

Eileen Hayes, Ph.D., A.P.R.N., B.C., F.A.A. N. P.

*Associate Professor
Family Nurse Practitioner*

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September, 2006

EDUCATION

Doctor of Philosophy University of Massachusetts Worcester, MA	May, 1997
Master of Science University of Massachusetts Amherst, MA	May, 1988
Bachelor of Science, Nursing Worcester State College Worcester, MA	December, 1980
Nurse Practitioner Certificate Program University of Massachusetts Amherst, MA	July, 1977
Diploma, Nursing Melrose-Wakefield Hospital Melrose, MA	June, 1966

PROFESSIONAL EXPERIENCE

University of Massachusetts School of Nursing Amherst, MA	
Associate Professor	September, 2004
Assistant Professor	September, 2000 – August 2004
Clinical Associate Professor	May, 1996 - August, 2000
Clinical Assistant Professor	September, 1991 - May, 1996

PROFESSIONAL EXPERIENCE

- Vermont College**
Montpelier, VT
Instructor, Nursing May, 1989 - June, 1992
- Western Massachusetts
Family Planning Council
(Tapestry Health Systems)**
Northampton, MA
Family Nurse Practitioner September, 1989-February, 1999
- Greenfield Community College**
Greenfield, MA
Assistant Professor, Nursing September, 1988 - August, 1991
- University Health Services
(Hampshire College)**
Amherst, MA
Staff Nurse & Family Nurse Practitioner September, 1968 - Present
- Melrose -Wakefield Hospital**
Melrose, MA
Staff Nurse Operating Room. June, 1966 - August, 1968

ACHIEVEMENTS

Publications:

- Hayes, E. (2006). Nurse practitioners, managed care, patient satisfaction and intention to adhere to NP recommended care plan. *Journal of the American Academy of Nurse Practitioners*, (In press, August, 2007).
- Hayes, E. (2006). Embattled or embittered or empowered & evolved: NP attitudes towards managed care. *Journal of the American Academy of Nurse Practitioners*, (In Press, March 2007).
- Hayes, E. (2006). Promoting nurse practitioner practice through research: Opportunities, challenges, and lessons. *Journal of the American Academy of Nurse Practitioners*, 18 (4), 180-186.
- Hayes, E., Tropp, J., & Kinnell-Rust, H. (2006) Type 2 Diabetes: Real strategies for real life. *Advance for Nurse Practitioner*, 14 (1) 57-60.
- Hayes, E. (2005). Athena's work: The Tao of mentoring in the NP

preceptor/student relationship. In *Mentoring: Ensuring the future of NP practice and education*. L. Rauckhorst (Ed.), Washington, DC: National Organization of Nurse Practitioner Faculties.

Publications:

- Hayes, E. (2005) Mentoring Research in the NP preceptor/student relationship. In *Mentoring: Ensuring the future of NP practice and education*. L. Rauckhorst (Ed.), Washington, DC: National Organization of Nurse Practitioner Faculties.
- Hayes, E. (2005) Approaches to mentoring: How to mentor and how to be mentored. *Journal of the American Academy of Nurse Practitioners*, 17 (11), 442-445.
- Hayes, E., Djaferis, M., Gattasso, S., Hosmer, T., Williamson, K. (2004). Documenting to Improve Pediatric Asthma Outcomes. *Advance for Nurse Practitioners*, 12 (9), 51-58.
- Hayes, E. (2003). Nurse practitioner confidence and attitudes regarding managed care. *Journal of the American Academy of Nurse Practitioners*, 15 (11), 61-68.
- Hayes, E., & Plaut, T. (2003). Asthma training and NP students: A strategy for improving pediatric asthma outcomes. *Advance for Nurse Practitioners*, August, 42-49.
- Hardin, S., Hayes, E., Addy, C. (2003). Adolescents and war. *Journal of Adolescent and Mental Health*, 16 (2),81-87.
- Hayes, E. (2002). Challenge & opportunity: Nurse practitioner programs partnering with managed care. *Journal of the American Academy of Nurse Practitioners*, 14 (11), 498-504.
- Hayes, E., Chandler, G., Merriam, D., & King, M. (2002). The master's portfolio: Validating a career in advanced practice. *Journal of the American Academy of Nurse Practitioners*, 14 (3), 119-125.
- Hayes, E. (2001). Factors that facilitate or hinder mentoring in the nurse practitioner preceptor/student relationship. *Clinical Excellence for Nurse Practitioners*, 5 (2), 111-118.
- Hayes, E. (2001). Acts of compassion. *RN*, 64 (6). 32-35.

Publications:

- Hayes, E., Allen, J., Gruen, S., Kalmakis, K., & Wilson, J. (2001). Practice patterns and responsibilities, compensation, and professional organization membership: Nurse practitioners, western Massachusetts. *Clinical Excellence for Nurse Practitioners*, 4 (6), 52-60.
- Hayes, E. (2000). The preceptor-student relationship as experienced by mentored and non-mentored nurse practitioner students: Implications for clinical placement evaluation. *The Nurse Practitioner*, 23 (5), 118-124.
- Hayes, E. (1999). Athena found or lost: The precepting experiences of mentored and non-mentored nurse practitioner students. *Journal of the American Academy of Nurse Practitioners*, 11 (8), 335-342.
- Hayes, E. (1998). Mentoring and self-efficacy for advanced practice: A philosophical approach for nurse practitioner preceptors. *Journal of the American Academy of Nurse Practitioners*, 10 (2), 1-5.
- Hayes, E. (1998). Mentoring and nurse practitioner student self-efficacy. *Western Journal of Nursing Research*, 20 (5), 536-553.
- Hayes, E. (1998). Seeking Athena: The beginner's guide to mentoring. *Nursing Spectrum*, 2 (21), 7.
- Hayes, E. (1995). Perspectives on mentoring. *Newsletter 24* (4), Beta Zeta Chapter, Sigma Theta Tau International Society of Nursing, Amherst, 3,7.
- Hayes, E. (1994). Helping to mentor the next generation of nurse practitioners. *Nurse Practitioner*, 19(6), 62-66.
- Hayes, E. & Harrell, C. (1994). Being a mentor to nurse practitioner students: The preceptor- student relationship. *Nurse Practitioner Forum*, 5(4), 220-226.
- Hayes, E. (1993). Managing job satisfaction for the long run. *Nursing Management*, 24(1), 65-67.
- Gruen, S., Hayes, E., and Fritsch, R. (1991). Setting up a school based sexually transmitted disease prevention program. *Nurse Practitioner*, 16 (8), 47-51.
- Hayes, E. (1988). An untapped resource: The political potential of nurses. *Nursing Administration Quarterly*, 13(1), 33-39.

Publications

Hayes, E. (1985). The nurse practitioner: History, current conflicts and future survival. *Journal of American College Health Association*. December, 44-46.

Presentations:

Podium

International

- Hayes, E. (2004). Nurse Practitioners and Managed Care: Promoting Confidence, Competence and Better Patient Outcomes. Third International ICN INP/APNN Conference, Groningen, The Netherlands, June 29, 2004.
- Hayes, E. (2003). Mentoring tomorrow's leaders: NP programs partnering with managed care. Sigma Theta Tau International Research Conference, Toronto, Canada, November 3, 2003.
- Hayes E. (2002). Partnering for quality outcomes: Managed care and NP programs: Challenge & opportunity. Second International NP Conference, Adelaide, Australia, November 3, 2002.
- Hayes, E. (2001). School of Nursing, University of MA, Amherst and Health New England Health Plan, Springfield, MA: Partnering for quality outcomes, in Ladden, M., Dawson, E., & Hale, J. Integrating managed care competencies into the nurse practitioner curriculum. Inaugural Conference of the International Network of Nurse Practitioners and Advanced Practice Nurses, Dublin, Republic of Ireland, August 6, 2001.
- Hayes, P., & Hayes, E. (1998). The "Troubles" in Northern Ireland and posttraumatic stress disorder: A seminar for nurses, social workers and allied health professionals. Magee College, Derry, Northern Ireland, January 14, 1998.
- Hayes, E. (1994). Mentoring the next generation of nurse practitioners: What preceptors need to know. University of Ulster, Coleraine, Northern Ireland, August 31, 1994.
- Hayes, P., & Hayes, E. (1994). The relationship between posttraumatic stress disorder and childhood sexual abuse. Derry Well Woman Center, Derry, Northern Ireland, January 18, 1994.

Presentations:

International

Podium

Hayes, E. (1994). Comparisons between and issues concerning health care systems, nursing practice and nursing education of the United States and United Kingdom. Queens' University, Belfast, Northern Ireland, January 15, 1994.

National

Podium

Hayes, E. (2002). Managed care and NP program collaboration: Preparing nurse practitioner students for practice in today's health care environment, National Conference, American Academy of Nurse Practitioners, Reno, NV, June 20, 2002

Hayes, E. (2002). Mentoring in managed care: A partnership for quality outcomes. National conference, Partnerships in Quality Education, Harvard Medical School-Robert Wood Johnson, Boston, MA, March 2, 2000.

Hayes, E. (1995). Perspectives on precepting: Mentoring approaches. NPACE National Nurse Practitioner Conference, Boston, MA, November 7, 1995.

Hayes, E. (1988) Sexually transmitted disease prevention: A framework for intervention in the clinical encounter. National Conference, National Association of Family Planning and Reproductive Health. Washington, D.C., March 2, 1988.

Poster

Hayes, E. (2003). Nurse practitioners' self-confidence and attitudes towards managed care: Implications for education & practice, National Conference, The American Academy of Nurse Practitioners, Anaheim, CA, June 30, 2003.

Hayes, E. (2002). The managed care connection: An educational intervention for nurse practitioner students. National Conference, National Organization of Nurse Practitioner Faculties, Minneapolis, MN, April, 11-14, 2002.

Regional

Podium

Hayes, E. (1987) The Relationship between locus of control, nurses' political perceptions, and degree of political participation. Accepted, West Virginia Nurses' Association, Research Symposium, October, 1988.

Poster

Hayes, E. (1996). Self-efficacy of mentored nurse practitioner students. Eastern Nursing Research Society, Pittsburgh, PA, April 15, 1996

Local

Podium

Hayes, E., McCahon, C., & Panahi, M. (2006). Alliance not compliance: Improving type 2 diabetes outcomes. Scholarship Day, 2006, Beta Zeta Chapter, Sigma Theta Tau International Honor Society, Holyoke, MA, April 5, 2006.

Hayes, E., Chandler, G., & Newman, K. (2003). Cultivating a climate for mentoring, University of Massachusetts Alumni Association Annual Meeting, Boston, MA, May 22, 2003.

Chandler, G., & Hayes, E. (2003). Cultivating a climate for mentoring: A leadership development workshop, Fairview Hospital, Great Barrington, MA, April 9, 2003.

Hayes, E., Djaferis, M., Gattasso, S., Hosmer, T. & Williamson, K. (2003). Improving Asthma Outcomes. Research Day, Beta Zeta Chapter, Sigma Theta Tau International Honor Society, Northampton, MA, April, 16, 2003.

Hayes, E. (2001). Program Evaluation: A partnership in managed care. Health New England Health Plan, Springfield, MA, May 21, 2001.

Hayes, E., Kinnell, H., Klekotka, J., Lussier, T., Tcaczek, T., & Towle, S. (2001). Mentoring in Managed Care: A Partnership for quality Outcomes. Research Day, Sigma Theta Tau International Honor Society Beta Zeta Chapter, Holyoke, MA, March 28, 2001.

Hayes, E. (1999) Practice patterns, compensation, and organizational participation among a sample of nurse practitioners from western Massachusetts. Pioneer Valley Chapter, Massachusetts Coalition of Nurse Practitioners, Amherst, MA, November 29, 1999.

Local

Podium

- Hayes, E. (1999). Mentoring for advanced practice nursing. University of Massachusetts, School of Nursing, Amherst, MA, October 20, 1999.
- Hayes, E. (1998). Precepting advanced practice nurses. Teen Clinic, Holyoke High School, Holyoke, MA, June 15, 1998.
- Hayes, E. (1997). Mentoring, self-efficacy and nurse practitioner students. University of Massachusetts, Amherst, MA, April 16, 1997.
- Hayes, E., Merriam, D., & Fritsch, R. (1987). Sexually transmitted disease- Implications, ethics, coping: A workshop for community health nurses. University of Massachusetts, Amherst, MA, November, 1987.

Awards:

Grants Funded

- Gilbert, G. & Hayes, E. (2003). Communicating relationships: Older patients and NPs. National Institutes of Health, National Institute of Nursing Research, R01, February, 2003, \$750,000.
- Hayes, E. (2002). Faculty Travel Grant, University of Massachusetts, Amherst, for travel and presentation 2nd conference of the International Network of Nurse Practitioners and Advanced Practice Nurses, Adelaide, South Australia, October, 2002, \$ 1,000.
- Hayes, E. (2001). Faculty Travel Grant, University of Massachusetts, Amherst, to defray expenses of travel and presentation, Inaugural conference of the International Network of Nurse Practitioners and Advanced Practice Nurses, Dublin, Republic of Ireland, August, 2001, \$ 1,000.
- Hayes, E. (2000). Faculty Research Grant, University of Massachusetts, Amherst. Nurse practitioner perceived self-confidence in performance of managed care tasks, attitudes towards managed care, and patient outcomes, December, 2000, \$ 5,428.
- Hayes, E. (1999). Mentoring for managed care: A partnership for quality outcomes. School of Nursing, University of Massachusetts, Amherst, and Health New England Health Plan. Robert Wood Johnson and the Partnership for Quality Education, October, 1999, \$30,000.

Awards:

Grants Funded

- Hayes, E. (1998). International Programs Grant, University of Massachusetts.

Exploring research interests with colleagues in Northern Ireland and collaboration related to nurse practitioner practice, role development, education and mentoring for advanced practice, November, 1998, \$ 4000.

Hayes, E. (1997).Bank Boston, Springfield, MA. Corporate Gift to continue nurse practitioner services for the “Hilltowns” at Mohawk Regional High School, Buckland, MA, September, 1997, \$ 500.

Hayes, E. (1996).Faculty Travel Grant to defray expenses of presentation, ENRS, Pittsburgh, PA, April, 1996, \$200.

Hayes, E. (1996). Graduate Student Travel Grant to defray expenses of presentation, ENRS, Pittsburgh, PA, April, 1996, \$100.

Hayes, E. (1996). Research Award, Self-Efficacy of Mentored Nurse Practitioner Students, Beta Zeta Chapter, Sigma Theta Tau International Honor Society of Nursing, May, 1996, \$ 500.

Hayes, E., (1996). Healey Endowment Grant, supporting dissertation : Mentoring, Self-Efficacy and Nurse Practitioner Students, May, 1996, \$5000.

Hayes, E. (1996). Phoenix Home Life Mutual Insurance Company, Greenfield, MA, Corporate Gift to continue nurse practitioner services for the “Hilltowns” at Mohawk Regional High School, Buckland, MA, December, 1996, \$7,000.

Hayes, E. (1994).Public Service Endowment Grant, University of Massachusetts, Amherst to develop a nurse managed clinic for the “Hilltowns” at Mohawk Regional High School, Buckland, MA, May, 1994, \$13,000.

Hayes, E. (1994).Community Service and Learning Award, University of Massachusetts, Amherst, to implement community service into primary care courses, May, 1994, \$2,000.. Community Service and Learning Fellow, 1994-1995.

Hayes, E. (1994). Faculty Travel Grant to defray expenses of presentation at International Nursing Conference, Coleraine, Northern Ireland, University of Massachusetts, Amherst, May, 1994, \$600.

Awards:

Grants Funded

Hayes, E. (1993). British Consulate Grant designed to foster international student exchange between University of MA , Amherst, and Queens' University, Belfast, Northern Ireland, December, 1993, \$1,500.

Hayes, E. (1992). Wyeth Pharmaceuticals Grant to defray expenses of Cultural Diversity Workshop, University of MA, Amherst, October 29, 1992, \$1,000.

King, M.C. & Hayes, E. (1991). Public Health Service Training Grant designed to develop a graduate level Family Nurse Practitioner Program, August, 1991, \$480,000.

Hayes, E. (1988). Public Service Endowment Grant. University of Massachusetts, Amherst. Community outreach program for the prevention of sexually transmitted disease, April, 1988, \$12,000.00.

Hayes, E. (1987). Grant recipient, Pioneer Valley Area Health Education Council of Springfield Technical Community College. Sexually transmitted disease prevention. Outreach to underserved youth. June, 1987, \$1,500.

Honors:

Inducted as a Fellow of the American Academy of Nurse Practitioners at National Conference, The American Academy of Nurse Practitioners, New Orleans, LA, June, 2004.

Distinguished Nurse Practitioner Award, 2002, Massachusetts Coalition of Nurse Practitioners, for role as nurse practitioner educator and for scholarship promoting the advanced practice role of the nurse practitioner.

Nomination Distinguished Teaching Award, University of MA, Amherst, 2001.

Community Service and Learning Fellow, University of MA, Amherst, 1994-1995.

Sexually Transmitted Disease Prevention: Free Condom Distribution, national contest semi-finalist, American Federation of Colleges of Nursing. Washington, D.C., 1987.

Inducted, Sigma Theta Tau International Nursing Honor Society, Amherst, MA, May, 1986.

ACADEMIC OUTREACH & SERVICE

1999-2004

Health New England Health Plan, Springfield, MA. Partnership for

Quality Education. To incorporate managed care competencies into nurse practitioner programs.

- 2001-present Asthma Consultants, Amherst, MA. Partnership with Thomas Plaut M.D. To increase NP student knowledge and skills related to pediatric asthma and to develop strategies to improve patient outcomes.
- April, 2003 Chandler, G. & Hayes, E. Leadership Development Workshop, Mentoring. Fairview Hospital, Great Barrington, MA.
- 2000-Present Member of Advanced Practice Research Nursing Network, Yale University, New Haven, CT.
- 1999-2001 Fellow, Partnerships for Quality Education, Robert Wood Johnson networking with NP, medical residency and social work programs locally and nationally to better prepare primary care students to function in the contemporary health care system.
- 1995-2000 Facilitated summer international nursing student educational experiences, School of Nursing, Ulster University, Coleraine, Northern Ireland, Baystate Medical Center, Springfield, MA and Berkshire Medical Center, Pittsfield, MA. Provided logistical support with visas, clinical site organization, housing and health care for thirty students during this time period.

SERVICE

Professional

- 2005-Present Reviewer, *Advance for Nurse Practitioners, JAANP*
- 2004-Present Mentoring Committee, American Academy of Nurse Practitioners. Developed application process for mentee, reviewed mentor and mentee applications for first cohort of the Academy's mentoring program.
- 2003-Present Reviewer, *Journal of the American Academy of Nurse Practitioners.*

SERVICE

Professional

- 1998-Present Education Committee, Pioneer Valley Chapter Massachusetts Coalition of Nurse Practitioners: Program planning, development and implementation

for quality, local and inexpensive NP continuing education (Six or more per year, plus annual conference). Provided logistical support related to funding, continuing education credits, audiovisual assistance, and speaker recruitment.

2003 Nominated for National Organization of Nurse Practitioner Faculties, Nominating Committee

University

2001-2004 University Graduate Council

2002-Present Mentoring sub-committee of University Graduate Council. Reviewed mentoring proposals submitted by graduate students and faculty. Participated in organization and implementation of annual conferences on mentoring, University of MA, Amherst, May, 2002, 2003, 2004, 2005, and November, 2005.

Special Admissions sub-committee, University Graduate Council.

1993-1995 Status of Minorities Committee (Co-Chair, 1993-1994).

School of Nursing

Standing Committees

2005-2006 Faculty Personnel Committee

2005-2007 Faculty Search Committee (Chair)

2003-2005 Committee for the Advancement of Nursing Scholarship (Chair, 2004)

2003-2005 Faculty Practice Committee

2003, Spring, Summer Faculty Search Committee

Standing Committees

2001-2003 Graduate Curriculum and Academic Matters Committee

1999-2000 Graduate Curriculum and Academic Matters Committee

1999-2001 Search Committee

1998-2000 Personnel Committee
1996-1999 Human Subjects Committee
1992-1994 Faculty Student Matters (Chair, 1993-1994)

Task Forces

2002 Dean's Evaluation
1998-1999 Learning Resource Center Rehabilitation
1999-2000 Faculty Practice
2005-2006 Doctorate of Nursing Practice Task Force
2005-2006 Doctoral Program Faculty

Ad Hoc Committee

1996 Co-chair, Scholarship Committee, Beta Zeta Chapter
 Sigma Theta Tau.

Professional Practice

Hampshire College Health Service, Amherst, MA
Re-certification March, 2004
All requirements met through continuing education and practice.

AFFILIATIONS

American Academy of Nurse Practitioners
National Organization of Nurse Practitioner Faculties
Massachusetts Coalition of Nurse Practitioners

LICENSURE

Registered Nurse, Commonwealth of Massachusetts, #91307
Certified Family Nurse Practitioner, American Nurses' Association
(Status Current)#0005137 98 9 0022
Licensed in Expanded Role of the Nurse, Commonwealth of Massachusetts.
Prescriptive Authority Granted, June, 1993.
CPR Certification Current.