CURRICULUM VITA

Jane Karnes Straker

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EDUCATION	**Year**	**Degree**	**Field**
Southern Illinois University, Carbondale, Illinois	1973-77	B.A. (1977)	Art Education
Miami University, Oxford, Ohio	1982-84	M.G.S. (1984)	Gerontology
Northwestern University, Evanston, Illinois	1987-1993	Ph.D. (1993)	Human Development & Social Policy

Dissertation: Resident Opportunities for Control in Long-term Care Institutions: A Comparison Across Three Types of Facilities

POSITIONS

2/07-present	Adjunct Associate Professor, Department of Sociology and Gerontology, Miami University, Oxford, Ohio.
7/97-present	Director of Policy, Ohio Long-Term Care Research Project, Scripps Gerontology Center, Miami University, Oxford, Ohio.
8/98-5/99 & 1/95-6/97	Visiting Assistant Professor, Department of Sociology, Gerontology and Anthropology, Miami University, Oxford, Ohio.
7/95-6/97	Project Director and Research Associate, Scripps Gerontology Center, Miami University, Oxford, Ohio.
10/93-6/95	Deputy Project Director, Scripps Gerontology Center, Miami University, Oxford, Ohio.

9/91-1/93 Technical Researcher, Buehler Center on Aging, McGaw Medical Center, Northwestern University, Chicago, Illinois.

7/86-6/87 Research Associate, Scripps Gerontology Center, Miami University, Oxford, Ohio.

8/84-8/86 Visiting Instructor, Department of Sociology and Anthropology, Miami University, Oxford and Middletown, Ohio.

8/84-6/86 Acting Assistant to the Director, Scripps Gerontology Center, Miami University, Oxford, Ohio.

6/78-12/81 Bindery Supervisor, Morris Library, Southern Illinois University, Carbondale, Illinois.

8/77-6/78 Technical Services Supervisor, Carbondale Public Library, Carbondale, Illinois.

PROFESSIONAL EXPERIENCE

6/88-2/90 Research Assistant, Buehler Center on Aging, McGaw Medical Center, Northwestern University, Chicago, Illinois.

3/90-2/91 Consultant, Villa St. Cyril, Highland Park, Illinois.

3/86-6/86 Visiting Instructor, Graduate Program In Health Administration, Xavier University, Cincinnati, Ohio.

6/83-8/83 Administrative Intern, Cincinnati Area Agency on Aging.

9/82-5/84 Graduate Assistant, Department of Sociology and Anthropology, Scripps Gerontology Center, Miami University, Oxford, Ohio.

FUNDED RESEARCH

Ohio Department of Health, *An examination of non-certified home health agencies in Ohio* (Co-P.I with Robert Applebaum), April 1, 1998-March 31, 1999, $25,000.

Ohio Long-Term Care Research Project, *MDS quality indicators: A clinical review of validity and Usefulness* (Co-P.I. with Laurie Verbosky), August 1998-March 31, 1999, $32,289

Ohio Long-Term Care Research Project, *Frontline long-term care worker recruitment and retention practices under usual economic constraints* (Co-P.I. with Robert Atchley), July 1, 1997-June 30, 1998, $44,974.

Ohio Department of Human Services, MEDTAPP, *Reliability and prediction of case mix changes in Ohio nursing homes* (Co-PI with John Bailer), July 1, 1999-June 30, 2001, $95,770.

Ohio Department of Aging, *Developing, testing, and administering a consumer satisfaction instrument for Ohio's long-term care consumer guide,* (includes sub-contract with Margaret Blenkner Research Center, PI Farida Ejaz), November 1, 2000-June 30, 2001, $316,087.

Ohio Department of Aging, *Developing, testing, and administering a consumer satisfaction instrument for Ohio's long-term care consumer guide,* (includes sub-contract with Margaret Blenkner Research Center, PI Farida Ejaz), Supplemental Award, July 1, 2001-December 31, 2001, $112,612.

Ohio Department of Aging, *Evaluating the long-term Care delivery system in Ohio,* (Co-PI with Suzanne Kunkel and Shahla Mehdizadeh), August 1, 2001-June 30, 2003, $262,244.

Ohio Department of Aging, *2002 ODA Ohio nursing home family satisfaction survey,* (includes sub-contract with Margaret Blenkner Research Center, PI Farida Ejaz), August 1, 2002-June 30, 2003, $186,578.

Administration on Aging; subcontract with Council on Aging of Southwest Ohio, *Educating, training, and supporting informal caregivers in their homes,* October 1, 2003-September 30, 2004, $39,098.

Commonwealth Fund; subcontract with Margaret Blenker Research Institute of Benjamin Rose, *Using information on quality to improve nursing home care,* January 1, 2003-December 31, 2004, $120,073.

Ohio Department of Aging, *Consumers, quality and trends in Ohio's long-term care system,* (Co-PI with Robert Applebaum, Shahla Mehdizadeh and Suzanne Kunkel), August 1, 2003-June 30, 2005, $294,293.

Quality Partners of Rhode Island, sub-contract with Vital Research, LLC, *Resident and family satisfaction with services provided in licensed nursing homes in Rhode Island,* August 1, 2004-September 12, 2006, $37,620.

Ohio Department of Aging, *Development and testing of the Ohio residential care satisfaction survey*, January 2, 2006-June 30, 2007, $112,811.

Ohio Department. of Aging, including sub-contracts to MBRI at Benjamin Rose, and Pearson Education, *2006 Nursing Home Family Satisfaction Survey*, March 1, 2006 - June 30, 2007, $185,987.

Council on Aging of Southwestern Ohio, *Butler County Elderly Services Program Evaluation: Phase I*, (Co-PI with I.M. Nelson), September 1, 2007 - March 31, 2008, $30,237.

Vital Research, Consultation on *Implementation and Testing Ohio's Residential Care Facility Residential Satisfaction Survey: Phase 1*, June 1, 2007 – January 31, 2008, $6,626.

PUBLICATIONS

Karnes, J. (1986). Going home: Who cares for the caregiver? *Kentucky Hospitals, 3(3)*, 24-26.

Seltzer, M., & Karnes, J. (1988). Academic administrators' expected goals and perceived achievements resulting from an early retirement incentive program: A case study of Dracula and Pinocchio complexes. *Research on Aging, 10(3)*, 342-357.

Straker, J.K. (1992). Communications technology and aging: Issues in technology dissemination. *Topics in Geriatric Rehabilitation, 7(4)*, 22-35.

Slaughter-Defoe, D., Kuehne, V., & Straker, J.K. (1992). American, Afro-American and Canadian children's attitudes toward older people. *International Journal of Aging and Human Development, 35(3)*, 159-176.

Smith, D.W.E., Brett, A.W., Straker, J.K., Snell, J., Jackson, F.W., & Ulmer, M.E. (1994). A study of stairs in the housing of independently-living elderly people. *International Journal of Aging and Human Development, 39(3)*, 247-256.

Berdes, C., & Straker, J.K. (1994). Medicaid's personal needs allowance inadequate, dehumanizing. *The Brown University Long-term Care Quality Letter, 6(11)*, 4-5.

Straker, J.K. (1995). Invited review of Annual review of Gerontology & Geriatrics: Focus on assessment techniques. *Contemporary Gerontology, 2(2)*, 55-57.

Pepe, M.C., Applebaum, R., Straker, J.K., & Mehdizadeh, S. (1997). Evaluating the effectiveness of nursing home pre-admission review: A state example. *The Journal of Long-Term Home Health Care, 16(3)*, 15-23.

Applebaum, R., Straker, J., & McGrew, K. (1998). Local taxes for home care: Evaluating the Hamilton County, Ohio, Elderly Services Program. *Occasional LTC Policy Paper Series*, Duke Long-Term Care Resources: Durham, NC.

Groger, L., Mayberry, P.S., & Straker, J.K. (1999). What we didn't learn because of who would not talk to us. *Qualitative Health Research, 9(6)*, 829-835.

Applebaum, R., Straker, J., Mehdizadeh, S., Warshaw, G., & Gothelf, E. (2002). Using high-intensity care management to integrate acute and long-term care services: Substitute for large scale system reform? *Care Management Journals, 3(3)*, 113-119.

Ejaz, F.K., Straker, J.K., Fox, K., & Swami, S. (2003). Developing a satisfaction survey for families of Ohio's nursing home residents. *The Gerontologist, 43(4)*, 447-458.

Applebaum, R.A., Straker, J.K., & Mehdizadeh, S. (2004) The changing world of long-term care: A state perspective. *Journal of Aging and Social Policy, 16(1)*, 1-19.

Murdoch, L.D., Kunkel, S.R., Applebaum, R.A., & Straker, J.K. (2004) Case managers as research interviewers: A test of a strategy for gathering consumer satisfaction information. *Journal of Applied Gerontology, 23(3)*, 234-246.

Applebaum, R. & Straker, J.K. (2005) Long-term care challenges for an aging America: Improving technology and changing the system's culture as critical parts of the solution. *Public Policy and Aging Report, 15(4)*, 1-7.

Noble, R., Bailer, A. John, Kunkel, S.R., & Straker, J.K. (2006) Sample size requirements for studying small populations in gerontology research. *Health Services and Outcomes Research Methodology, 6*:59-67.

Straker, J.K., Ejaz, F.K., McCarthy, C., & Jones, J. (2007) Developing and testing a satisfaction survey for nursing home residents: The Ohio experience. *Journal of Aging and Social Policy, 19(2)*, 83-105.

Bailer, A.J., Straker, J.K., Noble, R., Hughes, M, See, K. (2007) Considering nursing home quality: Places rated or consumer reports? *Chance 20:* 59-62.

BOOKS & CHAPTERS

Straker, J.K. (1988). *Annotated bibliography on communications technology and aging*, Buehler Center on Aging, McGaw Medical Center: Chicago.

Atchley, R., Karnes, J. & Kunkel, S. (1988). *Instructor's manual for social forces in later life*. Belmont, CA: Wadsworth.

Atchley, R.C., Straker, J.K. (1996). *Instructor's manual for social forces in later life* (8th ed.). Belmont, CA: Wadsworth.

Straker, J.K., Atchley, R.C. (1999). *Instructor's manual for social forces in later life* (9th ed.). Belmont, CA: Wadsworth.

Applebaum, R.A., Straker, J.K., Geron, S. (2000). *Assessing satisfaction in health and long-term care: Practical approaches to hearing the voices of consumers.* New York: Springer.

Groger, L. and Straker, J.K. (2002). Counting and recounting: Approaches to combining quantitative and qualitative data and methods. In Graham D. Rowles and Nancy Schoenberg (Eds.). *Qualitative Gerontology* (2nd ed.). New York: Springer.

R. Applebaum, G.C. Uman, & J.K. Straker (2006). Capturing the Voices of Consumers in Long-Term Care: If You Ask Them They Will Tell. In S.R. Kunkel and V. Wellin (Eds.), *Consumer Voice and Choice in Long-Term Care* (pp. 127-140). New York: Springer Publishing Company.

REPORTS

Seltzer, M., Karnes, J. (1987). *Perceived expectations of an early retirement incentive program: Met or unmet*? Oxford, Ohio: Scripps Gerontology Center, Miami University.

Applebaum, R., Mehdizadeh, S., Straker, J.K., & Pepe, M.C. (1995). *Evaluating long-term care initiatives in Ohio: An interim report*. (1995) Oxford, Ohio: Scripps Gerontology Center, Miami University.

Applebaum, R.A., Mehdizadeh, S., Straker, J.K., & Pepe, M.C. (1995). *Evaluating long-term care initiatives in Ohio*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

McGrew, K.B., & Straker, J.K. (1997). *Facilitating individual long-term care planning: The role of Care Choice Ohio*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Straker, J.K., & Crepeau, M.R. (1997). *Highlights from the survey of nursing home industry trends*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Applebaum, R.A., Mehdizadeh, S., & Straker, J.K. (1997). *A study of home care and nursing home use patterns in Ohio*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Applebaum, R.A., Straker, J.K., & McGrew, K. (1997). *An evaluation of the Elderly Services Program*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Straker, J.K., Applebaum, R., & Mehdizadeh, S. (1997). *Ohio nursing homes: An industry in transition*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Straker, J.K., & Atchley, R.C. (1999). *Recruiting and retaining frontline workers in long-term care: Usual organizational practices in Ohio*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Applebaum, R., Mehdizadeh, S., & Straker, J.K. (2000). *Ohio's long-term care system: Trends and issues*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Straker, J.K., Ehrichs, L., & Ejaz, F. (2002). *Implementation of the 2001 Ohio nursing home family satisfaction survey*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Straker, J.K., Ehrichs, L., & Ejaz, F. (2003). *Implementation of the 2002 Ohio nursing home family satisfaction survey*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Contributor (2003). *Ohio long-term care factbook*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Straker, J.K., & Faust, P.C. (2005). *The HIPPA privacy rule and long-term care: A quick guide for researchers*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Straker, J.K., Nelson, I.M., & Carr, D.C. (2005). *Educating caregivers about caregiving: An evaluation of the Council on Aging Learning Advantages Program for informal caregivers*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Brothers-McPhail, D., Straker, J.K., & Applebaum, R.A. (2006) *Ohio long-term care factbook*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Mehdizadeh, S., Applebaum, R., Nelson, I.M., Straker, J.K., & Baker, H. (2007). *The changing face of long-term care: Ohio's experience 1993-2005*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Straker, J.K., & Ejaz, F. (2007). *Implementation of the 2006 Ohio nursing home family satisfaction survey*. Oxford, Ohio: Scripps Gerontology Center, Miami University.

Straker, J.K., Leek, J., McGrew, K., Ejaz, E., & Peters, B. (2007). *Development and testing of a resident satisfaction survey for Ohio's residential care facilities.* Oxford, Ohio: Scripps Gerontology Center, Miami University.

Ciferri, W., Kunkel, S., McGrew, K., Mehdizadeh, S., Straker, J., & Wellin, V. (2007). *Program evaluation of PASSPORT: Ohio's home and community-based Medicaid waiver*. Oxford, OH: Scripps Gerontology Center, Miami University.

Straker, J.K, Carr, D.C., Chow, K., & Lokon, E. (2007) *Providing quality home and community-based services through PASSPORT*. Oxford, OH: Scripps Gerontology Center, Miami University.

Straker, J.K, Carr, D.C., Chow, K. (2007) *Ohio's PASSPORT Provider*s: a Brief Report. Oxford, OH: Scripps Gerontology Center, Miami University.

Straker, J., Nelson, I., Applebaum, R., & Payne, M. (2008). *Developing specifications for the competitive bidding of intake, assessment & case management services.* Oxford, OH: Scripps Gerontology Center, Miami University.

PRESENTATIONS

EEOC enforcement of the Age Discrimination in Employment Act. Ohio Professional and Scientific Conference on Aging, Columbus, OH, April, 1985.

EEOC enforcement of the Age Discrimination in Employment Act. Gerontological Society of America Annual Meeting, New Orleans, LA, November 18-22, 1985.

Employer pensions and the retirement decisions of older workers. Gerontological Society of America Annual Meeting, Chicago, IL, November 19-23, 1986.

Academic administrator perceptions of an Early Retirement Incentive Program. Symposium on Ageism in Higher Education. Association for Gerontology in Higher Education Annual Meeting, Chicago, IL, March, 1988.

Scholarly productivity of older academicians. Gerontological Society of America Annual Meeting, San Francisco, CA, November 18-21, 1988.

Communications technology and aging: Issues in technology dissemination. Mid-American Congress on Aging, Milwaukee, WI, April 23, 1989 (Student Paper Award).

African-American, Anglo-American and Anglo-Canadian children's concepts of old people and of extended family. (with D. Slaughter-Defoe and V.S. Kuehne). Canadian Psychological Association Annual Meeting, Halifax, Nova Scotia, June 8-10, 1989.

Resident sense of Control and long-term care facility practices: Resident and administrator perceptions. Gerontological Society of America Annual Meeting, San Francisco, CA, November 23, 1991.

Client-centered functional assessment: Concepts, issues, and controversies. (with S. Kunkel and S. Mehdizadeh). Gerontological Society of America Annual Meeting, Atlanta, GA, November 20, 1994.

Institutional factors related to resident opportunity for control. Gerontological Society of America Annual Meeting, Atlanta, GA, November 21, 1994.

Evaluating nursing home pre-admission screening. (with R. Applebaum, S. Mehdizadeh, C. Pepe). Gerontological Society of America Annual Meeting, Atlanta, GA, November 22, 1994.

Nursing home pre-admission screening. (with R. Applebaum, S. Mehdizadeh, C. Pepe). American Society on Aging Annual Meeting, Atlanta, GA, March 13, 1995.

Pre-admission review for long-term care: The Ohio experience. Symposium Organizer. Gerontological Society of America Annual Meeting, Los Angeles, CA, November 16, 1995.

Building an integrated health delivery system for the chronically ill: A Cincinnati experiment. (with N. Bradley, B. J. Gothelf, C. Hummer, L. Weiss). American Society on Aging Annual Meeting, Anaheim, CA, March 19, 1996.

How's Ohio doing? (with S. Mehdizadeh and K. McGrew). Ohio Association of Area Agencies on Aging Annual Meeting, Cleveland, OH, September 17, 1996.

Examining the care patterns for a long-term care population. (with R. Applebaum, S. Mehdizadeh, and J. Williamson). Gerontological Society of America Annual Meeting, Washington, DC, November 19, 1996.

Functional assessment: Comparing methods, measures, and settings. (with S. R. Kunkel and K. B. McGrew). Gerontological Society of America Annual Meeting, Washington, DC, November 19, 1996.

Deja-vu all over again: Nursing home utilization in the 90's. (with R. A. Applebaum and S. Mehdizadeh). Gerontological Society of America Annual Meeting, Washington, DC, November 20, 1996.

Linking acute and long-term care services for disabled older people. (with R.A. Applebaum, R. Hornbostel, C. Hummer, and R. Logan), 43rd Annual Meeting, American Society on Aging, Nashville, TN, March 23, 1997.

Satisfaction in long-term care client careers: Results from a longitudinal study. (with R. Applebaum). 43rd Annual Meeting, American Society on Aging, Nashville, TN, March 24, 1997.

Linking acute and home-based care. (with R. Applebaum). Ohio Association of Area Agencies on Aging, 8th Annual Conference, Columbus, OH, September 15, 1997.

The impact of case mix on service delivery and utilization patterns. (with S. Mehdizadeh and R. Applebaum). National Case-Mix Conference, Cleveland, OH, September 23, 1997.

Utilization patterns of an admission cohort of nursing home residents in Ohio. (with S. Mehdizadeh and R. Applebaum). Gerontological Society of America Annual Meeting, Cincinnati, OH, November 16, 1997.

Consumer assessment of pre-admission and community care options. Gerontological Society of America Annual Meeting, Cincinnati, OH, November 16, 1997.

Linking acute and home-based care: An evaluation of a demonstration. (with R. Applebaum and R. Logan). Gerontological Society of America Annual Meeting, Cincinnati, OH, November 17, 1997.

Evaluating a state's attempt to modify the system of long-term care. (with R. Applebaum, S. Mehdizadeh, R. Hornbostel, and R. Logan). 44th Annual Meeting, American Society on Aging, San Francisco, CA, March 26, 1998.

When case management is not enough for frail older people: Integrating traditional community-based case management with a geriatric team. (with E. Gothelf and L. Weiss). 44th Annual Meeting, American Society on Aging, San Francisco, CA, March 27, 1998.

A study of home care and nursing home use in Ohio. (with S. Mehdizadeh and R. Applebaum). 44th Annual Meeting, American Society on Aging, San Francisco, CA, March 28, 1998.

Linking acute and long-term care services: What works and what doesn't. (with R. Applebaum). Scripps Mini-Conference on Aging, Oxford, OH, April 8, 1998.

A study of home care and nursing home use in Ohio. (with R. Applebaum and S. Mehdizadeh). Scripps Mini-Conference on Aging, Oxford, OH, April 8, 1998.

Caring too much: Cultural lag in African Americans' perceptions of filial responsibilities. (with L. Groger and P. Mayberry). Fourteenth International Congress of Anthropological and Ethnological Sciences, Williamsburg, VA, July 27, 1998.

Déjà vu or is it? Nursing home use in the 1990's. (with R. Applebaum and S. Mehdizadeh). 51st Annual Meeting, Gerontological Society of America, Philadelphia, PA, November 21, 1998.

A last resort: African-American elders' use of nursing homes. (with L. Groger and P. Mayberry). 51st Annual Meeting, Gerontological Society of America, Philadelphia, PA, November 23, 1998.

Acute care utilization patterns of high-risk home and community based service clients. (with S. Mehdizadeh and R. Applebaum). 51st Annual Meeting, Gerontological Society of America, Philadelphia, PA, November 23, 1998.

Health and long-term care utilization patterns of dually eligible chronically disabled older people in Ohio. (with S. Mehdizadeh and R. Applebaum). 45th Annual Meeting, American Society on Aging, Orlando, FL, March 5, 1999.

Recruiting and retaining long-term care paraprofessionals: Current practices and problems. (with R. Atchley). 45th Annual Meeting, American Society on Aging, Orlando, FL, March 7, 1999.

Linking acute and long-term care from the bottom up. (with R. Applebaum). 45th Annual Meeting, American Society on Aging, Orlando, FL, March 7, 1999.

Noncertified, nonlicensed home health agencies: A look at the industry in Ohio. (with R. Applebaum). 46th Annual Meeting, American Society on Aging, San Diego, CA, March 27, 2000.

Untangling the worldwide web: Using the internet for research on aging. Ohio Network of Educational Consultants in Aging Annual Conference. Cincinnati, OH. April 14, 2000.

Counting and recounting: Approaches to combining quantitative and qualitative data and methods. (with L. Groger). 53rd Annual Scientific Meeting, Gerontological Society of America, Washington, DC, November 18, 2000.

What African Americans want and when they want it: Wishes and realities concerning long-term care. (with L. Groger). 53rd Annual Scientific Meeting, Gerontological Society of America, Washington, DC, November 18, 2000.

Are case mix scores changing over time? (with J. Bailer). 53rd Annual Scientific Meeting, Gerontological Society of America, Washington, DC, November 18, 2000.

Long-term care where have you gone. (with R. Applebaum and S. Mehdizadeh). 53rd Annual Scientific Meeting, Gerontological Society of America, Washington, DC, November 18, 2000.

Nursing homes compared: Consumer information about nursing homes on the worldwide web. 47th Annual Meeting, American Society on Aging, New Orleans, LA, March 9, 2001.

Developing an internet-based long-term care consumer guide: Linking policy and research. Symposium Organizer (with F. Ejaz). 54th Annual Meeting, Gerontological Society of America, Chicago, IL, November 16, 2001.

What do we think they're thinking? Results from cognitive interview testing of a resident satisfaction survey. 54th Annual Meeting, Gerontological Society of America, Chicago, IL, November 16, 2001.

Developing a web-based long-term care consumer guide: Crossing the divide between providers and state policy makers? The 2002 Joint Conference of The National Council on the Aging and the American Society on Aging, Denver, CO., April 4, 2002.

The MDS process in nursing homes: Results from a survey of nurse assessment coordinators. (with John Bailer), 55th Annual Meeting, Gerontological Society of America, Boston, MA, November 22, 2002.

Federal and state initiatives in nursing home consumer satisfaction. (Symposium Moderator) 55th Annual Meeting, Gerontological Society of America, Boston, MA, November 22, 2002.

Family comments from the implementation of the family satisfaction survey in Ohio's nursing homes. 55th Annual Meeting, Gerontological Society of America, Boston, MA, November 22, 2002.

Keeping the customer satisfied: Correlates of family satisfaction with Ohio nursing homes. (with F. Ejaz). Symposium on Consumer Satisfaction in Long-Term Care, 56th Annual Meeting, Gerontological Society of America, San Diego, CA, November 22, 2003.

Development of a case manager administered tool for assessing consumer satisfaction with home care services. (with L. Murdoch, S. Kunkel, R. Applebaum). 56th Annual Meeting, Gerontological Society of America, San Diego, CA, November 23, 2003.

Developing a multi-dimentional measure of nursing home quality. (with A.J. Bailer, B. Noble, and M. Hughes). 57th Annual Meeting, Gerontological Society of America, Washington, DC, November 22, 2004.

A little knowledge is a powerful thing. (with D.C. Carr, I.M. Nelson). 58th Annual Meeting, Gerontological Society of America Orlando, FL, November 19, 2005.

The changing world of long-term care. (with R. Applebaum, I.M. Nelson, S. Mehdizadeh, and R. Hornbostel). 58th Annual Meeting, Gerontological Society of America, Orlando, FL, November 20, 2005.

Sample size requirements for studying small populations in gerontology. (with R. Noble, A.J. Bailer, and S. Kunkel). ENAR Spring Meeting, Tampa, FL, March 27, 2006.

What's satisfaction got to do with it? The relationship of resident and family satisfaction to other measures of facility quality. (with A.J. Bailer, M. Hughes, R. Noble, K. See, and F. Ejaz). 59th Annual Meeting, Gerontological Society of America, Dallas, TX, Nov. 17, 2006.

What keeps the customer satisfied? Predictors of resident and family satisfaction in nursing homes, (with A.J. Bailer, M. Hughes, R. Noble, K. See, and F. Ejaz). ASA/NCOA Joint Conference, Chicago, IL, March 8, 2007.

*Developing a satisfaction survey for residential care: Challenges of the RCF licensure category, (*with J. Leek and K.B. McGrew). 60th Annual Meeting, Gerontological Society of America, Nov. 17, 2007, San Francisco, CA.

INVITED PRESENTATIONS

Careers in aging: Examples from research and administration. Conference on Careers in Aging, Central Ohio Area Agency on Aging, Columbus, OH, February 13, 1997.

Scripps care choice Ohio evaluation. (with Kathryn McGrew). On the Road Again Training Series, Ohio Department on Aging, Columbus, OH, March 20, 1997.

Where do we go from here? Conference on Recruitment and Retention of Frontline Workers in Long-Term Care. Scripps Gerontology Center, Oxford, OH, May 16, 1997.

Measuring customer satisfaction in the continuing care setting. Health Systems Management Institute, Greater New York Hospital Association, New York, NY, May 21, 1998.

Expert panel discussion on frontline workers. Wisconsin Alzheimer's Institute, University of Madison Medical School, Madison, WI, November 2, 1998.

Future directions in long-term care expert meeting. Agency for Health Care Policy Research and National Academy of State Health Policy, Washington, DC, December 9, 1998.

Recruitment and retention practices: A survey of Ohio agencies. Ohio Council on Home Care Annual Meeting, Columbus, OH, April 21, 1999.

Recruitment and retention practices: A survey of Ohio agencies. Consolidated Health Systems Quarterly Meeting, Milford, OH, February 1, 2000.

Aging in place in assisted living. Ohio Health Care Association Annual Meeting, Columbus, OH, May 2, 2000.

Reactor Panel Member. *Invitational symposium on designing effective survey methods for frail elders*. University of Maryland Medicare/Medicaid Integration Program, Baltimore, MD, December 7-8, 2000.

Trends and innovations in person-centered care. Cedar Village Symposium, Mason, OH, April 18, 2007.

PROFESSIONAL ACTIVITIES

1/88-12/88	Executive Committee member, Gerontological Society of America, Social Research, Planning, and Practice Section
1995-1996	Program Abstract Reviewer, Gerontological Society of America Annual Meeting
1998	Reviewer, *Journal of Applied Gerontology*
1998	Member, Ohio State Health Resources Plan LTC Subcommittee, Ohio Department of Health
1998-2004	Member, Board of Trustees, Friends Home, Inc., Waynesville, OH
2000-2003	Member, Governor's Ohio Long-Term Care Consumer Guide Advisory Council
2005-present	Member, Governor's Ohio Long-Term Care Consumer Guide Advisory Council

2005-present Member, Technical Assistance Panel, NH-CAHPS Family Survey, Agency for Healthcare Research and Quality and Westat, Rockville, MD

May 2007-present, Member, Board of Trustees, Butler County Citizens for Elderly Services, Hamilton, OH

August 2007 Trainer, Vital Research, LLC. Interviewer training for Ohio's nursing home and RCF satisfaction surveys

February 2008 Trainer, Vital Research, LLC. Interviewer training for Minnesota's nursing home satisfaction surveys

MEMBERSHIPS

Gerontological Society of America

American Society on Aging