

## CHRISTINA DALEY

15 Pin Oak Street, Palmyra, PA 17078 | 717-832-6172 | cxd249@psu.edu

---

### EDUCATION

---

Indiana University of Pennsylvania Ph.D. in Nonprofit Administration and Leadership Studies Dissertation-Stemming the Tide of Leadership Instability in Long Term Care: How Work Life Factors and Burnout Contribute to Nursing Home Administrators' Intentions to Leave	2009-2013
Clarion University, Harrisburg, PA Masters of Library Science	2007
Pennsylvania State University, Harrisburg, PA Masters in Management in Healthcare Administration	1998
Shippensburg University, Shippensburg, PA Bachelor of Science in Sociology with Gerontology minor	1992

---

### AWARDS

---

NNLM Award for Outreach with Health Care Professionals Working with Seniors and in Nursing Homes	2010
Nursing Home Administrator of the Year-Genesis	2000

---

### ACADEMIC POSITIONS

---

Pennsylvania State University-Harrisburg Lecturer in Graduate program in Health Administration	2013-present
Lancaster General College of Nursing and Allied Health Sciences, Lancaster, PA Instructor in Health Care Administration and General Education	2011 to 2013
Immaculata University, Immaculata, PA Adjunct Instructor	Summer 2012
Lancaster General College of Nursing and Allied Health Sciences, Lancaster, PA Adjunct Instructor	2010-2011
Lehigh Carbon Community College, Bethlehem, PA Adjunct Instructor	1999

---

 COURSES TAUGHT
 

---

- Healthcare administration policy formulation in healthcare (graduate residential)
- Healthcare Marketing (graduate residential and online; undergraduate accelerated residential and online)
- Politics and policy in healthcare (graduate residential)
- Healthcare quality assurance (graduate residential)
- Long term care administration and policy (graduate residential)
- Health delivery systems (graduate residential)
- Healthcare leadership (graduate residential, undergraduate residential and online)
- Research in health sciences/health administration (undergraduate accelerated residential)
- Legal and Ethical Dimensions in Health Care (undergraduate accelerated online)
- Ethics in Healthcare Administration (undergraduate accelerated residential and online)
- Teaching and Learning in Healthcare (undergraduate accelerated residential and online)
- Organizational Behavior (undergraduate accelerated residential and online)
- Aging in Healthcare Issues and Policies (undergraduate accelerated residential and online)
- Consumer Choices in Healthcare (undergraduate residential)
- Introduction to health service organizations (undergraduate accelerated residential, undergraduate residential and undergraduate online)

---

 RESEARCH INTERESTS
 

---

- Long term care leadership and management
- Long term care workforce
- Marketing in healthcare

---

 RELATED EXPERIENCE
 

---

## Consulate Healthcare

Executive Director

2010 – 2011

- Manage and lead the facility in accordance with current federal, state, and local standards, guidelines, and regulations that govern nursing facilities to ensure that the highest degree of quality care can be provided to our residents at all times.
- Promote the philosophy, mission, and objective of the facility internally and externally
- Establish financial and programmatic goals for the facility monitor and evaluate goal achievement.
- Develop and implement strategies for promotion and expansion of the facility's programs/services within the community
- Develop and implement educational programs for staff, family, residents, and community based on need
- Engage staff in the development and implementation of interdisciplinary, holistic care
- Assist with fundraising activities

## Lancaster General College of Nursing and Allied Health Sciences

Health Sciences Library Director

2008 – 2010

- Responsible for the overall management and operations of the Health Sciences Library,

includes coordination among library services; development and interpretation of policies and procedures; development and assessment of new and existing services; outreach

- Developed policies and procedures for managing of electronic resources; overseeing licensing and compliance, access/technology issues, statistical reports
- Designs, develops, teaches and assesses a variety of classes and workshops in collaboration with faculty and staff
- Manages the financial resources; development and administration of budget
- Manages library personnel; hiring, training, and evaluating
- Responsible for outreach and collaboration with community
- Support and collaborate with physicians, staff, and faculty in research projects

#### Lancaster County-Library System of Lancaster County-Grant Funded Position

Health Project Manager

2007 – 2008

- Collaborated with the project's community partners (Lancaster General, Lancaster Regional Medical Center; Ephrata Community Hospital; Heart of Lancaster; and United Way), sixteen public libraries, United Way and community organizations and agencies that support health and wellness.
- Coordinated and developed content for health web portal
- Responsible for the organization and delivery of health reference and literacy training
- Collaborated in the development of an effective marketing plan including e-marketing, print materials, presentations, and other promotional activities
- Assessed outreach activities through a variety of techniques including targeted focus groups, pre and post surveys, and analysis of web portal statistical data

#### Genesis Health Ventures

Mobile Nursing Home Administrator

1999 – 2002

- Responsible for the measurable improvement of operations and management of skilled nursing and rehabilitation facilities as assigned throughout Pennsylvania
- Developed and implemented policies and procedures to ensure regulatory compliance at Federal, State and local levels
- Developed and monitored recruitment and retention plans
- Developed organizational strategic plans and objectives
- Responsible for financial management of facility including operating and capital budget; analysis of financial statements
- Assessed, developed and implemented educational programs for staff, families and caregivers
- Developed and implemented marketing and outreach plans to promote community involvement and support
- Responsible for human resource functions including negotiations with union representatives

#### Manorcare Healthcare

Assistant Administrator/Administrator

1996 – 1999

- Responsible for the overall management and leadership of skilled nursing and rehabilitation facility including an assisted living unit and specialized Alzheimer's care unit
- Interpreted Federal, State and Local regulations and implemented policies and procedures to ensure compliance Developed and implemented fund-raising programs to benefit residents and staff
- Responsible for development and implementation of Continuous Quality Improvement plan
- Evaluated, developed, and implemented new business opportunities that benefit the community, facility, and organization
- Responsible for financial management of facility, including operating and capital budget planning
- Responsible for human resource management including hiring, disciplinary actions, recruitment and retention

## Manorcare Healthcare

Alzheimer's Unit Director

1994 – 1996

- Opened and developed new Alzheimer's unit in accordance with regulations
- Conducted staff training on Alzheimer's and related dementia including therapeutic interventions
- Developed, implemented, and assessed therapeutic recreation programs

---

PUBLICATIONS

---

- Daley, C. (2013). *Stemming the tide of leadership instability in long term care: How work life factors and burnout contribute to nursing home administrators' intentions to leave*. Proquest Dissertations and Thesis. (Accession Order #3603343).
- Daley, C. (2011). *Master guide to authoritative information resources in the health sciences*. Contributor: Medical Sociology. NY: Neal-Schuman
- Daley, C. & Steinhauer, M. (2009). Consumer health: A collaborative effort. *Journal of Consumer Health on the Internet*, 13(4), 347-358
- Daley, C. (2010). Tibetan medicine: Free electronic resources. *Journal of Consumer Health on the Internet*, 14(2): 194-200.
- Daley, C. (2010). Global health sitings: Sexualityandu.ca. *Journal of Consumer Health on the Internet*, 14(4), 1-12.

---

MEMBERSHIPS/LICENSES

---

- Pennsylvania Nursing Home Administrator License NH004707L
- Association of University Programs in Health Administration (AUPHA) Member
- Association of Gerontology in Higher Education (AGHE) Member

---

COMMUNITY SERVICE

---

- Alzheimer's Association Education Ambassador
- Dauphin County Council on Aging, Chairperson of Senior Center Operations (Jan. 1, 2015- Dec. 31, 2017)
- Dauphin County Council on Aging, Executive Council (Jan. 1, 2015- Dec. 31, 2017)
- Penn State Hershey Medical Center Task Force for Health Professions Academic Enhancement Masters Program (2015- )
- The Middletown Home Advisory Committee (2015- )

---

SERVICES ON COMMITTEES

---

- Penn State Harrisburg enrollment management and outreach committee (2014-2016)
- Penn State Harrisburg graduate committee (2013-2017)
- AUPHA Upsilon Phi Delta Honor Society Chapter Advisor (2014- )