

# Alberto Coustasse, DrPH, MD, MBA, MPH

## Education

**Mar. 1985 – Dec. 1992**      **Medical Doctor** [Graduated with Honors]  
School of Medicine  
Pontifical Catholic University of Chile  
Santiago, Chile.

## Post Graduate Training

**Jan. 2001 – May 2004**      **Doctoral Degree in Public Health**  
University of North Texas Health Science Center,  
Fort Worth, Texas GPA 4.0/ 4.0.

**Jun. 1998 – Dec. 1999**      **Master of Public Health**  
University of North Texas Health Science Center,  
Fort Worth, Texas GPA 4.0/ 4.0.

**Mar. 1993 – Dec. 1994**      **Master of Business Administration**  
School of Administration and Economic Sciences,  
Pontifical Catholic University of Chile,  
Santiago, Chile.

## Certificates

**2004**      Doctorate in Public Health, School of Public Health, University of  
North Texas Health Science Center,  
Fort Worth, Texas.

**1999**      Master in Public Health, School of Public Health, University of  
North Texas Health Science Center  
Fort Worth, Texas.

**1994**      Post Graduate Title in Business Administration  
Pontifical Catholic University of Chile.

**1992**      Medical License, Pontifical Catholic University of Chile.

**1990**      Medical Sciences License, Pontifical Catholic University of Chile.

## Academic Positions

- Aug. 2015 – Present**      **Professor**, Healthcare Program, Management division, Lewis College of Business, Marshall University.
- Aug. 2011 – Aug 2015**      **Associate Professor**, Healthcare Program, Management Marketing and MIS division, Lewis College of Business, Marshall University.
- Aug. 2008 – Aug. 2011**      **Assistant Professor**, Healthcare Program, Management, Marketing and MIS division, Lewis College of Business, Marshall University.
- Jan. 2006 – Aug. 2009**      **Research Assistant Professor**, Health Management and Policy Department, School of Public Health, University of North Texas Health Science Center at Fort Worth, Texas.
- May 2005 – Jan. 2006**      **Adjunct Assistant Professor**, Health Management and Policy Department, School of Public Health, University of North Texas Health Science Center at Fort Worth, Texas.
- Dec. 1999 – Jan. 2006**      **Research Associate**, Office of the Dean, School of Public Health, University of North Texas Health Science Center at Fort Worth, Texas.
- Oct. 1999 – Jan. 2006**      **Visiting Assistant Professor**, Department of Family Medicine, School of Medicine, University of North Texas Health Science Center at Fort Worth, Texas.

## TEACHING EXPERIENCE:

### **Marshall University:**

- HCA 600, The Health Care System, 17 courses.
- HCA 610, Health Care Financial Management, 8 courses.
- HCA 653, Integrated Health Care Del Sys, 1 course.
- HCA 656, Management of Medical Technology, 13 courses.
- HCA 671, Health Care Practicum, 3 courses.
- HCA 695, Field Research in Health Care Management, 14 courses.
- MGT 218, Business Statistics, 2 courses.
- MGT 500, Analytic Methods & Tech, 1 course.
- MGT 660, Independent Study, 2 courses.
- MPNA 700, Health Policy and Delivery, 1 course.
- MPNA 724, Evidence Based Research Methods I, 3 courses.
- MPNA 753, Management Complex Health Care, 5 courses.
- MPNA 756, Clinical and Admin IS, 4 courses.

*From fall 2014 teaching virtual classes [online, with one lecture at the week using Blackboard Collaborative for video transmission and Camtasia/ Techsmith for Audio recording.*

## **Non-Credit Instruction**

- Practicum / Internship, VA Hospital Outpatients, 5 participants. (August 2013 - Present).
- Practicum / Internship, VA Hospital, HIT department 6 participants. (August 2013 - Present).
- Practicum / Internship, Cabell Hospital HIT department, 15 participants. (August 2010-Present).
- Practicum / Internship, Cabell Hospital Cancer Center, 1 participant (May – December 2016)
- Practicum / Internship, Care Point, 2 participants. (August 2012 - April 2013).
- Chair and Committee Member of Marshall's Doctor of Management Practice in Nurse Anesthesia [DMPNA] candidates Final Research Project: 40 CRNAs and 7 doctoral students in progress (August 2011-Present).

### Courses Taught at University of North Texas:

- Health Care Administration (Spring 2004).
- Health Informatics Systems (Fall 2004, Spring 2005).
- Health Informatics Systems (Fall 2005, Spring 2006, Summer 2006, Spring 2007).
- Introduction to Health Management and Policy (Fall, 2007).
- Mentor and advisor of MPH and doctoral students in health service research and/or health care disparities research (Spring 2004 - September 2008).

### **Duties: Marshall University**

- September 2008 to Present: Health Informatics committee member and Faculty of the Master of Informatics, a joint program from three (3) schools: Health professions, College of Information Technology engineering and College of Business.
- September 2008 to Present: Permanent member of the Assessment of Learning (AOL) committee, College Accreditation team for AACSB [ Association to Advance Collegiate Schools of Business]
- September 2008 to Present: HCA AOL accreditation coordinator.
- August 1, 2011 to Present: Program coordinator, HCA Coordinator for the College of Business.
- September 10, 2015 to Present: Committee Member, Faculty Development Committee.
- August 26, 2016 - September 15, 2016: Chair Committee, Management Division election.
- August 21, 2013 - September 25, 2013: Chair Committee, Division MMM election.
- August 2012 - December 2012: Member of school strategic planning committee.
- November 2010 - May 2011: Member search committee for recruiting new faculty in Health Care Administration.
- May 2010: Member search committee for recruiting new faculty in Management of Information System.

## **Community Engagement – Marshall:**

- August 2010 – Present: HIT and Management Internship of *Cabell Hospital, Huntington West Virginia*. Four (4) interns per calendar year Cabell's hospital in the HIT department. I recruit the students and recommend them to Dennis Lee, Chief Information Officer (CIO) of Cabell hospital and Anthony Adkins, Director of Applications, who hire the students in a not paid internship. Students perform chart flows, needs assessment, and shadow HIT managers working in several projects being the latest the transition from ICD9 to ICD10 and the EMR implementation in Cabell Hospital. HIT and healthcare management internship of at least 200 hrs. working at this facility. The internship duration is one calendar year, spring, summer and fall. The student can take HCA 671 as their internship /practicum which is an optional course for the students. At the end of the internship the student returns signed HCA forms, employer and student survey, logs and a PowerPoint presentation to the HCA coordinator [myself].

At least 15 students have done this internship and three (6) of them have been hired by Cabell Hospital. Of those not hired most alumni got new job positions in other good locations because they did and gained experience with this internship.

- August 2013 – Present: *VA Hospital* internship: Health IT and healthcare management internship at the VA health system in Huntington, West Virginia of at least 200 hrs. working at this facility. I recruit the students and recommend them to Jana Studeny, Chief Informatics Nurse of VA hospital and is who hire the students, in a not paid internship. The internship duration is one calendar year, spring, summer and fall. The student can take HCA 671 as their internship /practicum which is an optional course for the students. At the end of the internship the student returns signed HCA forms, employer and student survey, logs and a PowerPoint presentation to the HCA coordinator [myself]. Also at VA Outpatients interns perform several management shadowing and learn about registration, Vista, flowcharting and other functions.
- October 2013 - Present: Started and maintained *Marshall HCA Alumni* Website designed for networking for HCA alumni and posting job offers for students from alumni to students in their ending semester at the HCA program. Also as outcome of this network, it has been performed lectures from alumni to students in HCA courses. Finally, summer internships have been also offer to recent alumni or students near to graduation.

## **Duties at University of North Texas at Fort Worth**

- Responsible of several sections of School of Public Health accreditation process for CEPH [Council on Education for Public Health] (September 2006 - March 2007).
- Member, Planning and Evaluation Committee, (December 2004 - July 2008).
- Member SPH Strategic Plan 2006-2007.

- Health Services Researcher in Hispanic Health care disparities, access and utilization of acute and long term services, (2001-2006)
- Management and Institutional Research (2001-2004 see below):  
OMCT FY 01-02, representing 80% of salary.  
OMCT FY 03-04, representing 75% of salary.  
ORC- TCOM 2007-2008 representing 22% of salary.

## **NON-TEACHING PROFESSIONAL EXPERIENCE**

**Sept. 2001 – Aug. 2004    Quality Management Department, Osteopathic Medical Center of Texas (OMCT), Fort Worth, Texas. Institutional Researcher.**

### **Health Care Informatics:**

- Implementation of ambulatory pharmacy software (1999).
- MedQm Case manager module implementation of Quality Management (2001).
- Implementation of Society of Thoracic surgeon National Cardiac Surgery Database (STS) and pre surgery risk prediction software (Cedaron) (2001-2002).
- Calibration of Cost Flex system (cost software), with Meditech (clinical software) and Allegra (billing software) (2003).

### **Health Service Researcher and Cost Efficiency Interventions:**

- Analysis of OMCT Cardiovascular Surgery Program: Complications, Mortality and Cost (CABG, STENT and PTCA) reported to the Cardio Vascular Committee meetings (from 1999 to 2001).
- Operating Room & Central Sterilization: review and analysis of process and practices in order to provide efficient service to surgeons and improve quality outcomes. Worked as Epidemiologist/statistician. This work was presented to JCAHO in 2001, as major achievement of OMCT's cardiovascular surgery Outcome team (2001).
- Analysis of OMCT Orthopedic Prosthesis surgery: outcomes, surgery processes and cost. Recommendation to carve out prices for private insurances (2001).
- Analysis and review of Radiology Turnover times (2002-2003).
- Analysis and benchmarking of physician/patient outcomes and cost data for specific DRGs. (June 1999-May 2003).
- Continuous Renal Replacement Therapy (CRRT) Program analysis and review of outcomes and cost effectiveness. Strong recommendation given to standardize solutions and the use of Critical Pathways. Joint collaboration with Pharmacy AND Quality Management (2003).

### **Duties in Management Interventions:**

- Analysis of the OHST clinics finances and its impact on Osteopathic Medical Center of Texas (OMCT) (main hospital) (1999).
- Epidemiology/statistician consultant for Case Management and Utilization Management Committee (Jan 2000-May 2003).

- Analysis of the hospital's authorization center process regarding managed care and the Osteopathic Family Medicine Clinics referrals. Final recommendation was to close the Center and decentralization of the clinics was implemented (2001).
- Consultant for the distribution of monies to the physicians from the Pacific Care's HEDIS bonus for Texas Independent Osteopathic Physician Association (TIOPA), (2001).
- Review and analysis of the hospital pharmacy in terms of drug utilization and standardization of prescription and improving quality outcomes. Joint collaboration with pharmacy (2002).
- Responsible for the development, planning and implementation of "Route 99", (strategic management initiative to raise customer satisfaction through organizational behavior and culture change). Joint collaboration with senior Vice-president of Patient Care Services (2002-2003).
- Front-end analysis of collection processes of all the hospital's business units, (2003).
- Consultant to Human Resources regarding Registered Nurses (RN) II salaries and bonus distribution (2003).

Other Interventions of Value to OMCT:

- Grant writer of OMCT Transportation Grant Proposal that provided transportation to OHST disable wheel chair patients (Federal Assistance-OMB 0348-0043 and 5310 Grant Program Texas Department of Transportation. \$92,400 was awarded to the program, which started in May 2001, with 2 vans).
- Member of the Ethics Committee OMCT, (May 2002-Aug 2004).

**May 1995 – May 1998**

**Chief Medical Officer**, CAPREDENA Health and Rehabilitation Centers of the National Defense Pension Fund, Santiago, Chile [Chilean equivalent of U.S. Department of Veteran Affairs (VA)]

- Responsible for health care management analysis and administration of health care services [for the VA elders].
- Develop and implemented Strategic planning endeavors for CAPREDENA's Health care and Hospitals.
- Developed and implemented hospital health informatics systems including a patient management, hospital billing and pharmacy system.
- Directed marketing strategies for the Rehabilitation Hospitals and Ambulatory Care clinics.
- Implemented preventive medicine programs in three Chilean cities.
- Implemented an Outpatient Surgery Center in main Outpatient Medical Center.
- Participation in Medical Staff Peer Review and mentored development activities for physicians, managers and hospital professionals.
- Full participation in Medical Executive Committee, Medical Staff Quality Council, Credential Committee, Hospital Quality management, Leadership Council, and O.R/Hospital Value Analysis Committee.

**Nov. 1994 – May 1995**      **Chief Executive Officer [CEO]**, CAPREDENA Health and Rehabilitation Centers of the National Defense Pension Fund, Ministry of Defense, Santiago, Chile.

- General management of a VA Health System in five cities of the country. Duties included management and administration of three outpatient medical and dental centers averaging, 23,000, 10,000, and 2,000 patient visits per month, respectively, three rehabilitation hospitals (500 beds), a pharmacy chain and a vision center [for VA elders]. Managerial oversight of 1,300 staff members. All facilities located throughout Chile.

**Jul. 1996 – May 1998**      **Economic Consultant**, Colegio Medico, (Chilean Medical Association), Santiago, Chile.

**Jan.1993 – May 1998**      **General Practitioner** in private practice, Santiago, Chile.

**May 1995 – Dec. 1997**      **Consultant**, National Forensic Service, Ministry of Justice, Santiago, Chile.

- Analysis of feasibility and cost benefit of implementation of a National Register of DNA database for sexual offenders from the FBI (CODIS).

**Jun. 1994 – Nov. 1994**      **Medical Director**, Santiago Health Care Center of the National Defense Pension Fund (CAPREDENA), Ministry of Defense, Santiago, Chile.

**Mar. 1993 – Nov.1993**      **Assistant Medical Director of Administrative Affairs**, Student Health Services, Pontifical Catholic University of Chile, Santiago, Chile.

### **ACADEMIC PROFESSIONAL SERVICE:**

- **Ad-Hoc Reviewer** Disability and Health Journal
- **Ad-Hoc Reviewer** Health Care Management Review
- **Ad-Hoc Reviewer** Anatomical Sciences Education
- **Ad-Hoc Reviewer** International Journal of Health Policy and Management
- **Ad-Hoc Reviewer** Pediatrics
- **Ad-Hoc Reviewer** Permanente Journal
- **Ad-Hoc Reviewer** International Journal of Pharmaceutical & Healthcare
- **Ad-Hoc Reviewer** Health Services Research

## **ABSTRACT, POSTERS, PROCEEDING AND PROFESSIONAL PRESENTATIONS**

### *Presentations Addressing Health Information Systems*

1. Paul, D., Bhardwaj, N., Wodajo, B., Gochipathala, K., **Coustasse, A.** (2016). Northeast Business and Economics Association, "Mobile Health Interventions for Adult Obesity in the United States: Analysis of Effectiveness and Efficacy," Northeast Business and Economics Association, West Point, NY. (September 17, 2016).
2. McSweeney, s., Pritt, JA. Swearinger, A; **Coustasse-, A.** (2016). 29th Annual Conference BHAA 2016 Annual Meeting, "Telestroke: An Approach to the Shortage of Neurologists in Rural Areas," MBAA, Chicago, IL. (April 19, 2016).
3. Schaeffer, C., Haque, A., Booton, L., Halleck, J. R., **Coustasse, A.,** 29th Annual Conference BHAA 2016 Annual Meeting, "Big Data Management in United States Hospitals: Benefits and Barriers," MBAA, Chicago, IL. (April 13, 2016).
4. Godby, T., Gomes, C., Valle, J., Coustasse, A., 29th Annual Conference BHAA 2016 Annual Meeting, "Is the Nationwide Health Information Network Feasible," MBAA, Chicago, IL. (April 13, 2016).
5. Vance, B., Tomblin, B., Studeny, J., **Coustasse, A** (2015). BHAA 2015 Annual Meeting, "Benefits and Barriers for Adoption of Personal Health Records," MBBA, Chicago. (March 27, 2015).
6. **Coustasse, A.**, Cunningham, B., Willson, E., Meadows, P. D., Deslich, S (2015). BHAA 2015 Annual Meeting, "Management of RFID Systems in Hospital Transfusion Services," MBBA, Chicago. (March 27, 2015).
7. Ashford A, Hunter A., Phung, C., and **Coustasse, A** (2015). AABRI Conference Orlando, "Use Of Robots on Cardiology Surgery: Advantages and Barriers for Implementation," Academic and Business Research Institute, Orlando. (January 3, 2015).
8. Paul, D., Moussa, N., Assad, S., Pershing, B. **Coustasse, A.**, (2014). BHAA 2014 Annual Meeting, "Medical Education, PDAs and Smartphones: Welcome to the 21st Century," MBBA, Chicago. (March 27, 2014).
9. Engelbert, K., Porterfield, A., Willis, W. K., **Coustasse A.**, (2014). BHAA 2014 Annual Meeting, "Electronic Prescribing And Its Implementation In The United States," MBBA, Chicago. (March 26, 2014).
10. Paul, D., Bailey, D., Hairston, A., Deslich, S., **Coustasse, A.**, (2014). BHAA 2014 Annual Meeting, "The Business Case for the Efficiency and Effectiveness of Tele-Intensive Care Units," MBBA, Chicago. (March 26, 2014).
11. Charles, K, Willis, W. K., **Coustasse, A.**, (2014). BHAA 2014 Annual Meeting, "Does Computerized Physician Order Entry Reduce Medical Errors?," MBBA, Chicago. (March 26, 2014).
12. David, P., Bailey, D., Hairston, A., Deslich, S., **Coustasse, A.** (2014). BHAA 2014 Annual Meeting, "The Business Case for the Efficiency and Effectiveness of Tele-Intensive Care Units," MBBA, Chicago. (March 26, 2014).
13. Slack, C, Willis, W. K. and **Coustasse A.**, (2013). Potential Benefits of Using Facebook in the Healthcare Industry: A Literature Review, 49 MBAA International Conference, MBBA, Chicago, March 28, 2013.
14. Johns, H., Havens, C., Robinson, D., Pothakamuri, B., Paul, D. and **Coustasse A.** (2013). M ICD-10 in the United States: Better Late Than Never, 49 MBAA International Conference, MBAA, Chicago, February 28, 2013.



15. Paul D., Garrett, W. Z, Preast, J, and **Coustasse, A.** (2013). "Importance of New Technologies for Diabetes Monitoring, 49 MBAA International Conference, MBBA, Chicago, February 28, 2013.
16. **Coustasse A.**, Tomblin, S. and Slack, C. A. (2013). Review of Radio Frequency Identification Technologies and Impacts on the Hospital Supply Chain: 2002 – 2012 Academic and Business Research Institute Conference Orlando 2013. January 3, 2013.
17. Hawarny R., Neitch S., **Coustasse, A.** and G. Madero (2012). 8th Annual Scientific Assembly Poster Competition. West Virginia Geriatrics Society.
18. Shaffer, J. and **Coustasse, A.** (2012). Best Paper award Business and Health Administration Association: in Healthcare Information Track: Computer Physician Order Entry and Clinical Decision Support Systems: Benefits and Concerns", 48th Annual MBAA International Conference, MBAA, Chicago, and A. M., March 29. 2012
19. Stec, B. and **Coustasse, A.** (2012). "Benefits and Constraints of Telepsychiatry Utilization in the United States, 48th Annual MBAA International Conference, MBBA, Chicago, A. M., March 29.
20. Peluchette J., Karl K., **Coustasse, A.**, Emmett, D. (2011) Professionalism and Social Networking: Can Patients, Physicians, Nurses, and Supervisors All Be "Friends"?, ANZAM Australian and New Zealand Academy of Management, University of Caterbury, Wellington, New Zealand, December 7.
21. Do, H., Lu, D., **Coustasse, A.** (2011) A RFID and its Impacts to the Hospital Supply Chain, The 2011 Annual Midwest Business Administration Association (MBAA) International Conference, MBBA, Chicago IL. March 25.
22. Phillips, K., Wheeler, C., Campbell, J., **Coustasse, A.** Electronic medical records in long term care. (2010). In Business and Health Care Administration Proceedings of the 2010 MBAA *Annual Midwest Business Administration Association Conference*, Chicago, Illinois, March 24, 2010.
23. **Coustasse, A.**, Cogar, C; Olmosk, K, Mukherjee, A. (2009). Pharmaceutical Counterfeiting. In Business and Health Care Administration Proceedings of the 2009 MBAA *Annual Midwest Business Administration Association Conference*, Chicago, Illinois, April 18, 2009.

***Presentations Addressing Health Management and Finance***

1. Paul, D. **Coustasse, A.** (2016). Academy of Business Research, "'Medicare and the ACA: Shifting the Paradigm of Fraud Detection," Academy of Business Research, Atlantic City, NJ. (September 21, 2016).
2. Paul, D. Godby, T., Saldanha., S., Valle, J., **Coustasse, A.** (2016). A., 29th Annual Conference BHAA 2016 Annual Meeting, "Quality of Care and Profitability in Not-For-Profit versus for Profit Nursing Homes," MBAA, Chicago, IL. (April 13, 2016).
3. Paul, D. Bakhamis, L., Matsumoto, T., Tran, M, **Coustasse, A.** (2016). Northeast Business and Economics Association, "Continuing Development of an All Payer Health Care System in Maryland," Northeast Business and Economics Association, West Point, NY. (September 17, 2016).
4. Ashford, H., Valli, I., Willis, W. K., **Coustasse, A.** (2015). BHAA 2015 Annual Meeting, "Utilization of 340b Program in A Rural Hospital," MBBA, Chicago. (March 27, 2015).
5. Hunter, A., Johnson, L., Willis, W. K., **Coustasse, A.** (2014). BHAA 2014 Annual Meeting, "Early Mobilization in ICU Patients," MBBA, Chicago. (March 26, 2014).
6. Paul, D., Camargo, R., Camargo, T., Deslich, S., **Coustasse, A.** (2014). BHAA 2014 Annual Meeting, "Financial Advantages of Hospitals' Relationships with Accountable Care

- Organizations," MBBA, Chicago. (March 26, 2014).
7. Cox, P., Willis, W. K., **Coustasse, A.** (2014). BHAA 2014 Annual Meeting, "The American Epidemic: The U.S. Nursing Shortage and Turnover Problem," MBBA, Chicago. (March 26, 2014).
  8. Conley, D., Willis, W. K., **Coustasse, A.**, (2013). Medical Tourism and International Healthcare Options, 49<sup>th</sup> MBAA International Conference, MBAA, Chicago, March 28, 2013.
  9. McAdoo, J., Irving, J., Braun, C. K., and **Coustasse, A.** (2013). Massachusetts Health Care Reform: A Look at its Cost Effectiveness and Sustainability, 49 MBAA International Conference, MBAA, Chicago, February 28, 2013.
  10. Conley, D., **Coustasse, A.** (2012)., Pay for Performance: Is it Working with the Chronically Ill Patients?," The 2011 Annual Midwest Business Administration Association (MBAA) International Conference, MBAA, CHICAGO, IL, March 24,
  11. Bucholtz, G., **Coustasse, A.**, Hilsenrath, P. (2011) Retirement Security in Times of Financial Crisis: Can the United States Learn from the Chilean Pension Model? The 2011 Annual Midwest Business Administration Association (MBAA) International Conference, MBAA, CHICAGO. IL, March 24.
  12. Lee, D. and **Coustasse, A.**, (2010). Transformational Leadership and Workplace Performance. Poster presentation at the 2010 Annual Research of Academy of Health Meeting on June 27-29 at the Hynes Convention Center, Boston, Massachusetts.
  13. Lee, D; Dixon C., Kruszynski, P., **Coustasse, A.** (2010). Is uncompensated care affecting quality assurance of rural hospitals? In Business and Health Care Administration Proceedings of the 2010 MBAA *Annual Midwest Business Administration Association Conference*, Chicago, Illinois, March 24, 2010.
  14. Lorden, A., **Coustasse, A.**, Nemarugommula, V., Singh, K., (2008). Estimation of uncompensated care costs in a Texas county and southwest border counties. Oral presentation delivered at the 136th APHA Annual Meeting & Exposition (October 27, 2008), San Diego, California.
  15. Buchholz, G. J., **Coustasse A.** and K.P. Singh, (2007). Chilean Government Attempts to Reduce Inequality in the Chilean Social Security System, XXVII International Congress of the Latin American Studies Association, September 5, 2007, Montréal, Canada.
  16. Buchholz, G. J., **Coustasse A.** and K.P. Singh (2007). "Analysis of the 2003 Chilean socioeconomic survey : the Chilean Social Security System". Presented at the Business and Health Care Administration *2007 Annual Midwest Business Association Conference*, Chicago, Illinois, March 30, 2007.
  17. **Coustasse A.** Lorden, A., Mitchell, A., Trevino, F (2007). "Uncompensated care in Hospitals: Findings from a sample of Texas Hospitals". Presented at the Business and Health Care Administration *2007 Annual Midwest Business Association Conference*, Chicago, Illinois, March 30, 2007.
  18. **Coustasse A.** Lorden, A., Mitchell, A., Nemarugommula, V., Trevino, F (2007). Pilot Study in Uncompensated Care in a Sample of Texas Hospitals. Poster Presentation Research Appreciation Day, University of North Texas Health Science Center, April 6, 2007.
  19. Buchholz, G.J., **Coustasse, A.**, Silva, P (2006). "A Proposal to Increase Participation Rates in the Chilean Social Security System". Paper presentation delivered to the XXVI *International Congress of the Latin American Studies Association, (LASA)* in San Juan, Puerto Rico, March 18, 2006.
  20. Buchholz, G.J., **Coustasse, A.**, Silva, P., (2006). "Determinants of Non Participation in the Chilean AFP System" in Academy of Finance Proceedings of the *2006 Midwest Business*

*Administration Association Conference*, March 15, 2006, Chicago, Illinois, Thomas E. Krueger, Editor, pp 116-117.

21. **Coustasse, A**, Mains D, Lykens, K. (2004). "Ethics, Physician Incentives and Managed Care", *132<sup>nd</sup> American Public Health Association (APHA) Annual Meeting* in Washington DC, poster presentation, November 7, 2004.
22. **Coustasse, A.**, Silva, P., Nagalla, B., Hilsenrath, P., (2004). "Financial, Economic and Health Indicators: The Case of South Africa and Chile," in *Proceedings of Third International Healthcare Conference: Global Engagement in Creating Financially Viable Healthcare Systems*, Ashish Chandra, Editor, pp. 143-154.
23. Belavadi T, Rene, A, Mains, D, **Coustasse, A.** (2004). "Comparative Analysis of Estimated Hospital Costs of CRRT for Patients from Cardiovascular Surgery and other Medical Services", *132<sup>nd</sup> American Public Health Association (APHA) Annual Meeting* in Washington DC, poster presentation, November 7, 2004.
24. **Coustasse A.**, Mego C., Coleridge S., Trevino F.M., and Bayona M. Latino (2002). "Health Care Utilization Patterns Related To The Type of Health Insurance For An Osteopathic Hospital in 1998", *130<sup>th</sup> American Public Health Association (APHA), Annual Meeting* in Philadelphia, PA, Speaker, November 13, 2002.
25. **Coustasse A.**, Schutkowski D., Cervantes Y., and Mains D (2002). "Community Cost/Benefit of a hypertensive Screening within a Geriatric Rural Texas Community", *Journal of American Osteopathic Association*, 99: (8), p. 426, Abstract, 1999 and *American Osteopathic Association Conference*, San Francisco, California, May, 2002.

#### ***Presentations Addressing Health Services Research***

1. Willis, W. Lovejoy, S. Stalnaker, E. **Coustasse, A.** Business and Health Administration Association (BHAA), "The Qualitative and Quantitative Effects of Patient Centered Medical Home in the Veterans Health Administration," Midwest Business Administration Association (MBAA), Chicago, IL. (April 14, 2016).
2. Paul D. **Coustasse A.**, (2016) 29<sup>th</sup> Annual Conference BHAA 2016 Annual Meeting, "Evaluation of Glucose Monitoring Technologies for Cost Effective and Quality Control/Management of Diabetes," MBAA, Chicago, IL. (April 13, 2016).
3. Kisling, A., Paul, D., **Coustasse A.**, (2015). "Assisted Living: Trends In Cost And Staffing," BHAA 2015 Annual Meeting. MBBA, Chicago. (March 27, 2015).
4. Holdren, P., Paul, D., **Coustasse, A.** (2015). "Burnout Syndrome In Hospital Nurses," BHAA 2015 Annual Meeting, MBBA, Chicago. (March 27, 2015).
5. Willis, W. K., **Coustasse, A.**, (2014). "Medical Tourism: Comparing Coronary Bypass Surgery in the U.S. and Abroad," BHAA 2014 Annual Meeting, MBBA, Chicago. (March 26, 2014).
4. Webb, J., Emmett, D., **Coustasse, A.** (2012). Treating Methicillin-Resistant Staphylococcus Aureus with the Drug Vancomycin in a Home Infusion Therapy Setting, 48<sup>th</sup> Annual MBAA International Conference in March 29. MBBA International, Chicago, March 28.
5. **Coustasse, A.** & Emmett D. (2010). Lacrosse Encephalitis: Results from the National Inpatient Sample (NIS)/HCUP 2004-2006. In *Business and Health Care Administration Proceedings of the 2010 MBAA Annual Midwest Business Administration Association Conference*, Chicago, Illinois, March 24, 2010.
6. **Coustasse, A**, Emmett D, Gillis, J; Biros, J. (2010). Kawasaki Disease in the USA: Findings from the National Inpatient Sample (NIS)/HCUP 2004-2006. In *Business and Health Care*

- Administration Proceedings of the 2010 MBAA *Annual Midwest Business Administration Association Conference*, Chicago, Illinois, March 24, 2010.
7. **Coustasse, A.**, Lee, D., Arvidson, C. Larry, J., and Migala W. (2010). Management of Kawasaki Disease in Texas Policy Implications. In Business and Health Care Administration Proceedings of the 2010 MBAA *Annual Midwest Business Administration Association Conference*, Chicago, Illinois, March 24, 2010.
  8. **Coustasse, A.**, Larry, J., Lykens K., Arvidson, C. Singh, KP. (2008). "Kawasaki Disease in Texas". Poster presentation delivered at the 136th APHA Annual Meeting & Exposition (October 28), San Diego, California.
  9. **Coustasse, A.**, Loaiza S, Lin, YS. Atalah, E., Urrutia, X (2008). Relation between high weight at birth and obesity at first grade in a cohort of Chilean children. Oral presentation delivered at the 136th APHA Annual Meeting & Exposition (October 27), San Diego, California.
  10. Loaiza S, **Coustasse, A.**, Lin, YS. Atalah, E., Urrutia, X (2008). Is High Weight At Birth A Risk Factor For Obesity At First Grade? Findings from a Cohort Of Chilean Children. Poster Presentation, Research Appreciation Day, University of North Texas Health Science Center, Fort Worth Texas, on March 28.
  11. Parmar, S., **Coustasse, A.**, Mains, D. (2008) "Quality of care" Does it really differ amongst hospitals?" In Business and Health Care Administration Proceedings of the *2008 Annual Midwest Business Administration Association Conference*, Chicago, Illinois, April 2, 2008.
  12. Larry, J., **Coustasse, A.**, Arvidson, C. "Kawasaki Disease in Texas Children: A Need for Healthcare Provider Continuing Education" (2008). In Business and Health Care Administration Proceedings of the *2008 Annual Midwest Business Administration International Association Conference*, Chicago, Illinois, April 4, 2008.
  13. Larry, J., **Coustasse, A.**, Lykens, K., and Lurie, S., (2007). "Pilot Study of Kawasaki Disease in Texas Regions: Public Health Considerations". Poster Presentation Research Appreciation Day, University of North Texas Health Science Center, April 6, 2007. First place poster presentation award and Professional and Continuing Education (PACE) award.
  14. Lorden, A., **Coustasse, A.** Nemarugommula, V and K.P Singh, (2007). "Utilization of the Balanced Scorecard Framework: Patient Satisfaction, Employee Satisfaction, and Financial Metrics in a Southwest Hospital". Poster Presentation Research Appreciation Day, University of North Texas Health Science Center, April 6, 2007, honorably mention poster competition.
  15. Lorden, A., **Coustasse, A.** and K.P Singh, (2007). "The Balanced Scorecard Framework - A Case Study of Patient and Employee Satisfaction: What Happens when it doesn't work as planned?" In Business and Health Care Administration Proceedings of the *2007 Annual Midwest Business Administration Association Conference*, Chicago, Illinois, March 27, 2007. MBAA International McGraw-Hill/Irwin: Distinguished Paper award and Distinguished Paper award Business and Health Administration Association.
  16. Lorden, A., **Coustasse, A.**, Mains D, Lykens, K, Lurie, S., Trevino FM (2006). "Utilization of Patient Satisfaction and a Balanced Scorecard framework to Measure Customer culture change in a Texas Hospital". *134er Annual Meeting American Public Health Association (APHA)*, in Boston, MA, November 6, 2006.
  17. Mains, D, **Coustasse, A.**, Lurie, S (2006). "Medical Futility Cases in Critical Care" in Business and Health Care Administration Proceedings of the *2006 Annual Midwest Business Administration Association Conference*, March 15-17, Chicago, Illinois, Peter Fitzpatrick, Editor, pp.46-51.
  18. Trevino FM, and **Coustasse, A** (2006). "Border Health Issues". Presented at the *Texas Conference on Health Disparities* at the University of North Texas Health Science Center,

June 3, 2006.

19. Trevino FM, and **Coustasse, A** (2005). "Health Insurance and Access to Acute and Long Term Care Services Among Hispanics", Abstract and Presiders, *Second Aging in the Americas Conference* in Austin, Texas, September 22, 2005.
20. **Coustasse, A**; Mains, D., Lurie, S and Lykens, K., (2005). "The Balanced Scorecard Approach in a Texas Hospital: Organizational Culture Change and Patient Satisfaction" in Business and Health Care Administration Proceedings of the *2005 Annual Midwest Business Administration Association Conference*, March 18, Chicago, IL. Mary Madsen, Editor, pp.378-385.
21. **Coustasse A.** and Schutkowski D "Assessment of Obesity as a Cardiovascular Disease Risk Factor in a geriatric Rural Texas Community" (2002). *77<sup>th</sup> Texas Public Health Association, Annual Education Conference*, Fort Worth, Texas, Speaker, March 2002.
22. Hall, C., **Coustasse, A.**, Rene, A., Wright, D., Olivencia-Yurvati, A., Colbert, D., and Bayona, M., (2002). "Analysis of Patient Health Outcomes in an Osteopathic Cardiac Rehabilitation Program in Texas", Poster presentation, *77<sup>th</sup> Annual Education Conference, Texas Public Health Association*, Fort Worth, Texas, March 2002.
23. **Coustasse A.** and Schutkowski D., (1999). "In the Spirit of Continuing Care: Two Models of Integrating Care Across the Continuum". *45<sup>th</sup> American Society on Aging, Annual Meeting*, Orlando, Florida, Speaker, March 1999.
24. Baraibar, A.M., **Coustasse, A.**, Garcia J., Collao MT (1997). "The Diet as Exclusive Treatment on Recent Diagnosed Diabetics Patients", poster presentation. *3er Chilean congress of Epidemiology*. Santiago, Chile, October 1997.
25. Collao MT, Baraibar, A.M., **Coustasse, A.**, Garcia J., (1997). "Diabetic Club as a Support Strategy in a Diabetes Program", poster presentation *3rd Chilean congress of Epidemiology*, Santiago, Chile, October 1997.
26. Orellana M., **Coustasse A.**, Collados T., Silva P., Garcia J., (1996). "An Experience with a Medical Preventive Program", Speaker, *2nd Latin American Conference of Health Promotion and Education*, Santiago, Chile, Oct. 1996.
27. **Coustasse, A.**, "Health Professionals - New Breed" (1996), *World Health Forum*, Fort Worth, Texas, Speaker, Chilean Presenter/Representative, May 1996.

#### *Presentations Addressing Health Care Disparities*

1. Lin, YS. **Coustasse, A.**, Ho, WH., Singh, K, and Arif, A. (2008). Racial/Ethnic Differences in Exposure to Environmental Volatile Organic Compounds in the U.S. General Population: The National Health and Nutrition Examination Survey 1999–2000. (2008). Poster presentation delivered at the 136th APHA Annual Meeting & Exposition (October 29, 2008), San Diego, California
2. Johnson, K.L., Larry, J., **Coustasse, A.** Texas disabled Hispanic children: A quest for healthcare access (2008). Poster presentation delivered at the 136th APHA Annual Meeting & Exposition (October 28, 2008), San Diego, California.
3. Johnson, KL, Larry, J., **Coustasse, A.** (2008). Barriers to Healthcare Access among the Hispanic Pediatric Population with Disabilities. Presented at the Australian & New Zealand Speech-Language Hearing Conference (Auckland, New Zealand) May 29<sup>th</sup>.
4. **Coustasse, A.**, Bae, S., and Singh, K.P (2008). "Disparities among Elder Asian Subgroups: Self-Reported ADL and IADL Disability Results from the National Health Interview Survey 2001-2003". In Business and Health Care Administration Proceedings of the *2008 Annual Midwest Business Administration Association Conference*, Chicago, Illinois, April 2, 2008.

5. **Coustasse, A.** (2008) “Disparities among Hispanic Subgroups: Self-Reported ADL and IADL Disability Results from the National Health Interview Survey 2001-2003”. Lecture presented to School of Public Health, Old Dominion University, on April 17, 2008.
6. Johnson, K.L, Larry, J., **Coustasse, A.**, (2008). “Health Disparities for Texas Disabled Hispanic Pediatric Populations”. In Business and Health Care Administration Proceedings of the *2008 Annual Midwest Business Administration Association Conference*, Chicago, Illinois, April 2, 2008.
7. Jacob, S., **Coustasse, A.**, (2008). “School-Based Mental Health: The De Facto Mental Health System for Children”. In Business and Health Care Administration Proceedings of the *2008 Annual Midwest Business Administration Association Conference*, Chicago, Illinois, April 2, 2008.
8. Johnson, KL, Larry, J., **Coustasse, A.** (2008). Barriers to Healthcare Access among Hispanic Pediatric Population with Physical and Mental Disabilities. Poster Presentation, Research Appreciation Day, University of North Texas Health Science Center, Fort Worth Texas, on March 28.
9. Johnson, KL, Larry, J., **Coustasse, A.** (2008). Barriers to Healthcare Access among the Hispanic Pediatric Population with Disabilities. Presented at Texas Speech-Language Hearing Association, San Antonio, Texas on February 22<sup>nd</sup>, 2008.
10. **Coustasse, A.** (2008) “Disparities among Hispanic Subgroups: Self-Reported ADL and IADL Disability Results from the National Health Interview Survey 2001-2003”. Lecture presented to School of Allied Health, College of Applied Sciences and Arts, Southern Illinois University, on February 15, 2008.
11. **Coustasse, A.** (2008) “Disparities among Hispanic Subgroups: Self-Reported ADL and IADL Disability Results from the National Health Interview Survey 2001-2003”. Lecture presented to Lewis College of Business, Marshall University on February 4, 2008.
12. YS Lin, A. **Coustasse, WC Ho, K Singh, DF Merritt, AA Arif** (2007). “Disparities in Respiratory Health Risk from Exposure to Volatile Organic Compounds in the U.S. Nonsmoking Population”. Poster Presentation, Second Texas Conference on Health Disparities, University of North Texas Health Science Center on May 31, 2007.
13. Adavalli, V., **Coustasse, A, Coggin, C.**, (2007). “Disparities in Self-Reported ADLs and IADLs Disability among Asian American Subgroups: Results from the National Health Interview Survey 2001-2003”. Poster Presentation, Second Texas Conference on Health Disparities, University of North Texas Health Science Center on May 31, 2007.
14. Johnson, KL, Larry, J., **Coustasse, A.** (2007). “Barriers to Healthcare Access among the Hispanic Pediatric Population with Disabilities”. Poster Presentation, Second Texas Conference on Health Disparities, University of North Texas Health Science Center, on May 31, 2007.
15. Quiroz, T., **Coustasse A., and S. Lurie.**, (2007). “Disparities in Palliative Care in the U.S”. Poster Presentation, Second Texas Conference on Health Disparities, University of North Texas Health Science Center on May 31, 2007.
16. **Coustasse, A., Bae, S., Trevino, E., Lackan, N., Singh, K.P and Trevino, F.**, (2007). “Disparities among Hispanic Subgroups: Self-Reported ADL and IADL Disability Results from the National Health Interview Survey 2001-2003”. Poster Presentation Research Appreciation Day, University of North Texas Health Science Center, April 6, 2007.
17. Quiroz, T., **Coustasse A., and S. Lurie.**, (2007). “To the Bitter End: Disparity Issues in End of Life Care in the United States”. Presentation Research Appreciation Day, University of North Texas Health Science Center, April 6, 2007.

18. Quiroz, T., **Coustasse A.**, and S. Lurie (2007). "To the Bitter End: Disparity Issues in End of Life Care in the United States". In Business and Health Care Administration Proceedings of the *2007 Annual Midwest Business Administration Association Conference*, Chicago, Illinois, March 30, 2007. 2007 Best Paper award in Student led papers track.
19. **Coustasse A.**, Lackan, N, Trevino E, Bae, S., Singh, K.P, and Trevino F (2007). "Disparities in ADLs and IADLs Disability among Hispanic Subgroups: Analysis from the National Health Interview Survey 2001-2003". In Business and Health Care Administration Proceedings of the *2007 Annual Midwest Business Administration Association Conference*, Chicago, Illinois, March 29, 2007. 2007 Best Paper award in Issues in Healthcare: Elderly, Hospice, and Home Care Track.
20. **Coustasse A.**, (2007) "Disparities in Access to Health Care: The Case of a Drug and Alcohol Abuse Detoxification Treatment Program among Minority Groups in a Texas Hospital". Lecture presented at The University of Massachusset, Amherst, March 14, 2007.
21. **Coustasse, A.**, (2006). "Health Disparities: Access Barriers and Utilization of Care". Presented March 20, 2006 for the Physician Assistant Program at the University of North Texas Health Science Center.
22. **Coustasse, A.**, Venegas, H., Singh, K, and Trevino, FM (2006). "Disparities in Access to Health Care: The Case of a Drug and Alcohol Abuse Detoxification Treatment Program Among Minority Groups in a Texas Hospital" in Business and Health Care Administration Proceedings of the *2006 Annual Midwest Business Administration Association Conference*, Chicago, Illinois, March 15-17, 2006.
23. Ansari, G; **Coustasse, A**; Coggin, C; Lurie, S; Gillan-Dennis, C; Trevino FM (2005). "Health Disparities among Drug and Alcohol Abusers of a Medical Detoxification Program a Texas Hospital", *133er American Public Health Association (APHA), Annual Meeting* in Philadelphia, PA, poster presentation, December 12, 2005.
24. **Coustasse, A**; Gillan, C; Ansari, G; Coggin, C; Lurie, S and Trevino FM (2005). "Health Disparities and Cost of a Medical Detoxification Program in Specific Populations with Drug and Alcohol Abuse in a Texas Hospital". *80th Texas Public Health Association (TPHA), Annual Educational Conference*, Odessa, Texas, poster presentation, April 24-25, 2005.
25. Mego C., **Coustasse A.**, and Trevino F.M (2002). "Health Care Access Patterns in Relation To Race/Ethnicity and Health Insurance Status in an Osteopathic Hospital in 1998 and 2001", *9<sup>th</sup> Minority Health Conference, Healthy Texans 2010*, Speaker, Irving, Texas, November 9, 2002.

### **Per review Publications: 76**

#### *Publications Addressing Health Information Systems* (selected)

1. Bhardwaj, N., Wodajo, B., Gochipathala, K., Paul, D., **Coustasse, A.** (2017). (Can mHealth revolutionize the Way We Manage Adult Obesity?)"? *Perspectives in Health Information Management*. (In press).
2. Valle, J., Godby, T., Paul, III, D., Smith, H. M., **Coustasse, A.** (2017). Use of Smartphones for Clinical and Medical Education. *The Health Care Manager*. (In press).
3. Schaeffer, C., Haque, A., Booton, L., Halleck, J. R., Studeny, J., **Coustasse, A.** (2017), "Big Data Management in United States Hospitals: Benefits and Barriers", *Health Care Manager*, 36, in press, *published ahead of print*

4. **Coustasse, A. M., Kimble, C., Stanton, R. B., Naylor, M.** (2016), Could PHARMA Benefit from Full-scale Adoption of RFID Technology with a New Regulation?”, *Perspectives in Health Information Management*, Oct 1;13(Fall):1b
5. Valle, J., Gomes, C., Godby, T., **Coustasse, A.** (2016). The Feasibility of the Nationwide Health Information Network (NHIN). *The Health Care Manager*, Apr-Jun;35(2):103-12
6. Lester, M., Boateng, S., Studeny, J., Coustasse, A. (2016). Personal Health Records: Beneficial or Burdensome for Patients and Health Care Providers? *Perspectives in Health Information Management*, Apr 1;13:1h
7. **Coustasse, A. M., Meadows, P. D., Halll, R., Hibner, T., Deslich, S.,** (2015), “Utilizing Radio Frequency Identification Technology to Improve Safety and Management of Blood Bank Supply Chains”, *Telemedicine and ehealth*, 21(11):938-45.
8. **Coustasse, A., Cunningham, B., Deslich, S., Wilson, E., Meadows, P.,** (2015). Benefits and Barriers of Implementation and Utilization of RFID Systems in Transfusion Medicine, *Perspectives in Health Information Management* Jul 1; 12:1d.
9. Al Tomairy, N., Mummaneni, M., Alsalamah, S., **Coustasse, A.** (2015) Use of Smartphones in Hospitals: Is It Working for Physicians, *Health Care Manager*. Oct-Dec;34(4):297-307
10. Gomes, C., **Coustasse, A.** (2015) Tweeting and Treating: How Hospitals Use Twitter to Improve Care, *The Health Care Manager*, Jul-Sep; 34(3):203-14.
11. **Coustasse A. Deslich, S., Bayley, D., Haiston, a., Paul, D.,** (2014). The Business Case of Tele-Intensive Care Units. *Permanente Journal*. Fall (18):76-84
12. Studeny, J., **Coustasse, A.** (2014) Integration and Interoperability: Critical Factors for the Future of Personal Health Records., *Perspectives in Health Information Management July;(1); 1:11:1e*
13. Porterfield, A., Engelbert, K., **Coustasse, A.** (2014). Electronic Prescribing: Improving the Efficiency and Accuracy of Prescribing In the Ambulatory Care Setting. *Perspectives in Health Information Management April (1); 1:11:1g.*
14. Deslich, S., **Coustasse, A.** (2014). Expanding Technology in the ICU: A Case for the Utilization Of Telemedicine. *Telemedicine and e-Health*, 2014; 20(5):485-492.
15. Deslich, S., Stec, B., Tomblin, S., **Coustasse, A.** (2013). Telemedicine: The Case of Tele psychiatry”. *Perspectives in Health Information Management*, 2013; Jul 1; 10; 1f.
16. Deslich, S., Thistlethwaite, T., Coustasse, A. (2013). Telepsychiatry in Correctional Facilities, *Permanente Journal*, 17(3):80-86.
17. **Coustasse, A., and Paul, D.,** (2013). Adoption of the ICD-10 Standard in the United States: The Time Is Now, *Health Care Manager*, Jul-Sep; 32(3)260-267.
18. Peluchette, J., Karl, K., **Coustasse, A., Emmett, D.** (2012) "Professionalism and Social Networking: Can Patients, Physicians, Nurses, and Supervisors all be 'Friends'?", *The Health Care Manager*, Oct-Dec;31(4):285-94
19. Stump, T., Zilch, S., **Coustasse, A.** (2012). The Emergence and Potential Impact of Medicine 2.0 in the Healthcare Industry, *Hospital Topics*, Apr-Jun; 90(2):33-8.
20. **Coustasse, A., Arvidson, C., Rutsohn, P.** (2010). Pharmaceutical Counterfeiting and the RFID intervention, *Journal of Hospital Marketing and Public Relations* July (3rd Quarter/Summer) 2010, 20.
21. Phillips, K., Wheeler, C., Campbell, J., **Coustasse, A.** (2010). “Electronic Medical Records in Long Term Care” *Journal of Hospital Marketing and Public Relations* 20(2):131-142.



22. **Coustasse, A.,** Arvidson, C, and Rutsohn, P. (2010). Pharmaceutical Counterfeiting and the RFID intervention. *Journal of Hospital Marketing and Public Relations*. 20(2):100-115.

*Publications Addressing Health Management and Finance* (selected)

1. Bakhamis, L., Matsumoto, T., Tran, M., Paul, D., **Coustasse, A.** (2017). Maryland's All Payer Health Care System: A Light at the End of a Tunnel". *Health Care Manager* (in press).
2. Kisling, A., Paul, D., **Coustasse, A. M.** (2016). Costs, Staffing and Services of Assisted Living in the USA: *Health Care Manager* Apr-Jun;35(2):156-63
3. Hill, C., Hunter, A., Johnson, L., **Coustasse, A.** (2014) Medicare Fraud in the United States: Can It Ever Be Stopped? *The Health Care Manager* (33) 3:254-260.
4. Camargo, R., Camargo, T., Deslich, S., Paul, D., **Coustasse, A.** (2014). Accountable Care Organizations: Financial Advantages of Larger Hospital Organizations. *Healthcare Manager*, 33(2):110-6.
5. Vaughan, A., **Coustasse, A.** (2011). Accountable Care Organization Musical Chairs: Will There Be A Seat Remaining For The Small Group Or Solo Practice? *Hospital Topics*, 89(4):92-97, 2011.
6. Lee, D., Dixon, C. Kruszynski, P., **Coustasse, A.** (2010). Uncompensated Care and Quality Assurance among Rural Hospitals, *Journal of Hospital Marketing & Public Relations*, July (3rd Quarter/Summer) 2010, 20.
7. **Coustasse, A,** Lorden, A., Nemarugommula, V. and Singh, K.P. (2009). "Uncompensated Care Cost: A Pilot Study Using Hospitals of a Texas County". *Hospital Topics* 87(2):3-12.
8. **Coustasse, A.** (2008). "Cost of Medical Detoxification among Drug and Alcohol Users in a Private Texas Hospital" *International Journal of Pharmaceutical and Healthcare Marketing*, 2(2) 134-142.
9. Buchholz, G., **Coustasse, A.,** Silva, P and Hilsenrath, P. (2008). The Chilean Pension System at 25 Years: The Evolution of a Revolution. *Journal of Economic Issues*, 17(3), 633-64 September.
10. Lorden, A., **Coustasse, A.** and K.P Singh (2008). "The Balanced Scorecard Framework - A Case Study of Patient and Employee Satisfaction: What Happens when it doesn't work as planned?" *Health Care Management Review*, 33(2) 1-11.
11. **Coustasse, A.** (2008). "Hospital Costs and Clinical Characteristics of Continuous Renal Replacement Therapy Patients: A Continuous Ethical Dilemma". *Journal of Hospital Marketing and Public Relations*, 18, (2), 187-195.
12. **Coustasse, A;** Mains, D; Lurie, S, Lykens, K., and Trevino, FM, (2008). Organizational Culture in a Terminal ill Hospital. *Journal of Hospital Marketing & Public Relations* Vol. 18, No 1, 39-60,
13. **Coustasse, A.,** (2004). Route 99: Organizational Culture Change in a Texas Hospital. Doctoral Dissertation. University of North Texas.
14. Carrillo E., Trevino FM, Betancourt JR, and **Coustasse, A** (2001). The Role of Insurance, Managed Care and Institutional Barriers. In M., Aguirre-Molina, C., Molina, and R., Zambrana (Eds.). *Health Issues in the Latino Community* (pp. 55-73). San Francisco, CA: Jossey Bass.

***Publications Addressing Health Services Research (selected)***

1. Watts, A., Barker, T., Messinger, A., Paul, D., **Coustasse, A.** (2017). Insurance Companies Adapting To Trends By Adopting Medical Tourism. *Health Care Manager*. (In press).
2. Godby, T., Saldanha, S., Valle, J., Paul, D., **Coustasse, A.** (2017). “Is there a trade-off between quality and profitability in the United States Nursing Homes?”. *Health Care Manager*. (In press).
3. Peluchette, J., Karl, K., **Coustasse, A.** (2016). Physicians, Patients, and Facebook: Could you? Would you? Should you? *Health Marketing Quarterly* Apr; 33(2):112-26.
4. Hill, C., Elbash, R., Johnson, L., **Coustasse, A.** (2015) Robotic Joint Replacement Surgery: Does Technology Improve Outcomes, *The Health Care Manager*, Apr-Jun; 34(2):128-36.
5. Hunter, A., Johnson, L., **Coustasse, A.** (2014). “Reduction of ICU Length of Stay: The Case of Early Mobilization. *Health Care Manager*, 33(2):128-135
6. **Coustasse, A.**, Larry, J., Lee, D. (2012) Can Kawasaki Disease (KD) Be Managed, *Permanente Journal*, spring; 16(2): 70-72.
7. Loaiza S, **Coustasse, A.**, Lin, YS, Atalah, E., Urrutia, X (2011). Relation between high weight at birth and obesity at first grade in a cohort of Chilean children. *Nutricion Hospitalaria*, Jan-Feb; 26(1); 214-219.
8. Lee, D., **Coustasse, A.**, Sikula, A., (2011) Transformational Leadership and Workplace Injury: Analysis of a National Nursing Assistant Survey, *Health Care Management Review*, Oct-Dec; 36(4):380-7.
9. **Coustasse, A.**, Pekar, A., Sikula, A., and Lurie, S (2009). “Genetic Pre-symptomatic Testing and Ethical Consequences in Huntington’s Disease” *Journal of Hospital Marketing and Public Relations* Jul-Dec; 19(2):129-41.
10. **Coustasse, A.**, Larry, J., Arvidson, C. Singh, K.P. (2009). “Kawasaki Disease in Texas”, *Hospital Topics* (87)3:3-10.
11. Jacob, S., **Coustasse, A.**, (2008). “School-Based Mental Health: The De Facto Mental Health System for Children.” *Journal of Hospital Marketing and Public Relations*, 8(2):197-211, August.
12. Mains DA, **Coustasse, A.** and Lurie S (2008). Case Studies in Medical Futility. *Journal of Hospital Marketing and Public Relations*, 18(1):61-70,
13. **Coustasse A.**, Schutkowski D., Cervantes Y. and Rene A., (2000). Community Intervention to Screen Risk of Cardiovascular Diseases in a Texas Rural Community. *Texas Medicine*, July, 96(7):50-55.
14. **Coustasse, A.**, (1999). Assessment of Obesity as a Cardiovascular Disease Risk Factor in a Geriatric Rural Texas Community: A Six Month Follow Up. *University of North Texas*.

***Publications Addressing Health Care Disparities***

1. **Coustasse, A.**, Emmett, D., Patel, N. and Pekar, A. (2009). Disparities among Elder Non-Hispanic Blacks: Self-Reported ADL and IADL Disability Results from the National Health Interview Survey 2001-2003” *Journal of Hospital Marketing and Public Relations* Jul-Dec; 19(2): 101-12.
2. **Coustasse, A.**, Bae, S., Arvidson, C., Trevino, F., and Singh, K.P (2009). “Disparities in ADL and IADL Disabilities among Elders of Hispanic Subgroups in the USA: Results

from the National Health Interview Survey 2001-2003". *Hospital Topics*. Winter; 87(1):15-23.

3. **Coustasse, A.**, Bae, S., Arvidson, C., and Singh, K.P (2008). "Disparities in ADL and IADL Disabilities among Elders of Asian Subgroups in the USA: Results from the National Health Interview Survey 2001-2003" *Disability and Health Journal*, 1 (3), 150-156.
4. **Coustasse A.**, Quiroz, T., and S. Lurie (2008). "To the Bitter End: Disparities in End of Life Care" *Journal of Hospital Marketing and Public Relations*, 8, (2) 167-185, August.
5. **Coustasse, A.**, Singh, K, Lurie, S., Lin, Y.S., Coggins, C., Trevino FM (2008). Gender Disparities: A Medical Detoxification Program. *Journal of Hospital Marketing and Public Relations*, 18(1):21-37.
6. **Coustasse, A.**, Singh, K.P. and Trevino F.M (2007). Disparities in Access to Health Care: The Case of a Drug and Alcohol Abuse Detoxification Treatment Program among Minority Groups in a Texas Hospital. *Hospital Topics*, Mar; 85(1): 27-34
7. Trevino FM, and **Coustasse, A** (2007). Disparities and Access Barriers to Health Care among Mexican American Elders. In J.L Angel, and K.E. Whitfield, (Eds.). *The Health of Aging Hispanics: The Mexican-origin Population* (pp.167-181). New York, New York, Springer Publishing Company.

## **Honors and Awards**

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|-------------------|---|
| <b>March 2016</b> | Best Paper Award in Health Informatics and Technology Track, 2016 Business and Health Administration Associate/BHAA, Scholarship/Research, International. (April 2016).   |
| <b>March 2016</b> | Best Paper Award in Healthcare Economics Track, 2016 Business and Health Administration Associate/BHAA, Scholarship/Research, International. (April 2016).  |
| <b>March 2014</b> | Best Paper award Business and Health Administration Association: in the Healthcare management track, "Early Mobilization in ICU Patients"<br><br>Best Paper award Business and Health Administration Association: in the Healthcare economics track, "Financial Advantages of Hospitals' Relationships with Accountable Care Organizations"<br><br>Best Paper award Business and Health Administration Association: in the Healthcare Marketing track, "Medical Tourism: Comparing Bypass Surgery in the U.S. and Abroad"<br><br>Best Paper award Business and Health Administration Association: in the Nursing track, "The American Epidemic: The U.S. Nursing Shortage and Turnover Problem" |

- February, 2013** Best Paper in the Changes in the Health Informatics and Technology Track, "Importance of New Technologies for Diabetes Monitoring," Business and Health Administration Conference/ MBAA, Scholarship/Research
- February 2013** Best Paper award Business and Health Administration Association: in Finance and Accounting Issues in Healthcare Track: "ICD-10 in the United States: Better Late than Never"
- March 2012** Best Paper award Business and Health Administration Association: in Healthcare Information Track: "Computer Physician Order Entry and Clinical Decision Support Systems: Benefits and Concerns"
- May 2009** LCOB Alumni Research Award
- April 2008** Best Paper award Business and Health Administration Association: in Issues in Healthcare: Elderly, Hospice, and Home Care Track: "Disparities in Self-Reported ADL and IADL Disability among Asians Subgroups: Results from the National Health Interview Survey 2001-2003.
- April 2008** Best Paper award Business and Health Administration Association: in Issues in Hospital Administration Track: "Quality of care" Does it really differ amongst hospitals?"
- April 2008** Best Paper award Business and Health Administration Association: in Issues in Health Care Education Track "Kawasaki Disease in Texas Children: A Need for Healthcare Provider Continuing Education"
- March 2008** Third place Research Appreciation Day, poster presentation award. Research Appreciation Day, University of North Texas Health Science Center.
- October 2007** Nominee: Excellence in Research, Joint Public Health Departments Research Award, UNTHSC.
- April 2007** First place Research Appreciation Day, poster presentation award and Professional and Continuing Education (PACE) award. "Pilot Study of Kawasaki Disease in Texas Regions: Public Health Considerations". Research Appreciation Day, University of North Texas Health Science Center.
- March 2007** MBAA International McGraw-Hill/Irwin: Distinguished Paper award "The Balanced Scorecard Framework - A Case Study of

Patient and Employee Satisfaction: What Happens when it doesn't work as planned?"

**March 2007**

Distinguished Paper award Business and Health Administration Association: "The Balanced Scorecard Framework - A Case Study of Patient and Employee Satisfaction: What Happens when it doesn't work as planned?"

**March 2007**

Best Paper award Business and Health Administration Association: in Issues in Healthcare: Elderly, Hospice, and Home Care Track: "Disparities in Self-Reported ADL and IADL Disability among Hispanic Subgroups: Results from the National Health Interview Survey 2001-2003.

**March 2007**

Best Paper award Business and Health Administration Association: in Student led papers track: "To The Bitter and: Disparity Issues in End of Life Care in the United States".

**August 2006 – Dec 2006**

International Reviewer Chilean NHI (CONYCIT) / World Bank Bicentennial Program for Science and Technology-Chile. World Bank.

**March 2006**

Best Paper: Health Promotion and Prevention – Alcohol, Tobacco and Drug Track Business and Health Administration Association Conference "Disparities in Access to Health Care: The Case of a Drug and Alcohol Abuse Detoxification Treatment Program among Minority Groups in a Texas Hospital."

**April 2005**

2004-2005 The National Dean's List.

**April 2004**

Dean List 2004, School of Public Health, UNTHSC.

**May 2003**

Dean List 2003, School of Public Health, UNTHSC.

**May 2003**

Selected to Delta Omega, National Public Health, Honor Society.

### **Grants Funded**

1. Co-Investigator: "Primary Care Management of Latent Tuberculosis Infection (LTBI) and Tuberculosis Disease among Immigrant Populations: A Study of Barriers and Facilitators". Funding Agency: Centers for Disease Control and Prevention: Tuberculosis Epidemiologic Studies Consortium (TBESC), Contract #200-2001-00085/Task Order #12. September, 2006.
2. PI: OHST Award Texas Department of Transportation 5310-grant program. \$92,400, granted for OHST. May 2001-Aug. 2004.

## **Continuous Education**

- Concept Mapping and Confirmatory Factor Analysis to Scale Development: Developing Measures of Faith-Based Substance Abuse Treatment Program Dimensions. UNTHSC, December 3, 2007. One credit/Hour.
- The Texas Mental Health System: An Extreme Makeover. UNTHSC, November 6, 2007. One credit/Hour.
- Is There a Worldwide Epidemic of Mental Depression? Suicide and Economic Change: An International Perspective. UNTHSC, October 31, 2007. One credit/Hour.
- Alzheimer's disease: Advances in Basic and Clinical Research and Implications for Treatment. October 16, 2007. 2 Credits/ hours.
- Second Texas Conference on Health Disparities, UNTHSC, April 6-8, 2007. 8 credits/ hours.
- Texas Conference on Health Disparities, UNTHSC, June2-4, 2006. 10 credits/hours.

## **Skills**

- Computer Literate, SPSS, Blackboard, Blackboard, Collaborative, Camtasia relay, Techsmith.
- Bilingual: In Spanish and English

## **Personal Information**

- Married for 20 years. One daughter 14 years old.
- American citizen since February 2013.