Healthcare Risk Management Faculty, Instructors, and Contributors

Dawn M. Oetjen, Ph.D.

Dr. Dawn Oetjen is an Associate Professor and Program Director for the Graduate Program in Health Services Administration, Department of Health Management and Informatics, College of Health and Public Affairs, at the University of Central Florida. She holds a joint appointment in the Health Information Management Program.

Dr. Oetjen received her undergraduate degree in Health Information Management and her graduate degree in Health Administration from the Medical University of South Carolina. She received her doctorate from the University of Alabama at Birmingham, with a dual concentration in Strategic Management and Organizational Behavior/Theory. Dr. Oetjen was awarded a prestigious Lister Hill Fellowship which she completed at the Agency for Healthcare Quality and Research (AHRQ) in the Center for Quality Measurement and Improvement. AHRQ also funded her dissertation research on the study of information in health planning. She is also a Registered Health Information Administrator (R.H.I.A.) and a Certified Professional in Healthcare Quality (C.P.H.Q).

She focuses her teaching on healthcare quality management, health information management, research methods, epidemiology, and ethics at the undergraduate, graduate, and honor’s interdisciplinary course levels. She teaches in the traditional classroom setting, as well as media-enhanced and fully web-based courses.

Dr. Oetjen has numerous peer-reviewed publications and regularly presents her research at academic and practitioner conferences. Her research foci are on the scholarship of teaching and learning, academic program management, developing tools for healthcare practitioners, ethical issues in health services administration, and quality management. She serves as a consultant to the Central for Health Futures where she has performed epidemiological studies and assessments of community programs and initiatives. She is also currently writing a textbook on Ethical Issues faced by Health Administrators for Health Administration Press.

In addition to her academic experience, Dr. Oetjen served as the Director of Quality Management, Case Management, Utilization Review, Health Information Management, and Support Services in acute care, rehab, and mental health facilities. These professional experiences provide her with a wealth of knowledge and experience dealing first-hand with issues in various healthcare settings.
Reid Oetjen, Ph.D.

Dr. Reid Oetjen currently serves as the chair of the Faculty Senate at the University of Central Florida. Dr. Oetjen is an Associate Professor and the Interim Chair of the Department of Health Management and Informatics. Dr. Oetjen teaches courses at both the undergraduate and graduate levels. Dr. Oetjen focuses his teaching on long-term care administration, aging populations, healthcare quality management, leadership, and human resources management.

Dr. Oetjen has numerous peer-reviewed publications and regularly presents his research at academic and practitioner conferences. His research foci are on the long-term care quality, developing tools for healthcare practitioners, and the scholarship of teaching and learning. In addition to his academic experience, Dr. Oetjen served as an Assistant Administrator for a national Skilled Nursing Facility chain and spent 10 years as an operations manager for a major international airline.

In addition to his University service, he is very active within the College of Health and Public Affairs and the Department of Health Management & Informatics. Reid is also active in several national professional organizations, including the Association of University Programs in Health Administration and the Academy of Management. He received his Bachelor of Arts degree from the Pennsylvania State University in 1990, his Master of Science degree from the University of Central Florida in 2002, and his Ph.D. from the University of Central Florida in 2004.

Joan Parody, L.H.R.M.

Joan Parody has over 30 years’ experience in the insurance, self-insurance, claims and healthcare risk management industries with expertise in clinical risk management, loss control and claims management. She holds multi-line claims adjuster licenses in several states. She currently holds a Florida All-Lines adjuster license and is a Senior Claims Manager for Adventist Health System, Altamonte Springs, Florida.

She holds professional credentials from the Insurance Institute of America: Chartered Property Casualty Underwriter (CPCU) and the Associate in Risk Management (ARM). In addition, she holds the professional credential of Licensed Professional Healthcare Risk Manager (LHRM). She is a licensed registered nurse. She is the program coordinator for the Risk Management Program for the University of Central Florida, Orlando, Florida.
Victoria N. Ferrentino

Victoria Ferrentino received her undergraduate degree in Social Sciences, cum laude, from Flagler College and her Juris Doctor, cum laude, from Stetson University College of Law. Ms. Ferrentino concentrates her practice in health care litigation, defending hospitals, doctors and other health care professionals. She has handled litigation involving medical negligence, premises liability and general liability claims. Ms. Ferrentino also has experience defending health care providers in matters involving the Florida Board of Medicine, Board of Nursing and Department of Health. Ms. Ferrentino is a member of The Florida Bar, the Hillsborough County Bar Association and the American Bar Association. She is admitted to practice in the United States District Court for the Middle and Southern Districts of Florida. Victoria is rated “AV” by the Martindale-Hubbell Law Directory.

Frances G. Prockop

Frances Prockop earned her Bachelor of Science in Nursing from Vanderbilt University in 1983, and her Juris Doctor degree from Stetson University College of Law in 1987. Prior to practicing law full time, Frances worked as a Registered Nurse, and as a hospital Risk Manager. Since joining Bush Graziano Rice and Platter as a partner in 2016, Frances has concentrated her practice on the defense of medical malpractice claims. She has significant experience defending hospitals and health care practitioners, and routinely conducts in-house presentations for area hospitals on risk management and ethical issues. Frances is admitted to practice in the State of Florida, and the United States District Court for the Middle District of Florida. She is a member of The Florida Bar, the Hillsborough County Bar Association, and the American Bar Association.