

CURRICULUM VITAE OF NADIA F. KHAN

Areas of Expertise

Academic Advising	Human Resources	Program Development
Academic Accreditation	International Healthcare	Program Coordination
Business Development	Marketing & Communications	Strategic Planning
Course Development	Market Research	Team Management
Healthcare Literacy	Provider & Staff Engagement	

Education

Doctor of Education in Educational Leadership (ABD)

Dissertation Title: Disconnect Between Industry Expectations and Healthcare Administration

Graduate Program Curriculum

Expected Date of Completion: October 2025

Western Kentucky University
Kentucky, USA

Master of Healthcare Administration

Western Kentucky University
Kentucky, USA

Bachelor of Business Administration

North South University
Dhaka, Bangladesh

Experience

Western Kentucky University

Program Director, Bachelor of Science in Health Care Administration (February 2023 – Present)

- Provide planning and proactive problem-solving for the benefit of the students and the program
- Coordinate curriculum development, revision, modification, and on-going assessment
- Coordinate admissions activities – review and assess new applications
- Coordinate, implement and execute program accreditation activities
- Coordinate, implement and execute program strategic activities
- Coordinate, implement and execute program marketing activities
- Provide leadership for program approval, program review, and accreditation
- Develop and initiate advising activities with program faculty
- Coordinate recruitment efforts with the Department Head/Chair, College, Admissions/Graduate Studies & Research
- Coordinate and implement orientation activities
- Assist the Department Head/Chair with recruitment and support of part-time faculty; and
- Staying abreast of current issues through professional development activities

Instructor I, Health Care Administration (August 2018 – Present)

Location: Bowling Green, KY, USA

- Teach courses in Health Care Administration (HCA)
- Advise students from the beginning of the program through graduation
- Coordinate internships – assist students seek and secure internship opportunities and facilitate internship course
- Participate in program activities including research, professional development and curriculum development
- **Courses:**
 - Healthcare Literacy
 - Healthcare Organization and Management
 - Health Systems Management
 - Strategic Planning in Healthcare
 - Healthcare Human Resources
 - Contemporary Issues in Healthcare
 - International Healthcare

Faculty Advisor: Student Healthcare Association – (August 2018 – Present)

- Advise members in student led activities

Healthcare Administration Case Competition Coach – (August 2018 – Present)

- Guide teams of graduate and undergraduate students in developing strategic solutions for healthcare administration case competitions, fostering critical thinking, leadership, and presentation skills.
- Design and implemented training programs and workshops focused on healthcare management topics, including healthcare policy, operations, finance, and strategy.
- Conduct performance evaluations and provide constructive feedback to help students refine their case analysis, enhance their communication skills, and improve their overall competitiveness.
- Collaborate with industry professionals and faculty to provide students with insights into current trends in healthcare management and opportunities for professional growth.
- Successfully lead teams to top placements in national and regional competitions, enhancing the reputation of the program and providing valuable exposure for students.

Faculty Leader, Living Learning Community (LLC), College of Health and Human Services Living Learning Community (August 2021 – Present)

Location: Bowling Green, KY, USA

- Provide support and resources for academic excellence and ensure retention from freshman to sophomore year
- Provide three-dimensional (academic, social and behavioral) support for students in the CHHS LLC
- Plan and implement activities to encourage campus and community involvement

TJ Regional Health, Glasgow, KY

Purchasing Specialist, Supply Chain (January 2018 – August 2018)

Location: Glasgow, KY, USA

Major Responsibilities

- Supply Chain Contracting
- Vendor Management
- Inventory Management
- Charge Master Management
- Supply Item Master Management
- Product Value Analysis

TJ Regional Health, Glasgow, KY

Intern, Finance (May 2017 – August 2017)

Projects:

- Revenue Cycle Improvement Initiatives
- Patient Access Improvement
- Materials Management – Par Level Re-Assessment
- Vendor Reconciliation
- Reimbursement Allocations and Claims for Unclaimed Encounters
- Evaluation of Rural Health Clinics Quality Management

Western Kentucky University, Bowling Green, KY

Graduate Assistant/Program Assistant (January 2016 – August 2017)

Department of Public Health

College of Health and Human Sciences

Major Responsibilities:

- Revise and develop the residential and online Healthcare Administration program
- Coordinate and operate the Online Healthcare Administration Program
- Assist students with advising and course planning
- Facilitate online lessons

Manuscripts in Progress

- **Dissertation** – Disconnect Between Industry Expectations and Healthcare Administration Graduate Program Curriculum
- **Textbook – Healthcare Literacy: Patient and Provider Perspectives**, Publisher: Cognella, Expected date of release: August 2025

Scholarly Activities

- Western Kentucky University. Collaborative Quick Turn Around Grant (C-QTAG). (PI) Haughtigan, Kara, (Co-I) Macy, Gretchen, (Co-I) Link, Kim, (Co-I) Houchens, Nadia, (Co-I) Ellis-Griffiths, Gregory, (Co-I) Eaton, Melanie. Exploring Stress and Burnout in healthcare Administrators Through Photovoice. Awarded October, 2024, \$8528.00

- **Professional Affiliations & Activities**

Board Member – American College of Healthcare Executives – Kentucky Chapter (March 2025 – Present)

Member – Communications Committee, American College of Healthcare Executives – Kentucky Chapter (March 2022 – Present)

Member – Local Program Council (Western Kentucky), American College of Healthcare Executives – Kentucky Chapter (January 2024 – Present)

Member - American College of Healthcare Executives (March 2016 – Present)

Member - Communications Committee, American College of Healthcare Executives – Kentucky Chapter (March 2022 – Present)

- Plan and execute communications activities
- Oversee/supervise marketing materials development and execution

Member – Association of University Programs in Healthcare Administration (May 2019 – Present)

Member – Kentucky Hospital Association (March 2017 – Present)

Alumni Ambassador, Alumni Association, Western Kentucky University (August 2018 – Present)

- Review/read scholarship applications and recommend deserving candidates
- Participate in recruitment activities
- Participate in Freshman Welcome activities

Member, Leadership and Planning Committee, College of Health and Human Services Alumni Council, Western Kentucky University (August 2023 – Present)

Member, LLC Course Development Committee (New committee – Formed August 2024)

- Develop courses for Freshman in the LLC program aimed toward:
 - Academic Success
 - Social Engagement
 - Personal Wellness

Additional Activities

- Member, National Association of Health Services Executives
- Member, Alumni Association, Western Kentucky University
- Member, Alumni Association, North South University, Bangladesh
- Member, Innovation Committee, College of Health and Human Services, Western Kentucky University
- Member, Interprofessional Education Committee, College of Health and Human Services, Western Kentucky University
- Member, Community Engagement Committee, College of Health and Human Services, Western Kentucky University
- Member, Graduation Ceremonies Committee, College of Health and Human Services, Western Kentucky University

Previous Activities

- Guest Lecturer for Health Systems Management, Western Kentucky University (Lecture Topic: Finance, Marketing, Strategy & Supply Chain Management)
- President, Student Healthcare Association, Western Kentucky University
- Editor-in-Chief, Healthcare Newsletter, Western Kentucky University
- Student Associate Member, American College of Healthcare Executives
- Student Member, National Association of Health Services Executives
- WKU Team Leader, 31st Everett V. Fox Student Case Competition (Semifinalist)
- Student Member, Kentucky Hospital Association
- Member, CAHME Accreditation Material Development Team, Western Kentucky University
- International Orientation Leader, International Enrollment Management of Western Kentucky University
- Student Ambassador of Navitas, Western Kentucky University
- Founding General Secretary of Bangladesh Students' Association at Western Kentucky University

Awards

- MHA Award for Excellence in Leadership, College of Health and Human Services, Western Kentucky University
- Officer of the Year Award, Student Healthcare Association, Western Kentucky University
- Nominated for Online Teaching Excellence Award by students at Western Kentucky University (2019, 2020, 2021, 2023, 2024, 2025)

Other Experiences

Bitopi Advertising Ltd. – A Leo Burnett Affiliate (Dhaka, Bangladesh)

Group Account Manager, Client Services (From: May 2013 – December 2014)

Paper Rhyme Advertising Ltd. (Dhaka, Bangladesh)

Manager, Client Services, (November 2010 – May 2013)

Ogilvy & Mather Communications Pvt. Ltd. (Dhaka, Bangladesh)

Executive, Client Services (June 2009 – October 2010)

Murphy McCann Consulting Group (Dhaka, Bangladesh)

Marketing Executive (November 2001 – September 2003)

Standard Chartered Bank (Dhaka, Bangladesh)

Assistant to Branch Development Manager (Internship) (April 2006 -July 2006)

Computer Skills

- Operational efficiency in MS Office Suite
- Familiar with SPSS, Stata, Sorian, Omnicell and MS4 Systems

Language Proficiency

- Excellent written and verbal communication skills in English and Bengali
- Excellent verbal communication skills in Urdu and Hindi