

John Cantiello, Ph.D.  
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## EDUCATION

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### UNIVERSITY OF CENTRAL FLORIDA

- Doctor of Philosophy in Public Affairs: Healthcare May 2008
- Master of Science in Health Sciences: Health Services Administration July 2004
- Bachelor of Science in Health Services Administration May 2002

## ACADEMIC & TEACHING EXPERIENCE

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**ASSISTANT PROFESSOR**, January 2010 – Present, George Mason University, Department of Health Administration & Policy, Fairfax, VA

- Advise students on course selection, academic program choices, graduation requirements, and general career advice
- Supervise graduate research assistants and graduate teaching assistants
- Teach the following undergraduate and graduate courses (in person, online, and hybrid):
  - HAP 201 - Introduction to the Health Professions
  - HAP 202 - Medical Terminology
  - HAP 301 - Health Care Delivery in the United States
  - HAP 416 - Healthcare Leadership and Management I
  - HAP 417 - Healthcare Leadership and Management II
  - HAP 430 - Process Improvement in Healthcare Organizations
  - HAP 686 - Quality Improvement in Health Services

**ADJUNCT INSTRUCTOR**, August 2004 – December 2009, University of Central Florida, Department of Health Management & Informatics, Orlando, FL

- Consistently taught two or more courses per semester
- Instructor of record for the following undergraduate courses:
  - HSA 3111 - U.S. Healthcare Systems
  - HSA 4702 - Health Sciences Research Methods
  - HSC 4653 - Healthcare Ethics
  - HSA 4500 - Healthcare Automation
  - HIM 4506 - Healthcare Quality Management
  - HSC 4652 - Health Law and Ethics
  - HSC 4564 - Healthcare Needs of the Elderly
- Co-instructor for the following graduate courses:
  - HSA 6185 - Healthcare Human Resources Management
  - HSA 6188 - Healthcare Organization and Mgmt. II - Strategic Mgmt.
  - PHC 6146 - Health Planning and Policy

**GRADUATE RESEARCH ASSISTANT, May 2007 – July 2008, Florida Center for Nursing, Orlando, FL**

- Assisted in the development of a nursing survey distributed statewide to healthcare facilities in order to study nurse demand issues
- Helped organize mass mailing of survey documents to healthcare facilities across the state and helped implement survey strategy to obtain maximum response rate
- Recorded and helped analyze survey responses
- Analyzed Health Resources and Services Administration (HRSA) data, as well as data from supplemental sources, to input into nurse supply and demand forecast models
- Prepared a final report for board of directors and the State using Florida-specific nurse and general population data which showed projections of the state's nurse supply, demand, and shortage through the year 2020

**HEALTH SCIENCES TUTOR, May 2004 – January 2012, Smarthinking Inc/Pearson, Online**

- Engaged students in active learning exercises in an online environment
- Helped students develop successful learning skills in the subject areas of medical assisting, medical terminology, and pharmacology
- Trained new tutors to help them develop online teaching skills

**GRADUATE TEACHING ASSISTANT, August 2002 – August 2004, University of Central Florida, Department of Health Professions, Orlando, FL**

- Assisted with course preparation, grading, and lectures
- Helped graduate and undergraduate program directors with research projects
- Advised students on course selection and academic program choices
- Assisted with the following courses:
  - HSC 4653 - Healthcare Ethics
  - HIM 4506 - Healthcare Quality Management
  - HSC 4653 - Healthcare Needs of the Elderly
  - HSA 4702 - Research Methods
  - PAF 3930 - Honors Interdisciplinary Ethics

**UNIVERSITY, COLLEGE, & DEPARTMENT SERVICE**

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**UNIVERSITY:**

- Co-chair of University Task Force on Term Faculty, George Mason University, 2017-Present
- Cross-College Curriculum Committee, George Mason University, 2012-16
- Effective Teaching Committee, George Mason University, 2012-2014
- Faculty Senate, George Mason University, 2010-2014
- Faculty Matters Committee, George Mason University, 2010-2012
- Learning Environment Group, George Mason University, 2012-2014
- President Cabrera's Program Innovation and Growth Working Group, George Mason University, 2012
- University Distance Education Council, George Mason University, 2011- 2014

**COLLEGE:**

- Chair of Review and Reappointment Committee for College of Health and Human Services Assistant Dean for Undergraduate Studies, George Mason University, 2016
- College of Health and Human Services Curriculum Committee, George Mason University, 2014 – Present
- College of Health and Human Services Celebration of Scholarship Committee, George Mason University, 2015-Present
- College of Health and Human Services Distinguished Scholar Award Selection Committee, 2017
- College of Health and Human Affairs Distinguished Alumni Selection Committee, George Mason University, 2015
- College of Health and Human Services search committees for Associate Dean of community engagement and academic advisor positions, George Mason University, 2014
- Dean's College of Health and Public Affairs Advisory Committee, University of Central Florida, 2002-2004

**DEPARTMENT:**

- Chair of Health Administration & Policy Department Curriculum Committee, George Mason University, 2015 – Present. Co-chair 2014-2015
- Undergraduate Program Representative to the Department of Health Administration & Policy Program Evaluation and Improvement Committee, George Mason University, 2010 - Present
- Representative of George Mason University to the Association of University Programs in Health Administration (AUPHA) Undergraduate Committee, 2015 – Present
- Department of Health Administration & Policy MHA Task Force, George Mason University, 2015
- Department of Health Administration & Policy term faculty search committee, George Mason University, 2014
- Department of Health Administration & Policy PT&R Task Force, George Mason University, 2014-2015
- Part of two person AUPHA Certification for Undergraduate Health Systems Management Program in 2011 and 2014, George Mason University
- Health Services Administration Alumni Club Health Management and Informatics Department Liaison, University of Central Florida, 2008-2010

## PUBLICATIONS & RESEARCH

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### TEXTBOOKS AND BOOK CHAPTERS:

- Shiver, J. and Cantiello, J. (2015) *Managing Integrated Health Systems*. Jones & Bartlett Learning, LLC
- Cantiello, J. (2015). Managing Access to the Healthcare System. In Shiver, J. and Cantiello, J. *Managing Integrated Health Systems*. Jones & Bartlett Learning, LLC.
- Shiver, J. and Cantiello, J. (2015). The Journey from Quality to Value. In Shiver, J. and Cantiello, J. *Managing Integrated Health Systems*. Jones & Bartlett Learning, LLC.
- Cantiello, J. and Hotchkiss, R.B. (2013). Choosing the Appropriate Electronic Medical Records System: A Clinic's Journey to Innovation. In Borkowski, N. and Deckard (Eds.) *Case Studies in Organizational Behavior and Theory for Health Care*. Jones & Bartlett Learning, LLC.
- Hotchkiss, R.B. and Cantiello, J. (2013). Readiness and Change Management during Electronic Medical Records Adoption. In Borkowski, N. and Deckard, G. (Eds.) *Case Studies in Organizational Behavior and Theory for Health Care*. Jones & Bartlett Learning, LLC.

### PEER REVIEWED JOURNAL ARTICLES:

- Budgen, J. and Cantiello, J. (2017). Advantages and Disadvantages of the Patient-Centered Medical Home: A Critical Analysis and Lessons Learned. *The Health Care Manager* 36(4), 357-363.
- Cantiello, J., Kitsantas, P., Moncada, S. Abdul, S. (2016). The Evolution of Quality Improvement in Healthcare: Patient-Centered Care and Health Information Technology Applications. *Journal of Hospital Administration*, 5(2), 62-68.
- Cantiello, J., Fottler, M.D., Oetjen, D.M., Zhang, N. (2015). The Impact of Demographic and Perceptual Variables on a Young Adult's Decision to be covered by Private Health Insurance. *BioMed Central Health Services Research*, 15(1).
- Gimm, G., Kitsantas, P., Cantiello, J., Carle, A. (2014). Resident Characteristics and Chronic Health Conditions in Assisted Living Communities. *Seniors Housing and Care Journal*, 22(1), 1-15.
- Noblin, A., Cortelyou-Ward, K., Cantiello, J., Bryer, T., Oliveira, L., Yeung, T. (2013). EHR Implementation in a New Clinic: A Case Study of Clinician Perceptions. *Journal of Medical Systems*, 37(4).
- Kitsantas, P., Kornides, M., Cantiello, J., Wu, H. (2013). Chronic Physical Health Conditions among Children of Different Racial/Ethnic Backgrounds. *Public Health*, 127(6), 546-53.
- Hotchkiss, R.B., Cantiello, J., Warbington, M. (2013). Active Learning in Action: Preparing Future Leaders for Policy Reform. *Journal of Health Administration Education*, 30(1), 59-67.
- Sumner, J., Cantiello, J., Cortelyou-Ward, K., Noblin, A. (2012). Information Sharing Among Health Care Employers: Using Technology to Create an Advantageous Culture of Sharing. *Advances in Health Care Management, Volume 13*, Chapter 5. Emerald Publishing Group.
- Noblin, A., Cortelyou-Ward, K., Cantiello, J. (2012). Utilizing Telemedicine Techniques to Confront Rural Mental Health Care Challenges: The Progression towards a Technological Health Ecosystem. *Journal of Health and Medical Informatics, Special Issue 7:001*.

- Cantiello, J., Fottler, M.D., Oetjen, D., Zhang, J. (2011). Determinants of Health Insurance Coverage Rates for Young Adults: An Analytical Literature Review. *Advances in Health Care Management, Volume 11*, Chapter 7. Emerald Publishing Group.
- Cantiello, J., Cortelyou-Ward, K. (2010). The American Recovery and Reinvestment Act: Lessons Learned from Physicians who have Gone Electronic. *The Health Care Manager, 29* (4), 332-338.

#### **UNDER REVIEW:**

- Cantiello, J. and Hotchkiss, R.B. How are we doing? Student Perceptions and Best Practices in Online Health Administration Education. Submitted to *The Journal of Health Administration Education*.

#### **RESEARCH REPORTS AND OTHER MANUSCRIPTS:**

- Hadley, J., Cantiello, J., Helmchen, L., Mandleblatt, J., Potosky, A., Faul, L., O'Malley, A.S., Tirodkar, M. (2016). New Forms of Primary Care Practice Organization and the Care of Cancer Survivors. Final report submitted to the American Cancer Society. December 2016.
- Gimm, G., Kitsantas, Y., Cantiello, J., Carle, A., (2013). Final Report to ALFA on the Characteristics of Assisted Living Residents: Analysis of the 2010 NSRCF. Report submitted to the Assisted Living Federation of America. September 2013.
- Nooney, J., Unruh, L., Danesh, V., Cantiello, J. (2008). Forecasting Supply, Demand & Shortage of RNs and LPNs in Florida, 2007-2020, Florida Center for Nursing. July 2008.
- Nooney, J., Unruh, L., Danesh, V., Cantiello, J. (2008). Technical Report: Use of HRSA's Nurse Supply and Demand Models in Florida, Florida Center for Nursing. July 2008.
- Cantiello, J. (2008) The Impact of Demographic and Perceptual Variables on a Young Adult's Decision to Purchase Private Health Insurance. Dissertation submitted to the University of Central Florida. *Journal of Policy Analysis and Management, Doctoral Dissertation Listing 28*(3), 524-540.

#### **WORKS IN PROGRESS:**

- Kongstevdt, P. and Cantiello, J., Moral Hazard and Inherent Vice after Health Insurance Reform.
- Cantiello, J. and Hotchkiss, R.B., Podcasts and Pop-Pop: Bridging the Gap between Mobile Health Literacy and the Elderly. To be submitted to *Family and Community Health*.
- Cantiello, J., Hadley, J., Helmchen, L., Mandleblatt, J., Potosky, A., Faul, L., O'Malley, A.S., Tirodkar, M. Innovations in Primary Care Practice Organization. To be submitted to *Healthcare Management Review*.
- Shawky, M. and Cantiello, J., The Effects of EHR Implementation on Healthcare Quality. To be submitted to *The Journal of Medical Practice Management*.
- Cantiello, J., Kitsantas, P. Gimm, G., Carle, A. The Prevalence of Comorbidities and Multimorbidities among Assisted Living Residents with Alzheimer's Disease or other Types of Dementia.

## **EXTERNAL GRANT FUNDING:**

- ASHA Member Survey on Coordinated Care Delivery Models in Independent and Assisted Living Communities (Cantiello, J., Carle, A.;2017). American Seniors Housing Association. *Principal investigator*. Amount: \$12,500
- Patient-Centered Medical Homes and Cancer Patients' Care Outcomes (Hadley, J., Cantiello, J., Helmchen, L., Mandelblatt, J., Potosky, A., Faul, L., O'Malley, A.S., Tirodkar, M.). American Cancer Society. *Co-investigator*. Amount: \$720,000
- Quality of Life Indicators among Residents in Professionally Managed Assisted Living Communities (Gimm, G., Kitsantas, Y., Cantiello, J., Carle, A.). Assisted Living Federation of America. *Co-investigator*. Amount: \$96,821
- Physical Education in Elementary Schools (with Bogue, R., Oetjen, D.M., & Brent, R; 2006). Florida Hospital Center for Health Futures.
  - Results prompted the Healthy Florida Foundation to recommend legislation requiring elementary school children to participate in 150 minutes of physical education each week. This legislation was later signed into law by the Governor of Florida.
- Florida Closing the Gap (with Bogue, R., Barfield, R., Oetjen, D.M. & Brent, R.; 2004-2005). Florida Hospital - Center for Health Futures.

## **CONFERENCE PRESENTATIONS & PAPERS**

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### **REFERRED:**

- Hotchkiss, R. and Cantiello, J. (2017). Creativity in the Classroom: Clickers, Polls, and Smartphones. AUPHA Annual Meeting in Long Beach, CA, June 2017.
- Hotchkiss, R. and Cantiello, J. (2016). Inspiring Leaders: Taking Healthcare Management to the Next Level. AUPHA Annual Meeting in Kansas City, MO, June 2016.
- Cantiello, J., Shiver, J. Nieves, K., Ramirez, B. (2015). Program Development and Improvement – Successes, Setbacks, and Solutions. AUPHA Annual Meeting in Miami, FL, June 2015.
- Cantiello, J. Carle, A., Gimm, G., Kitsantas, Y. (2014). Health Service Utilization of Adults in Assisted Living Communities. The American Public Health Association Annual Meeting and Exposition, New Orleans, LA, November 2014.
- Cantiello, J, Shiver, J., Hotchkiss, R. (2014). How to Combat Sensory Overload and Engage Students in a World that is Becoming Increasingly More Connected. AUPHA Annual Meeting in San Antonio, Texas June 2014.
- Cantiello, J. Carle, A., Gimm, G., Kitsantas, P. (2014). Health Service Utilization of Adults in Assisted Living Communities. Assisted Living Resident Characteristics: Differences by Community Size using the 2010 National Survey of Residential Care Facilities. Academy Health Annual Research Meeting, San Diego, CA, June 2014.
- Gimm, G., Kitsantas, P., Cantiello, J., Carle, A. (2013). Health Service Use of Residents in Assisted Living Communities. Presented at the Gerontological Society of America Annual Scientific Meeting in New Orleans, LA, November 2013.
- Cantiello, J, Shiver, J., Hotchkiss, R. (2013). Change Management in an Era of Broad Sweeping Change: What it takes to be Successful after the Implementation of the ACA. AUPHA Annual Meeting in Monterey, CA, June 2013.

- Hotchkiss, R. and Cantiello, J. (2013). Writing Well: Teaching Students Professional Writing Skills. AUPHA Annual Meeting in Monterey, CA June 2013.
- Gimm, G., Kitsantas, P., Cantiello, J., Carle, A. (2013). Health Service Utilization of Adults in Assisted Living Communities. Academy Health Annual Research Meeting in Baltimore, MD, June 2013.
- Cantiello, J. and Kitsantas, P. (2012). Factors Influencing Differences in Prevalence of Chronic Physical Health Conditions among Children. Academy Health: Child Health Interest Group at Academy Health. Orlando, FL, June 2012.
- Shiver J. and Cantiello, J. (2012). Internship Development and Management: Preparing Students for Entrance into the Real World. AUPHA Annual Meeting. Minneapolis, MN.
- Cantiello J. and Hotchkiss R. (2012). Online, Virtual, and Traditional Classrooms: Creating Equitable Experiences. AUPHA Annual Meeting. Minneapolis, MN.
- Cantiello, J., Fottler, M.D, Oetjen, D.M., Zhang, N. (2011). The Impact of Demographic and Perceptual Variables on Young Adult Health Insurance Status. Divisional Roundtable Paper Session. Academy of Management Annual Meeting
- Cantiello, J. and Hotchkiss, R.B. (2011). Active Learning in Action: Preparing Future Leaders for Policy Reform. Association for University Programs in Health Administration.
- Cantiello, J. and Fottler, M.D. (2010). Using News in the Classroom: How to Incorporate YouTube into Lesson Plans. Annual Meeting of the Association of University Programs in Health Administration, Portland, Oregon, June 2010.
- Oetjen, D.M. and Cantiello, J. (2005). Cultivating Cultural Competence. Medical Group Management Association Annual Conference, San Francisco, California, October 2005.
- Oetjen, D.M., Brent, R., Cantiello, J. (2005). C Your Way to Success: Classroom and Community Collaborations. Annual Meeting of the Association of University Programs in Health Administration, Boston, Massachusetts, June 2005.

**NON-REFERRED:**

- Carle, A. and Cantiello, J. (2013). Assisted Living Quality of Life Study. Assisted Living Federation of America Public Policy Institute” Washington D.C., February 2013.
- Cantiello, J., Fottler, M.D, Oetjen, D.M., Zhang, N., Martin, L. (2008). The Impact of Demographic and Perceptual Variables on a Young Adult’s Decision to Purchase Health Insurance. 10<sup>th</sup> Anniversary of the Doctoral Program in Public Affairs, Orlando, Florida, April 2008.
- Oetjen, D.M. and Cantiello, J. (2005). Cultivating Cultural Competence. Annual Public Affairs Research Conference, Orlando, FL, October 2005.

## HEALTHCARE PROFESSIONAL EXPERIENCE

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**GOVERNMENT OPERATIONS CONSULTANT**, May 2006 – January 2007, Orange County Health Department, Orlando, FL

- Participated in an extended practicum by performing firsthand on-site analysis of operational problems at the Eastside Health Clinic
- Recommended operation policies and assisted in the establishment of procedures for front office, pharmacy, billing, women's health, health records, and vaccination departments
- Consulted with program supervisors and administrative staff to resolve programmatic, administrative, and operational issues and problems
- Served on interdisciplinary staff teams to develop optimum resolutions, and carried out the implementation of solutions
- Shared evaluations and suggestions for improvement with senior health department leaders through reports and monthly board meetings

**HEALTH AGENCY SITE EVALUATOR**, January 2005 - October 2005 (Contracted through grant) Bogue and Associates with the Center for Health Futures at Florida Hospital, Winter Park, FL

- Traveled to different healthcare sites across the state to evaluate them and collect data
- Worked with team members to measure how efficiently health agencies across the state of were addressing racial and ethnic health disparities and complying with grant requirements for the "Closing the Gap" grant
- Developed tools for measuring health agency activities related to the treatment of cancer, cardiovascular disease, diabetes, adult and children immunizations, HIV/AIDS, maternal and infant mortality, and oral healthcare
- Interviewed health agency directors and other important staff members
- Provided feedback to health agencies based on site evaluations
- Created and submitted site reports to the Florida Department of Health

**OFFICE ASSISTANT** (Medical Records and Immunizations Departments), December 2001 – September 2002, UCF Student Health Center, Orlando, FL

- Assisted patients, providers, and pharmacy representatives with inquiries
- Accommodated the release of medical records to patients and providers
- Worked with medical records director to develop record handling procedures
- Created, updated, and prepared charts for office visits
- Verified patient immunization records and processed patient insurance payments
- Maintained immunization and insurance databases
- Worked with director to improve communication among units within the center



**HOSPITAL INTERN**, August 1997 - August 1998, Martin Memorial Hospital, Stuart, FL

- Performed essential office duties for academic credit in fast paced environments while rotating between the hospital and hospital affiliated medical offices in the region
- Shadowed clinicians and administrators in different departments and C-suite to learn how all areas of a hospital function
- Assisted patients, employees, and volunteers in numerous departments throughout the hospital and affiliated offices, including:
  - Emergency department
  - Operating room
  - Medical records department
  - Radiology department
  - Inpatient and outpatient hospital pharmacies
  - Health unit coordinator stations
  - Martin Memorial Rehabilitation Clinic
  - Martin Memorial Outpatient Surgery Center
  - Martin Memorial Wellness Center
  - Martin Family Care Clinic and Medi-Center

**HONORS & AWARDS**

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- Nominated for the University Academic Advisor of the Year, George Mason University, 2012, 2014, 2015, and 2017
- Nominated for the University Faculty/Staff Vision Award from the Office of Diversity, Inclusion, and Multicultural Education, George Mason University, 2013
- University of Central Florida Graduate Research Fellowship, 2006
- University of Central Florida Incentive Graduate Fellowship, 2006
- College of Health and Public Affairs Award for Excellence in Graduate Student Teaching, 2005
- Community Service Chairperson, American College of Healthcare Executives, Orlando Cluster, 2003-2004
- Dean's List recognition in multiple semesters, 1998-2008
- Florida Bright Futures Scholarship, 1998 - 2002
- Martin Memorial Auxiliary Hospital Scholarship, 1998 – 2000

## PROFESSIONAL MEMBERSHIPS & SERVICE

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- American College of Healthcare Executives, 2010-Present
- National Capital Healthcare Executives, 2010 – Present
- Association of University Programs in Health Administration, 2010-Present
- Association of University Programs in Health Administration, Undergraduate Committee, 2015 – Present
- University of Central Florida Washington DC Alumni Group, 2010-Present
- University of Central Florida Washington DC Alumni Group, Events Chair, 2011-2014
- Assisted with an operational business plan for the Central Florida Regional Hospital Cardiology Department, Sanford, FL, 2004
- Assisted with the creation of a strategic plan for the Senior Resource Alliance, Orlando, FL, 2004
- Developed an online HIPAA certification program for The HIPAA Group, Orlando, FL, 2003
- Evaluated and resolved customer service problems at the University of Central Florida Student Health Center, Orlando, FL, 2002
- Assisted in the development of a marketing plan for Jewitt Orthopedic Clinic, Orlando, FL, 2002

### **JOURNAL REVIEWER:**

- Medical Care
- Journal of Medical Systems
- Paediatric and Perinatal Epidemiology
- Journal of Healthcare Technology and Management
- Risk Management and Healthcare Policy
- Jones and Bartlett Learning (2 textbooks)
- Journal of Racial and Ethnic Disparities
- Journal of Health Administration Education