**CURRICULUM VITAE**

NAME: Quintana, Jose B., Ph.D. PREPARED: May 30, 2021

HOME ADDRESS AND PHONE NUMBER: BUSINESS ADDRESS AND PHONE NUMBER:

6030 Highway 51 Department of Health Services Administration

Wilsonville, Alabama 35186-6305 School of Health Professions

(205) 678-8812 The University of Alabama at Birmingham

SHPB 580C

1720 2nd Ave S

Birmingham, Alabama 35294‑1212

(205) 934‑1663

BIRTH DATE: July 13, 1946 BIRTHPLACE: Coral Gables, Florida

MARITAL STATUS: Married, two children

EDUCATION:

University of Florida

Gainesville, Florida B.S.B.A. (Accounting) 1968

Duke University

Durham, North Carolina M.H.A. (Health Administration) 1974

The University of Alabama at Birmingham

Birmingham, Alabama Ph.D. (Administration‑Health Services) 1984

POSITIONS HELD:

2013 – Present Associate Professor, Department of Health Services Administration, School of Health Professions, the University of Alabama at Birmingham, Birmingham, Alabama

1989 ‑ 2013 Assistant Professor, Department of Health Services Administration, School of Health Professions, the University of Alabama at Birmingham, Birmingham, Alabama

1997 - 2013 Acute Care Manager, Surgical Service, Veterans Administration Medical Center, Birmingham, Alabama

1991 ‑ 1997 Executive Assistant to the Director (Quality), Office of the Director, Veterans Administration Medical Center, Birmingham, Alabama

1989 ‑ 1991 Health Services Research and Development Coordinator, Research Service, Veterans Administration Medical Center, Birmingham, Alabama

1986 ‑ 1989 Senior Health Research Analyst, Directorate of Medical Plans and Resources, Office of the Air Force Surgeon General, Bolling Air Force Base, Washington, District of Columbia

1984 ‑ 1986 Strategic Planner, Health Affairs and Plans Division, Directorate of Medical Plans and Resources, Office of the Air Force Surgeon General, Bolling Air Force Base, Washington, District of Columbia

1978 ‑ 1981 Chief, Medical Readiness Operations Division, Office of the Surgeon, United States Air Forces in Europe, Ramstein Air Base, West Germany

1976 ‑ 1978 Director, Medical Resource Management, United States Air Force Regional Hospital, Maxwell Air Force Base, Montgomery, Alabama

1975 ‑ 1976 Director, Patient Administration, United States Air Force Regional Hospital, Maxwell Air Force Base, Montgomery, Alabama

1975 Director, Personnel and Administrative Services, United States Air Force Regional Hospital, Maxwell Air Force Base, Montgomery, Alabama

1974 ‑ 1975 Administrator, United States Air Force Hospital, Kunsan Air Base, South Korea

1974 Administrator, United States Air Force Hospital, Ubon Royal Thai Air Base, Ubon, Thailand

1973 Administrative Resident, Duke University Medical Center, Durham, North Carolina; Memorial Hospital, Burlington, North Carolina [now Cone Health (2013) Alamance Regional Medical Center (1995)]

1971 ‑ 1972 Administrative Assistant, Hospital Services, United States Air Force Regional Hospital, March Air Force Base, Riverside, California

1969 ‑ 1971 Director, Personnel and Administrative Services, United States Air Force Regional Hospital, March Air Force Base, Riverside, California

Military

1969 ‑ 1989 United States Air Force, Lieutenant Colonel, Medical Service Corps (Retired)

CERTIFICATIONS

Board Certified in Healthcare Management, 1986

Lean Six Sigma Black Belt, 2017

Certified Professional in Healthcare Quality, 2018

MEMBERSHIPS IN PROFESSIONAL AND SCHOLARLY ORGANIZATIONS:

Academy of Management

American College of Healthcare Executives (Fellow)

American Society for Quality

Association of University Programs in Health Administration

Institute of Industrial & Systems Engineers

National Association for Healthcare Quality

The Forum: Alabama Health Executives Forum (ACHE)

MAIN AREAS OF RESEARCH OR SCHOLARLY INTEREST:

Continuous quality improvement; Managed care; Physician decision making; Outcome measures in the production of health; Provider practice patterns; CEO and nurse executive role behaviors; Nurse retention; Effects of organizational technology on the individual; Patient satisfaction; Effects of patient severity and nursing acuity in refining DRGs.

DESCRIPTION OF TEACHING ACTIVITIES:

Administrative Theory (Graduate - Doctoral)

Alternative Delivery Systems (Graduate)

Executive Master of Science in Health Administration (Saudi Arabia)

Managed Care (Graduate)

Operations Management & Process Improvement (Graduate)

Process Improvement (Graduate)

Quality, Health & Safety Quantitative Methods (Graduate)

Quality Management in Healthcare (Undergraduate)

Research Methods (Undergraduate)

Strategic Management in Healthcare Organizations (Undergraduate)

Operations Management in Healthcare Organizations (Undergraduate)

Invited Lectures

 Master of Science in Health Informatics

 Certificate in Healthcare Management

 Healthcare Quality I, November 2014, 2015, 2016, 2017

Healthcare Quality II, Spring 2015, 2016, 2017

 Executive Master of Science in Health Administration

RESEARCH

Quintana, J.B. (2016). Faculty Grant for On-line Course Development. $5,000 (approved, funded). Department of Health Services Administration and the School of Health Professions, the University of Alabama at Birmingham.

Berner, Eta. (2015-2017). Department of Health and Human Services. Office of the National Coordinator for Health IT Workforce Training Program. Funded Grant, 2015-2017. Subject Matter Expert.

Zellars, Kelly (2000). Group Process in Primary Care Teams. Junior Faculty Grant, submitted to the Graduate School, the University of Alabama at Birmingham. $5,000 (approved, funded). The University of Alabama at Birmingham.

Everson, Michael P., et al. (1998-2000). Birmingham's Gulf War Veterans' Illness Demonstration Clinic. Submitted to the Department of Veterans Affairs. $500,000.00 (approved, funded). VA Medical Center, Birmingham, Alabama.

Quintana, J.B., Principal Investigator. (1995-1997). Evaluation of the Separation Examination Pilot Submitted to the Management Decision and Research Center, Department of Veterans Affairs. $158,429.25 (approved, funded, MRR #95-007). VA Medical Center, Birmingham, Alabama.

Quintana, J.B., Local Principal Investigator. (1995-1997). The Implementation and Impact of Quality Improvement Practices in VHA Hospitals. A nation-wide study conducted by the Management Decision and Research Center, Department of Veterans Affairs, Boston University School of Public Health, and the Graduate Program in Health Services, Northwestern University. $424,300 (approved, funded, IIR 94-085). Martin P. Charns, DBA, Principal Investigator, 10/95-4/97.

Hernandez, S.R., Hassan, M., Johns, M., McGee, G.W., Quintana, J.B., and Shewchuk, R.M. (1993‑1995). Evaluation of Medical Care Cost Recovery Technology. Submitted to the Department of Veterans Affairs, $ 240,000 (approved, funded, MRR #93-025). School of Health Related Professions, the University of Alabama at Birmingham.

Quintana, J.B., Principal Investigator. (1992‑1994). Health Services Research and Development Project. Submitted to the Department of Veterans Affairs, $100,000 (approved, funded, DEV #92-003). VA Medical Center, Birmingham, Alabama.

Pidikiti, R.D., Spenney, J.G., & Quintana, J.B. (1991). Effects of aspirin and cimetidine on blood alcohol concentrations. Submitted to the General Clinical Research Center ‑ UAB, National Institutes of Health, July 1991, $3,000 (approved, funded). VA Medical Center, Birmingham, Alabama.

Hernandez, S.R., Fottler, M.D., Quintana, J.B., Hassan, M., & Shewchuk, R.M. (1990). Rural Health Services Research Center. Submitted to the U.S. Department of Health and Human Services, May 1990 (approved, not funded). School of Health Related Professions, the University of Alabama at Birmingham.

Sanders, N.F. & Quintana, J.B. (In progress). Role behaviors and the levels of role conflict and role ambiguity of chief executive officers and top-level nurse administrators in acute care settings. Submitted to Center for Nursing Research (AREA Grant), National Institutes of Health, June 1991, $49,625 (approved, not funded). School of Nursing and School of Health Related Professions, the University of Alabama at Birmingham.

DESCRIPTION OF ACTIVITIES RELATED TO SERVICE TO THE SCHOOL AND TO THE COMMUNITY:

Chair, Undergraduate Program Certification Review Team, Appalachian State University, Association of University Programs in Health Administration, 2021.

School Marshall, UAB Commencement Exercise, May 2021

Member, School of Health Professions Faculty Affairs Committee, October 2020

Judge, Office of Undergraduate Research Expo, Fall 2019, Spring 2020

Undergraduate Program Certification Reviewer, Winston-Salem State University, Association of University Programs in Health Administration, 2020.

Undergraduate Program Certification Reviewer, University of New Hampshire, Association of University Programs in Health Administration, 2019.

School Marshall, UAB Commencement Exercise, May 2019, August 2019, December 2019

Member, Signature Core Curriculum Committee, University of Alabama at Birmingham, 2018-2020.

Undergraduate Program Certification Reviewer, Mary Baldwin University, Association of University Programs in Health Administration, 2018.

School Marshall, UAB Commencement Exercise, May, 2018; August 2018, December 2018

Floor Marshall, School of Health Professions Commencement Exercise, December 2017

Undergraduate Program Certification Reviewer, Howard University, Association of University Programs in Health Administration, 2016.

Member, Scholarship Committee, School of Health Professions, the University of Alabama at Birmingham, 2016 –

2018

School Marshall, UAB Commencement Exercise, May, December 2015; May, August, December 2016; May, August, December 2017.

Member, Departmental Review Committee, Department of Health Services Administration, School of Health Professions, the University of Alabama at Birmingham, 2015-2018

Regent’s Advisory Council (Alabama), American College of Healthcare Executives, 2006-2008

Member, Examination Committee, American College of Healthcare Executives, 2002-2004.

Member, Admissions Committee, Department of Health Services Administration, School of Health Related

Professions, the University of Alabama at Birmingham, 1998-2000

Member, Education Committee, American Society for Quality Control, Birmingham Section, 1993‑1995

Member, Student Affairs Committee, Department of Health Services Administration, School of Health Related

 Professions, the University of Alabama at Birmingham, 1992 ‑ 1996

Member, Research Committee, Department of Health Services Administration, School of Health Related Profes­ sions, the University of Alabama at Birmingham, 1989 ‑ 1994

Member, Minority Recruitment Committee, Department of Health Services Administration, School of Health

Related Professions, the University of Alabama at Birmingham, 1989 ‑ 1990

Member, Faculty Instructional Resources and Development Committee, Department of Health Services Administra­tion, School of Health Related Professions, the University of Alabama at Birmingham, 1990 ‑ 1992, 1994

Internal Grant Reviewer, School of Nursing, the University of Alabama at Birmingham, 1990 ‑ 1994

Reviewer, Southern Management Association, Health Care Administration Section

Chair, U.S. Savings Bond Drive, VA Medical Center Birmingham (1993)

Member, Quality Innovations Committee, Alabama Hospital Association, 1992 ‑ Present

Chair, Combined Federal Campaign, VA Medical Center Birmingham (1992)

DOCTORAL DISSERTATION COMMITTEES

Mei‑Leing Tseng, Ph.D., "Determinants of Efficiency in Nursing Homes: A Data Envelopment Analysis," School of Health Related Professions, University of Alabama at Birmingham, 1991

John C. Hyde, "The Impact of Practice Guidelines and Resource Utilization on the Quality of Patient Care in a Veteran Affairs Medical Center," School of Health Related Professions, School of Business, University of Alabama at Birmingham, 1994

Wipada Kunaviktikul, "Conflict Management and Job Satisfaction of Nurses," School of Nursing, University of Alabama at Birmingham, 1994

Barbara Seeley Moore, DSN, "Nursing Practice and Quality of Life for Nursing Home Patients," School of Nursing, University of Alabama at Birmingham, 1994

Judy D. Short, DSN, "Mentoring Among Influential Nurse Administrators," School of Nursing, University of Alabama at Birmingham, 1994

Chiang‑Hsing Yang, "The Impact of PPS on Investors' Perceived Riskiness of Tax‑Exempt Hospital Bonds: Toward a Nonstationarity Test," School of Health Related Professions, School of Business, University of Alabama at Birmingham, 1994

LaDon Jones, “Factors Influencing the Work Redesign Process in a Tertiary Care Teaching Hospital,” School of Health Related Professions, School of Business, University of Alabama at Birmingham, 1995

John B. White, "Using Quantitative Measures of Organizational Culture in Health Care Organizations," School of Health Related Professions, School of Business, UAB, 1995

Pat Greenup, “Individual and System Determinants of Organizational Citizenship Behaviors in Clinical Laboratories,” School of Health Related Professions, School of Business, University of Alabama at Birmingham, 1997

Dawn Wilbur Oetjen, “The Utility of Information in Health Plan Selection: A Study of Federal Employees,” School of Health Related Professions, University of Alabama at Birmingham, 1999.

Jeannie Echols-Hurst, "Examination of a Structural Model of Empowerment and Patient Satisfaction," School of Nursing, University of Alabama at Birmingham, 1999

Marilyn A. Sullivan, "Relationships Among Planned Mentoring Programs, Job Satisfaction, and Intent to Stay in Nurse Faculty Mentees," School of Nursing, University of Alabama at Birmingham, 2000

Rachanee Sujijantararat, “Nursing Sensitive Quality Indicators: Nosocomial Urinary Tract Infection in Thai Hospitals.” School of Nursing, University of Alabama at Birmingham, 2001

Roberts, Velma, “Organizational Change and Organizational Mortality: An Empirical Analysis of California Hospitals: 1984-1999,” School of Health Related Professions and the School of Business, University of Alabama at Birmingham, 2001

Areerut Khumyu, “Nurse Staffing, Nurses’ Job Satisfaction, and Patient Satisfaction with Nursing Care in Public Hospitals in Thailand,” School of Nursing, University of Alabama at Birmingham, 2002.

Glenn A. Yap. “Staffing Levels and Inpatient Outcomes at Military Health Care Facilities: A Resource-Based View,” School of Health Related Professions and the School of Business, University of Alabama at Birmingham, 2004.

Candace M. Rogers, “The Characteristics of Resource Mothers,” School of Nursing, University of Alabama at

 Birmingham, 2004.

Robin B. Parnell, "Perceived Loneliness, Helplessness, and Boredom of Elderly Residents in Eden Nursing Homes,"

 School of Nursing, University of Alabama at Birmingham, 2005.

Theresa L. Keel, “Lipomatous Tissues: Variation in Treatment Procedures, Comorbidities, and Outcomes,” School of Health Professions and the School of Business, University of Alabama at Birmingham, 2008.

Kimberly Sanders Davey, “Drivers of Inter-Organizational Network Participation,” School of Health Professions and the School of Business, University of Alabama at Birmingham, 2015.

Keith Brady, “Effects of Medicaid Expansion on the Financial Performance of Rural Hospitals,” School of Health Professions and the School of Business, University of Alabama at Birmingham, 2017.

Bachelors in Healthcare Management Honors Program Faculty Mentor

2015-2016 Kara Arnold

2014-2015 Andrew Metzler

PUBLICATIONS AND PRESENTATIONS:

Published:

Aydin, R., Zengul, F.D., Quintana, J. & Ozaydin, B. (2020). “Does Transparency of Quality Metrics Affect Hospital Care Outcomes? A Systematic Review of the Literature”, Hefner, J.L., Al-Amin, M., Huerta, T.R., Aldrich, A.M. and Griesenbrock, T.E. (Ed.). *Transforming Health Care (Advances in Health Care Management, Vol 19),* Emerald Publishing Limited, pp. 129-156.

Quintana, J.B., McLean, R.A., Johns, M.L., Singh, K.P., Sayles, C.M., & Zaremba, J.L. (1997). Final report on the evaluation of the separation examination test. Management Decision and Research Center, Health Services Research and Development Service, Department of Veterans Affairs.

Smith, E.B., Rasmussen, A.A., Lechner, D.E., Gossman, M.R., Quintana, J.B., & Grubbs, B.L. (1996). The effects of lumbosacral support belts and abdominal muscle strength on functional lifting ability in healthy women. *Spine*, 21(3), 356-366.

Fottler, M.D., Crawford, M.A., Quintana, J.B., & White, J.B. (Feb 1995). Evaluating reasons for nurse turnover: comparing attitude surveys and exit interviews. *Hospital and Health Services Administration,* 40(2), 278-295.

Quintana, J.B. (December 1992). Saving time saves money in the laboratory. TQI *News, p. 4.*

Quintana, J.B. (1991). Analysis of Veterans Affairs Management Development Program Pretest ‑ Posttest Differences: Groups II and III. Prepared for the Birmingham Regional Medical Education Center, Department of Veterans Affairs.

Hernandez, S.R., Haddock, C.C., & Quintana, J.B. (1990). The relationship between technology and task design in hospital nursing units. *Health Services Management Research,* 3(2), 137‑148.

Quintana, J.B., Hernandez, S.R. & Haddock, C.C. (1988). Technology and task design: An assessment on hospital nursing units. *Academy of Management Best Paper Proceedings,* 48th Annual Meeting, 90­94.

Quintana, J.B., McKay, P.S. & Opsut, R.J. (1988). Satisfaction with Air Force health care: An analysis of the 1987 health care survey. Office of the Air Force Surgeon General.

Bristow, C.L., Quintana, J.B., Boone, C.W., & Coleman, R.B. (1986). Analysis of the DOD physician survey. Prepared for the Department of Defense, Assistant Secretary for Health Affairs.

Quintana, J.B., Duncan, W.J., & Houser, H.W. (1985). Hospital governance and the corporate revolution. *Health Care Management Review,* 10(3), 63‑71.

Papers Presented:

Quintana, J.B., Hernandez, S.R. & Haddock, C.C. "Technology and Task Design: An Assessment on Hospital

Nursing Units." Paper presented to the Annual Meeting of the Academy of Management, Health Care Administration Division, Anaheim, CA, 8 August 1988.

Quintana, J.B., & Hernandez, S.R. "Technology and Task Design: An Integrative Model." Paper presented to the Annual Meeting of the Academy of Management, Health Care Administration Division, Boston, MA, 14 August 1984.

Quintana, J.B., & Hernandez, S.R. "Organizational, Structural, and Perceptual Determinants of Hospital System Formation." Paper presented to the Annual Meeting of the Academy of Management, Health Care Administration Division, Dallas, TX, 15 August 1983.

Presentations:

“Responding to Change.” Presented at the Knoxville Field Office Annual Meeting, Office of Surface Mining,

Department of the Interior, Asheville, NC, May 17, 1995.

"Team Building." Presented at the Knoxville Field Office Annual Retreat, Office of Surface Mining, Department of

the Interior, Asheville, NC, May 17, 1995.

"Results of Customer Survey." Presented to the Birmingham Section, American Society for Quality Control,

Birmingham, AL, April 27, 1995.

"Managing Change." Presented to the Knoxville Field Office, Office of Surface Mining, Department of the Interior,

Knoxville, TN, March 30, 1995.

"Overview of Total Quality Improvement." Presented at the Alabama Quality Assurance Foundation, Inc., Annual

Board Orientation, Orange Beach, AL., July 16, 1994.

"Vision and Creating Organizational Change." Presented to the Office of Surface Mining, Department of the Interior, Birmingham, AL, February 9, 1994.

"Next Steps: Application of Quality Improvement Concepts and Tools." Presented to the Office of Surface Mining, Department of the Interior, Birmingham, AL, February 9, 1994.

"Managed Care: Management Issues." Presented to the Alabama Radiology Group, St. Vincent's Hospital, Birmingham, Alabama, Fall, 1993.

"Statistical Process Control." Presented to the quality leadership of the Internal Revenue Service District Office, Birmingham, Alabama, September 30, 1993.

"Quality Management Cascade Training," Presented to the Office of Surface Mining, Department of the Interior, Birmingham, Alabama, August 30‑31, 1993.

"Evaluating Reasons for Nurse Turnover: A Comparison of Attitude Surveys and Exit Interviews." Poster session presented at the Annual Meeting of the Academy of Management, Health Care Administration Division, Atlanta, GA, August 9, 1993.

"QA and TQI: Integrating Parallel Systems." Poster session presented at the Second Annual TQI EA Conference, Department of Veterans Affairs, Chicago, IL, May 18‑19, 1993.

"The Future of TQM," Leadership Management Forum, 109th Evacuation Hospital, Alabama Army National Guard, Birmingham, AL, May 8, 1993.

"What is TQM?" Birmingham IV Nursing Society, Birmingham, AL, April 20, 1993.

"Integrating QA&I and TQM." Poster session presented at the Annual Meeting of the American College of Healthcare Executives, Chicago, IL, March 1993.

"Implementing CQI." Northeast Alabama Healthcare Conference, Anniston, AL, October 21, 1992.

"TQM Training." Poster session presented at the Annual Meeting of the American College of Healthcare Executives, Chicago, IL, 1992.

"TQM Implementation at the VAMC Birmingham." Lecture to Medical Technology 412, UAB, June 18, 1992

# Refereed Presentations and Symposia

Burke, D.E., Trimm, J.M. & Quintana, J.B. (2014, February).  *Morphing the Classroom into the "Real World": A Five-year Review of a Lean/Six Sigma Course.* Health Systems Process Improvement Conference (HSPIC) Annual Meeting, Orlando (National.)

Working Papers:

"Suction Sock Suspension for Above-Knee Prostheses: One Year Follow-Up." A working paper (with Rama D. Pidikiti, M.D., Jerald Harshberger, C.P., and Alvin Stinson, M.D.)

"The effect of information on medical decision‑making." Currently working with Merida Johns, Ph.D., conducting a literature review and developing a model. Our goal is to write a paper discussing our model and to develop a research proposal based on the model.

"The Effects of Aspirin and Cimetidine on Blood Alcohol Concentration Levels." A working paper (with Jerry G. Spenney, M.D., and Rama D. Pidikiti, M.D.)

AWARDS:

Best Paper, Health Care Administration Division, Academy of Management, 1988 (with S. Robert Hernandez and Cynthia Carter Haddock).

Air Force Institute of Technology Scholarship, University of Alabama at Birmingham, 1981‑1984.

Air Force Institute of Technology Scholarship, Duke University, 1972‑1974.

Air Force Reserve Officer Training Corps Scholarship, University of Florida, 1966‑1968.

Air Force Meritorious Service Medical, 1989, 1981, 1978.

Air Force Commendation Medal, 1975, 1972.

Air Force Outstanding Unit Award.

Air Force Organizational Excellence Award.

Superior Performance Award, VA Medical Center, Birmingham, Alabama, 1991, 1992, 1993

HONORS:

Phi Kappa Phi (National Scholastic Honorary), 1984.

Beta Gamma Sigma (National Business Honorary), 1984.

Named in Who's Who Among Students in American Universities and Colleges, 1985.

Director's Commendation, VA Medical Center, Birmingham, Alabama, 1991.

Named in Who's Who in America, 1994-Present

Outstanding Faculty Award, Department of Health Services Administration, University of Alabama at Birmingham, November, 1994

Alpha Eta Society (National Honor Society for Allied Health Professionals), 2018