

Bachelor of Science in Healthcare Administration

Program Faculty



Chris Gibbons is a registered radiographer (R) with advanced certification in computed tomography (CT). He holds a certification as a healthcare financial professional and has executive experience in banking, finance, insurance, and securities. Mr. Gibbons has held licenses in life and health, property, and casualty insurance, and was a registered securities representative (series 7).

Mr. Gibbons is pursuing a Doctorate in Business Administration at Northcentral University. He holds a Master of Business Administration (MBA) from the University of Findlay, a Bachelor of Science in Business Administration (BS) from The Ohio State University, an Associate of Science in Radiologic Technology (AS) from Mercy College of Ohio, and a Certificate in Computed Tomography from Owens Community College. His areas of expertise include online education, program development, accreditation, institutional effectiveness, and assessment. Mr. Gibbons' scholarly interests include strategic management performance, balanced scorecards, dashboards, and key performance indicators.

At Mercy College, Mr. Gibbons has held faculty leadership positions, including three terms as Chair of Faculty Assembly, and chaired numerous committees. He has served as Director of the Medical Imaging program, Dean of Allied Health, and Director of Allied Health Certificates. Currently, he holds the position of Director of the Healthcare Administration program and Coordinator for the Master of Health Administration program.



Paul Schneider is an adjunct faculty member at Mercy College of Ohio, where he has been teaching since 2017. He contributes to the Healthcare Administration Advisory Committee and teaches Healthcare IT.

Mr. Schneider holds a Master of Business Administration (MBA) from Franklin University and a Bachelor of Science and Nursing (BSN) from The Ohio State University. He also pursued post-graduate education in Business Law at

Cornell University. His scholarly interests include health information technology, leadership, entrepreneurship, women and minority owned businesses, and strategic planning.

Mr. Schneider has spoken at various professional events, including the North American Wooden Pallet Association Spring Leadership Conference, the Women and Drones Podcast, and a joint webinar with the Small Business Administration (SBA) for the Utah Manufacturers Association & UAMMI.

As the President of HIT Executive Consulting, Mr. Schneider has provided services to over 400 companies across the United States and Canada. These services include executive mentorship, succession planning, start-up assistance, company assessments, valuations, and certification projects.



James E. Crisp II, MBA, is an Account Executive at Siemens and an Adjunct Professor at Mercy College of Ohio. He holds a Master of Business Administration (MBA) in Organizational Leadership and International Business from The University of Findlay, a Bachelor's degree in Healthcare Administration from Mercy College of Ohio, and an Associate of Science (AS) in Pre-Nursing Studies from Wayne County Community College District. Additionally, Mr. Crisp is a Certified

Lean Six Sigma Black Belt from the University of Michigan College of Engineering.

For the past decade, James has been involved in the healthcare industry, serving diverse populations including Medicare/Medicaid, individual, and commercial markets. Mr. Crisp is currently an Account Executive at Siemens. His scholarly interests include organizational behavior, insurance, entrepreneurship, and diversity, equity, and inclusion.



Dr. Karen Keune, EdD, MJ, RN, is an Associate Professor at Adrian College and a Faculty-Clinical Instructor at the University of Michigan. She also holds positions as an Adjunct Assistant Professor at the University of Maryland University College and Professor of Health Care Law and Ethics at Mercy College of Ohio. Dr. Keune's educational background includes a Doctor of Education (Ed.D.) in Transformational Leadership

from Concordia University-Portland and a Master of Jurisprudence (MJ) in Health Law from Loyola University of Chicago.

Prior to her current academic roles, Dr. Keune served as an Associate Professor at Lourdes University from July 2021 to May 2022. She also worked as the Director of Medical Support Services at Neighborhood Health Association from June 2016 to May 2018 and held a compliance position at The University of Toledo from 2009 to 2013.

Dr. Keune's expertise includes program development, higher education, community outreach, nonprofit organizations, physician relations, U.S. Health Insurance Portability and Accountability Act (HIPAA), team building, and public speaking.



Dr. Beth Zimmerman, DNP, RN, CPHQ, CPPS, is the System Director of Quality Data at Bon Secours Mercy Health, where she has held various roles since December 2020. Prior to this position, she served as a Quality Officer for the Group from April 2019 to December 2020, working with hospitals in Ohio and Kentucky.

In addition to her role at Bon Secours Mercy Health, Dr. Zimmerman has been an Adjunct Professor at Mercy College of Ohio since September 2017. She has also held several positions at Mercy Health over the course of 24 years, including Director of Quality, Infection Control Practitioner, and Clinical Nurse IV, Unit Wound Care Resource Nurse, and Intensive Care Unit nurse.

Dr. Zimmerman holds a Doctor of Nursing Practice (DNP) in Health Care Quality from The George Washington University, a Master of Science in Nursing with a concentration in patient quality and safety from Southern New Hampshire University, a Bachelor of Science in Nursing from Mount St. Joseph University, and a Diploma in Nursing from Jewish Hospital School of Nursing. She is also a Certified Professional in Patient Safety (CPPS) and a Certified Professional in Healthcare Quality (CPHQ).



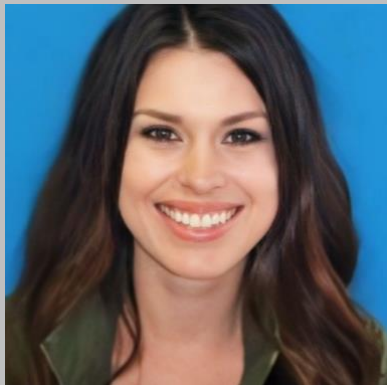
Ms. Trail has experience in coordinating customer-focused relationship management activities, maintaining working relationships with clients, end-users, and sponsors, and ensuring that business and clinical needs align with enterprise services, designs, and solutions.

She has directed the implementation of large-scale cross-functional projects and program initiatives, coordinated implementation tasks involving third-party vendors and customer project requests, and served as an IT Lean Leader.

Ms. Trail has experience analyzing clinical production problems and identifying and implementing solutions to enhance patient safety, physician satisfaction, operational efficiency, and employee satisfaction.

She has provided analysis, development, implementation, and maintenance of prescription drug claims into corporate in-house prescription drug systems, created interface data from prescription drug systems in main claims processing systems, and developed and designed claim statistical reports using COBOL II.

Ms. Trail earned a Master of Business Administration (MBA) from Tiffin University and a Bachelor of Science (BS) in Information Technology and Business Administration from the University of Toledo.



Allison Richard, MBA, is a Strategic Consumer Marketing Manager at Bon Secours Mercy Health. In this role, she drives revenue growth across multiple markets by shaping consumer engagement, brand positioning, and content strategy. Her responsibilities include brand building, strategic planning, and content strategy development, designing consumer-centric campaigns, collaborating with diverse teams, and analyzing market dynamics.

Prior to her current position, Ms. Richard served as a Marketing Manager at Bionix Radiation Therapy, where she optimized marketing budgets, enhanced web presence through SEO implementation, redesigned the Bionix Radiation Therapy brand, website, and product portfolio, and managed social media strategy. She

also developed and executed sales and marketing promotions, collateral, and user documentation for both print and online platforms.

Ms. Richard also worked as a Community Educator at Northwest Ohio Home Care Partners, where she educated healthcare professionals, clients, and the community about the services provided by the organization.

Ms. Richard holds a Master of Business Administration (MBA) from The University of Findlay with a focus in marketing and a Bachelor's Degree in Applied Health Science, Community Health from Bowling Green State University.



Raquel Caldwell has over 20 years of experience in healthcare, including clinical and revenue cycle domains. She holds a Master of Business Administration with a concentration in Healthcare Administration from Benedictine University and a Bachelor of Science Degree in Nuclear Medical Technology from Saint Louis University.

Ms. Caldwell has supervised and guided teams of healthcare professionals, including technologists, tech assistants, and receptionists. She has experience improving interdepartmental relations, increasing patient volume, decreasing denial rates, and developing departmental goals, objectives, and standards of performance.

Ms. Caldwell has worked in revenue cycle management, collaborating with Revenue Cycle Operations and Clinical leaders to implement processes that maximize revenue. Her clinical expertise includes training staff and students on MRI safety, cross-training technologists, and managing daily clinical activities. She has experience with Nuclear Regulatory Commission regulations and department budget management.



Carman Tolles is an experienced healthcare professional with a background in radiologic technology, medical imaging, and healthcare administration. She holds a Master of Business Administration (M.B.A.) with a focus in Health/Health Care Administration/Management from The University of Findlay, a Bachelor of Science (B.S.) in Medical Imaging from Mercy College of Ohio, and an Associate Degree in Radiologic Technology (A.S.) from Owens Community College.

Ms. Tolles has experience in curriculum development and end-user training for healthcare software systems. She has also contributed to the education and training of radiologic technology students in clinical settings, ensuring their understanding of objectives and enforcing program policies and procedures.

Throughout her career, Ms. Tolles has worked with various imaging modalities, including computed tomography, cardiac catheterization, and magnetic resonance imaging. She has demonstrated expertise in utilizing imaging systems, preparing patients for imaging processes, and applying principles of radiation safety.

Additionally, Ms. Tolles has experience in corporate training, having traveled to various office locations throughout the U.S. to train new hires on company software, policies, and procedures. She has also held responsibilities in scheduling coordination and assisting with patient registration documents.



Karen Dziengelewski holds a Master of Health Administration degree, a Bachelor of Science in Health Care Administration, an Associate Degree in General Studies of Science, and a Certificate in Healthcare Leadership from Mercy College of Ohio. She also earned a Religious Studies Minor and Psychology Minor during her undergraduate studies.

Ms. Dziengelewski has experience in project management, Lean Six Sigma methodology, education, team building, facilitation, and entry-level direct patient care. She has worked in various roles within the healthcare industry, including nursing professional development, program coordination, financial aid, and therapeutic work with individuals with developmental disabilities.

Throughout her career, Ms. Dziengelewski has demonstrated skills in assisting nursing graduates through residency requirements, planning and implementing training programs, counseling students on financial aid matters, and providing services to support activities of daily living for individuals with developmental disabilities. She has also served on advisory committees and alumni boards at Mercy College of Ohio.



Dr. Tim Depinet has over 20 years of experience in healthcare, specifically in Nuclear Medicine and Health Sciences education. He launched the first Mobile Nuclear Cardiac Imaging Service in Northwest Ohio and the first Cardiac Home Care Services in Ohio. His experience includes hospital clinical and management practices, health physics program management, and serving as a Business Administrator

in cardiovascular health.

Dr. Depinet holds a Doctorate in Education with a focus on Leadership Studies from Bowling Green State University, where he graduated Summa Cum Laude. He earned a Master of Public Health with a concentration in Administration from the Northwest Ohio Consortium for Public Health and a Bachelor of Science in Nuclear Medicine Technology from The University of Findlay.

In his career, Dr. Depinet has held roles such as Director of Health Sciences Certificate Programs and Assistant Professor at Mercy College of Ohio. He has developed and redesigned healthcare courses and has participated in professional committees. He has published scholarly works and delivered presentations in the fields of public health and nuclear medicine. Dr. Depinet has managed research grants and has experience in healthcare education and administration.