

**Robert J. Stevens**  
Health Centric Marketing Services  
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## EDUCATION

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**Kellogg School of Management** 1982  
Northwestern University  
Evanston, Illinois  
Master of Business Administration  
Concentrations in Marketing and in Finance  
Focus on Health Care Industry Management

**Duke University** 1978  
Durham, North Carolina  
Master of Arts - English

**Colgate University** 1977  
Hamilton, New York  
Bachelor of Arts - English

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## TEACHING EXPERIENCE

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**Gillings School of Global Public Health** 2001-Present  
University of North Carolina-Chapel Hill  
Chapel Hill, North Carolina

Executive Master's Program & Residential Master's Program  
Adjunct Instructor  
Teach MHA & MPH executive and residential program graduate students. Have taught 15 EMP courses and lectured in five residential Capstone courses.

### Course description: Strategic Health Care Marketing

The Affordable Care Act has made increasing value a priority for providers. Since the purpose of strategic marketing is to deliver value, teaching marketing strategy has never been more important. Students learn and demonstrate practical skills including how to:

- 1) Scan the environment to identify the needs of health care market stakeholders
- 2) Increase health care value through innovative marketing strategies
- 3) Develop and present a strategic marketing plan for a health care service

This highly interactive course is structured based on EMP student preferences. For example, there is an emphasis on hospital, physician, and consumer marketing. The course introduces the concepts of marketing, value, and innovation in the context of health care. We explore how different environmental trends affect health care market participants. Marketing tools – such as segmentation, targeting, and positioning – are introduced to evaluate market opportunities and threats. Students prepare marketing plans with a focus on product, price, channels, and promotion strategies. We conclude with leadership and plan implementation, performance tracking, and marketing effectiveness.

**Kenan-Flagler Business School**  
University of North Carolina-Chapel Hill  
Chapel Hill, North Carolina

**2007 - Present**

Kenan-Flagler MBA Program & Executive MBA Program  
Adjunct Assistant Professor of Marketing  
Teach MBA and Executive MBA students

Course description: Strategic Health Care Marketing: 2007 to 2009

This course is structured similarly to the SPH/EMP strategic marketing course, but it emphasizes the preferences of MBA students. For example, teams of students develop and present strategic marketing plans for medical device, health information system, pharmaceutical, and other Research Triangle area companies.

Health Care Entrepreneurial Team Coaching and Judging: 2010 to present

Have coached teams participating in the Kenan-Flagler Launching the Venture course, international students in the Global Learning Opportunities in Business Education (GLOBE) program, and the Carolina KickStart (NC TraCS Institute) program. Have also served as a judge and mentor for health care teams competing in the Carolina Challenge.

**Martha & Spencer Love School of Business**  
Elon University  
Elon, North Carolina

**2010 - Present**

Bachelor of Science in Business Administration Program  
Adjunct Instructor in Management  
Teach upper-class undergraduate students during intensive Winter Term course meeting every day in month of January since 2010.

Course description: Health Care Strategies for the 21<sup>st</sup> Century

This course is similar to the graduate-level strategic health care marketing course, but it has been adapted based on the preferences of undergraduates. For example, guest lecturers – such as surgeons, hospital administrators, and diagnostics company marketing managers – present innovative health care marketing examples in the context of career development. Teams of students develop and present comprehensive strategic marketing plans for local health care organizations such as Alamance Regional Medical Center and Advanced Home Care.

**Owen Graduate School of Management**  
Vanderbilt University  
Nashville, Tennessee

**2007-11**

Programs: Owen Graduate School of Management Health Care MBA Program, Vanderbilt Executive Development Institute, Vanderbilt Master of Management in Health Care  
Adjunct Assistant Professor of Management  
Taught MBA and Executive MBA students from 2007 to 2011

Course description: Strategic Health Care Marketing

This course is similar to the strategic health care marketing courses described above, but it reflects the

preferences of the Owen MBA and Vanderbilt executive students. For example, Nashville is a major for-profit hospital company hub that has spawned over 250 entrepreneurial health care firms. The course emphasizes innovative health care service strategies. Teams of students develop comprehensive strategic marketing plans for local Nashville-area health care organizations such as Community Health Systems, HealthStream, and the Vanderbilt Center for Integrative Health.

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## WORK EXPERIENCE

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**Health Centric Marketing Services****1996 - Present**

Durham, North Carolina

President

We work with health care organizations that are struggling to increase customer volume and revenue. We use marketing research, analysis, education, and sales lead generation to help clients reach their objectives. Working with a range of clients – hospitals, physicians, health plans, medical device companies, and health information management companies – gives us an understanding of the relationships between various market participants. Examples of clients are Brigham & Women's Medical Center, Healthcare Productivity Automation, Cardiovascular Care Group, Duke Medicine, UT/Southwestern Medical Center, MedAssets, ReSound, Vanderbilt Medical Center, and the Health Foundation of Western & Central New York. Students have found discussions of client management problems and solutions particularly valuable.

**Medic Computer Systems****1993-95**

Raleigh, North Carolina

Director of Marketing

Senior marketing executive and team leader for this \$160 million, entrepreneurial, publicly-traded (NASDAQ) physician information systems company. Focused on sales lead development, branding, marketing research, marketing communications, investor relations, and channel development. Implemented pioneering sales and marketing strategy targeting integrated delivery systems nationally. Medic became the first client of Health Centric Marketing Services.

**Coastal Healthcare****1988-93**

Durham, North Carolina

Director of Corporate Communications (1992-93)

Built a market-driven framework for building strategic relationships with buy-side and sell-side investors and analysts for this \$750 million publicly-traded (NYSE) company.

Vice President of Marketing and Sales (1988-92)

Initiated marketing and sales function for Medbill, the Coastal physician billing subsidiary. Conducted marketing research, developed and implemented strategic marketing plans, and closed sales with hospitals and physicians throughout the U.S.

**CaroMont Health** (*formerly Gaston Healthcare*)  
Gastonia, North Carolina

**1984-88**

Vice President of Marketing and Sales

Appointed the first hospital marketing vice president in NC. Adapted a consumer packaged goods strategic marketing framework for this integrated delivery system anchored by 479-bed Gaston Memorial Hospital. Developed market-driven service line marketing plans targeting consumers, physicians, employers, and employees. Also responsible for business development and public relations functions.

**GSK Consumer Products** (*formerly Beecham Products USA*)  
Pittsburgh, Pennsylvania

**1982-83**

Brand Assistant

One of two product managers on \$32 million SUCRETS sore throat lozenge brand. Learned the value of using consumer package goods brand management tools including market and product research, product innovation management, new product development, pricing, distribution expansion, and trade and consumer promotion management.

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#### **SELECTED PUBLICATIONS AND AWARDS**

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- *Strategic Marketing for Health Care Organizations: Building a Customer-Driven Health System*  
A textbook for both students and health care marketing practitioners, co-authored with Philip Kotler and Joel Shalowitz. Jossey-Bass/John Wiley, April 2008. A completely revised second edition is currently being written and expected in 2017.
  - "Going to Market: How can academic medical centers resolve their most pressing marketing challenges?" *Marketing Health Services*, Summer 2005. American Marketing Association.
  - "National Transcription Company has Local Approach to Service", *Advance for Health Information Professionals*, November 27, 2000.
  - "Automated Medical Records Systems Increase Productivity", *Professional Practice Today*, April 1994.
  - "Hospitals Reap Benefits from Emergency Physician Fee-for-Service Compensation Plan", Healthcare Financial Management Association, North Carolina Chapter. December 1990.
  - "Analysis of Emergency Physician Data Can Pay Off", *Journal of the Healthcare Financial Management Association*, September, 1990.
  - Academy of Health Services Marketing, American Marketing Association, Contribution Award for Marketing Education, 1987.
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