

Glen Edward Randall

Curriculum Vitae
January 13, 2011

DeGroot School of Business
McMaster University
1280 Main Street West, DSB-229
Hamilton, Ontario L8S 4M4

Tel: (905) 525-9140 ext. 26191
Email: randalg@mcmaster.ca

EDUCATIONAL BACKGROUND

Doctor of Philosophy (PhD), University of Toronto, Faculty of Medicine, Department of Health Policy, Management and Evaluation, Toronto, Ontario (2005).

Master of Business Administration (MBA), McMaster University, DeGroot School of Business, Health Services Management stream, Hamilton, Ontario (1997).

Certified Health Executive (CHE), Canadian College of Health Service Executives, Ottawa, Ontario (1994 - present).

Master of Arts (MA), McMaster University, Department of Political Science, Public Policy and Administration program, Hamilton, Ontario (1989).

Honours Bachelor of Arts (BA Hons.), McMaster University, Department of Political Science, Hamilton, Ontario (1988).

Registered Respiratory Therapist (RRT). Canadian Society of Respiratory Therapist, Ottawa, Ontario (1982 – 1994) and College of Respiratory Therapists of Ontario, Toronto, Ontario (1994 – 2001).

Diploma in Respiratory Technology, Fanshawe College, Faculty of Health Sciences, London, Ontario (1982).

CURRENT STATUS

- Associate Professor, Strategic Market Leadership and Health Services Management, and Acting Director of the Health Services Management stream of the MBA program, DeGroot School of Business, McMaster University.
- Member, Center for Health Economics and Policy Analysis (CHEPA), McMaster University.
- Associate Editor, Canadian Public Administration.
- Faculty, Ontario Training Centre in Health Services and Policy Research. Funded through the Canadian Institute of Health Research (CIHR) and the Canadian Health Services Research Foundation (CHSRF).

PROFESSIONAL ORGANIZATIONS

Academy of Management
Canadian Association for Health Services and Policy Research
Canadian Political Science Association
Canadian College of Health Service Executives
Institute of Public Administration of Canada

EMPLOYMENT HISTORY

Academic

July 1, 2009 - present **Associate Professor**
Strategic Market Leadership and Health Services Management
DeGroote School of Business, McMaster University, Hamilton, Ontario

Sept. 1, 2005 - June 30, 2009 **Assistant Professor** (following dissertation defence in July, 2005)
Strategic Market Leadership and Health Services Management
DeGroote School of Business, McMaster University, Hamilton, Ontario

July 1, 2003 - Aug. 31, 2005 **Lecturer**
Marketing, International Business & Business Policy
DeGroote School of Business, McMaster University, Hamilton, Ontario

1989 - 1989 **Research Assistant**
Clinical Epidemiology and Biostatistics, McMaster University, Hamilton, Ontario

1988 - 1989 **Teaching Assistant**
Department of Political Science, McMaster University, Hamilton, Ontario

Non-academic

1993 - 2001 **Registrar and Chief Executive Officer**
College of Respiratory Therapists of Ontario, Toronto, Ontario

1990 - 1993 **Director of Cardio-Respiratory Services**
Stratford General Hospital, Stratford, Ontario

1989 - 1990 **Manager and Clinical Instructor**
Respiratory Therapy Department, Stratford General Hospital, Stratford, Ontario

1988 - 1988 **Policy Analyst / Consultant** (short-term contract)
Ontario Ministry of Health, Assistive Devices Branch, Don Mills, Ontario

1985 - 1988 **Respiratory Therapist**
Hamilton Civic Hospitals, Henderson General Division, Hamilton, Ontario

1985 - 1989 **Respiratory Therapist** (part-time)
Chedoke-McMaster Hospitals, McMaster Division, Hamilton, Ontario

1984 - 1985 **Respiratory Therapist**
Tawam Hospital, Al Ain, Abu Dhabi, United Arab Emirates

1982 - 1984 **Respiratory Therapist**
Hamilton Civic Hospitals, Henderson General Division, Hamilton, Ontario

SCHOLARLY AND PROFESSIONAL ACTIVITIES

Editorial boards

- Member of journal Editorial Board , Canadian Public Administration, 2007 – present.
- Associate Editor, Canadian Public Administration, October 1, 2009 – present.

Journal and conference referee

- Journal of Management Studies, 2011
- Current Ageing Science, 2009.
- Physiotherapy Canada, 2009.
- Journal of Public and Nonprofit Services, 2009.
- The Journal of Social Intervention, 2009.
- Social Science and Medicine, 2008.
- Health Care Management Science, 2008.
- Health Policy, 2007.
- Academy of Management annual conference, 2005, 2006, 2007 and 2008.
- Canadian Public Administration, 2006 - 2011.
- Administrative Sciences Association of Canada annual conference, 2005 - 2010.
- International Journal of Business Governance and Ethics, 2005.

Grant reviews

- External grant reviewer for the Social Sciences and Humanities Research Council of Canada. Standard Research Grants, 2010.

AREAS OF INTEREST

Research

My research interest is broadly in the area of health policy analysis with a focus on health system reforms and professional governance. In particular, I am interested in the impact of health policies on health professionals.

Teaching

Health Services Management
Health Policy Analysis
Business-Government Relations

HONOURS

Awards

- | | |
|------|--|
| 2008 | Award for outstanding research paper reviewer. Academy of Management - Annual Conference (Health Care Management Division). Anaheim, California. |
| 2008 | Nominated by MBA students for the Dr. S.J. Basu Award for teaching excellence. |
| 2007 | Nominated by MBA students for the Dr. S.J. Basu Award for teaching excellence. |

2006 Winner of the University of Toronto's Thomas and Edna Naylor Memorial Award for the best thesis by an M.Sc. or Ph.D. graduate student in Health Services Research (presented May 3, 2006).

Scholarships

1999 - 2003 Awarded University of Toronto Open Scholarships, PhD program (\$34,300).

1988 - 1989 Awarded a McMaster University Open Scholarship, MA program (\$2,500).

COURSES TAUGHT

Undergraduate courses

Fall 2008: *Inquiry 2HS3* (Controversies in Health), co-instructor, 1 section

Fall 2007: *Inquiry 2HS3* (Controversies in Health), co-instructor, 1 section

Winter 2011: *Commerce 4SY3* (Independent Study Project in Business)

Graduate courses

Fall 2010: *Business C721* (Health Policy Analysis), 2 section (one section for students in the Global Health MSc program).

Business P700 (Business, Government and the Global Environment), 5 sections
co-instructor: David Barrows

HM700 (Health Systems and Policy Analysis), 1 section for the Master of Health Management program.

Fall 2009: *Business P700* (Business, Government and the Global Environment), 4 sections
Co-instructor: David Barrows

Winter 2009: *Business P700* (Business, Government and the Global Environment), 4 sections
co-instructor: David Barrows

Fall 2008: *Business C721* (Health Policy Analysis), 1 section

Business P700 (Business, Government and the Global Environment), 3 sections
co-instructor: David Barrows

Business C729 (Special Topics in Health Services Management), Reforming Managed Competition for Home Care Services in Ontario. MBA student (Diana Nuredini).

Summer 2008: *Business P700* (Business, Government and the Global Environment), 1 section
co-instructor: David Barrows

Winter 2008: *Business P700* (Business, Government and the Global Environment), 3 sections
co-instructor: David Barrows

Business C729 (Special Topics in Health Services Management),

Marketing of Hospital Programs in Ontario; co-instructor: Patricia Wakefield. MBA student (Jean-Marie Fiala).

- Fall 2007: *Business C721* (Health Policy Analysis), 1 section
Business P700 (Business, Government and the Global Environment), 3 sections
 co-instructor: Jim Tiessen
- Winter 2007: *Business P700* (Business, Government and the Global Environment), 3 sections
 co-instructor: David Barrows
- Fall 2006: *Business C721* (Health Policy Analysis), 1 section
Business P700 (Business, Government and the Global Environment), 3 sections
 co-instructor: Jim Tiessen
- Winter 2006: *Business P729* (Special Topics in Business Policy), The WTO and Global Trade. MA (globalization program) student (Jill Mills).
Business P700 (Business, Government and the Global Environment), 3 sections
 co-instructor: David Barrows
- Fall 2005: *Business C721* (Health Policy Analysis), 1 section
Business P700 (Business, Government and the Global Environment), 2 sections
 co-instructor: David Barrows
- Winter 2005: *Business P700* (Business, Government and the Global Environment), 3 sections
 co-instructor: David Barrows
- Fall 2004: *Health Research Methodology 738* (Health Policy Analysis),
 1 section with 3 tutorial groups
 co-instructors: Julia Abelson, Fiona Miller, and Leila Ryan
Business P700 (Business, Government and the Global Environment), 4 sections
 co-instructor: David Barrows
- Fall 2003: *Health Research Methodology 738* (Health Policy Analysis),
 1 section with 4 tutorial groups; co-instructors: Fiona Miller, Michelle Gold, Leila Ryan, Ron Sapsford, and Don Willison
Business P700 (Business, Government and the Global Environment), 4 sections
 co-instructor: Jim Tiessen

Other Teaching

- Guest lecturer at McMaster University's DeGroote School of Business. *Business C721* (Health Policy Analysis), Darlene Kindiak instructor, November 23, 2009.
- Guest lecturer at McMaster University's School of Medicine. Physician Assistant Program (Understanding Professional Self-Regulation), Instructor John Cunnington, April 20, 2009.
- Guest lecturer at McMaster University's School of Rehabilitation Science. PT735 - Professional Transitions (An Introduction to Health Policy Analysis), June 5, 2008.
- Guest lecturer at McMaster University's DeGroote School of Business. Commerce 4HA3 (Canadian Health Policy and Health Economics), Chris Longo instructor, October 2, 2007.

- Guest lecturer at McMaster University's DeGroote School of Business. Business C741 (Healthcare Marketing), Patricia Wakefield instructor, January 17, 2007.
- Guest lecturer at McMaster University's DeGroote School of Business. Commerce 4HA3 (Canadian Health Policy and Health Economics), Chris Longo instructor, October 3, 2006.
- Guest lecturer at McMaster University's DeGroote School of Business. Business C711 (Health Economics for Health Care Managers), David Barrows instructor, March 3, 2005.
- Guest lecturer at McMaster University's DeGroote School of Business. Commerce 4HA3 (Canadian Health Policy and Health Economics), Chris Longo instructor, October 7, 2005.
- Guest lecturer at McMaster University's DeGroote School of Business. Business P736 (Quality Management in Health Services), Wayne Taylor instructor, March 2002.
- Guest panelist at the University of Toronto's Department of Health Policy, Management and Evaluation. Graduate course HAD5020 (Canada's Health System and Health Policy II). Toronto, Ontario. January 2002.
- Guest lecturer at the Michener Institute of Applied Sciences (formerly the Toronto Institute of Medical Technology). Respiratory Therapy Program Pathophysiology Seminar Series. *The Role of Legislation in Clinical Practice*. Toronto, Ontario. October 1998.
- Guest lecturer at The Michener Institute of Applied Sciences. Respiratory Therapy Program. *Implementing QA for Respiratory Therapists*. Toronto, Ontario. February 1997.
- Guest lecturer at The Michener Institute of Applied Sciences. Respiratory Therapy Program. *Understanding Ontario's Consent to Treatment Legislation*. Toronto, Ontario. February 1996.
- Guest lecturer at Conestoga College, Stratford campus. Nursing Program. *Using Artificial Airways in Unconscious Patients*. Stratford, Ontario. March 1992 and March 1993.
- Guest lecturer at the Toronto Institute for Medical Technology. Respiratory Therapy Program. *Government Policy and the Funding of Assistive Medical Devices in Ontario*. Toronto, Ontario. September 1988.

RESEARCH FUNDING

- 2011 – 2012 Landry, M. (principal investigator), Woodhouse, L., Deber, R., **Randall, G.E.**, Miller, P., Hicks, A., Stokes, E., Desmeules, and F., Thomas, S. (co-investigators). Research funding. *Policy Analyses of Scope of Practice Changes to Physiotherapy and the Newly Regulated Health Profession of Kinesiology*. The Ontario Health Human Resources Research Network (OHHRRN).
- 2010 – 2011 **Randall, G.E.** (principal investigator) and Wakefield, P.A. (co-investigator). Research funding. *Exploring expanded roles for health professionals: The case of dental hygienists in Ontario*. Applied Health Research Network Initiative: Population Health Improvement Research Network (PHIRN).
- 2010 – 2011 Wakefield P.A. (principal investigator) and **Randall, G.E.** (co-investigator). Research funding. *Exploring the role of peer support specialists in the delivery of community-based mental health services*. The Ontario Health Human Resources Research Network, Ontario Ministry of Health and Long-Term Care).

- 2009 – 2011 **Randall, G.E.**, Wakefield P.A. and Flynn, T. (co-principal investigators). Research funding. *The application of a synchronous education intervention in an online program*. Centre for Leadership in Learning, McMaster University.
- 2008 Kapiroiri, L., **Randall, G.E.**, and Martin, D.K. Conference funding. *Decision making, professional autonomy and the rationing of cardiac care in Ontario*. Administrative Sciences Association of Canada. Halifax, Nova Scotia. May, 2008. McMaster University's Arts Research Board.
- 2008 **Randall, G.E.** and Howard, M. . Conference funding. *Access to after-hours primary care in Ontario*. 1st International Conference on Healthcare Transformation: Primary Care Focus. Singapore. May, 2008. DeGroot School of Business Research Committee.
- 2007 – 2008 **Randall, G.E.** and Howard, M. (co-principal investigators). Research funding. *After-hours telephone advice given by family physicians' offices in Ontario*. Ontario Ministry of Health and Long Term-Care research grant #02045.
- 2007 **Randall, G.E.** and Williams, A.P. Conference funding. *Professional autonomy under managed competition*. Administrative Sciences Association of Canada. Ottawa, Ontario. June, 2007. DeGroot School of Business Research Committee.
- 2007 **Randall, G.E.** Conference funding. *Policy change and institutional isomorphism in health care*. 6th International Conference on Health Economics and Policy. Athens Institute for Education and Research, University of Athens. Athens, Greece. June 2007. McMaster University's Arts Research Board.
- 2006 **Randall, G.E.** Conference funding. *From collaboration to competition: Organisational change and inter-professional conflict in Ontario's home care system*. 5th International Conference on Organisational Behaviour in Health Care. Aberdeen, Scotland. April, 2006. McMaster University's Arts Research Board.
- 2006 **Randall, G.E.** and Williams, A.P. Conference funding. *By design or default: the impact of health care reform on professional autonomy*. 4th Bi-annual Health Services and Policy Research Conference. Canberra, Australia. November, 2005. McMaster University's Arts Research Board and DeGroot School of Business Research Committee.
- 2005 - 2006 Di Censo, A. (principal investigator) and **Randall, G.E.** (co-investigator) et al. [other co-investigators consist of a multidisciplinary team of 45 researchers representing 15 universities]. Research funding. "Improving access to quality care through integration of advanced practice nurses in specialized roles." The project was accepted at the LOI stage and funding was provided to complete the full proposal. CIHR team grant.
- 2004 - 2006 **Randall, G.E.** (principal investigator) and Wakefield, P.A. (co-investigator). Research funding. *Mental health reform in Ontario: government retrenchment and assertive community treatment programs*. McMaster University's Arts Research Board.

- 2004 - 2006 Wakefield, P.A. (principal investigator) and **Randall, G.E.** (co-investigator). Research funding. *Advertising professional health services in Canada: implications for consumers, professionals and policy-makers*. McMaster University's Arts Research Board.
- 2003 - 2006 **Randall, G.E.**, Start-up research funding. DeGroot School of Business McMaster University.
- 2002 - 2005 **Randall, G.E.** (principal investigator). Research funding. *The impact of managed competition on home care in Ontario: the case of rehabilitation services and professionals*. Student Research Assistance Fund, Medicare to Home and Community Research Unit, University of Toronto, funded through the Canadian Institute of Health Research (CIHR).
- 2001 – 2004 Williams, A.P. (principal investigator), Deber, R., Lum, J., Rappolt, S., Verrier, M., and **Randall, G.E.** (collaborator). Research funding. *Resetting the institutional and structural balance in Canada's health system: privatization, globalization and the case of rehabilitation services in Canada*. Social Sciences and Humanities Research Council of Canada.

LIFETIME PUBLICATIONS

Peer Reviewed

Contributions to Scholarly Books

- Randall, G.E.** (2009). Policy change and institutional isomorphism in health care. In Boutsoli, Z. (ed.) *Themes on health care: challenges and future actions*. pp.417-430. Athens Institute for Education and Research: Athens, Greece (ISBN: 978-960-6672-54-5).
- Kindiak, D.H., Grieve, J.L., **Randall, G.E.**, and Madsen, V.A. (2004). Social work practice in community psychogeriatric programmes. In Holosko, M. (ed.) *Social work practice with the elderly*, 3rd ed. pp. 519-545. Canadian Scholars' Press: Toronto, Ontario (ISBN: 1-55130-233-0).

Journal Articles

- Randall, G.E.**, Wakefield, P.A., and Richards, D.A. (2010). Fidelity to assertive community treatment program standards: a regional survey of adherence to standards. *Community Mental Health Journal*. Published online October 1, 2010, DOI: 10.1007/s10597-010-9353-x.
- Randall, G.E.**, and Wakefield, P.A. (2010). Achieving full compliance with standards for ACT programs in Ontario: Does sponsoring agency type matter? *Healthcare Management Forum*. 23(3): 126-131.
- Howard, M., and **Randall, G.E.** (2009). After-hours information given by family physicians in Ontario. *Healthcare Policy / Politiques de Santé*. 5(2): 106-115.

- Randall, G.E.**, Eberlein, B., and Barrows, A. (2009). Seeking accountable health care through measurement. *Journal of Public and Nonprofit Services / ZögU - Zeitschrift für öffentliche und gemeinwirtschaftliche Unternehme*. 37(4): 44-55.
- Kapiriri, L., **Randall, G.E.**, and Martin, D.K. (2009). Health care rationing and professional autonomy: the case of cardiac care in Ontario. *The Open Health Services and Policy Journal*. 2: 34-41.
- Randall, G.E.**, and Williams, A.P. (2009). Health care reform and the dimensions of professional autonomy. *Canadian Public Administration / Administration Publique du Canada*. 52(1): 51-69.
- Randall, G.E.** and Kindiak, D.H. (2008). Deprofessionalization or postprofessionalization? Reflections on the state of social work as a profession. *Social Work in Health Care*. 47(4): 341-354.
- Randall, G.E.** (2008). The impact of managed competition on diversity, innovation and creativity in the delivery of homecare services. *Health and Social Care in the Community*. 16(4): 347-353.
- Randall, G.E.** (2007). The reform of home care services in Ontario: opportunity lost or lesson learned? *Canadian Journal of Occupational Therapy*. 74(3): 209-217.
- Randall, G.E.** (2007). Competition, organizational change and conflict: the changing role of case managers in Ontario's homecare system. *Care Management Journals*. 8(1): 2-7.
- Wesson, T., **Randall, G.E.**, Barrows, D., and Fung, J. (2006). Improved organizational performance through the interdisciplinary provision of services: a case study of an economic evaluation of pharmacist dosing of warfarin. *The Innovation Journal*. 11(1): 4(1-12).
- Randall, G.E.** and Williams, A.P. (2006). Exploring limits to market-based reform: managed competition and rehabilitation home care services in Ontario. *Social Science and Medicine*. 62(7): 1594-1604.
- Randall, G.E.** and Taylor D.W. (2000). Clinical practice guidelines: the need for improved implementation strategies. *Healthcare Management Forum*. 13(1): 36-42.

Proceedings / Other Publications

- Randall, G.E.** (2006). From collaboration to competition: organisational change and inter-professional conflict in Ontario's home care system. *Proceedings of the 5th International Conference on Organisational Behaviour in Health Care*. Aberdeen, Scotland: Society for Studies in Organising Healthcare.
- Randall, G.E.** (2005). *The impact of managed competition on home care in Ontario: the case of rehabilitation services and professionals*. PhD dissertation, University of Toronto, Department of Health Policy, Management and Evaluation, 210 pages. UMI Dissertations Publishing and National Library of Canada: Ottawa, Ontario (ISBN: 049407700X).

Not Peer Reviewed

Other Publications

Wesson, T., Barrows, D., and **Randall, G.E.** (2010). A strategy for the Ontario digital animation and visual effects industry. Prepared for Computer Animation Studios of Ontario (CASO) and the Ontario Media Development Corporation. June 17, 2010, 90 pages.

Randall, G.E. (2007). Invited editorial. Private healthcare: panacea or prelude to disaster. *McMaster Educator*. Issue 10, March 2007.

Randall, G.E. (2007). *Regulatory Issues and Governance Practices of Provincial Farm Products Marketing Authorities in Canada*. Ontario Pork Producers' Association: Guelph, Ontario.

Randall, G.E. (2005). Understanding professional self-regulation. *Ontario Association of Veterinary Technologists (OAVT)*: Guelph, Ontario.

Randall, G.E. (2004). *A Commentary on the Evolution of Hog Contracting in Ontario and the Current Supply Agreement, Protocols and Procedures Guideline*. A submission to the Ontario Ministry of Agriculture and Food and the Ontario Farm Products Marketing Commission. Ontario Pork Producers' Association: Guelph, Ontario.

Submitted for Publication (peer reviewed)

Wakefield, P.A., **Randall, G.E.**, and Richards, D.A. (2010). Community participation in assertive community treatment programs in Ontario. Submitted to *Health Policy*.

PRESENTATIONS AT MEETINGS

Invited (*presenting author is underlined)

Randall, G.E. *Implementing Performance Management Systems in Non-Profit Organizations*. Ontario Dental Hygienists' Association. Mississauga, Ontario. April, 2010.

Randall, G.E., Eberlein, B., Barrows, A., Wesson, T., and Barrows, D. *Accountable healthcare: an examination of Ontario's medical system*. 8th International Symposium on Public Sector Management 2008: Public Management and Public Marketing. University of Freiburg. Freiburg, Germany. June, 2008.

Randall, G.E. *Traveling the long road to professional self-regulation*. Annual Meeting of the Ontario Institute of Agrologists. Guelph, Ontario. March, 2007.

Randall, G.E. and Wakefield, P.A. *ACT program fidelity in Ontario: compliance, importance, and barriers*. Ontario Ministry of Health and Long Term Care's Annual Conference of Ontario Assertive Community Treatment Programs. Toronto, Ontario. January, 2007.

- Randall, G.E. *The road to professional self-regulation.* Ontario Association of Veterinary Technologists Annual Conference. London, Ontario. February, 2005.
- Randall, G.E. *Changing behaviour and improving performance by measuring what matters.* College of Dental Hygienists of Ontario. Toronto, Ontario. January, 2005.
- Randall, G.E. *Health care reform in Ontario: exploring the impact on rehabilitation services and professionals.* Community Care Research Centre. Mini-Symposium. Health Care Restructuring: Impact on Home Care Workers and Clients. Burlington, Ontario. May, 2004.
- Randall, G.E. *Competency based assessment processes of foreign trained professionals.* The Maytree Foundation. Toronto, Ontario. December, 2000.
- Randall, G.E. *Managing respiratory therapists through the CRTO's quality assurance and core competencies.* Ontario Hospital Association Annual Convention. Toronto, Ontario. November, 1999.
- Randall, G.E. *Professional regulation in Ontario under the Regulated Health Professions Act.* Consortium of Respiratory Therapy Regulators and Professional Associations. Calgary, Alberta. February, 1999.
- Randall, G.E. *Labour mobility through provincial cooperation.* National Alliance of Respiratory Therapy Regulatory Bodies. Quebec City, Quebec. October, 1999.
- Randall, G.E. *The evolution of clinical practice in Ontario.* 27e Congrès de l'Ordre professionnel des inhalothérapeutes du Québec. Sherbrooke, Quebec. October, 1999.
- Randall, G.E. *Clinical practice guidelines: process and pitfalls.* Ontario Respiratory Care Society and the Canadian Council of Cardiovascular Nurses. Coming Together - Enhancing Practice. London, Ontario. May, 1997.
- Randall, G.E. *The delegation of controlled acts to unregulated staff.* Ontario Home Health Care Providers' Association and the Ontario Home Respiratory Services Association. Home Health Conference. Mississauga, Ontario. May, 1997.
- Randall, G.E. *Public protection through continuing competence in Ontario: a self-evaluation approach.* Telemedicine Canada / Faculty of Medicine, University of Toronto. Toronto, Ontario. June, 1996.
- Randall, G.E. *The impact of Ontario's Regulated Health Professions Act on educational institutions.* Annual Meeting of the Canadian Deans of Allied Health. Toronto, Ontario. May, 1996.
- Randall, G.E. and Rodgers, S. *Consent to treatment: practical aspects in respiratory care.* Ontario Respiratory Care Society / Ontario Lung Association. St. Catharines, Ontario. November, 1995.
- Randall, G.E. *Continuous quality improvement and quality assurance in the provision of health care services.* Respiratory Therapy Society of Ontario Education Day. Toronto, Ontario. September, 1995.

Randall, G.E. *Reform of health care in Ontario: implications for respiratory therapy practice.* Telemedicine Canada / Faculty of Medicine, University of Toronto. Toronto, Ontario. November, 1994.

Randall, G.E. *Implications for educating applied health science practitioners that arise from the Regulated Health Professions Act, 1991.* The Michener Institute of Applied Sciences. Faculty Professional Development Workshop. Toronto, Ontario. June, 1994.

Randall, G.E. *Challenges in the implementation of a new regulatory body.* Ontario Hospital Association in conjunction with the Ontario Association of Administrative Respiratory Therapists. The Conference for Respiratory Therapy: Transformation in Roles and Relationships. Toronto, Ontario. May, 1994.

Contributed (peer reviewed) (*presenting author is underlined)

Howard M., and Randall G.E. *After-hours telephone advice given by family physicians in Ontario.* Family Medicine Forum, College of Family Physicians of Canada. November 26-29, 2008. Toronto, Canada.

Randall, G.E. and Howard, M. *Access to after-hours primary care in Ontario.* 1st International Conference on Healthcare Transformation: Primary Care Focus. Singapore. May, 2008. Abstract - *Annals of the Academy of Medicine, Singapore*, 37(5): S44.

Kapiriri, L., Randall, G.E., and Martin, D.K. *Decision making, professional autonomy and the rationing of cardiac care in Ontario.* Administrative Sciences Association of Canada. Halifax, Nova Scotia. May, 2008.

Wakefield, P.A. and Randall, G.E. *Community participation in assertive community treatment programs.* Administrative Sciences Association of Canada. Halifax, Nova Scotia. May, 2008.

Howard, M. and Randall, G.E. *After-hours telephone advice given by family physicians in Ontario.* Canadian Association for Health Services and Policy Research (CAHSPR) conference. (Poster). Gatineau, Quebec. May, 2008.

Randall, G.E. and Williams, A.P. *Professional autonomy under managed competition.* Administrative Sciences Association of Canada. Ottawa, Ontario. June, 2007.

Wakefield, P.A. and Randall, G.E. *Problems, pitfalls and priorities: reflections on efforts to measure and evaluate compliance with standards for community based mental health services.* Canadian Association of Health Services and Policy Research (CAHSPR) conference. Toronto, Ontario. June, 2007.

Randall, G.E. *Policy change and institutional isomorphism in health care.* 6th International Conference on Health Economics and Policy. Athens Institute for Education and Research, University of Athens. Athens, Greece. June, 2007.

Randall, G.E. and Wakefield, P.A. *Exploring barriers to ACT program fidelity in Ontario.* Making Gains in Mental Health and Addictions Conference. Toronto, Ontario. November, 2006.

Randall, G.E. *From collaboration to competition: Organisational change and inter-professional conflict in Ontario's home care system.* 5th International Conference on Organisational Behaviour in Health Care. Society for Studies in Organising Healthcare and the University of Aberdeen Business School. Aberdeen, Scotland. April, 2006.

Randall, G.E. and Williams, A.P. *By design or default: the impact of health care reform on professional autonomy.* 4th Bi-annual Health Services and Policy Research Conference. Hosted by the Health Services Research Association of Australia and New Zealand. Canberra, Australia. November, 2005.

Randall, G.E. and Williams, A.P. *Exploring limits to market-based reform: managed competition and rehabilitation home care services in Ontario.* Canadian Association of Health Services and Policy Research (CAHSPR) conference. Montreal, Ontario. May, 2004.

Randall, G.E. *Competency assessment: from theory to practice.* Federal-Provincial-Territorial Working Group on Access to Professions and Trades. Shaping the Future: Qualification Recognition in the 21st Century. Toronto, Ontario. October, 1999.

ADMINISTRATIVE RESPONSIBILITIES

Department

- Member, Area tenure and promotion committee (July 1, 2009 – present).
- Presenter, DeGroote's MBA information day, HSM session, (November 28, 2009).
- Member, Area Search Committee (Tenure-track Assistant Professor in International Business) (July 1, 2008 – June 30, 2009).
- Member, Health Services Management MBA/Health profession working group, DeGroote School of Business, McMaster University (November 2004 – 2006).
- Advisor for MBA students at Focus Business Consulting (2005).

Faculty

- Acting Director, Health Services Management stream of the MBA program, (January 1, 2011 – present).
- Executive Committee member for the joint DeGroote School of Business and School of Rehabilitation Sciences Master of Health Management Program (January 1, 2011 – present).
- Curriculum Committee co-Chair for the joint DeGroote School of Business and School of Rehabilitation Sciences Master of Health Management Program (January 1, 2009 – December 31, 2010).
- Recruitment and Admissions Committee co-Chair for the joint DeGroote School of Business and School of Rehabilitation Sciences Master of Health Management Program (January 1, 2010 – December 31, 2010).
- Student Appeals Committee member for the joint DeGroote School of Business and School of Rehabilitation Sciences Master of Health management Program (September 1, 2010 – present).
- Participant, OCGS review of proposed Masters in Global Health Program. November 4 & 5, 2009.

- Participant, OCGS review of proposed Masters in Health Management Program. October 20 & 21, 2009.
- Participant, Academic Review of the School of Rehabilitation Sciences, McMaster. September 15 & 16, 2009.
- Moderator for DeGroot Interprofessional Health Leadership Conference 2009: Crisis in Healthcare: Exploring the Pressures and Solutions of Health Leadership (October 3, 2009).
- Member, Learning Experience Committee for the Burlington Campus (2009).
- Member, Comprehensive Examination Committee for the Political Studies field in McMaster University's interdisciplinary PhD program in Health Policy (July 1, 2009 – June 30, 2012).
- Co-lead in the development of a the Master in Health Management (MHM) degree in collaboration with the School of Rehabilitation Sciences (2008 – present).
- Core faculty (teaching a required course) for the proposed multidisciplinary graduate program in global health (2009 – present).
- Member, Graduate Admissions and Study Committee (July 1, 2008 – June 30, 2011).
- Member, Candidate selection committee for McMaster University's interdisciplinary PhD program in Health Policy (July 1, 2008 – June 30, 2010).
- Member, Arts Library Committee, McMaster University (July 1, 2006 – June 30, 2008).
- Member, DeGroot School of Business, Graduate Student Awards Committee (July 1, 2007 – June 30, 2008).
- Member, Graduate Curriculum and Policy Committee, DeGroot School of Business, McMaster University (July 1, 2003 – June 30, 2006).
- Bookstore Representative, DeGroot School of Business, McMaster University (July 1, 2004 – June 30, 2006).
- Represented the DeGroot School of Business at the Ontario Universities' Fair, Toronto Metro Centre (September 25, 2004).

University

- Member, University Taskforce on Interdisciplinary Programs (March 2009 – present).
- Member, Examination Committee, PhD dissertation defense, Health Research Methodology – Patricia Miller (supervisor Kevin Eva). *Examining the Competence and Clinical Specialization of Canadian Physical Therapists*. February 26, 2008.
- Member, Centre for Health Economics and Policy Analysis PhD Awards Committee, 2007.
- Member, Examination Committee, PhD dissertation defense, Nursing – Kimberley Alvarado (supervisor Janet Pinelli). *Hospital Response to Implementation of Medical Directives*. December, 2006.
- Member, Examination Committee, PhD dissertation defense, Health Research Methodology – Tasnim Sinuff (supervisor Deborah Cook). *Understanding Knowledge Translation Through Practice Guidelines in the Intensive Care Unit*. June, 2006.
- Member, Examination Committee, PhD dissertation defense, Nursing – Christine Thrasher (supervisor Alba Di Censo). *Integration of Nurse Practitioners into Emergency Departments: A Mixed Methods Approach*. September, 2005.
- Participant, Integrated Health Task Force focus group, McMaster University, April 13, 2004.

SCHOLARLY AND PROFESSIONAL ACTIVITIES

- Session Chair, Administrative Sciences Association of Canada annual conference. Halifax, Nova Scotia. May, 2008.
- Session Chair, 6th International Conference on Health Economics and Policy. Athens Institute for Education and Research, University of Athens. Athens, Greece. June 2007
- Invited Participant, *Asthma: Breathing New Life into Patients, Policies and Programs Conference*. Schulich School of Business, York University, Toronto, Ontario. June, 2005.
- Faculty, Ontario Training Centre in Health Services and Policy Research (2003 – present).
- Co-investigator, Community Care Research Centre (CCRC) (2003 – 2006).
- Research Mentor for community partners, Community Care Research Centre, McMaster University (2004 – 2005).
- Invited Participant, *Fabry Disease Policy Forum*. Toronto, Ontario. October, 2004.
- Member of the Council on Licensure, Enforcement and Regulation's International Relations, Legislative and Policy Issues, and Credentialing and Examinations Committees (1998 - 2001).
- Member of the Canadian Medical Association's Conjoint Committee for the accreditation of allied medical health programs (2000 - 2001).
- Member of the Council of Universities and the Ontario Ministry of Citizenship, Culture and Recreation's Advisory Committee on Prior Learning Assessment in Universities (1998 - 1999).
- Survey team member for the Canadian Medical Association's Conjoint Committee for the accreditation of allied medical health programs (1993).
- Member of the Canadian Society of Respiratory Therapists' Advisory Board for Curriculum Development (1992 - 1993).
- Reviewer and Canadian representative to the American Association for Respiratory Care's Clinical Practice Guidelines Committee (1992 - 1993).
- Chairperson of Fanshawe College's Program Advisory Committee for respiratory therapy (1990 - 1993).
- Co-Chair of the Respiratory Therapy Society of Ontario's Annual Conference (1987).
- Editor of the Respiratory Therapy Society of Ontario's professional journal (1986 - 1988).

OTHER ACTIVITIES

- Member of the National Alliance of Respiratory Therapy Regulatory Bodies' Executive Committee (1998 - 2001).
- Member of the Federation of Health Regulatory College's of Ontario's Executive Committee (1996 - 1999).
- Member of the Hamilton Health Sciences Corporation (1996 - 2004).
- Member of the Ancaster Local Architectural Conservation Advisory Committee (1999 - 2001).
- Member of the Hamilton Civic Hospitals' Research Committee (1995 - 1996).
- Vice-Chair of the Hamilton Civic Hospitals' Quality of Care and Risk Management Committees (1996).
- Member of the Hamilton Civic Hospitals' Community Relations Committee (1995 - 1996).
- Member of the Hamilton Civic Hospitals' Board of Trustees (1995 - 1996).
- Co-chair (management representative) of Stratford General Hospital's Joint Occupational Health and Safety Committee (1991 - 1993).
- President of the Ontario Hospital Home Health Care Association (1992 - 1993).
- Public Relations Coordinator, Respiratory Therapy Society of Ontario (1987 - 1991).
- Member of the Board of Directors of the Respiratory Therapy Society of Ontario (1985 - 1986).