

Dr. LaToya L. Trowers-Bell, Ed.D., MBA

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PROFILE SUMMARY

Highly qualified, innovative, and experienced educational leader with 20+ years of experience in business administration, HR activities, program/project management, curriculum development, technology integration, course coordination, and online instruction to ensure successful execution of program initiatives. Strategic thinking skills include effective planning, setting goals, monitoring progress, tracking results, and making appropriate adjustments. Adept at speaking in conferences/seminars, authoring research articles, acquiring grants, supervising & guiding students for thesis, and providing reviews. Supporting students learning by providing quality instruction to adult learners, supervising faculty and staff as well as implementing/expanding programs and services.

EXPERTISE AND QUALIFICATIONS

- Skilled in planning and directing the administrative and operational activities of the Program
- Meet operational standards, processes, controls, and compliance on finance, HR, and academics
- Excellent communicator with strong speaking, writing, research, and analytical skills.
- Assessing students' knowledge base, identifying their learning goals, and developing lessons to meet the same
- Developing and implementing effective online & onsite teaching strategies that inculcate technology
- In-depth knowledge of coordinating courseware and curriculum with academic standards.
- Extensive experience in supervising research projects and thesis at the undergraduate and graduate levels
- Facilitating online discussions with students; assessing students' learning through various methods
- Demonstrated the ability to work and perform at the highest standards in complex and demanding environments
- Strong communication skills contributing to effective working relationships with students and colleagues
- Exceptional leadership, management, planning, organization, problem-solving, and decision-making skills
- Oversee the academic quality and integrity of the degree programs and recommend appropriate changes
- Conduct ongoing program development, evaluation, and outcomes assessment.

SKILL HIGHLIGHTS

Project & Program Management	Academic Assessment	Educational Leadership
Innovative & Entrepreneurial Mindset	Leader, Coach & Mentor	Online Adult Education
Healthcare Administration teaching	Database Management	Human Resources Management
Cross-Departmental Collaboration	Service-Oriented Attitude	Policies & Procedures Development
Personal & Professional Development	Business Administration	Online & Onsite Education
Conference & Meeting Planning	Influencing & Negotiation	Politics & International Relations
Strategic & Contingency Planning	Executive Leadership	Program Budgeting & Forecasting

EDUCATION

Doctor of Education Capella University, Minneapolis, MN	Apr. 2016
Specialization – Education Leadership & Management	
Master of Business Administration New York Institute of Technology, Old Westbury, NY	Dec. 2008
Specialization – Health Care Administration	
Bachelor of Science in Business Administration Colorado Technical University, Colorado Springs, CO	Sep. 2007
Specialization – Health Care Management	

TEACHING/ EDUCATION EXPERIENCE

Program Director, Assistant Professor

**Massachusetts General Hospital – Institute of Health Professions
School of Healthcare Leadership**

October 2022-Present

- Oversee program development, faculty recruitment and assignment, and organization of the unit.
- Supervise the work of faculty and students in the program, assuring quality and integrity.
- Teach 1-3 courses annually.

- Represent the program in meetings, help shape the direction of the Institute, and address issues relevant to the Institute's goals of excellence and growth.
- Pursue accreditation with the Commission on Accreditation of Healthcare Management Education
- With the Office of Enrollment Services and the Office of Student and Alumni Affairs, the Director will coordinate the design and implementation of student recruitment and retention strategies.
- Contribute to the development of program budgets and maintain spending in line with projections
- Establish and encourage mutually beneficial collaborations with other clinical, research, and academic facilities.
- Build and maintain communication with friends of the program, as well as local, state, and national professional associations and prepare to engage alumni.
- Maintain an atmosphere of respect, collegiality, support, and encouragement for diligence, creative effort, and professional excellence among faculty, staff, and students.
- Develop and implement academic standards and policies.
- Assure that the IHP values regarding Justice, Equity, Diversity, and Inclusion are evident in all aspects of the program

Assistant Professor

June 2018–December 2022

Health Policy & Management SUNY Downstate Medical Center, Brooklyn, NY

Healthcare Administration Program

- Taught graduate-level classes in the Master of Public Health and the Doctor of Public Health degree programs. Classes taught include Introduction to Health Policy and Management, Principles of Hospital Management, and Mental Health and Policy Issues.
- Taught graduate-level courses to MD-MPH Students.
- Oversaw and develop the Master of Healthcare Administration degree program.
- Oversaw and develop the Master of Public Health – Healthcare Administration program track.

Research & Professional Development

- Conducted research, advise and mentor graduate students in the School of Public Health.
- Served on the Instructional Designer search committee and Data Scientist Faculty search committee.
- Participated in professional service activities as it pertains to the development and faculty governance of the program.
- Appointed to the Executive Committee of the Faculty Staff Association – 2018/2019 Term.
- Chaired the Master of Health Administration Admissions Committee.
- Served as Course Director for Introduction to Health Policy and Management course.
- Assisted in the pursuit and maintenance of CAHME and CEPH accreditation for the Master of Health Administration program.

Recruitment

- Worked closely with the Department Chair, the School Dean, and the office of the Provost to facilitate student recruitment initiatives for diverse and underrepresented populations.

Adjunct Assistant Professor – School of Public Health, SUNY Downstate Medical Center, Brooklyn, NY Sep 2015–June 2018

- Teach graduate-level courses to MD-MPH Students in the Master of Public Health degree program.

Online Course Development

- Assist in the design and delivery of master's level online courses related to hospital finance; access, cost, and quality of healthcare; and hospital management.
- Assist students with thesis development writing.

Open Communication & Feedback

- Encouraged students to achieve their goals through open communication, positive feedback, and support.
- Initiated interactive activities that furthered understanding and created a positive learning environment.
- Participate in departmental and general faculty meetings and in program-related activities.

Department Chair & Professor/Health Care Administration – Berkeley College, New York, NY July 2012–Aug 2018

Healthcare Administration Program

- Managed Full-time and Part-time faculty across 9 campuses.
- Ensured the program meets all regulatory and accreditation requirements
- Assisted in the development and revision of curriculum that is relevant to the student to practice in Health Services Administration and Health Care Management degree programs.
- Developed and serve as faculty advisor to the Health Services Administration Club for Students.

Team Leadership

- Provided leadership for and coordination of all assigned academic programs, including strategic planning, resource allocation, implementation, faculty observation and evaluation.
- Served as a presenter at New Student Orientation and High School Admission events and as a speaker for campus-wide events.

Business Development

- Worked with the Business Development team to enhance the program offerings and identify new internships for students.
- Facilitated relationships, programming, and course development with local healthcare-focused high schools.
- Served as a reviewer of healthcare management courses for partnering high schools.
- Developed and meet with the Healthcare Advisory Board to ensure program offerings are current to meet workplace trends.

HR Activities

- Recruited, hired, mentored faculty members within the program, and facilitated and monitored faculty professional development.
- Managed the hiring process of new full and part-time hires through paperwork and onboarding processes.
- Assisted academic leadership with the termination process of faculty members and performance improvement plans.

Online and Onsite course development

- Online and Onsite course developer for faculty and student and created Semester Schedules for all faculty.
- Managed faculty evaluation process including classroom observations, reviewing end-of-term student course evaluations.
- Improved student outcomes through technology and other innovative approaches.
- Taught undergraduate courses onsite and online using Blackboard Learning Management System.
- Undergraduate courses taught: Healthcare Administration, Ethical and Legal Aspects in Healthcare, Computers in the Medical Office, Managed Care and Health Insurance, Community Healthcare, Introduction to Epidemiology, Research Methods for Health Care, Medical Terminology, Health Communications, Healthcare Finance, Behavioral Health, and Special Topics in Healthcare.
- Developed Interdepartmental events for students and mentored at-risk Health Services Administration students.
- Taught professional development activities to faculty online and onsite.

Curriculum Development

- Served as a leader in curriculum oversight in conjunction with course leaders and accreditation standards.
- Oversaw curriculum development and improvement for graduate and undergraduate students.
- Assessed and evaluated students' performances and implemented need-based lesson plans to address the weak areas.

Department Chair & Professor—General and Interdisciplinary Studies – Mildred Elley, New York May 2010–June 2012

- Exercised oversight of all instructional and related activities for the programs offered by the Department, with responsibility for retention, budgets, and educational/operational outcomes.
- Taught healthcare courses to Medical Office Management, Medical assistants, and Licensed Practical Nursing Students.
- Developed Interdisciplinary Courses and Programming to enhance the career opportunities for all students.

Talent Acquisition

- Recruited qualified and enthusiastic faculty; participate as an active member of the review team for applicants for teaching positions within the institution.
- Participate in student retention activities and provide a beginning point of contact for faculty with student escalation issues.
- Assisted in the evaluation of faculty members within the department and other quality control functions.

Classroom Management

- Implemented lessons efficiently while maintaining discipline in the classroom.
- Participated in curriculum development and initiated, facilitate & moderated classroom discussions.
- Developed In-Service seminars for faculty to enhance classroom engagement.
- Maintained regularly scheduled office hours in order to advise and assist students.
- Advised students on academic and vocational curricula and on career opportunities.
- Mentor at-risk Health Services Administration students.
- Taught professional development courses to NYC staff and faculty.

PROFESSIONAL EXPERIENCE

Practice Manager/ Fellowship Coordinator – New York Methodist Hospital, Brooklyn, NY

Apr 2008–July 2011

Program administration

- Provided support for the Chief of Cardiology and the Director of Clinical Outreach Program. Maintain physician's administrative calendars, schedule meetings, distribute mail, handle phone calls, petty cash, reimbursements, and oversee transcription service.
- Co-Coordinated the Cardiology fellowship program; compile cardiac data for the Department of Health; maintain a statistical database of procedures performed in the department.
- Performed a variety of technical and clerical tasks in support of marketing and communications programs; aided in writing organizational goals; create a strong foundation for teamwork among employees. Resolve customer complaints and answer customer-related questions.

- Coordinated operations at various outpatient clinic outreach sites; compile and report data from patient satisfaction surveys to ensure continuous quality care and improvements within the departments.

Recruitment & Training

- Improved the revenue cycle management process for physicians and provide training for newly hired employees.
- Participated in full-cycle recruiting including technical screenings, interviews, and onboarding paperwork.

Administrative Coordinator – St. Luke’s Roosevelt Hospital, New York, NY

Dec 2002–Feb 2008

- Provided administrative and office support to the Director of Cerebrovascular Neurosurgery.
- Supervised and trained additional support staff on software and overall operational initiatives of the office.
- Served as the primary point of contact for, and liaison between, patients, administrative staff, and technicians to facilitate appropriate lines of communication and expedient problem resolutions.

Calendar Management

- Maintained calendar schedules, screened telephone calls, assisted in the development of new research funds, and coordinated the residency program.
- Scheduled patient appointments, testing services as well as pre-certify exams and edit transcriptions.

HR Assistance

- Planned and coordinated corporate functions, travel, and personal schedules; provided HR assistance in staff development by training new personnel; and handled records and managed information and documentation, prepared research information for special FDA and IRB projects and physician credentialing.
- Provided ongoing integrated communications through goals, strategies, and tactics methodology, streamlined systems, and information flow.

Administrative Assistant – Beth Israel Medical Center, New York, NY

Mar 2001–Dec 2002

- Provided office support to the Director of Neuro-ophthalmology by scheduling and coordinating appointments, writing letters, invoices and sending out correspondence, and maintaining the filing system.

Cross-functional Collaboration

- Coordinated multiple office functions that focused on computerized scheduling, patient records, data management, and payment plans with a demonstrated knowledge of medical terminology and working knowledge of CPT/ICD-9 Codes.
- Coordinated procedures and authorizations directly with the insurance companies; planned departmental functions and meetings and coordinated corporate functions, travel, and personal schedules.
- Provided education for patients, as well as explanations of test results and therapeutic treatment plans.
- Identified areas for improvement and recommended solutions to streamline workflow and increase operating efficiency.

PROFESSIONAL MEMBERSHIPS

- Pi Lambda Theta – Education Honor Society
- National Health Care Leaders Association – Certified Healthcare Manager
- American Fitness Professionals & Associates – Certified Holistic Nutritionist
- Association of Hispanic Healthcare Executives, member **2008-Present**
- Health Leaders of New York, member **2008-Present**
- American College of Healthcare Executives member **2007-Present**

COLLEGE PRESENTATIONS

- SUNY Downstate Health Sciences University Faculty Speaker – Early Career Program **2019**
- Berkeley College Commencement Faculty Speaker **2018**
- Healthcare Career Presentation **2018**
- Healthcare Administration Program Overview, Brooklyn, NY **2017**
- Every Voice Matters Committee Presentation, Parsippany, NJ **2017**
- The health effects of Bisphenol – A on the human body | Berkeley College **2015**
- Healthcare Career Opportunities Event | Berkeley College **2013**
- Improving Critical Thinking and Clinical Reasoning | Online **2012**
- Mildred Elley—New York City Metro Campus | New York, NY **2010**
- In-Service Seminar on Student Privacy and Confidentiality (FERPA) **2010**
- In-Service Seminar on Engaging Students in the classroom **2010**
- Corporate Compliance – Health Care Compliance Strategies | Online **2010**

PROFESSIONAL PRESENTATIONS

Keynote Speaker - Women's Month Event	2018
52nd Annual Pan-Hellenic Council of New York Career Conference	2018
Keynote Address – National Society of Leadership Success, Garfield, NJ	2017
Graduation Salute – Keynote Speaker, New York, NY	2017
Leadership Berkeley – Interdepartmental Collaboration Presentation	2017
Re-entry: Healthcare Challenges of Female Ex-Offenders in an Anti-Affordable Care Era, Philadelphia, PA	2017
Improving Students Engagement of Healthcare Administration Students, Valencia, Spain	2017
Health Disparities affecting the LGBT Community	2016
American Meridian University International Conference, Boca Raton, FL	2015
Healthy Families Leadership Conference, Brooklyn, NY	2013
Health Issues affecting Minorities, Brooklyn, NY	2013
Kingsborough Community College, Brooklyn, NY	2013
Mildred Elley – New York City Metro Campus, New York, NY	2011
A Remarkable Way to Boost Morale and Improve Results Online	2010
HIPAA Compliance – Health Care Compliance Strategies Online	

PUBLICATIONS

Trowers, L. (2022). <i>Examining the Flipped Classroom Approach for Healthcare Administration Course Implementation.</i> Inted2022 Proceedings. p 325. doi: 10.21125/inted.2022.0159.	
Trowers, L. L. (2016). <i>Improving Student Engagement of Health Services Management Students.</i> ERIC Number: ED568381	
Improving Student Engagement of Health Services Management Students.	

RESEARCH ACTIVITY

SUNY Translational Program of Health Disparities Research (TRANSPORT) Program	2022
INTED Conference, Valencia Spain	2022
Presenter at the 4 th Global Public Health Conference	2020
Associate Editor of The International Journal of Adult, Community, and Professional Learning, Volume 23, Issue 4	2016
2014	
A View from the Top: Leadership Strategies for Women	2013
Breaking the Barriers: A Woman's Toolkit for Success	2013
Advisory Council Member – Cornerstones for Professionalism textbook	2012
Advisory Council Member – Cornerstones for College Career Success textbook	2012

INSTITUTION & PROFESSIONAL FIELD SERVICES

TRANSPORT – Junior Faculty Fellow	2022
Innovative Instruction Technology Grant Peer Reviewer	2020
Peer Reviewer for the Journal of Racial and Ethnic Health Disparities	2019-Present
Abstract Reviewer for Society for Public Health Education	2018
Faculty Representative for Executive Committee	2018-Present
Chair, Interdepartmental Collaboration Committee	2017-2018
Library Technology and Information Literacy Committee Member	2016-2018
Associate Editor – The Learner Collection	2015
Teaching and Learning Commons Search Committee Member	2014
Faculty Adviser for the Health Services Administration Club	2013-Present
Evaluator for the Middle States Commission on Higher Education	2012-Present
Editorial Board Member – International Journal of New Innovations	2012-Present
Consulting Professor and Course Developer for the Saylor Foundation	2012-Present
College textbook Reviewer for Cengage learning	2012-Present
Evaluator for Accrediting Council for Independent Colleges and Schools	2011-Present
College textbook Reviewer for Pearson Education Corporation	2011-Present

AWARDS / GRANTS

SUNY Seed Research Grant – Understanding the Role of Telemedicine during the COVID-19 Pandemic	2020
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GENERAL SKILLS AND COMPETENCIES

- Achieving goals, creative/strategic thinking, and problem-solving.
- Excellent ethics, hardworking, focus-minded, and sound organizational ability.
- Excellent sense of initiative, tidiness, adaptability, and networking.
- Ability to communicate effectively and build relationships with students and colleagues.
- Able to handle multiple simultaneous priorities with tight deadlines without compromising effectiveness and quality.
- Excellent organization and time management skills demonstrated by the ability to work independently and as a positive team player.