

CURRICULUM VITAE
Laura E. Brown

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EDUCATION

- Ph.D.** **University of Texas at Austin, 2015**
Department of Communication Studies
- M.A.** **University of Illinois at Urbana-Champaign, 2010**
Department of Communication
- B.A.** **Elmhurst University, Elmhurst, Illinois, 2008**
Major: Organizational Communication; Minor: French

EMPLOYMENT

- 2020 – present** **Program Director**
University of Texas in New York (UTNY) Program
Assistant Professor of Practice
Department of Communication Studies
Moody College of Communication
- 2017 – 2020** **Postdoctoral Fellow**
Center for Health Communication, College of Pharmacy, Dell Medical
School; University of Texas at Austin
- 2015 – 2017** **Assistant Professor**
Department of Communication, Western Kentucky University
- 2010 – 2015** **Graduate Teaching Assistant & Graduate Research Assistant**
Department of Communication Studies, The University of Texas at Austin
- 2008 – 2010** **Graduate Teaching Assistant & Graduate Research Assistant**
Department of Communication, University of Illinois at Urbana-
Champaign

EXPERTISE

- Health communication
- Interpersonal communication
- Implementation science
- Curriculum design
- Data analysis
- Project management

PUBLICATIONS

Note: All of these articles are peer-reviewed.

Donovan, E. E., Brown, L. E., Lindstadt, C., Table, B., Heidari, E., et al. (2021). The 12 fundamentals of highly effective communicators: Teaching theory-based professional communication to pharmacy students. *Journal of Communication Pedagogy*, 4, 21-37. doi: 10.31446/JCP.2021.1.03

Van Maren, K., Brown, L. E., Cremers, T., Khatiri, M. Z., Ring, D., & Fatehi, A. (2021). In orthopaedic specialty care, longer explanations are not more caring or more satisfying. *Clinical Orthopaedics and Related Research*, online ahead of print. doi: 10.1097/CORR.0000000000001860

Gonzalez, A., Kortlever, J., Brown, L. E., Ring, D., & Queralt, M. (2021). Can crafted communication strategies allow musculoskeletal specialists to address health within the biopsychosocial paradigm? *Clinical Orthopaedics and Related Research*, 479(6), 1217-1223. doi: [10.1097/CORR.0000000000001635](https://doi.org/10.1097/CORR.0000000000001635)

Versluijs, Y., Brown, L. E., & Ring, D. (2021). Does a pre-visit phone call from the surgeon reduce decision conflict? *Telemedicine and e-Health*, online ahead of print. doi: 10.1089/tmj.2020.0475

Donovan, E. E., Quaack, K. R., & Brown, L. E. (2021). "Ask, don't just answer": Eliciting informational and emotional support needs in health-care encounters. *Communication Teacher*, 35(4), 277-282 [10.1080/17404622.2020.1867876](https://doi.org/10.1080/17404622.2020.1867876)

Langerhuizen, D., Brown, L. E., Doornberg, J., Ring, D., Kerkhoffs, G., & Janssen, S. (2021). Analysis of online reviews of orthopaedic surgeons and orthopaedic practices using natural language processing. *Journal of the American Academy of Orthopaedic Surgeons*, 29(8), 337-344. doi: [10.5435/JAAOS-D-20-00288](https://doi.org/10.5435/JAAOS-D-20-00288)

Versluijs, Y., Lemmers, M., Brown, L. E., Gonzalez, A., Kortlever, J., & Ring, D. (2021). The correlation of communication effectiveness and patient satisfaction. *Journal of Patient Experience*, 8(1), 1-7. doi: [10.1177/2374373521998839](https://doi.org/10.1177/2374373521998839)

Jayakumar, P., Kortlever, J., Brown, L. E., & Ring, D. (2021). A two question screen for mental health opportunities. *The Archives of Bone and Joint Surgery*, 9(3), 338-344. doi: [10.22038/abjs.2020.42043.2143](https://doi.org/10.22038/abjs.2020.42043.2143)

Brown, L. E., Fatehi, A., & Ring, D. (2020). Talking points for the safe and effective alleviation of pain. *Bone & Joint Journal*, 102(9), 1122-1127. doi: 10.1302/0301-620X.102B9.BJJ-2020-0091

- Versluijs, Y., Brown, L. E., Rao, M., Gonzalez, A., Driscoll, M., & Ring, D. (2020). Factors associated with patient satisfaction measured using a Guttman-type Scale. *Journal of Patient Experience*, 7(6), 1211-1218. doi: 10.1177/2374373520948444
- Nguyen, C., Kortlever, J., Gonzalez, A., Ring, D., Brown, L. E., & Somogyi, J. (2020). Attempts to limit censoring in measures of patient satisfaction. *Journal of Patient Experience*, 7(6), 1094-1100. doi: [10.1177/2374373520930468](https://doi.org/10.1177/2374373520930468)
- Gonzalez, A. I., Kortlever, J., Rijk, L., Ring, D., Brown, L. E., & Reichel, L. M. (2020). Is there a correlation between the patient-doctor relationship questionnaire and other patient-reported experience measures? *Patient Experience Journal*, 7(1), 44-50. doi: [10.35680/2372-0247.1399](https://doi.org/10.35680/2372-0247.1399)
- Kleiss, I., Kortlever, J., Karyampudi, P., Ring, D., Brown, L. E., Reichel, L., Driscoll, M., & Vagner, G. (2020). A comparison of four single question measures of patient satisfaction. *Journal of Clinical Outcomes Management*, 27(1), 41-48.
- Donovan, E. E., Brown, L. E., Rush, S. K., Greenwell, M. R., Table, B., Zhu, Y., & Kearns, K. D. (2020). An applied improvisational pharmacy communication workshop implemented during orientation for first-year pharmacy students. *American Journal of Pharmaceutical Education*, 84(1), 15-21. doi: 10.5688/ajpe7250
- Mackert, M., Pounders, K., Brown, L. E., Kirtz, S., Hughes Wagner, J., Ring, D., Hill, L., Wilcox, G., Murthy, D., Tierney, W., Innerarity, S., McGlone, M., Holleran-Steiker, L., DeSalvo, K., Bernhardt, J., & Pretorius, K. (2020). Development of a health communication campaign to promote the Texas Prescription Monitoring Program. *Health Marketing Quarterly*. doi: 10.1080/07359683.2020.1802967
- Donovan, E. E., Brown, L. E., & Crook, B. (2015). Patient satisfaction with medical disclosure and consent documents for treatment: Applying conceptualizations of uncertainty to examine successful attempts at communicating risk. *Journal of Communication in Healthcare: Strategies, Media and Engagement in Global Health*, 8(3), 220-232.
- Donovan, E. E., Brown, L. E., LeFebvre, L., Tardif, S., & Love, B. (2015). "The uncertainty is what is driving me crazy": The tripartite model of uncertainty in the adolescent and young adult cancer context. *Health Communication*, 30(7), 702-713.
- Donovan, E. E., LeFebvre, L., Tardif, S., Brown, L. E., & Love, B. (2014). Patterns of social support communicated in response to expressions of uncertainty in an online community of young adults with cancer. *Journal of Applied Communication Research*, 42, 432-455.

Donovan, E. E., Crook, B., Brown, L. E., Pastorek, A. E., Hall, C. A., Mackert, M. S., & Stephens, K. K. (2014). An experimental test of medical disclosure and consent documentation: Assessing patient comprehension, self-efficacy, and uncertainty. *Communication Monographs*, *81*, 239-260.

Distinguished Article Award, NCA Applied Communication Division, 2015.

Middleton, A. V., LaVoie, N., & Brown, L. E. (2012). Sources of uncertainty in type 2 diabetes: Explication and implications for health communication theory and clinical practice. *Health Communication*, *27*, 591-601.

Stone, A. M., Mikucki-Enyart, S., Middleton, A., Caughlin, J. P., & Brown, L. E. (2012). Caring for a parent with lung cancer: Caregivers' perspectives on the role of communication. *Qualitative Health Research*, *22*, 957-970.

Caughlin, J. P., Mikucki-Enyart, S. L., Middleton, A. V., Stone, A. M., & Brown, L. E. (2011). Being open without talking about it: A rhetorical/narrative approach to understanding topic avoidance in families after a lung cancer diagnosis. *Communication Monographs*, *78*, 409-436.

BOOK CHAPTERS, REVIEWS, AND BRIEFS

Brown, L. E. (2019). Queer patienthood. In P. Kellett (Ed.) *Narrating patienthood: Engaging diverse voices on health, communication, and the patient experience* (pp. 117-131). Guilford, CT: Lexington.

Distinguished Edited Scholarly Book Award, NCA Applied Communication Division, 2019.

Brown, L. E. (2019). Guidelines and talking points. In *Sign on before you sign off: A prescriber's guide to using the Texas Prescription Monitoring Program* (pp. 8-15). Austin, TX: Texas Health and Human Services and Texas State Board of Pharmacy.

Brown, L. E. (2014). Review of the book *Experiencing same-sex marriage: Individuals, couples, and social networks*, by P. J. Lannutti. Relationship Research News, for the International Association for Relationship Research.

Caughlin, J. P., Mikucki-Enyart, S. L., Middleton, A. V., Stone, A. M., & Brown, L. E. (2011). Being open while avoiding talk about lung cancer. *Communication Currents*.

CONVENTIONS AND CONFERENCES

Donovan, E. E., Brown, L. E., Table, B., & Lindstadt, C. (2021, September). *A communication perspective on failed empathy in professional relationships*. Poster presented at the biannual (virtual) conference of the International Association for Relationship Research.

- Langerhuizen, D. Brown, L. E., Doornberg, J., Ring, D., Kerkhoffs, G., & Janssen, S. (2020, June). *Analysis of online reviews of orthopaedic surgeons and orthopaedic practices using natural language processing*. Presented at the Academy of Communication in Healthcare, Healthcare Communication Virtual Research Forum.
- Gonzalez, A., Koortlever, J., Brown, L. E., Ring, D., & Queralt, M. (2020, June). *Patient reactions to explanations of the mind-body connection*. Poster presented at the Academy of Communication in Healthcare, Healthcare Communication Virtual Research Forum.
- Donovan, E. E., Brown, L. E., Table, B., & Lindstadt, C. (2019, November). *The 12 fundamentals of highly effective communicators: Translating theory to pharmacy practice through communication training*. Paper to be presented at the annual convention of the National Communication Association, Baltimore, MD.
Training and Development Division Top Papers Panel, 2019.
- Ring, D. R., & Brown, L. E. (2019, October). *Communication strategies for healthy habits*. Presentation for CME credit at the Healthier Texas Summit, Austin, Texas.
- Brown, L., Mackert, M., Pounders, K., Kirtz, S., Ring, D., Hughes Wagner, J., Hill, L., and Rakasovic, D. (2019, May). *Difficult patient-provider conversations: Prescription opioids and safe and effective alleviation of pain*. Roundtable presentation at the International Communication Association Preconference on Difficult Conversations in Healthcare, Washington, DC.
- Donovan, E. E., Brown, L. E., Table, B., Greenwell, M. R., Lindstadt, C. J., & Rush, S. (2019, May). *Translating theory to training: Lessons from a multi-year interdisciplinary health communication education initiative*. Podium presentation at the International Communication Association Preconference on Difficult Conversations in Healthcare, Washington, DC.
- Lindstadt, C., Wash, A., Heidari, E. Table, B., Brown, L.E., Donovan, E., Rush, S. (2019, May). *Applied communication skills training for pharmacy students: Practicing an interprofessional voicemail*. Poster presented at the showcase for the University of Texas Center for Health Interprofessional Education, Austin, TX.
- Brown, L.E., Donovan, E. E., Table, B., Greenwell, M. R., & Rush, S. (2018, November). *Transforming cultural competence education for health professionals: Patient-centered care through integrated trainings on gender, sexuality, and disability*. Paper presented at the annual convention of the National Communication Association, Salt Lake City, UT.
- Brown, L. E. (2018, November). *Queer patienthood*. Book chapter presented at the annual convention of the National Communication Association, Salt Lake City, UT.

- Donovan, E., Brown, L. E., Rush, S., Greenwell, M. R., Table, B., Zhu, Y., & Kearns, K. D. (2018, November). *Introducing pharmacy students to communication skills through play: A feasibility study of an applied improv pharmacy communication workshop during PharmD first-year orientation*. Paper presented at the annual convention of the National Communication Association, Salt Lake City, UT.
- Rush, S., Brown, L. E., Donovan, E. E., Greenwell, M. R., Table, B., Zhu, Y., & Kearns, K. (2018, July). *Implementation of a communication skills module in PharmD new student orientation: Feasibility, successes, and implications*. Poster presented at the annual Pharmacy Education meeting of the American Association of Colleges of Pharmacy in Boston, MA.
- Brown, L. E., Donovan, E. E., Greenwell, M. R., Table, B., Zhu, Y., Kearns, K., & Rush, S. (2018, May). *Implementation of a communication skills module in PharmD new student orientation: Feasibility, successes, and implications*. Poster presented at the Innovations and Scholarship in Health Science Education Poster Symposium at the Dell Medical School in Austin, TX.
- Todic, J. T., Brown, L. E., Gulbas, L. E., & Cubbin, C. (2018, January). *Coming out to healthcare providers: Lived experiences of lesbian, gay, bisexual, and queer patients*. Poster presented at the annual conference of the Society for Social Work and Research, Washington, DC.
- Brown, L. E., Todoc, J. T., Gulbas, L. E., & Cubbin, C. (2017, November). *Invisibility as violence: Queer phenomenology and LGBTQ health*. Paper presented at the annual meeting of the National Communication Association, Dallas, TX.
- Sahlman, J., & Brown, L. E. (2017, November). *Things white people say: Mechanisms of moral disengagement in interracial conversations*. Paper presented at the annual meeting of the National Communication Association, Dallas, TX.
- Lever, M. K., & Brown, L. E. (2017, November). *Don't sell the farm: Examining women's memorable messages in the agriculture industry*. Paper presented at the annual meeting of the National Communication Association, Dallas, TX.
- Brown, L. E., & Donovan, E. E. (2016, November). *Predicting lesbian, gay, and bisexual patient disclosures of sexual orientation in healthcare settings*. Paper presented at the annual meeting of the National Communication Association, Philadelphia, PA.
- Branton, S. E., & Brown, L. E. (2016, November). *Hide and [don't] seek: Why does the drug aimed at preventing HIV remain underutilized?* Paper presented at the annual meeting of the National Communication Association, Philadelphia, PA.
- Ash, M., & Brown, L. E. (2016, November). *Women in agriculture: Social media use, social support processes, and memorable messages*. Paper presented at the annual meeting of the National Communication Association, Philadelphia, PA.

- Todic, J., & Brown, L. E. (2016, November). *Partnering with LGBTQ communities and across academic disciplines to address healthcare inequities*. Paper presented at the annual meeting of the Council on Social Work Education, Atlanta, GA.
- Brown, L. E. (2016, April). *Measuring self-perceived visibility of sexual minority status among lesbian, gay, bisexual, and queer patients*. Paper presented at the annual meeting of the Southern States Communication Association, Austin, TX.
Top three paper, SSCA Interpersonal Communication Division, 2016.
- Todic, J., & Brown, L. E. (2016, April). *Disclosing sexual orientation and gender identity in healthcare settings: Lessons for healthcare providers and policy makers from LGBTQ patients*. Paper to be presented at the University of Texas at Austin McCombs School of Business Healthcare Initiative Symposium, Austin, TX.
- Brown, L. E. (2015, November). *Communicating difference: How lesbian, gay, and bisexual patients navigate coming out disclosures in health care organizations*. Paper presented at the annual meeting of the National Communication Association, Las Vegas, NV.
- LeFebvre, L., Tardif, S., Brown, L. E., Donovan, E., Allen, M., McGlone, M., & Love, B. (2015, November). *Am I fighting cancer or is cancer fighting me? Embracing opportunities to examine linguistic agency in cancer uncertainty conversations*. Paper presented at the annual meeting of the National Communication Association, Las Vegas, NV.
- Ballard, D. I., McGlone, M. S., Berkelaar, B. L., Baryshevtsev, M., & Brown, L. E. (2015, May). *A spatiotemporal perspective on mobile wallet use*. Paper presented at the University of Texas at Austin Center for Identity, ID360: The Global Forum on Identity Conference, Austin, TX.
- McGlone, M. S., Ballard, D. I., Berkelaar, B. L., Baryshevtsev, M., & Brown, L. E. (2015, May). *The "identity literacy" scale: A preliminary report*. Paper presented at the University of Texas at Austin Center for Identity, ID360: The Global Forum on Identity Conference, Austin, TX.
- Brown, L. E., & Todoc, J. (2015, April). *Engaging LGBTQ patients' perspectives to examine predictive factors of disclosure and reduce health disparities*. Paper presented at the University of Texas at Austin McCombs School of Business Healthcare Initiative Symposium, Austin, TX.
- Donovan, E. E., Brown, L. E., & Crook, B. (2015, April). *Engaging patients in improving clinical consent communication: An analysis of patient satisfaction with medical disclosure and consent documents*. Paper presented at the University of Texas at Austin McCombs School of Business Healthcare Initiative Symposium, Austin, TX.

- Brown, L. E. (2014, November). *The past influences the present and the future: Memorable messages about sexual orientation and healthcare*. Paper presented at the annual meeting of the National Communication Association, Chicago, IL.
- Brown, L. E., Crook, B., & Donovan, E. E. (2014, November). *Patient satisfaction with medical disclosure and consent documents: Applying conceptualizations of uncertainty to examine successful attempts at communicating risk*. Paper presented at the annual meeting of the National Communication Association, Chicago, IL.
- Brown, L. E., & Glowacki, E. M. (2014, April). *Communicating about marijuana use in close relationships: An application of communication privacy management theory*. Paper presented at the University of Texas at Austin McCombs Health Care Symposium, Austin, TX.
- LeFebvre, L., Zaitchik, S. T., Brown, L. E., Donovan, E., & McGlone, M. S. (2014, April). *Am I fighting cancer or is cancer fighting me?: An examination of linguistic agency in cancer uncertainty expressions*. Poster presented at the biennial Kentucky Conference on Health Communication, Lexington, KY.
- Brown, L. E. (2013, November). *Managing digital connections in the workplace: An examination of email and communication privacy management*. Paper presented at the annual meeting of the National Communication Association, Washington, D.C.
- Donovan-Kicken, E., Zaitchik, S. T., LeFebvre, L., Brown, L. E., & Love, B. (2013, November). *Patterns of social support communicated in response to expressions of uncertainty in online conversations of young adults with cancer*. Paper presented at the annual meeting of the National Communication Association, Washington, D.C.
- Donovan-Kicken, E., Crook, B., Brown, L. E., Pastorek, A. E., Hall, C. A., Mackert, M. S., & Stephens, K. K. (2013, November). *An experimental test of medical disclosure and consent documentation: Assessing patient comprehension, self-efficacy, and uncertainty*. Paper presented at the annual meeting of the National Communication Association, Washington, D.C.
- Top five paper, NCA Health Communication Division, 2013.**
- Zaitchik, S., LeFebvre, L., Brown, L. E., & Donovan-Kicken, E. (2013, April). *"Having cancer is hard": Social support among adolescent and young adult cancer survivors*. Paper presented at the meeting of the Eastern States Communication Association, Pittsburgh, PA.
- Brown, L. E. (2013, March). *"And I told myself, 'you're just imagining things'": Loss, serendipity, and providence in explaining what is beyond comprehension*. Paper presented at the New Voices, New Perspectives Graduate Student Conference at the University of North Texas, Denton, TX.

- Brown, L. E., LeFebvre, L., Zaitchik, S., & Donovan-Kicken, E. (2013, February). *"Help! How did this happen?!? I don't like this feeling of uncertainty that I've got": Sources of uncertainty among adolescent and young adult cancer survivors*. Paper presented at the meeting of the Western States Communication Association, Reno, NV.
- Brown, L. E. (2012, November). *Communicatively managing marijuana use in close relationships*. Paper presented at the annual meeting of the National Communication Association, Orlando, FL.
- Brown, L. E. (2012, April). *Figurative language use and type 2 diabetes*. Paper presented at the University of Texas at Austin McCombs Health Care Symposium, Austin, TX.
- Brown, L. E., Middleton, A. V., & LaVoie, N. R. (2012, April). *"I knew that I had to find a way to live with this": A narrative approach to living with type 2 diabetes*. Paper presented at the meeting of the Southern States Communication Association, San Antonio, TX.
- Middleton, A. V., Stone, A. M., Mikucki-Enyart, S. L., Caughlin, J. P., & Brown, L. E. (2011, November). *Communication and information challenges in the context of adult children's coping with lung cancer*. Paper presented at the annual meeting of the National Communication Association, New Orleans, LA.
- Middleton, A. V., LaVoie, N., Brown, L. E. (2011, May). *Uncertainty in type 2 diabetes: Explication and its implications for communication, intervention, and clinical practice*. Paper presented at the meeting of the International Communication Association, Boston, MA.
- Stone, A. M., Mikucki, S. L., Middleton, A. V., Satterlee, K., Brown, L. E., & Caughlin, J. P. (2011, May). *Communication and care among adult children of lung cancer patients*. Paper presented at the meeting of the International Communication Association, Boston, MA.
- Brown, L. E. (2010, May). *The content of relational uncertainty within cohabitating couples*. Paper presented at the Seventh Annual Communication Collaboration Conference, Urbana, IL.
- Mikucki, S. L., Middleton, A. V., Stone, A. M., Brown, L. E., & Caughlin, J. P. (2010, November). *"She knew she was dying, we all knew she was dying, but nobody would talk about it": A multiple goals perspective on topic avoidance after a lung cancer diagnosis*. Paper presented at the meeting of the National Communication Association, San Francisco, CA.
- Stone, A. M., Mikucki, S. L., Middleton, A. V., Satterlee, K., Brown, L. E., & Caughlin, J. P. (2010, April). *Communication and care among adult children of lung cancer patients*. Paper presented at the biennial Kentucky Conference on Health Communication, Lexington, KY.

PROFESSIONAL WRITING

- Brown, L. E. (2019, January). *Inequities drive different experiences with pain and opioids*. Gender Policy Report of the University of Minnesota. <https://genderpolicyreport.umn.edu/inequities-drive-different-experiences-with-pain-and-opioids/>
- Brown, L. E. (2019, June). *Advertorial: Talking to patients about pain*. Texas Medicine Magazine of the Texas Medical Association.
- Brown, L. E. (2018, March). *Prescription monitoring program (PMP) FAQ*. Center for Health Communication Affiliate Blog. Retrieved from <https://moody.utexas.edu/centers/health-communication/prescription-monitoring-program-pmp-faq>
- Brown, L. E. (2018, March). *Talking about pain with patients*. Center for Health Communication Affiliate Blog. Retrieved from <https://moody.utexas.edu/centers/health-communication/talking-about-pain-patients>
- Brown, L. E. (2018, February). *#OUTforHealth*. Center for Health Communication Affiliate Blog. Retrieved from <https://moody.utexas.edu/centers/health-communication/affiliate-blog>
- Brown, L. E. (2017, November). *Cross-pollinating with purpose*. Center for Health Communication Affiliate Blog. Retrieved from <https://moody.utexas.edu/centers/health-communication/cross-pollinating-purpose>
- Brown, L. E. (2017, August). *An interdisciplinary approach to new student orientation*. Center for Health Communication Affiliate Blog. Retrieved from <https://moody.utexas.edu/centers/health-communication/student-orientation>

INVITED PRESENTATIONS AND GUEST LECTURES

- Invited guest, *Dr. Laura Brown and UTNY*, TX512 Podcast, University of Texas, 2021
- Invited presentation, *Communication Careers in New York City*, Lambda Pi Eta, University of Texas, 2021
- Invited presentation, *Communication Strategies*, Milestone 1: Final Curriculum for Graduating Dell Medical Students, University of Texas, 2020
- Invited presentation, *Interpersonal Health Communication*, COM 102: Introduction to Health Communication, University of Texas, 2020

Invited presentation, *Alleviation of Pain and Substance Misuse*, for Health Professions Honors Seminar, College of Natural Sciences, University of Texas, 2018-2020

Invited presentation, *Evaluating An Interdisciplinary Education Initiative: Applied Communication Skills Training for Pharmacy Students*, Health Communication Symposium, NYC College of Technology, CUNY, 2019

Invited presentation, *Best Practices in Doctor-Patient Communication and Communicating with Your Team*, Health Communication Leadership Institute, University of Texas, 2019

Invited panelist, *Mental Health and Diversity Dialogue*, for the Dell Medical School Diversity Climate and Engagement Committee, University of Texas, 2019

Invited panelist, *Making Career Choices: Engaged Communication Scholarship*, for the Engaged Communication Scholarship graduate course, University of Texas, 2019

Invited presentation, *Collaborative Strategies for Safe Pain Management: Addressing the Opioid Crisis*, for the Hospital Practice Seminar, Austin, TX, 2018

Guest lecture, *Engaging Health Communication and the Prescription Monitoring Program*, for Introduction to Sociology of Health and Well-Being, University of Texas, 2018

Invited presentation, *Health Communication Overview*, for the peer educator program, Center for Mental Health and Counseling, University of Texas, 2017

Guest lecture, *Sexual Orientation, Gender Identity, & Healthcare*, for the graduate Gender and Communication course, Western Kentucky University, 2017

Invited presentation, *Health Communication*, for the graduate nursing program (NURS 700), Western Kentucky University, 2016

Invited presentation, *Forging LGBTQ solidarity: Sexual orientation and gender identity aren't the same, so how are they different, and how do coalitions get built?*, for the Generations Speaker Series, Gender and Women's Studies, Western Kentucky University, 2016

Invited presentation, *Communicating about health: Managing information and identity*, for the Spring Colloquium series, Department of Communication Studies, University of Texas, 2015

Invited presentation, *Managing health information: Revealing and concealing sexual orientation in health care settings*, for the graduate Health Communication course, Department of Communication Studies, University of Texas, 2014

Invited presentation, *The research process: Working with interdisciplinary teams on health communication projects*, for the doctoral Research Methods course, School of Social Work, University of Texas, 2014

Guest lecture, *Telemedicine: Past, present, and future*, for the undergraduate Interpersonal Health Communication course, University of Texas, 2011

Guest lecture, *Theorizing about chronic illness*, for the undergraduate Interpersonal Health Communication course, University of Texas, 2011

TEACHING EXPERIENCE

University of Texas, UTNY Program

COM 340/MAN 340/FA 345/LA 340: Leadership and Urban Engagement

Lead Instructor, 2020, 2021

This cross-listed, interdisciplinary course offers a place-based and experiential learning environment for students pursuing careers in New York City. Students are exposed to leadership concepts and NYC-based industry professionals.

University of Texas, UTNY Program

COM 350/COM 650

Lead Instructor, 2020, 2021

This course professionalizes students as they launch their careers via internships in New York City. Topics include setting goals and expectations and intern-supervisor communication. Assignments emphasize self-reflection and evaluation.

University of Texas, College of Pharmacy

PHM 284M: Pharmacy Professional Communication

Lead Instructor, 2017, 2018

Evidence-based application of communication theories and principles for doctoral pharmacy students developing effective communication skills with other medical professionals and patients.

Western Kentucky University, Department of Communication

COMM 553: Health Communication Campaigns

Lead instructor, 2017, online

This graduate level course, offered online, focuses on the evaluation, analysis, and creation of evidence-based health communication campaigns. Topics include theories of persuasion, message design, health behavior, and campaign effectiveness.

COMM 523: Health Communication

Lead instructor, 2016, online

This graduate level course, offered online, is designed for students to develop expertise with fundamental communication processes that are involved in managing physical and mental health. Topics include patient-provider interaction, privacy, coping, and so on.

COMM 348: Interpersonal Communication

Lead instructor, 2015, 2016, 2017

Intermediate course examining verbal and nonverbal forms of human interaction. Focus on theories and skills, with special attention to student self-assessment and development of personal and professional interpersonal communication skills and strengths.

COMM 502: Quantitative Research Methods

Lead instructor, 2016, 2017

Graduate course designed to acquaint students with quantitative research methods in the field of communication. Topics include analytical techniques and the role of quantitative methods in theory building. Students learn several statistical techniques to test empirical questions and design their own research project.

COMM 300: Introduction to Communication Research Methods

Lead Instructor, 2015

Introduction to contemporary communication research methods, including quantitative and qualitative methodologies, and humanistic and social scientific perspectives. Students critique existing research and compose their own research proposals.

University of Texas, Department of Communication Studies

CMS 306M: Professional Communication Skills

Lead Instructor, 2010, 2011, 2013, 2014

Skills-based application of theories and principles of effective communication in informational and persuasive public speaking contexts. Focus on researching, outlining, and delivery, as well as constructing thoughtful critiques of popular media presentations.

CMS 316L: Principles of Interviewing

Lead Instructor, 2012, 2014

Intermediate course designed to build professional networks and learn the art of asking and answering questions for success in informational, persuasive, and employment interviews. Focus on real-world experiences and learning outside of the classroom.

CMS 336D: Career Dynamics and Corporate Communication

Graduate Teaching Assistant, 2013, 2014, online

Web-based, writing intensive course to analyze and communicate career stories, strengths, challenges, assumptions, and definitions of career success. Special attention to self-analysis, the peer review process, and interdisciplinary research.

CMS 357: Family Communication

Graduate Teaching Assistant, 2010, 2011, 2013, 2014

Study of the developmental life course of families, forms and functions of families, and current issues that affect families. Topics include parent-child communication, conflict, emotion, social support, violence, and substance abuse.

CMS 358: Communication and Personal Relationships

Graduate Teaching Assistant, 2013

Advanced course designed to acquaint students with the forms and functions of verbal and nonverbal communication in romantic relationships. Emphasis on theory and hands-on research projects.

CMS 330: Interpersonal Health Communication

Graduate Teaching Assistant, 2011

Upper division undergraduate seminar design to familiarize students with interpersonal communication processes that are involved with managing physical and mental health, and how health, illness, and relationship dynamics influence one another.

University of Illinois, Department of Communication

CMN 101: Principles of Effective Speaking

Lead Instructor, 2008-2010

Skills-based course in which students learn to construct clear thesis statements, select and organize main points, cite credible supporting evidence, enact audience adaptation, effectively use visual displays, and present arguments with confidence.

CMN 260: Introduction to Health Communication

Lead Instructor, 2010

Introductory course featuring theory and research in health and illness contexts, with a focus on how messages affect health beliefs and behaviors. Students volunteer for community health organizations, and they complete a health career portfolio.

Elmhurst College, Communication Arts & Sciences Department

COM 114: Interpersonal Communication

Lead Instructor, January 2012, 2013; Summer 2012

Survey course to familiarize students with theoretical foundations and evidence-based ways to enhance interpersonal communication skills. Topics include listening, self-disclosure, conflict management, and relationship development and dissolution.

COM 323: Family Communication

Lead Instructor, January 2014, 2015

Exploration of definitions of family, roles of family members, and current issues that affect families through assigned readings, class discussions, group activities, critical analysis of media representations of families, and written self-analysis.

RESEARCH ASSISTANTSHIPS

Graduate Research Assistant, University of Texas, 2014

R.A. for the Center for Identity's research on identity management, privacy, and security.

Graduate Research Assistant, University of Illinois, 2009

R.A. for Dr. John Caughlin. *Communication and care among adult children of lung cancer patients*, funded by the Arnold O. Beckman Research Award

Undergraduate Research Assistant, Elmhurst College, 2007-2008

R.A. assisting Dr. Helga Noice's research on aging, cognition, and theatre.

GRANTS AND FELLOWSHIPS

Texas Department of State Health Services, Communication Expert, 2017-2020

Texas prescription monitoring program, \$642,000 **funded** by Texas Health and Human Services.

Communication for Health, Empathy, and Resilience (CHER), Principle Investigator, 2017-2018

Do objectively measured communication strategies correlate with patient perceptions of empathy?, \$7,662 **funded** by the Center for Health Communication at the University of Texas.

Advanced Nursing Education Workforce, Academic Partner, 2017

Addressing the social determinants of health and health literacy in nurse practitioner training to increase readiness to practice, \$299,174 **funded** by Health Resources & Services Administration.

Faculty-Undergraduate Student Engagement Program (FUSE), Co-Investigator, 2015-2017

Moral disengagement: A new approach of how privilege divests itself in interracial communication, \$680 **funded** by Western Kentucky University.

Research & Creative Activities Program (RCAP), Principle Investigator, 2015

Patient-provider communication about gender in healthcare settings, \$4,000 not funded by Western Kentucky University.

Mike Hogg Continuing Fellowship, Principal Investigator, 2014-2015

Modeling lesbian, gay, and bisexual patient disclosures: An exploration of the role of memorable messages, past experiences, perceived visibility, screening behaviors, and efficacy, \$26,000 **funded** by the Graduate School at the University of Texas.

Health Communication Scholars Program Grant, Co-Principal Investigator, 2014
Factors influencing disclosure of sexual orientation and gender identity in healthcare settings: Lesbian, gay, bisexual, transgender, and queer patient perspectives, \$1500 **funded** by the Moody College of Communication at the University of Texas.

Research Grant, Principal Investigator, 2013
Communicatively managing marijuana use in close relationships, \$100 **funded** by the Department of Communication Studies at the University of Texas.

HONORS AND AWARDS

Center for the Skills & Experience Flags Course Development Award of \$2000, School of Undergraduate Studies, University of Texas, 2021

Distinguished Edited Scholarly Book Award, Applied Communication Division of the National Communication Association, 2019

Top Paper Panel, Training and Development Division of the National Communication Association, 2019

Top Three Paper Award, Interpersonal Communication Division of the Southern States Communication Association, 2016

Bill Eadie Distinguished Award for a Scholarly Article, Applied Communication Division of the National Communication Association, 2015

Nominee for the campus-wide Outstanding Teaching Assistant Award, University of Texas, 2014

Recipient of a \$125 Departmental Conference Travel Grant, Department of Communication Studies, University of Texas, 2013

Top Five Paper Award, Health Communication Division of the National Communication Association, 2013

Graduate School Professional Development Travel Fellowship Award, Moody College of Communication, University of Texas, 2012

New Student of the Semester, Department of Communication Studies, University of Texas, 2010

List of Teachers Rated as Excellent, University of Illinois, 2008-2010

Faculty-Staff Merit Scholarship, Elmhurst College, 2007

Presidential Scholarship, Elmhurst College, 2004

PROFESSIONAL EXPERIENCE

Research and Collaboration

Communication Consultant for Pop-Up Institute on Sexual and Gender Minority Health and Wellness, Dell Medical School, University of Texas, 2019

Communication Consultant for grant-funded Voices from the Street project, in collaboration with the Austin Youth Collective and LifeWorks, Dell Medical School, University of Texas, 2019

Effective Communication Strategies Subcommittee Chair, Dell Medical School, University of Texas, 2019

Upper Extremity Strategy Committee, Musculoskeletal Institute, Dell Medical School, University of Texas, 2018

Primary and Specialty Care Interface Strategy Group, Dell Medical School, University of Texas, 2018

Transgender Inclusive Care Team, funded by the Gallagher Koster Innovative Practices Award, University Health Services, University of Texas, 2017-2018

Coordinator for Objective Structured Clinical Exams (OSCEs), University of Texas, 2017-2018

Educational Consultant for WPP collaboration with the Center for Health Communication, University of Texas, 2017

Research Consultant for Student Veteran Services, University of Texas, 2014

LIVESTRONG initiative Planet Cancer, 2011-2013
Worked with this online organization for adolescent and young adult cancer survivors

Research Consultant for Texas Medical Disclosure Panel and area health clinics, 2012

Research Specialist for the Institute for Health Research and Policy for *Piece by piece: Making health connections*, University of Illinois at Chicago, 2008; 2011

Certifications, Trainings, and Workshops

Overdose Prevention and Response, Bureau of Alcohol and Drug Use Prevention, Care and Treatment, Department of Health and Mental Hygiene, New York, 2021

Diversity, Equity, and Inclusion Training, University of Texas, 2020

National Institutes of Health, Sexual and Gender Minority Research Regional Workshop, Sidney Kimmel Medical College at Thomas Jefferson University, 2019

Blackboard Collaborate Ultra Training, Western Kentucky University, 2017

7th Annual Conference for Pre-Tenure Women Attendee, Purdue University, 2016

LGBTQ Safe Zone Training, Western Kentucky University, 2015

Grant Writing Workshop at the University of Texas, 2013; 2014

disABILITY Advocate Training Certificate Program, University of Texas, 2013

GLBTQ Ally Training Certificate Program, University of Texas, 2013

Assessment and Grading Workshop sponsored by the Instructional Designer, University of Texas, 2013

Instruction, Tutoring, Coaching, and Assessment

Secured Ethics Flag for Leadership & Urban Engagement course, UTNY, University of Texas, 2021

Tailored strategic communication coaching for clinicians, COACH Program, Dell Medical School, University of Texas 2020-present

Coordination of local talent for patient-actors in objective structured clinical examinations (OSCE), Center for Health Communication and College of Pharmacy, University of Texas, 2017

Curriculum development for PHM 284M: Professional Pharmacy Communication, College of Pharmacy, University of Texas, 2017

Undergraduate Academic Tutor specializing in Communication Studies in the Athletics Department, University of Texas, 2013

Lead Instructor/Counselor for the Global Ethics and Conflict Resolution Summer Symposium, University of Texas, 2013

Undergraduate Writing Rater, to assist the School of Undergraduate Studies in accreditation-focused assessment and to assess the college readiness of Texas high school students, University of Texas, 2013

ADVISING AND COMMITTEE SERVICE/SUPERVISION

University of Texas at Austin

Bridging Disciplines Faculty Mentor for Ceinna Little (2021)

Second reader for Polymathic Scholar Sienna Wu (2021)

Intern supervisor for Emmin Chng (2019-2021)

Western Kentucky University, Department of Communication

Comprehensive exam committee member for Master's students

Mizuho Tatebayashi (2017)

Thesis committee member for Master's students

Scott Branton (2016-2017)

Tyler Rife (2016)

Independent Study Faculty Supervisor

Michaela Ash (2016)

Faculty-Undergraduate Student Engagement Program (FUSE) Faculty Mentor

Jonathan Sahlman (2015-2017)

Honors Augmentation Project Supervisor

Leah Pendley (Interpersonal Communication, Spring 2017)

Mary Madison Lyons (Interpersonal Communication, Fall 2016)

Noah Rudloff (Interpersonal Communication, Fall 2016)

Hayley Armstrong (Research Methods, Fall 2016)

Nicole DiMatties (Research Methods, Fall 2016)

Hugh Poland (Research Methods, Fall 2016)

Hayley Armstrong (Interpersonal Communication, Fall 2015)

SERVICE

International and National Service

Ad-hoc reviewer for *Health Communication*, 2017-present

Reviewer for the Applied Communication Division of the National Communication Association, 2019

Panel Chair, National Communication Association, Caucus on Gay, Lesbian, Bisexual, Transgender, and Queer Concerns, 2018

Panel Chair, National Communication Association, Women's Caucus, 2018

Reviewer for the Gender & Women's Studies Division of the National Communication Association, 2018

Reviewer for the Health Communication Division of the National Communication Association, 2017

Reviewer for the Gender & Women's Studies Division of the National Communication Association, 2017

Reviewer for the Health Communication Division of the National Communication Association, 2016

Reviewer for the Applied Communication Division of the National Communication Association, 2016

Reviewer for the GLBTQ Caucus of the National Communication Association, 2016

Reviewer for the Feminist and Women's Studies Division of the National Communication Association, 2016

Ad-hoc reviewer for *American Communication Journal*, 2016-present

Elected member of the Service Nominating Committee for the Interpersonal Communication Division of the National Communication Association, 2015-2016

Ad-hoc reviewer for *Journal of Applied Communication Research*, 2014-present

Ad-hoc reviewer for *Journal of Social and Personal Relationships*, 2013-present
Ad-hoc reviewer for *Cyberpsychology, Behavior, & Social Networking*, 2012-present
Panel Chair, National Communication Association, Interpersonal Division, 2012
Reviewer for the Symposium about Language and Society (SALSA), 2011
Panel Chair, International Communication Association, Interpersonal Division, 2009

Regional Service

Reviewer of submissions for the Gender Studies Division of the Southern States
Communication Association Conference, 2014
Reviewer of undergraduate submissions for the Eastern Communication Association
Conference, 2013
Reviewer of undergraduate submissions for the Eastern Communication Association
Conference, 2012
Reviewer of undergraduate honors submissions for the Central States Communication
Association Conference, 2012

University, College, and Departmental Service

University of Texas at Austin

Head of the Effective Communication Strategies Subcommittee, Dell Medical School, University
of Texas; 2018
Curriculum Committee, Communication Subcommittee, College of Pharmacy, University of
Texas; 2017-2018

Western Kentucky University

Reviewer for Faculty-Undergraduate Student Engagement Program (FUSE) grant applications;
2017, 2016
Panelist for Communication Graduate Student PhD Information night, 2016
Potter College representative for the Honors College Development Board, 2016-2019
Department representative for Head for the Hill WKU recruitment event, 2016
Departmental Assessment Committee, 2016-2019
Departmental Graduate Committee, 2016-2019
Department representative for the Clevenger Undergraduate Honors Conference breakfast at the
Southern States Communication Association Conference, Austin, TX, 2016
Assessment Committee for COMM 300, 2016
Undergraduate Research Award Committee, 2016
Diversity and Dynamism Committee, 2015-2016
Department representative for Discover WKU recruitment event, 2015

Service to the Community

Independent development of a resource list of LGBTQ-affirming mental and physical providers
in Bowling Green, KY, 2017

MEDIA COVERAGE

“Colleges and schools across campus collaborate to give students a taste of life in the Big Apple” Texas Connect, University of Texas, March, 2021

“A new resource for coaching efficient & empathetic communication strategies” Dell Medical School, University of Texas, March, 2021

“CHC Think Tank launches clinician communication effectiveness program to coach efficient and empathetic communication strategies” Center for Health Communication, University of Texas at Austin, March, 2021

“Studying the effects of empathetic healthcare through the CHER program” Center for Health Communication, University of Texas at Austin, September, 2018

“Reaching across the discipline gap” School of Social Work, University of Texas at Austin, July, 2016.

“Faculty Spotlight—Dr. Laura Brown” Department of Communication, Western Kentucky University, February 2016.

"Doctorate student conducts research about involuntarily 'outed' teens" The Daily Texan, April 20, 2015.