

ELIZABETH STERN, MPH

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PROFESSIONAL PROFILE

Public health professional with extensive program administration experience, and eighteen years of experience addressing intimate partner violence in medical, public health, and community-based non-profit settings.

SKILLS SUMMARY

- Program planning, management, monitoring and evaluation
- Designing and facilitating training for diverse groups of medical professionals
- Developing interventions to prevent and respond to abuse
- Spanish language fluency
- Training in facilitative leadership
- Staff supervision
- Budget management
- Grant writing
- Interdisciplinary and cross-cultural collaboration
- Qualitative and quantitative research
- Strong oral and written communication

PROFESSIONAL EXPERIENCE

- 1/16-present **Healthcare Program Coordinator**, North Carolina Coalition Against Domestic Violence; Durham, NC
- Serve as project director for a three-year, \$2.25 million grant from the Office of Women's Health, overseeing project design and implementation of the Healthcare IPV Response Project
 - Responsible for all administrative activities for the grant including writing quarterly reports and annual continuation applications, budgeting, contract development and monitoring, organizing funder site visits, and representing project in conference calls and meetings with funder
 - Collaborate with Healthcare Program Specialist in developing toolkit, recommended clinic protocol and training curricula
 - Recruit clinic pilot sites to implement and participate in the evaluation of the project's recommended protocol and training curricula
 - Recruit domestic violence service providers to participate in the project in counties where pilot site clinics are located
 - Provide training and technical assistance to participating clinics and domestic violence service providers
 - Create expert panel for project and facilitate panel meetings
 - Supervise Healthcare Program Specialist
 - Collaborate with evaluation team on the development of project evaluation and in providing quality improvement support to pilot sites
 - Create a plan to disseminate project deliverables and lessons learned

7/13-1/16

Network Administrator (Duke human resources title: Health Center Administrator I), Northern Piedmont Community Care, Duke Division of Community Health, Department of Community and Family Medicine; Durham, NC

- Provided administrative oversight for multiple population-based health programs, pilot projects, and contracts for Northern Piedmont Community Care (NPCC), the local network affiliate of Community Care of North Carolina that is dedicated to improving health outcomes while reducing health care costs for patients enrolled in Medicaid Carolina Access II and some private insurance plans
- Administrative oversight included the following programs: Health Check, Pregnancy Medical Home, OB Care Management, Community Care for Children, First in Health, Medical Necessity Review pilot project, Diabetes and Sickle Cell Tele-coaching, and the Fostering Health NC Initiative
- Supervised as many as eight clinical and non-clinical staff members and contractors at one time
- Monitored budgets, contracts, and implementation of program goals
- Prepared annual program reports
- Responsible for outreach to NPCC's primary care practices in Durham County
- Collaborated with primary care medical leadership and practice administrators to improve outcomes for patients enrolled in Medicaid Carolina Access II
- Led performance improvement processes for health department based OB care management Community Care for Children care management programs
- Planned and facilitated quarterly network pediatric team meetings in Durham
- Coordinate initiative to bring together pediatric medical and mental health providers in Durham to improve medical-behavioral health integration
- Developed and implemented a marketing strategy for new Durham County Health Department well-child clinics in five local elementary schools

1/03-3/13

Domestic Violence Program Coordinator, Duke University Health System; Durham, NC

- Established, developed, and led the Duke University Health System (DUHS) Domestic Violence Program
- Administrative duties included program planning, implementation and evaluation
- Designed and led trainings on intimate partner violence and other forms of abuse for thousands of attending physicians, residents, nurses, nursing assistants, social workers, medical students, nursing students, local domestic violence agency advocates, high school students, and others
- Provided brief presentation on abuse for all new employees in Duke Medicine orientation; trained all new Duke University Hospital, Duke Regional Hospital, and Duke clinic nurses on how to recognize and address intimate partner violence
- Developed abuse intervention policies and procedures to guide practice with patients at Duke University Hospital and Duke Regional Hospital
- Collaborated with public health researchers from UNC on a CDC-funded evaluation of a domestic violence intervention in the Duke Regional Hospital Emergency Department
- Wrote proposal to DUHS leadership that led to the creation of a Sexual Assault Nurse Examiner (SANE) program, with a full-time program coordinator, insuring consistent availability of trained forensic nurses for sexual assault cases at Duke

University Hospital and Duke Regional Hospital

- Developed patient education materials on intimate partner violence in English and Spanish; insured that materials were available to hospital social workers and emergency department staff members
- Managed grant budget and wrote annual reports for three-year grant from The Duke Endowment; wrote proposal and managed grant from the Josiah Trent Memorial Foundation
- Assisted DUHS employees experiencing intimate partner violence; provided advice to DUHS managers on how to assist their employees
- Served as liaison with local domestic violence agency
- Represented DUHS on three interagency, interdisciplinary teams in Durham: the Domestic Violence Response Team, the Sexual Assault Response Team, and Partners Eliminating Adult Victimization in Durham
- Represented DUHS on the Rapid Response Team of the Triangle (an interagency, interdisciplinary, anti-human trafficking committee)
- Provided consultation to medical providers on addressing intimate partner violence with their patients
- Organized conference entitled "Domestic Violence and Sexual Assault: Providing Competent Medical and Spiritual Care," attended by over 200 DUHS staff and community members

8/99-12/02

Coordinator of Community Education, Education Services Department, Duke University Health System; Durham NC

- Coordinated the community health education program for Duke University Health System, offering over 550 programs annually to approximately 10,000 participants
- Hired and supervised staff
- Developed and monitored balanced scorecard indicators for community education
- Monitored program spending
- Wrote grant proposals and reports
- Represented the community education program within DUHS and in the community
- Co-chaired Duke University Hospital's Women's Services Community Advisory Committee
- Organized health fairs and other health education events; collaborated with El Centro Hispano in founding the annual Durham Latino Health Fair, now in its 15th year
- Established a health education program for Spanish-speaking women, in conjunction with El Centro Hispano's women's program; participants learned about a different health topic each week after participating in an ESL class
- Taught CPR to DUHS staff and to community members

11/96-8/99

Health Education Specialist, Office of Outreach and Education at Teer House, Duke University Hospital; Durham, NC

- Designed, implemented, taught and evaluated health education programs
- Coordinated participation in community health fairs and helped organize

employee health fairs

- Served as a liaison between the office and community organizations
- Coordinated the Sister-to-Sister program, an educational and mentoring program for pre-teen girls
- Coordinated volunteer program and supervised student interns
- Produced bi-monthly newsletter; solicited and edited articles

4/96-8/96

Training Consultant, Women's Health Section of the North Carolina Department of Health and Human Services (DHHS); Raleigh, NC

- Designed and facilitated workshops on intimate partner violence, statewide, for county health department staff and DHHS regional consultants
- Led health department teams through a needs assessment process and the planning of clinical and community-based interventions
- Developed project evaluation plan
- Co-authored "A Report to the North Carolina Public Health Alliance Against Domestic Violence: Summary and Evaluation of Past Activities and Recommendations for Future Activities to Improve North Carolina Local Health Departments' Response to Domestic Violence"

10/94-11/95

Director of Advocacy, Orange/Durham Coalition for Battered Women; Durham, NC

- Managed 24-hour crisis line for victims of domestic violence
- Assisted with the development of a domestic violence nursing protocol for UNC Hospital's Emergency Department
- Supervised over 60 crisis line volunteers, several student interns, and one employee
- Developed and facilitated the coalition's 50-hour volunteer training
- Recruited volunteers
- Produced monthly newsletter
- Facilitated community education presentations and professional trainings for nurses, doctors, social workers, magistrates, and law enforcement officers
- As sole Spanish-speaking staff member, provided interpretation, crisis counseling and case management to Spanish-speaking clients
- Participated in agency's strategic planning process
- Produced monthly program statistics

3/93-6/94

Graduate Student Researcher, UNC School of Public Health; Chapel Hill, NC

- Conducted exploratory study of North Carolina magistrates' professional practices with domestic violence cases
- Developed survey instrument (written questionnaire for magistrates)
- Applied for and received Institutional Review Board approval for research
- Collected and analyzed data
- Wrote master's paper (thesis) based on study data
- Presented results at annual meeting of the American Public Health Association

7/92-12/92

Health Education Student Intern, Lee County Health Department; Sanford, NC

- Conducted needs assessment of Spanish-speaking women in Lee County through focus groups and in-depth individual interviews

- Designed and taught interactive family planning curriculum to Spanish-speaking health department clients

10/91-6/92 **Community Diagnosis Team Member**; Yanceyville, NC

- Conducted community diagnosis and needs assessment in a rural NC community, including primary data collection and analysis of health-related secondary data
- Conducted in-depth interviews with service providers and community members
- Integrated quantitative and qualitative data into a document for use by local health care providers and community members
- Organized and led community forum to present and discuss findings

1987-1988 **Community Organizer**, Egleston Square Neighborhood Association; Boston, MA

- Wrote grants that funded agency's yearly budget
- Recruited members, worked with existing committees, established new committees
- Organized community forums
- Wrote, designed and produced the organization's bilingual newsletter and leaflets

SELECTED VOLUNTEER POSITIONS

1998-present **Adjunct Instructor**, Department of Health Behavior, UNC Gillings School of Public Health; Chapel Hill, NC

- Served as preceptor for team of master's students conducting a community diagnosis and needs assessment of the Durham Latino community
- Served as advisor to graduate student for her independent project (internship)

1999-2003 **Advisory Board Member**, Hacia La Paz Familiar; Catholic Charities; Durham NC

- Wrote grant that established Hacia La Paz Familiar, a domestic violence and sexual assault program for Spanish-speaking women in Durham County
- Participated in strategic planning process that integrated the program into the Durham Crisis Response Center, the local domestic violence agency

2001-2005 **Board Member**, El Centro Hispano; Durham, NC

- Served on board of El Centro Hispano, a grassroots, membership-based organization dedicated to improving the quality of life of the rapidly growing Latino community in Durham; elected to board by organization's members
- Served on executive committee, fundraising committee and two executive director search committees
- Fundraising activities included grant writing and organizing a telethon

1999-2000 **Interim West Bank Coordinator**, Cambridge-Ramallah/El-Bireh Sister City Campaign (a project of Mobilization for Survival's Middle East Task Force); Ramallah/El Bireh, West Bank

- Developed links between organizations in Cambridge, MA and the Ramallah/El-Bireh area

- Organized itinerary of delegation visiting from Cambridge, MA
- Hired permanent coordinator

1998-2001 **English as a Second Language Teacher**; Jalazoun Refugee Camp, West Bank

- Taught English to high school and junior high school girls in the Jalazoun Refugee Camp

EDUCATION

1994 **Master of Public Health**, University of North Carolina at Chapel Hill, Department of Health Behavior and Health Education

- Honors: 1994 UNC Injury Prevention Research Center student grant research award recipient

1986 **B.A. in Social Thought and Political Economy**, University of Massachusetts at Amherst

- Certificate in Latin American Studies; minor in Women's Studies
- Foreign study in Bogota, Colombia
- Honors: Magna Cum Laude; Commonwealth Scholar; Departmental Honors in Social Thought and Political Economy; Phi Beta Kappa Honor Society

PUBLICATIONS

Roche MC, Moracco KE, Dixon KS, **Stern EA**, Bowling JM. "Correlates of intimate partner violence among female patients in a North Carolina emergency department." *North Carolina Medical Journal*, March/April 2007; 68(2): 89-94.

Waller AE, Hohenhaus SM, Shah PJ, **Stern EA**. "Development and validation of an emergency department screening and referral protocol for victims of domestic violence." *Annals of Emergency Medicine*, June 1996; 27: 754-760.

SELECTED CONFERENCE PRESENTATIONS AND WEBINARS

Ashe-Goins F, Delgado D, Durborow N, Kotz K, Lewis-O'Connor A, McCormick Hadley S, McCaw B, Schaeffer S, **Stern EA**. *Building and Strengthening Healthcare-based Domestic Violence Programs*. Half-day pre-conference session. Futures Without Violence, National Conference on Health and Domestic Violence, San Francisco, CA, March 2012.

Stern EA, Delgado DR. *I've had that Problem Too: An Interactive Workshop Addressing the Lessons Learned by Domestic Violence Program Coordinators in Health Care Settings*. Futures Without Violence, National Conference on Health and Domestic Violence, San Francisco, CA, March 2012.

Delgado DR, **Stern EA**. *Domestic Violence Programs in Healthcare Organizations: Rising to the Challenge*. Breakfast roundtable discussion. Academy on Violence and Abuse, Biennial Scientific Conference: The Developing Science of Violence and Abuse: Toward a New Understanding.

Minneapolis, MN, April 2011.

Stern EA. *Recognizing and Responding to Domestic Violence.* 3rd Annual Duke Ambulatory Care Conference, Durham, NC, October 2010.

Stern EA, Arico T. *Date Rape and Sexual Assault: What You Need to Know.* NC AHEC 2009 Annual Future Leaders in Health Careers Conference, Healing Not Hurting: Youth Violence Prevention, Chapel Hill, NC, May 2009.

Delgado DR, **Stern EA.** *Five Years in the Life: Challenges Faced and Lessons Learned by Two Hospital/Health System-Based Domestic Violence Program Coordinators.* Family Violence Prevention Fund, National Conference on Health and Domestic Violence, New Orleans, LA, October 2009.

Stern EA. *Domestic Violence during Pregnancy.* Duke AHEC webinar for childbirth educators, October 2008.

Stern EA. *Identification and Clinical Management of Domestic Violence in the Health Care Setting.* Domestic Violence & Sexual Assault: Providing Competent Medical and Spiritual Care, Duke Divinity School and Duke University Health System, Durham, NC, April 2008.

Stern EA. *Domestic Violence.* Sixteenth Annual Orthopedic Nurses Workshop, Triangle Chapter of the National Association of Orthopedic Nurses, Chapel Hill, NC, October 2007.

Stern EA. *Dynamics of Domestic Violence and Domestic Violence as a Health Care Issue, and Identification and Clinical Management of Domestic Violence in the Health Care Setting.* Southern Regional AHEC 3rd Annual Ending the Silence Conference, Fayetteville, NC, April 2007.

Stern EA. Moracco KE. *Glad They Asked: Women's Experiences of IPV Screening in an Emergency Department.* Poster presentation. Family Violence Prevention Fund, National Conference on Health and Domestic Violence, San Francisco, CA, March 2007.

Roche MC, Moracco KE, Dixon KS, **Stern EA.** *Correlates of Intimate Partner Violence among Female Patients at an Urban Emergency Department.* American Public Health Association 133rd Annual Meeting, Philadelphia, PA, December 2005.

Stern EA, Moracco KE. *A Collaborative Approach to the Funding, Development, Implementation and Evaluation of an Emergency Department IPV Intervention.* Poster presentation. Family Violence Prevention Fund, National Conference on Health Care and Domestic Violence, Boston, MA, October 2004.

Stern EA. *Domestic Violence.* Throughout the Lifespan: Caring for Women. Duke Women's Services, Duke Hospital Education and Friends of Nursing at Duke University Medical Center, Durham NC, March 1999.

Stern EA. *Identification of Domestic Abuse and Management of Domestic Abuse: the Development and Use of a Domestic Violence Protocol.* Current Women's Health Issues Symposium, Duke University Medical Center, Hilton Head, SC, July 1997.

Stern EA. *Family Violence*. Duke University Medical Center and North Carolina DEHNR/MCH Angus M. McBryde Perinatal Symposium, Durham, NC, March 1996.

Stern EA. *Dynamics of Domestic Violence*. Association of Professional Women in Medicine, Chapel Hill, NC, October 1995.

Stern EA. *An Exploratory Study of North Carolina Magistrates' Professional Practices with Domestic Violence Cases*. American Public Health Association Annual Meeting, Injury Control and Emergency Health Services Late Breakers, Washington, D.C., November 1994.