collection
Sexual Assault Forensic Examiner (SAFE) Advisory Committee

Professional Affiliations

2020 SHRM (Society of Human Resource Management) Member
2015 American College of Healthcare Executives
1998 Sigma Theta Tau, International Honor Society of Nursing
1997 - 2003 Eastern Nursing Research Society
1997 - 2002 Emergency Nurses Association
1997 - 2012 International Association of Forensic Nurses
1997 Penn State Alumni Association, lifetime member
1997 Nursing Alumni Association-Penn State University
1994 - 1998 Nursing Advisory Committee, Paramedic/EMT Advisory Committee Pennsylvania
Emergency Health Services Council, Harrisburg, PA

Community Service

2020 State College High School Booster Vice President
2019-2020 Sigma Sigma Sigma Sorority Volunteer
2018 Home Owners Association Board Member
2020 Chair, Health Professions Advisory Committee
2015 - present Health Professions Advisory Committee
State College High School, Health Professions Program
2014 Healthcare Consultant to the Goddard Day School
2010 – 2012 State College Youth Ice Hockey Association Board member
2005 – 2011 Volunteer with Easter Seals Child Development Center, State College, PA
1998 - 2003 Co-founder, Director of Forensic Nursing Services
Centre Abuse Response Team, non-profit community collaborative group
Development of countywide sexual assault protocol, team member, Centre County, PA
1998 – 2002 Sexual Assault Training Committee for Police Training, State College, PA

1998 – 2002 Domestic Violence Task Force, Centre County, State College, PA
1996 – 1999 National Officer - Sigma Sigma Sigma Sorority Inc., Woodstock, VA
1996 – 2003 Chapter Advisor - Sigma Sigma Sigma Sorority Inc., Woodstock, VA
1994 - 1997 Nurse/Paramedic, Volunteer
Assistant Director of Training Services (94-95), Personnel (95-97)
Burholme First Aid Corps., Advanced Life Support, Philadelphia, PA
1992- 1999 Paramedic, Penn State Office of Emergency Services

Computer Skills

Microsoft Office 365
Zoom
Prezi
EnVivo
SPSS

Rev 11/2020