

CURRICULUM VITAE
Russell Lacey, Ph.D.

Department of Marketing
Williams College of Business
Xavier University
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EDUCATION

University of Alabama, Tuscaloosa	Marketing	Ph.D.	2003
University of Missouri, Kansas City	Finance	M.B.A.	1988
University of Missouri, Kansas City	Marketing	B.B.A.	1986

ACADEMIC EXPERIENCE

Xavier University, Cincinnati, OH:

Associate Professor of Marketing, 2011-

University of New Orleans, New Orleans, LA:

Associate Professor of Marketing, 2008-2011

Assistant Professor of Marketing, 2003-2008

University of Alabama, Tuscaloosa, AL:

Research/Teaching Assistant, 1997-2001

PROFESSIONAL EXPERIENCE

Baylor Health Care System, Dallas, TX:

Marketing Consultant, Strategic Planning & Business Development, 2001-2003

Director of Strategic Planning & Business Development, 1995-1997

Marketing Manager, 1994-1995

Blue Cross and Blue Shield of Kansas City, Kansas City, MO:

Manager of Corporate Research & Product Development, 1992-1994

Product Manager, 1990-1992

Senior Marketing Research Analyst, 1988-1990

SCHOLARLY AND CREATIVE PRODUCTIVITY

Peer Reviewed Journal Articles:

Thompson, Scott A., Molan Kim, James M. Loveland, **Russell Lacey**, and Iana A. Castro (Forthcoming), "Consumer Communities Do Well, But Will They Do Good? A Study of Participation in Distributed Computing Projects," *Journal of Interactive Marketing*.

Lacey, Russell and Pamela A. Kennett-Hensel (2016), "How Expectations and Perceptions of Corporate Social Responsibility Impact NBA Fan Relationships," *Sport Marketing Quarterly*, 25(1), 21-33.

- Lacey, Russell**, Pamela A. Kennett-Hensel, and Chris Manolis (2015), "Is Corporate Social Responsibility a Motivator or Hygiene Factor? Insights into its Bivalent Nature," *Journal of the Academy of Marketing Science*, 43(3), 315-332.
- Close Scheinbaum, Angeline and **Russell Lacey** (2015), "Event Social Responsibility: A Note to Improve Outcomes for Sponsors and Events," *Journal of Business Research*, 68(9), 1982-1986.
- Close, Angeline G., **Russell Lacey**, and T. Bettina Cornwell (2015), "Visual Processing and Need for Cognition Can Enhance Event-Sponsorship Outcomes: How Sporting Event Sponsorships Benefit from the Way Attendees Process Them," *Journal of Advertising Research*, 55(2), 206-215.
- Close, Angeline G. and **Russell Lacey** (2014), "How the Anticipation Can Be as Great as the Experience: Explaining Event Sponsorship Exhibit Outcomes via Affective Forecasting," *Journal of Current Issues and Research in Advertising*, 35(2), 209-224.
- Sneath, Julie Z., **Russell Lacey**, and Pamela A. Kennett-Hensel (2014), "Chronic Negative Circumstances and Consumption Buying: Consumer Vulnerability after a Natural Disaster," *Journal of Global Scholars of Marketing Science*, 24(2), 129-147.
- Lacey, Russell** and Angeline G. Close (2013), "How Fit Connects Service Brand Sponsors with Consumers' Passions for Sponsored Events," *International Journal of Sports Marketing & Sponsorship*, 14(3), 212-228.
- Close, Angeline G. and **Russell Lacey** (2013), "Fit Matters? Asymmetrical Impact of Effectiveness on Sponsors and Event Marketers," *Sport Marketing Quarterly*, 22(2), 71-82.
- Lacey, Russell** (2012), "How Customer Voice Contributes to Stronger Service Provider Relationships," *Journal of Services Marketing*, 26(2) 137-144.
- Kennett-Hensel, Pamela A., Julie Z. Sneath, and **Russell Lacey** (2012), "Liminality and Consumption in the Aftermath of a Natural Disaster," *Journal of Consumer Marketing*, 29(1), 52-63.
- Lacey, Russell** and Pamela A. Kennett-Hensel (2010), "Longitudinal Effects of Corporate Social Responsibility on Customer Relationships," *Journal of Business Ethics*, 97(4) 581-597.
- Lacey, Russell**, Angeline G. Close, and R. Zachary Finney (2010), "The Pivotal Roles of Product Knowledge and Corporate Social Responsibility on Event Sponsorship Effectiveness," *Journal of Business Research*, 63(11), 1222-1228.
- Sneath, Julie Z., **Russell Lacey**, and Pamela A. Kennett-Hensel (2009), "Coping With a Natural Disaster: Losses, Emotions and Impulsive and Compulsive Buying," *Marketing Letters*, 20(1), 45-60.
- Lacey, Russell** and Robert M. Morgan (2009), "Customer Advocacy and the Impact of B2B Loyalty Programs," *Journal of Business and Industrial Marketing*, 24(1), 3-13.
- Lacey, Russell** (2009), "Limited Influence of Loyalty Program Membership on Relational Outcomes," *Journal of Consumer Marketing*, 26(6), 392-402.
- Sneath, Julie Z. and **Russell Lacey** (2009), "Marketing Defibrillation Training Programs and Bystander Intervention Support," *Health Marketing Quarterly*, 26(2), 87-97.
- Lacey, Russell**, Jaebeom Suh, and Robert M. Morgan (2007), "Differential Effects of Preferential Treatment Levels on Relational Outcomes," *Journal of Service Research*, 9(3), 241-256.

- Lacey, Russell** (2007), "Relational Drivers of Customer Commitment," *Journal of Marketing Theory & Practice*, 15(4), 315-335.
- Lacey, Russell** and Robert M. Morgan (2007), "Committed Customers as Strategic Marketing Resources," *Journal of Relationship Marketing*, 6(2), 51-66.
- Lacey, Russell**, Julie Z. Sneath, R. Zachary Finney, and Angeline G. Close (2007), "The Impact of Repeat Attendance on Event Sponsorship Effects," *Journal of Marketing Communications*, 13(4), 243-255.
- Close, Angeline G., R. Zachary Finney, **Russell Lacey**, and Julie Z. Sneath (2006), "Engaging the Consumer Through Event Marketing: Linking Attendees with the Sponsor, Community, and Brand," *Journal of Advertising Research*, 46(4), 373-381.
- Lacey, Russell** and Julie Z. Sneath (2006), "Customer Loyalty Programs: Are They Fair To Consumers?" *Journal of Consumer Marketing*, 23(7), 464-470.
- Sneath, Julie Z., **Russell Lacey**, Robert Zachary Finney, and Angeline G. Close (2006), "Balancing Act," *Marketing Health Services*, 26(1), 27-32.
- Lacey, Russell** (2000), "Dimensions of the Ideal HMO Brand," *Marketing Health Services*, 20(1), 32-36.

Book Chapters:

- Lacey, Russell** (2015), "Relationship Marketing Tools: Understanding the Value of Loyalty Programs," in *Handbook on Research in Relationship Marketing*, Robert M. Morgan, Janet Turner Parish, and George Deitz, eds., Edward Elgar Publishing, 104-122.
- Kennett-Hensel, Pamela A., **Russell Lacey**, and Matt Biggers (2011), "The Impact of Corporate Social Responsibility on NBA Fan Relationships: A Conceptual Framework," in *Consumer Behavior Knowledge for Effective Sports and Event Marketing*, Lynn R. Kahle and Angeline G. Close, eds., Routledge, 135-157.
- Finney, R. Zachary, **Russell Lacey**, and Angeline G. Close (2011), "Event Marketing and Sponsorship: Lessons Learned from the Tour de Georgia Cycling Races," in *Consumer Behavior Knowledge for Effective Sports and Event Marketing*, Lynn R. Kahle and Angeline G. Close, eds., Routledge, 261-285.
- Morgan, Robert M., Tammy N. Crutchfield, and **Russell Lacey** (2000), "Patronage and Loyalty Strategies: Understanding the Behavioral and Attitudinal Outcomes of Customer Retention Programs," in *Relationship Marketing: Gaining Competitive Advantage Through Customer Retention*, Thorsten Henning-Thurau and Ursula Hansen, eds., Berlin: Springer, 71-87.

Refereed Proceedings:

- Lacey, Russell** and Angeline G. Close (2014), "The Role of Social Responsibility and Event Sponsor Effectiveness," in *Leveraging New Technologies to Create Value for Customers and Firms*, Rebecca Hamilton and Alberto Sa Vinhas, eds. 2014 American Marketing Association Summer Marketing Educators Conf. Proceedings, 349.
- Close, Angeline G., **Russell Lacey**, and T. Bettina Cornwell (2014), "Sponsors Courting Tennis Attendees: Visual Processing and Need for Cognition in Evaluating Event Sponsorship," Brad Carlson and Todd Donovan, eds., 2014 Academy of Marketing Science Annual Conference Proceedings, 146.
- Sneath, Julie Z., **Russell Lacey**, and Pamela A. Kennett-Hensel (2012), "Chronic Negative Circumstances and Compulsive Buying: Consumer Vulnerability after a Natural Disaster," in *Leading the Way Yesterday, Today and Tomorrow*, Christopher Hopkins, ed. Society for Marketing Advances 2012 Proceedings, 93-94.

- Lacey, Russell**, and Pamela Kennett-Hensel (2012), "Corporate Social Responsibility and Consumer Relationships: An Application of Motivator-Hygiene Theory," in *Marketing in the Socially-Networked World: Challenges of Emerging, Stagnant & Resurgent Markets*, Todd Arnold and Lisa Scheer, eds. 2012 American Marketing Association Summer Marketing Educators Conference Proceedings, 210-211.
- Lacey, Russell** (2009), "The Best Offense is a Good Defense: Defensive Marketing Effects of Customer Voice," in *Advances in Marketing, Embracing Challenges & Change – A Global Perspective*, William J. Kehoe and Linda K. Whitten, eds. Society for Marketing Advances 2009 Proceedings, 258-259.
- Kennett-Hensel, Pamela A., **Russell Lacey**, Julie Z. Sneath, and Cherie Courseault Trumbach (2009), "Hurricane Katrina and Retailing Therapy: Tales of Devastation and Shopping," *European Institute of Retailing and Service Studies, Book of Abstracts, 16th Recent Advances in Retailing & Services Sciences Conference*, 79.
- Lacey, Russell**, Pamela A. Kennett-Hensel, and Julie Z. Sneath (2009), "Consumer Behavior Research in the Aftermath of a Natural Disaster: Lessons Learned," in *Marketing Theory and Applications*, Kristy Reynolds and J. Chris White, eds. 2009 American Marketing Association Winter Educators Conference Proceedings, 259-260.
- Kennett-Hensel, Pamela A., Julie Z. Sneath, and **Russell Lacey** (2008), "'Traumatized' Consumers: Examining Marketing Stakeholder Responsibility in the Aftermath of Hurricane Katrina," in *Advances in Marketing, Issues, Strategies and Theories*, William J. Kehoe and Linda Whitten, eds. Society for Marketing Advances Proceedings, 79-80.
- Kennett-Hensel, Pamela A., **Russell Lacey**, and Julie Z. Sneath (2008), "Impulsive and Compulsive Buying Behavior: the Aftermath of Hurricane Katrina," 2008 Winter Conference, Maria L. Cronley and Dhananjav Nayakankuppam, eds. *The Society of Consumer Psychology*, 371-374.
- Lacey, Russell**, Angeline G. Close, and R. Zachary Finney (2007), "Impact of Event Marketing on Brand Image and Purchase Intentions: Affective Forecasting at a Sponsored Event," in *Advances in Marketing, Concepts, Models and Theories*, William J. Kehoe and Linda Whitten, eds. Society for Marketing Advances, 2007 Proceedings, 12-13.
- Parish, Janet Turner, Jaeboem Suh and **Russell Lacey** (2003), "Relationship Quality and New Product Adoption: A Conceptual Framework," in *Advances in Marketing, Pedagogy, Philosophy and Processes*, William Kehoe and Linda Whitten, eds. Society for Marketing Advances, 2003 Proceedings, 190-191.

PRESENTATIONS AT ACADEMIC AND PROFESSIONAL MEETINGS

- "The Role of Social Responsibility on Event Sponsor Effectiveness," co-authored with Angeline Close, presented and published as an extended abstract at the 2014 American Marketing Association Summer Marketing Educators Conference, Social Responsibility and Sustainability Track in San Francisco, CA on August 2, 2014.
- "Sponsors Courting Tennis Attendees: Visual Processing and Need for Cognition in Evaluating Event Sponsorship," co-authored with Angeline Close and Bettina Cornwell, presented and published as an extended abstract at the 2014 Academy of Marketing Science Annual Conference, Sponsorship Track in Indianapolis, IN on May 21, 2014.
- "Corporate Social Responsibility and Consumer Relationships: An Application of Motivator-Hygiene Theory," co-authored with Pamela Kennett-Hensel, presented and published as an extended abstract at the 2012 American Marketing Association Summer Marketing Educators Conference, Consumer Behavior Track in Chicago, IL on August 18, 2012.

"Does Fit Matter in Event Sponsorship-Linked Marketing?" co-authored with Angeline Close, presented at the 2012 American Marketing Association Summer Educators' Conference, Consumer Behavior and Sports & Special Event Marketing SIG Session in Chicago, IL on August 18, 2012.

"Courting Sponsors: The Importance of Seeing and Thinking in Evaluating Tennis Event Sponsorships," co-authored with Angeline Close and T. Bettina Cornwell, presented at the 2012 Research Conference in Sport Marketing: Focus on Sponsorship in Portland, OR on June 21, 2012.

"How Corporate Social Responsibility Can Enhance Event Sponsorship Effectiveness," co-authored with Angeline Close and Zach Finney, presented at the 2010 American Marketing Association Summer Educators' Conference, Consumer Behavior: Marketing, Consumption and Consumer Well-being SIG Session in Boston, MA on August 14, 2010.

"The Best Offense is a Good Defense: Defensive Marketing Effects of Customer Voice," presented and published as an extended abstract in the proceedings of the Society for Marketing Advances Conference, in New Orleans, LA, on November 6, 2009.

"Consumer Behavior Research in the Aftermath of a Natural Disaster: Lessons Learned," co-authored with Pamela A. Kennett-Hensel, and Julie Z. Sneath, presented and published as an extended abstract at the 2009 American Marketing Association Winter Educators' Conference in Tampa, FL on February 22, 2009.

"Assessing the Impact of an NBA Franchise's CSR Initiatives on Consumer Behavior," co-authored with Pamela A. Kennett-Hensel and Christine Morgan, presented at the 2008 American Marketing Association Summer Educators' Conference, Consumer Behavior and Sports Marketing SIG Session in San Diego, CA on August 8, 2008.

"Sporting Event Sponsorship: The Role of Affective Forecasting on Brand Image and Purchase Intentions", co-authored with Angeline C. Close and R. Zachary Finney, presented at the 2008 American Marketing Association Summer Educators' Conference, Consumer Behavior and Sports Marketing SIG Session in San Diego, CA on August 8, 2008.

"Impulsive and Compulsive Buying Behavior: The Aftermath of Hurricane Katrina," co-authored with Pamela A. Kennett-Hensel and Julie Z. Sneath, presented and published as an extended abstract in the proceedings of the Society for Consumer Psychology Conference, in New Orleans, LA, on February 23, 2008.

"Impact of Event Marketing on Brand Image and Purchase Intentions: Affective Forecasting at a Sponsored Event," co-authored with Angeline C. Close and R. Zachary Finney, presented and published as an extended abstract in the proceedings of the Society for Marketing Advances Conference in San Antonio, TX, on November 8, 2007.

"Strengthening ROI and other Event Marketing Outcomes," presented at International Special Events Society New Orleans Chapter, in the Louisiana Superdome in New Orleans, LA on October 11, 2006.

"Relationship Quality and New Product Adoption: A Conceptual Framework," co-authored with Janet Parish and Jaeboem Suh, presented and published as an extended abstract in the proceedings of the Society for Marketing Advances Conference, in New Orleans, LA, on November 5, 2003.

OTHER SCHOLARLY OR CREATIVE ACTIVITIES

Ignation Mentoring Program:

Lacey, Russell (2013), "Reflection into Students' Views on CSR as Consumers," in *Teaching to the Mission: Showcasing Jesuit Education in the Classroom*, 7th Edition, 192-196.

Session Chair at Professional Meetings:

“Satisfaction – Antecedents and Outcomes,” at the American Marketing Association Winter Educators’ Conference in New Orleans, LA on February 20, 2010.

“Contemporary Issues in Marketing Research,” at the American Marketing Association Winter Educators’ Conference in Tampa, FL on February 22, 2009.

“Working With Students in Advising, Group Projects, and Establishing Trust,” at the Annual Meeting of the Society for Marketing Advances, in New Orleans, LA on November 4, 2003.

Session Discussant at Professional Meetings:

“Consumer Recognition of Product Endorsement by Professional Athletes,” at the Research Conference in Sports Marketing, University of Oregon in Portland, OR on July 22, 2012.

Moderator at Professional Meetings:

Moderated “Annual Agency Principals Panel Discussion” at the American Marketing Association New Orleans Professional Chapter Luncheon in New Orleans, LA on May 12, 2011.

Moderated “Iconic Louisiana Brands’ Panel Discussion” at the American Marketing Association New Orleans Professional Chapter Luncheon in New Orleans, LA on December 9, 2010.

Panel Member at Professional Meetings:

“What Can the Professional Chapter Do For You?” (Leadership Session), at the Annual International Collegiate Conference, in New Orleans, LA on April 10, 2010.

Faculty advisor roundtable participant at the American Marketing Association International Collegiate Conference, New Orleans, LA on April 15, 2005.

Reviewer:

Ad hoc reviewer, *Journal of Business Research*
 Ad hoc reviewer, *European Journal of Marketing*
 Ad hoc reviewer, *Journal of Business Ethics*
 Ad hoc reviewer, *Journal of Advertising*
 Ad hoc reviewer, *Journal of Macromarketing*
 Ad hoc reviewer, *Industrial Marketing Management*
 Ad hoc reviewer, *Journal of Interactive Marketing*
 Ad hoc reviewer, *Marketing Education Review*
 Ad hoc reviewer, *International Journal of Management Reviews*
 Academy of Marketing Science Conference Proceedings
 American Marketing Association Educators’ Conference Proceedings
 Marketing Science Institute’s Clayton Doctoral Dissertation Proposal Competition
 Marketing Management Association Conference Proceedings
 Society for Marketing Advances Conference Proceedings

ACADEMIC AWARDS & HONORS

Won Paper of the Year of article entitled “Visual Processing and Need for Cognition Can Enhance Event-Sponsor Outcomes from the American Marketing Association’s Sport & Sponsorship-Linked Marketing Special Interest Group (August 2016).

Awarded 2015 Merit Faculty Award by Williams College of Business, Xavier University (May 2016).

Published in ‘Top 20 Cited Articles in the Past Decade’ Special Issue of *Journal of Marketing Theory & Practice* for JTMP article “Relational Drivers of Customer Commitment” by Taylor & Francis Group in Spring 2016.

Awarded for 3-year O’Conor Research Fellowship, Williams College of Business, Xavier University (2014-2017).

Awarded for 2-year Cintas Faculty Ethics Fellowship, Williams College of Business, Xavier University (2014-2016).

Won Outstanding Paper 2013 for article entitled “Liminality and Consumption in the Aftermath of a Natural Disaster,” co-authored with Pamela A. Kennett-Hensel and Julie Z. Sneath, published in *Journal of Consumer Marketing* at the Literati Network Awards for Excellence 2013.

2013 Highly Commended Award Winner for article entitled "How Customer Voice Contributes to Stronger Service Provider Relationships," published in *Journal of Services Marketing*, at the Literati Network Awards for Excellence 2013.

Won 2012 Best Paper – Ethics, Legal & Public Policy Track for paper entitled “Chronic Negative Circumstances and Compulsive Buying: Consumer Vulnerability after a National Disaster,” co-authored with Julie Z. Sneath and Pamela A. Kennett-Hensel, at the Society for Marketing Advances Conference.

Won 2008 Best Paper – Case Writing & Research Track for paper entitled “Traumatized Consumers: Examining Marketing Stakeholder Responsibility in the Aftermath of Hurricane Katrina,” co-authored with Pamela A. Kennett-Hensel and Julie Z. Sneath, at the Society for Marketing Advances Conference.

Honorable Mention for 2008 Best Competitive Paper for paper entitled “Impulsive and Compulsive Buying Behavior: The Aftermath of Hurricane Katrina,” co-authored with Pamela A. Kennett-Hensel and Julie Z. Sneath, at the Society for Consumer Psychology Winter Conference.

Faculty Advisor of the Year, American Marketing Association University of New Orleans Student Chapter, 2004-2005

Outstanding teaching award presented by Executive Masters in Science in Health Care Management Class of 2004.

University of Alabama, Recognition of Academic Excellence, Dudley R. Watson & Taylor E. Little Award, 2003-2004

Society for Marketing Advances Doctoral Consortium Representative, 2001

University of Alabama, Minnie & Sam Pizitz Scholarship, 2000-2001

PROFESSIONAL MEMBERSHIP AND SERVICE

Board Member, American Marketing Association, New Orleans Professional Chapter (2007-2011)

Member, American Marketing Association

Member, Academy of Marketing Science

Member, Society for Marketing Advances

Member, Society for Consumer Psychology

COURSES ORGANIZED AND TAUGHT

Xavier University:

- Marketing Concepts & Strategy (Executive MBA)
- Marketing Strategy (MBA)
- Marketing Management (MBA)
- Services Marketing (MBA)
- Principles of Marketing
- Marketing Services

University of New Orleans:

- Strategic Marketing Management, including at the Executive MBA Program in San Juan, Puerto Rico
- Health Care Marketing
- Advanced Services Marketing Management
- Marketing Strategy
- Services Marketing, including at the UNO International Program at University of Innsbruck, Austria
- Principles of Marketing, including at the UNO International Program at University of Innsbruck, Austria
- Marketing Foundations for Managers

University of Alabama:

- Retail Management
- Consumer Behavior

ON-CAMPUS SERVICE

- Member of the Williams College of Business Search Committee, Xavier University (2014-current)
- Member of the Intellectual Contributions Committee, Williams College of Business, Xavier (2014-current)
- Member of the Communications and Marketing Network Committee, Xavier University (2014-current)
- Faculty Advisor for the Xavier Marketing Club (2012-current)
- Member of the Teaching Development Committee, Williams College of Business, Xavier, (2011-2014)
- Member of the Xavier EMBA Revamp Task Force (2012-2014)
- Member of Strategic Planning Team on Graduate Programs (2012)
- Member of the Executive MBA Task Force, Williams College of Business, Xavier, (2011-2012)
- Member of University Admissions Committee, UNO (2009-2011)
- Member of Graduate Programs Committee, UNO College of Business (2008-2011)
- Member of M.S. Health Care Management Committee, UNO College of Business (2008-2011)
- Faculty advisor for the American Marketing Association UNO Student Chapter (2003-2008)

OTHER SERVICE

- Prepared and presented a Western & Southern Financial Group Title Sponsorship/2016 Western & Southern Open Study for Western & Southern Financial Group (September 2016)
- Certificated completion of Internal Ethics and Compliance Certificate Program at Xavier University (April 2016)
- Graduate of Leadership Action Class 2 (2015-2016) of Cincinnati USA Regional Chamber (March 2016)
- Attended the Digital Marketing Conference in Santa Monica, CA (May 2015)
- Participated in the Brightman Teaching Workshop in Atlanta, GA (May 2015)
- Participated in the Proctor & Gamble (P&G) Innovation Summit in Cincinnati, OH (October 2014)

Attended the Society of Corporate Compliance Ethics Conference / Compliance and Ethics Institute in Chicago, IL (September 2014)

Interviewed and quoted in Wallethub.com blog "Ask the Experts: Corporate Responsibility, Financial Literacy & Branding" (May 2014)

Interviewed and quoted in LearnVest article "Insider Tips: The Best Loyalty Programs for Your Buck" (April 2013)

Prepared and presented marketing report for New Orleans Hornets senior management on corporate social responsibility-relationship marketing study (January 2009, January 2010, September 2010, November 2011)

Organized and moderated sports marketing panel discussion at New Orleans Arena for American Marketing Association New Orleans Chapter Special Event (November 2009)

Interviewed and quoted in *New Orleans Times-Picayune* article "Despite Business Woes Nationwide, Retailers Like Macy's and Dillard's See Opportunity in New Orleans" (November 2008)

Performed a Tour de Georgia sponsorship/event marketing assessment for AT&T, United Community Bank, and Medalist Sports (June 2007, September 2008)

Interviewed and quoted in *Toronto Star* article "The Psychology Behind Points" (April 2007)

Invited for tour hospital campus and meet with administrators and clinicians at the Mayo Clinic in Rochester, MN (June 2006)