

John Clayton Phelps II

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EDUCATION

PGDip	University of Texas at Austin, McCombs School of Business Concentration: Data Science and Business Analytics	Aug 2022
DBA	Walden University, Business Administration Concentration: Healthcare Administration	Aug 2019
MAM	Wayland Baptist University, Business Management Concentration: Healthcare Management	May 2014
PGDip	New Mexico Tech University, EMRTC Concentration: Incident Response to Terrorist Bombings	Dec 2012
PGDip	New Mexico Tech University, EMRTC Concentration: Understanding & Planning for School Bombing Incidents	Dec 2012
BS	Wayland Baptist University, Emergency Medicine	Dec 2008

HONORS AND AWARDS

List relevant awards, fellowships, honors, grants, and academic distinctions in reverse chronological order. Include a short description if necessary.

Alpha Eta Society 2017
the National Honor Society of the Allied Health Professions whose members represent the top ten percent of graduates of Allied Health Schools and Colleges.

Presidential Leadership Award 2018
The Presidential Leadership is awarded to members of who present exceptional leadership skills with the National Association Emergency Medical Technicians

National Society of Leadership Success 2019
The NSLS is the nation's largest leadership honor society. Students are selected by their college for membership based on either academic standing or leadership potential. Candidacy is a nationally recognized achievement of honorable distinction.

Delta Mu Delta Society 2023
Delta Mu Delta is an international business honor society that recognizes the academic distinction of students at select colleges and universities by acknowledging the achievement of its members who support and strengthen the communities they serve.

RESEARCH EXPERIENCE

Dissertation, Walden University, Minneapolis, MN 2019

Advisor: Dr. Janie Hall

- Research on strategies leaders use to reduce employee turnover.

University of Connecticut, Hartford, CT 2018 to Present

Advisor: Dr. Andrea Shields

- Obstetric Life Support Program
- Completed Revised Clinical Trial, Mannequin development, textbook, and clinical trials.
- Grants:
 - Agency of Healthcare Research and Quality
 - Explore the customization of OBLS for low-resource and rural contexts.
 - Evaluate the implementation of OBLS in Arizona through a train-the-trainer model, focusing on maternity care deserts.
 - OBLS New England. Dissemination of the OBLS training program.

TEACHING EXPERIENCE

Wayland Baptist University, Plainview, TX May 2014 to May 2023

Adjunct Professor, Department

- Courses taught: Healthcare Delivery Systems, Healthcare Law, Healthcare Human Resource Management, Healthcare Financial Management, Healthcare Marketing, Long Term Health Care Administration, Regulatory Aspects of Long-Term Health Care, Foundations of Management Theory, Business Ethics, Strategic Management, Principles of Management, Ethics.
- Developed curriculum including course design, grading rubrics, instruction, quizzes, exams, research and team assignments, case and video analysis.
- Developed syllabus to meet accreditation standards.
- Coordinated grading with rubrics.

Hallmark University, San Antonio, TX Aug 2017 to Dec 2022

Associate Professor, Department

- Courses taught: Healthcare Advanced Informatics, Advanced Healthcare Negotiations, Advanced Healthcare Reimbursement, Legal and Ethical Aspects, Healthcare Financial Management and Decision Making.
- Developed curriculum including course design, grading rubrics, instruction, quizzes, exams, research and team assignments, case and video analysis.
- Developed syllabus to meet accreditation standards.
- Coordinated grading with rubrics.

University of Texas Health Science Center, San Antonio, TX Aug 2012 to Aug 2019

Associate Professor, Department

- Courses taught: EMS Systems Management and Budgeting, Mobile Integrated Health Care, Emergency Pharmacology, Special Populations, Pediatrics, Obstetrics, Preparation of Paramedic Practice, Patient Assessment and Airway, Pharmacology I, Pharmacology II
- Developed curriculum including course design, grading rubrics, instruction, quizzes, exams, research and team assignments, case and video analysis.
- Developed syllabus to meet accreditation standards.
- Coordinated grading with rubrics.

ACADEMIC APPOINTMENTS

Our Lady of The Lake University

Assistant Professor- School of Business: 08/2022 – Present

- Lead the development and administration of challenging coursework, academic projects, assignments, and examinations to drive academic skill growth for a diverse student body.
- Cultivate meaningful relationships and serve as a mentor for students, earning recognition as a knowledgeable leader who skillfully offers organized, challenging, innovative, and student-focused courses.
- Motivate and educate students utilizing an evidence-based, hands-on, case-based, and engaging teaching style.
- Integrate modern technologies into coursework while utilizing on-line learning methodologies across multiple educational platforms to improve student engagement and to simplify educational administration efforts.
- Promote critical thinking, quantitative, and analytical problem-solving skill growth in students.

National Association of Emergency Medical Technicians

Director of Curriculum Development: 09/2018 – 09/2022

- Perform data analysis through analyzing data sets to identify patient injury and illness trends, ideal patient treatment methodologies, patient outcomes, and industry purchasing trends.
- Review prospective author CVs and participates in author interviews to identify and select author teams.
- Work collaboratively with author teams to develop a plan outlining the target audience, course components to be developed, learning formats to be used, additional subject matter expertise that may be required, and a timeframe for completion.
- Provide project oversight and support to ensure that all course components are developed including learning objectives, course schedule, lesson plans, patient simulations, instructor notes and checklists, and test questions. Provide guidance and advice to authors on curriculum components.
- Review and revise, or create course components, to ensure accuracy, appropriateness, and quality of course materials.
- Maintain understanding of industry requirements and their impact on education products.

- Review and edit course content related to course administration and policies.
- Assist with the development of surveys to ensure appropriate data is being collected.
- Manage author teams and industry subject matter experts with curriculum development.
- Develop numerous ambulatory care education programs to prepare paramedics and other healthcare personnel to achieve optimal patient outcomes using evidence-based medicine.

Wayland Baptist University

Adjunct Professor-Healthcare/Business Administration: 05/2014 – Present

- Lead the development and administration of challenging coursework, academic projects, assignments, and examinations to drive academic skill growth for a diverse student body.
- Cultivate meaningful relationships and serve as a mentor for students, earning recognition as a knowledgeable leader who skillfully offers organized, challenging, innovative, and student-focused courses.
- Motivate and educate students utilizing an evidence-based, hands-on, and engaging teaching style.
- Integrate modern technologies into coursework while utilizing on-line learning methodologies across multiple educational platforms to improve student engagement and to simplify educational administration efforts.
- Promote critical thinking, quantitative, and analytical problem-solving skill growth in students.

University of Texas Health Science Center

Assistant Professor: 08/2012 – 08/2019

- Administer course activities, projects, and examinations to measure academic achievement, identifying problem areas and creating exercises to promote knowledge development; challenge students to improve critical thinking and analytical skills.
- Continuously stay abreast of new technologies to integrate and streamline education and administration efforts.
- Offer leadership and consultation as a member of several committees and collaborations to evaluate and maximize department operations; serve on key committees to collaborate on the development and authorship of paramedic textbooks that effectively streamlined educational initiatives, academic skill growth, and training.
- Foster meaningful relationships with students and regularly acquire positive feedback on courses and teaching styles.
- Provided ambulatory care such as:
 - Chronic Disease Management for patients with chronic diseases such as diabetes, hypertension, or heart disease to manage their conditions through regular check-ups, medication management, and lifestyle changes.
 - Wound Care Management for patients with open wounds requiring ongoing monitoring, dressing changes, and other interventions to promote healing.

- Medication Management to ensure they are taking their medications correctly, monitoring for side effects, monitoring polypharmacy, and addressing any concerns or questions they may have.
- Home Safety Assessments were conducted to identify and address potential hazards in the home that may put patients at risk of falls or other injuries.
- Palliative Care Services to patients with advanced illnesses to manage their symptoms and improve their quality of life.
- Mental Health Support for patients with mental health conditions to provide support, monitor their condition, and connect them with appropriate resources.
- Health Education to patients focusing on topics such as nutrition, exercise, and disease prevention to promote overall health, healing, and wellness.

NON-ACADEMIC APPOINTMENTS

Phelps Healthcare and Education Consulting

CEO/President: 01/2014 – Present

- Perform data and business analysis through analyzing data sets to identify healthcare or education trends, ideal strategic decisions, organizational outcomes, and industry trends to guide organizational success.
- Review organizational documents to identify shortfalls.
- Work collaboratively with organizational leaders to develop a plan outlining the target market audience, develop strategic plan, methods to be used, additional subject matter expertise that may be warranted, and a timeframe for completion.
- Provide project and plan oversight and support to ensure that all strategic plan components are met. Provide guidance and advice to organizational leaders on strategic plan components and ensure effective communication for all deliverables.
- Review and revise or create organizational materials for regulatory and organizational compliance.
- Maintain understanding of industry policies and regulations and their impact on the industry.
- Assist with the development of surveys to ensure appropriate data is being collected.
- Manage organization leaders and industry subject matter experts with strategic plan development.
- Review staffing, training initiatives, and team performance to execute operational improvements while ensuring full-scale compliance with state regulations, adeptly managed business analytics and reporting.
- Champion all aspects of financial management, financial analysis and forecasting, and budget administration.
- Orchestrated the development and implementation of standardized training initiatives that streamlined time and cost-effective delivery to all organization personnel.
- Review and integrate modern technology into organizations to simplify electronic medical records and organization data collection.
- Work with healthcare agencies to develop ambulatory care programs using mobile integrated healthcare.

- Develop and administer healthcare services, including preventative healthcare services such as health assessments, immunizations, and health education programs.
- Provide follow-up care to patients discharged from the hospital, monitor chronic conditions, and provide palliative care to patients with advanced illnesses.
- Train healthcare personnel to work collaboratively with other healthcare providers, including physicians, nurses, and social workers, to provide comprehensive patient care with a common goal of improving patient outcomes, reducing healthcare costs, and enhancing the overall health of the community.

Lillian Hudspeth Hospital

Hospital Director: 06/2013 – 05/2015

- Directed daily hospital operations and managed healthcare administration efforts for 40+ personnel to maximize revenues, minimize costs, and achieve strategic organizational objectives in a rural hospital district.
- Oversaw staffing, training initiatives, and team performance to execute operational improvements while ensuring full-scale compliance with state regulations, adeptly managed business analytics and reporting.
- Championed all aspects of financial management, financial analysis and forecasting, and budget administration.
- Led efforts to secure multi-million-dollar community paramedic funding and spearheaded the generation and implementation of a new, enhanced outreach care program for the community.
- Orchestrated the development and implementation of standardized training initiatives that streamlined time and cost-effective delivery of personnel certifications.
- Played an integral role in the integration of modern electronic medical records to simplify patient data management.
- Provided ambulatory care such as:
 - Chronic Disease Management for patients with chronic diseases such as diabetes, hypertension, or heart disease to manage their conditions through regular check-ups, medication management, and lifestyle changes.
 - Wound Care Management for patients with open wounds requiring ongoing monitoring, dressing changes, and other interventions to promote healing.
 - Medication Management to ensure they are taking their medications correctly, monitoring for side effects, monitoring polypharmacy, and addressing any concerns or questions they may have.
 - Home Safety Assessments were conducted to identify and address potential hazards in the home that may put patients at risk of falls or other injuries.
 - Palliative Care Services to patients with advanced illnesses to manage their symptoms and improve their quality of life.
 - Mental Health Support for patients with mental health conditions to provide support, monitor their condition, and connect them with appropriate resources.
 - Health Education to patients focusing on topics such as nutrition, exercise, and disease prevention to promote overall health, healing, and wellness.

Walters State Community College

Clinical Program Director: 01/2010 – 08/2012

- Optimized clinical programs and drove productivity improvements through management of all clinical requirements, monitoring all program activities to evaluate progress and effectiveness.
- Managed case planning and case management while overseeing accurate clinical record management and ensuring compliance with all licensing regulations.
- Spearheaded clinical contract negotiations with hospitals and ambulatory settings to integrate paramedic clinical rotations throughout multiple multidisciplinary care settings.
- Authored and submitted grants to acquire program funding and to improve program capacity.
- Streamlined knowledge sharing, education, and academic skill growth efforts through the integration of modern technology in classroom and clinical settings.

Paramount Consulting Group

Business/Healthcare Consultant: 11/2005 – 01/2010

- Conducted business analysis to identify and address business bottlenecks and shortcomings, overseeing the design and implementation of sustainable business solutions for various healthcare organizations.
- Consulted multiple healthcare agencies to launch modern electronic health record platforms within their organization.
- Oversaw budget management and financial analysis, while executing the development of institution-specific financial business plans to drive profit and revenue growth.

PRESENTATIONS AND INVITED LECTURES

10/2022 Panel Discussion, Texas Mentoring & Youth Development Conference, San Antonio, TX.

Details: Present on Mentorship and its impact.

11/2022 Little Moments Big Magic, Big Brothers Big Sisters, San Antonio, TX (Sole Presenter).

Details: Present on Mentorship and its impact.

10/2021 Geriatric Emergency Medicine, EMS World Expo, Healthcare providers, NAEMT, Nashville, TN (Sole Presenter)

Details: Present GEMS research and course update.

09/2020 Prehospital Trauma Life Support, EMS World Expo, Healthcare providers, NAEMT, Nashville, TN (Sole Presenter)

Details: Present PHTLS research and course update.

World Trauma Symposium Presenter

10/2019

Prehospital Trauma Life Support, EMS World Expo, Healthcare providers, NAEMT, Nashville, TN (Sole Presenter)

***Details:** Present PHTLS research and course update.*

World Trauma Symposium Presenter

11/2018

Prehospital Trauma Life Support, EMS World Expo, Healthcare providers, NAEMT, Nashville, TN (Sole Presenter)

***Details:** Present PHTLS research and course update.*

World Trauma Symposium Presenter

10/2017

Prehospital Trauma Life Support, EMS World Expo, Healthcare providers, NAEMT, Las Vegas, NV (Sole Presenter)

***Details:** Present PHTLS research and course update.*

10/2016 Tactical Emergency Combat Casualty Care, EMS World Expo, Healthcare Providers, NAEMT, New Orleans, LA (Co-Presenter)

PROFESSIONAL TRAINING

Certificate of completion in Quality Matters (APPQMR), Quality Matters, Date: 2022

Description: A QM-Certified Course is a course that has met QM Standards for a QM Rubric in an Official Course Review. Once certified, organizations can display the QM Certification Mark to demonstrate their commitment to quality and continuous education improvement.

PROFESSIONAL AFFILIATIONS

American College of Healthcare Executives, 2014-Present

National Society of Leadership and Success, 2017-Present

National Association of Emergency Medical Technicians, 2009-Present

National Association of EMS Educators, 2010-Present

PROFESSIONAL SERVICE

Jones & Bartlett Publishing Company

Advisory Board Member, 2018-Present

Herzing University

Undergraduate and Graduate Nursing Advisory Board Member, 2016-2020

Lighthouse Leadership Program

Mentor, 2022-Present

COMMUNITY SERVICE

Big Brothers Big Sisters, San Antonio, TX
Mentor, 2012-Present

GOVERNMENT SERVICE

United States Army
Infantry, 2001-2005

PROFESSIONAL LICENSES/CERTIFICATIONS

- National Registry Paramedic
- Texas Licensed Paramedic
- Tennessee Licensed Paramedic
- Certificate of ICS 100, 200, 300, 400, 700, 701, 800, National Incident Management Systems
- American Heart Association Provider/Faculty in Basic Life Support, Advanced Cardiac Life Support, and Pediatric Advanced Life Support.
- National Association of Emergency Medical Technicians Provider/Faculty in PreHospital Trauma Life Support, Advanced Medical Life Support, Emergency Pediatric Care, Geriatric Emergency Medicine, and Tactical Combat Casualty Care.
- Department of Homeland Security Provider/Instructor of Incident Response to Terrorist Bombings, Prevention and Response to School Bombings, New Mexico Tech
- Certificate of Data Science and Business Analytics