

# Dr. Blake B Hendrickson Sr.

Austin Peay State University  
Assistant Professor  
Health and Human Performance  
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## Professional Positions

Assistant Professor, Austin Peay State University, Health and Human Performance. (August 2020 - Present).

Consultant, Hendrickson Healthcare. (January 2017 - August 2020).

Adjunct Instructor, King University, Healthcare. (August 2018 - December 2019).

Adjunct Instructor, Welch College, Healthcare Management. (August 2018 - August 2019).

Senior Management Consultant, Berkley Research Group. (June 2016 - October 2017).

Senior Vice President Improvement and Education, Survey Vitals, Patient Satisfaction Surveys. (February 2015 - May 2017).

Physician Administrator- Chief Practice Officer, Community Health Systems, Operations. (December 2011 - September 2015).

Adjunct Instructor, Volunteer State University, Business. (January 2011 - December 2011).

Area Practice Manager, Hospital Corporation of America. (February 2010 - October 2011).

Senior Partner, Business Synergetics. (April 2008 - March 2010).

Owner, Valor Consulting. (July 1996 - February 2008).

CEO-Physician Practices, Adventist Health Systems. (March 1989 - July 1998).

## Education

PhD, Business Administration. Northcentral University, 2018.

[Supporting Documentation](#)

MBA, Business Administration, Management. Vanderbilt University, 1984.

BA, Mass Communications. Western Kentucky University, 1977.

## Licensures and Certifications

FELLOW-Apprentice, Commission on Accreditation of Healthcare Management Education. (2023 - Present).

Fellow of American College of Medical Practice Executives, MGMA. (October 1, 2008 - Present).

Green Belt Six Sigma, Villanova University. (August 10, 2008 - Present).

Lean Certification, Business Synergetics. (August 1, 2008 - Present).

Certified Judge for Tennessee Center for Performance Excellence, TNCPE. (May 5, 2007 - Present).

Certified Medical Practice Executive, MGMA. (November 8, 2000 - November 8, 2023).

## **Professional Memberships**

Clarksville MGMA. (June 2022 - Present).

Commission on Accreditation of Healthcare Management Education. (2020 - Present).

Medical Group Management Association. (March 1991 - Present).

Tennessee Medical Group Management Association. (March 1991 - Present).

American College of Healthcare Executives. (February 1991 - Present).

National Association for Healthcare Quality

## **Awards and Honors**

Number 3 in list of Top Audience Downloads Over 2 year Period, Becker's Healthcare. (2023).

## **Media Appearances and Interviews**

"Healthcare Trends," Becker's Healthcare Podcast. (January 4, 2022).

## **Publications**

### **Published**

Hendrickson, A. B. (2023). Managing Nurse Responsibilities to Increase Efficiency and Help with the Nursing Shortage in the United States: A Narrative summary of reviewed studies. *International Journal of Managerial Studies and Research*, 11(6), 65-70.  
<https://www.arcjournals.org/international-journal-of-managerial-studies-and-research/volume-11-issue-6/>

Hendrickson, A. B. (2018). Patient satisfaction: A qualitative case study of HCAHPS scores and actual patient experience (Doctoral dissertation, Northcentral University). *no*. Ann Arbor, MI: ProQuest. 106 Pennystone Circle. Peer Reviewed

### **Submitted**

Hendrickson, A. B. "Leadership in Healthcare; Navigating the tumultuous waters of ongoing change: A narrative Summary of reviewed studies". *International Journal of Managerial Studies and Research*..

## **Presentations**

Hendrickson, A. B. (Speaker), Tennessee State Conference, "Not Just Another Retention Workshop: The Employee's Perspective on What Will Keep Them Employed," Medical Group

- Management Association, TMGMA Fall Conference, Chattanooga, TN, United States. (September 14, 2023).
- Hendrickson, A. B. (Main Presenter), Southern Middle Tennessee Chapter, "Employee Retention in Healthcare," Medical Group Management Association, In person as main speaker at Maury Regional, Columbia, TN, United States. (March 23, 2023).
- Hendrickson, A. B. (Presenter), AAPC, "What are the 6 most important trends to know about in Healthcare today?," Webinar, Nashville, TN, United States. (January 19, 2022).
- Hendrickson, A. B., Regents Professional Development, "Service Recovery," Regents Medical Center, Conference Room, Pleasant View, TN, United States. (June 2020).
- Hendrickson, A. B., Regents Medical Center Professional Development, "Best Practices in Mentoring Employees," Regents Medical Center, Conference Room, Pleasant View, TN, United States. (May 2020).
- Hendrickson, A. B., Medical Group Management, "Development of Certified Medical Practice Exams," MGMA, Clarksville Chapter, Clarksville, TN, United States. (June 2018).
- Hendrickson, A. B., New York MGMA monthly Webinar, "Assessing the effectiveness and efficiency of your medical practice," NYMGMA, Webinar, New York, NY, United States. (September 2017).
- Hendrickson, A. B., Connecticut Children's Hospital Seminar, "Managing your people for optimal performance," Connecticut Children's Medical Group, Conference Room, Hartford, CT, United States. (January 2017).
- Hendrickson, A. B., Connecticut Monthly Seminar, "Theories of Management: Which works for you?," Connecticut Children's Specialty Group, Conference Room, Hartford, CT, United States. (November 2016).
- Hendrickson, A. B., Connecticut Children's Medical Group Monthly meeting, "How can we best use Analytics and Informatics to improve the care of the patient?," Connecticut Children's Medical Center, Senior Leadership Conference Room, Hartford, CT, United States. (August 2016).
- Hendrickson, A. B., Community Health Systems Education, "Developing Service Techniques that Wow Patients," CHS, Large Conference Room, Clarksville, TN, United States. (November 2015).
- Hendrickson, A. B., All Employee Seminar, "Sorry" Works!," Community Health Systems, Conference Room, Clarksville, TN, United States. (October 2015).
- Hendrickson, A. B., Cottage Medical Ongoing Education, "Thinking Like a Patient," Cottage Hospital, Cottage Medical Group Meeting Room, Galesburg, IL, United States. (November 2014).
- Hendrickson, A. B., CHS Customer Service Program, "Anchoring Down for Customer Service Program," Cottage Hospital, Cottage Medical Group Meeting Room, Galesburg, IL, United States. (June 2014).
- Hendrickson, A. B., Nashville Medical Group, "Comparing New Compensation Models for Physicians," NMGMA, Auditorium, Nashville, TN, United States. (November 2013).

Hendrickson, A. B., Cottage Medical Group Customer Service, "Reaching New Patients and Adding Value to Established Patients Through Social Media," Cottage Medical Group, Cottage Medical Group Meeting Room, Galesburg, IL, United States. (October 2013).

Hendrickson, A. B., Cottage Medical Group Monthly Seminar, "The Power of Benchmarking: A working example," Cottage Medical Group, Cottage Medical Group Meeting Room, Galesburg, IL, United States. (August 2013).

Hendrickson, A. B., Cottage Medical Group Monthly Seminar, "Developing a Financial Dashboard for Physician Practices: The use of Analytics," Cottage Hospital, Cottage Medical Group Meeting Room, Galesburg, IL, United States. (July 2013).

Hendrickson, A. B., Cottage Medical Group Monthly Seminar, "Staying Alive" Keeping the Private Practice Financially Viable," Cottage Hospital, Cottage Medical Group Meeting Room, Galesburg, IL, United States. (June 2013).

Hendrickson, A. B., Illinois Regional Seminar, "What All Practice Managers Should Know About Stark," MGMA, Auditorium Cottage Hospital, Galesburg, IL, United States. (March 2013).

Hendrickson, A. B., Cottage Medical Group Seminar, "Medicare Fraud & Abuse: Staying Compliant," Cottage Hospital, Cottage Hospital Auditorium, Galesburg, IL, United States. (November 2011).

Hendrickson, A. B., Tennessee Hospital Association, "Using New Program to Value and Evaluate Physician Practices," Business Synergetics, Business Synergetics, Franklin, TN, United States. (March 2011).

Hendrickson, A. B., Monthly ASQ Meeting, "Transforming Healthcare Using "Lean Six Sigma"," American Society of Quality, Hotel Meeting Room, Nashville, TN, United States. (August 2010).

Hendrickson, A. B., TNMGMA Spring Conference, "Maximizing Patient Flow while Increasing the Patient Experience," Tennessee MGMA, Chattanooga Erlanger Hospital, Chattanooga, TN, United States. (March 2010).

## **Contracts, Fellowships, Grants and Sponsored Research**

Hendrickson, A. B. (Principal), "SASI," Sponsored by Austin Peay State University, Austin Peay State University, \$2,400.00. (July 1, 2023 - June 30, 2024).  
[Supporting Documentation](#)

## **Research Activity**

"Change Leadership for Healthcare; in constant flux" (Writing Results). (June 2023 - Present).  
Researched over 75 databases for research and articles about how healthcare organizations are changing their leadership for an industry that is always changing

"Increasing Nurse Efficiencies" (Writing Results). (May 2023 - Present).  
Researched multiple data bases on ways to increase nurse efficiency in today's world

"Healthcare Trends in 2022-2023" (Writing Results). (January 2023 - Present).  
Researched from over 30 databases current healthcare trends in preparation for presentation

"Best practices on retention of nurses" (Writing Results). (November 2022 - Present).  
A qualitative survey of currently 50 nurses (looking for 85 to complete) and to base conclusion on other studies and my results

## **Teaching Experience**

Winter HHP 3000, Health Care Management, 3, 1 course.  
Summer HHP 3510, HEALTHCARE ECONOMICS, 3, 4 courses.  
[Supporting Documentation](#)  
Fall HHP 5050, Management of Healthcare Organ, 3, 2 courses.  
Spring HHP 5510, Health Care Economics, 3, 3 courses.  
Summer HHP 5900, Integrative Learning Experience, 3, 1 course.  
Fall MHA 5250, Data Analytics, 3, 1 course.  
Summer MHA 5480, CONFLICT MANAGEMENT, 3, 2 courses.  
[Supporting Documentation](#)  
Spring MHA 5510, Healthcare Economic Policy, 3, 2 courses.  
Spring MHA 5560, Healthcare Quality Outcomes and Impr, 3, 2 courses.  
Fall MHA 5870, Health Informatics, 3, 1 course.  
Summer MHA 5900, Integrative Learning Experience, 3, 2 courses.

## **Teaching Innovation and Curriculum Development**

Curricular Development. MHA program at Austin Peay State University. September 2020 - December 2020.  
As APSU adopted a Master Healthcare Administration Program, led to the development of new courses to include in the curriculum. These include Data Analytics, Healthcare Informatics, Healthcare Quality, Outcomes and Improvement, and Conflict Management in Healthcare Environments.

New Course. Healthcare Quality, Outcomes, and Improvement. August 10, 2019 - April 1, 2020.  
Primarily a course on the new path for Hospitals and Healthcare Organizations: Quality. Also covered is the way quality is measured by outcomes and means of improving those outcomes.

New Course. Informatics for Healthcare Leaders and Decision Makers. January 2019 - October 2019.  
Co-authored development of course for Healthcare Management concentrations and/or majors.

Curricular Development. Healthcare Management Curriculum-Welch College. September 2018 - February 2019.  
Developed a full curriculum of courses for the College to utilize for a Certificate and/or BA program.

## **Faculty Development Activities Attended**

Site Visit Team Member, "Grand Rapids Michigan", Commission on Accreditation of Healthcare Management Education, Grand Rapids, MI, United States. (September 28, 2022 - September 30, 2022).

Conference Attendance, "TMGMA Fall Conference "Path to the Future.", TMGMA, Knoxville, TN, United States. (September 22, 2022 - September 23, 2022).

Conference Attendance, "Leadership Symposium 2022," American College of Healthcare Executives, FRANKLIN, TN, United States. (April 11, 2022 - April 12, 2022).

Conference Attendance, "50th Anniversary Celebration TNMGMA Spring Conference," TNMGMA, FRANKLIN, TN, United States. (March 30, 2022 - April 1, 2022).

Workshop, "Master Class," CAHME, Chicago, IL, United States. (March 22, 2022 - March 23, 2022).

Conference Attendance, "Solutions for Practice Staffing Shortages," MGMA, Franklin, TN, United States. (December 13, 2021).

Conference Attendance, "2022 Medicare Outlook," MGMA, FRANKLIN, TN, United States. (December 7, 2021).

Workshop, "CAHME Boot Camp," CAHME, Clarksville, TN, United States. (June 2021).

Conference Attendance, "National Pathways Conference," MGMA, Englewood, CO, United States. (May 11, 2021 - May 13, 2021).

Conference Attendance, "Congress on Healthcare Leadership," ACHE, FRANKLIN, TN, United States. (March 22, 2021 - March 25, 2021).

Seminar, "How to Increase Revenue with the CMS Primary Care First Payment Model," MGMA, Englewood, CO, United States. (March 14, 2021).

Seminar, "Medicare Direct Contracting and the Accelerating Shift to Value-based Care," MGMA, Englewood, CO, United States. (March 14, 2021).

Seminar, "Unlocking Revenue Through Contract Negotiations," MGMA, Englewood, CO, United States. (January 14, 2021 - March 14, 2021).

Seminar, "E/M Office Visit Overhaul: Clinical and Practice Management Insights," MGMA, Nashville, TN, United States. (February 22, 2021).

Workshop, "Enabling Provider-Patient Engagement Through Centralized, Tech Driven Solutions," MGMA, Nashville, TN, United States. (February 22, 2021).

Seminar, "How AI Technologies Improve the Patient Experience," MGMA, Nashville, TN, United States. (January 29, 2021).

Seminar, "Modeling Revenue Impact on New Fee Schedules," MGMA, Nashville, TN, United States. (January 29, 2021).

Conference Attendance, "Navigating Information Blocking-The Paradigm Shift," Tennessee MGMA, Nashville, TN, United States. (January 12, 2021).

Workshop, "Commission on Accredited Healthcare Management Education (CAHME) Accreditation "Boot Camp," ACHE, Chicago, IL, United States. (January 12, 2021).

Workshop, "Social Media in the Medical Practice: Risks, Rewards, and Reputation Management," Tennessee MGMA, Nashville, TN, United States. (October 2020).

Conference Attendance, "THRIVE 2020," Tennessee MGMA, Nashville, TN, United States. (October 7, 2020 - October 8, 2020).

Seminar, "Safer Together: Healthcare's new Resource Guide to Safer Care," ACHE, Chicago, IL, United States. (September 30, 2020).

Continuing Education Program, "MGMA Washington Update," State MGMA, Nashville, TN, United States. (September 9, 2020).

## **University Service**

Name Reader, Commencement, 3 hrs/year. (2023 - Present).

Member, RTP Criteria Committee for Personnel Action, 5 hrs/year. (April 2022 - Present).

Member, Graduate Academic Council, 15 hrs/year. (September 2021 - Present).

Committee Member, HHP Review Committee for Mission, Vision Statement and Values, 10 hrs/year. (January 2021 - Present).

Member, Conflict of Interest Committee, 12 hrs/year. (August 3, 2021 - August 3, 2024).

Chairman, Search Committee for MHA Faculty, 18 hrs/year. (2021 - 2023).

Member, Committee for new Peer Evaluation Form for Online Instruction, 8 hrs/year. (September 2020 - January 2021).

## **Professional Service**

Fellowship-Apprentice, Commission on Accreditation of Healthcare Management Education (CAHME), Spring House, PA, 48 hrs/year. (April 2023 - Present).

Board of Advisors, 2022 American College of Medical Practice Executives (ACMPE) Scholarship Committee, Englewood, CO, 6 hrs/year. (January 1, 2023 - Present).

TEAM LEAD, Fellowship Submission Committee, Englewood, CO, 40 hrs/year. (January 1, 2023 - Present).

Officer, 2022 MGMA Clarksville Chapter, Clarksville, TN, 75 hrs/year. (July 1, 2022 - Present).

Committee Member, 2022 MGMA-ACMPE Student Champion, Englewood, CO, 25 hrs/year. (June 1, 2022 - Present).

Committee Member, 2022 Medical Group Management Association/ACMPE, Englewood, CO, 5 hrs/year. (January 1, 2022 - Present).

Committee Member, Fellowship Submission Committee, Englewood, CO, 25 hrs/year. (January 1, 2022 - Present).

President, Clarksville MGMA Chapter, Clarksville, TN, 35 hrs/year. (2021 - Present).

## **Public Service**

Board Member, Clarksville Habitat for Humanity, Clarksville, TN, 35 hrs/year. (November 2021 - Present).

Board Member, Habitat for Humanity, Clarksville, TN, 60 hrs/year. (2021 - Present).

Committee Member, Brush With Kindness Committee Member for Habitat for Humanity, Clarksville, TN, 15 hrs/year. (January 2021 - December 2021).

Created Linkin Page for Clarksville MGMA in 2023