

Charles Senteio

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Research Focus

Identify and address barriers to chronic disease care for vulnerable patient populations, with an emphasis on emerging technologies to collect and use health-related information, using experience in research and teaching in: health informatics, health disparities, and health education.

Education

- Ph.D. Health Informatics, *University of Michigan School of Information*, Dissertation Title: *Investigating Psychosocial Factors: Supporting Clinical Decisions for Outpatient Diabetes Care*. 2015
- M.S.W. Interpersonal Practice & Social Policy, Health *University of Michigan School of Social Work*, 2014
Licensed Master Social Worker (LMSW)
- M.B.A. Strategy and Information Technology
University of Michigan Ross School of Business, 1994
- B.A. Mathematics and Computer Science
Central Connecticut State University, 1992

Employment

- 2016-present Assistant Professor, *Rutgers University School of Communication and Information*, Department of Library and Information Science
- 2015-2016 Visiting Assistant Professor, *Michigan State University College of Communication Arts and Sciences*, Department of Media and Information
- 2013-2014 Research Specialist, *VA Center for Clinical Management Research*
Conduct qualitative and quantitative analysis supporting programs to improve information use and diabetes care delivery and hospital transitions.
- 2012-2013 Graduate Student Research Assistant, *University of Michigan School of Information*
Support the Community Health Informatics team in conducting various research duties including: grant writing, study design, IRB compliance, recruiting and interviewing, community building, and manuscript development.
- 2004-present Founding President & CEO, *Namamai Services*
Responsible for business development and management for consulting and health services company licensed to provide home health and hospice services in Texas.
- 1998-2004 Senior Manager, Strategic Services & Information Technology, *Accenture*
Responsible for business development, client engagement, and project administration for high technology firms, domestically and internationally.
- 1994-1998 Associate, Information Technology Group, *Booz Allen Hamilton*
Responsible for project analysis and reporting for energy and technology clients.

Publications

- Senteio, C. R.,** Veinot, T., Adler-Milstein, J., & Richardson, C. R. (2017). *The Impact of the EHR on the Collection and Retrieval of Psychosocial Information in Outpatient Diabetes Care*. Manuscript Submitted for Publication.
- Senteio, C. R.,** Yoon, D., Wang, Y., Jinka, S., Campbell, T. R., & Palena, E. (2017). *Peer adolescent sexual health educators in researcher-community partnerships: enhancing the value of sex education by assessing impact on peer-educators using lessons learned from mobilizing African American adolescents against HIV in Flint, Michigan*. Manuscript Submitted for Publication.
- Senteio, C. R.,** & Matteucci, K. (2017). Addressing Racial Discrimination in the 1930s: Using a historical case study to inform contemporary social justice efforts. *Journal of African American Studies*. 21(4), 621-642. doi:10.1007/s12111-017-9387-z
- Veinot, T. C., **Senteio, C. R.,** Hanauer, D., & Lowery, J. C. (2017). Comprehensive Process Model of Clinical Information Interaction in Primary Care: Results of a “Best-Fit” Framework Synthesis. *Journal of the American Medical Informatics Association*. doi:10.1093/jamia/ocx085
- Unertl, K., Schaeffbauer, C., Campbell, T., **Senteio, C. R.,** Siek, K., Bakken, S., Veinot, T.C. (2016). Integrating community-based participatory research and informatics approaches to improve the engagement and health of underserved populations. *Journal of the American Medical Informatics Association*, 23(1), 60-73. doi: 10.1093/jamia/ocv094
- Senteio, C. R.,** Veinot, T. (2014). Trying to make things right: adherence work in high-poverty, African American neighborhoods. *Qualitative Health Research*. 24(12), 1745-1756. doi: 10.1177/1049732314549027
- Zhang, S., **Senteio, C. R.,** Felizzola, J., Rust, G. (2013). Racial/ethnic disparities in antiretroviral treatment among HIV-infected pregnant Medicaid enrollees, 2005-2007. *American Journal of Public Health* 103(12), e46-53. doi: 10.2105/ajph.2013.301328
- Cardarelli, K., Jackson, R., Martin, M., Linnear, K., Lopez, R., **Senteio, C. R.,** Weaver, P., Hill, A., Banda, J., Epperson-Brown, M., Morrison, J., Parrish, D., Newton, J., Royster, M., Haley, S., Lafayette, C., Harris, P., Vishwanatha, J., Johnson, E., (2011). Community-based participatory approach to reduce breast cancer disparities in south Dallas. *Progress in Community Health Partnerships: Research, Education, and Action*, 5(4), 359-360. doi: 10.1353/cpr.2011.0056
- Senteio, C. R.,** Collins, S., Jackson, R., Welk, S., Zhang, S. (2010). Effective resources supporting healthy sexual behavior in formerly incarcerated persons. *American Journal of Sexuality Education*, 5(4), 362-376. doi: 10.1080/15546128.2010.527241
- Cardarelli, K., Haley, S., Linnear, K., Jackson, R., Martin, M., Lopez, R., **Senteio, C. R.,** Weaver, P., Hill, A., Banda, J., Epperson-Brown, M., Morrison, J., Parrish, D., Newton, J., Royster, M., Lafayette, C., Harris, P., Vishwanatha, J., Johnson, E., (2010). Abstract B2: Educational intervention to reduce breast cancer disparities: the Dallas cancer disparities community research coalition. *Cancer Epidemiology Biomarkers & Prevention*, 19(10 Supplement), B2. doi: 10.1158/1055-9965.disp-10-b2
- Senteio, C. R.,** Marshall, K., Ritzen, E.K., Grant, J. (2009). Preventing homelessness: an examination of the transition resource action center. *Journal of Prevention & Intervention in the Community*, 37(2), 100-111. doi: 10.1080/10852350902735601

Publications (continued)

- Senteio, C. R.**, Jackson, R., Walton, J. (2008). Can Dallas achieve healthcare equity? *Center for Community Health at the University of North Texas Health Science Center*.
<http://www.centerforcommunityhealth.org/Portals/14/Reports/CUHRBriefCorrected110110.pdf>
- Walton, J.W., **Senteio, C. R.** (2005). New laws protect volunteer physicians. *Dallas Medical Journal*, 91: 318-319

Research Grants

- 2017 – 2018 *Rutgers University Dean's Office of the School of Communications & Information*. "Access beyond the walls: Investigating healthcare access barriers for the re-entry population." PI. (\$3,600)
- 2017 – 2018 *OCLC/ALISE (Association for Library and Information Science Educators) Library and Information Sciences Research Grant for 2017*. "Investigating Engagement of Public, Academic, and Medical Libraries with Community-based health and Wellness Activities in Diverse Urban Communities." PI (\$24,913)
- 2015 – 2016 *Michigan Center for Urban African American Aging Research Pilot Scholar Award, National Institute on Aging, National Institutes of Health, P30 AG015281*. "Diabetes Education and Intergenerational Technology Transfer." PI (\$31,000)
- 2015 – 2016 *Michigan State University Dean's Office of the College of Communication Arts and Sciences*. "Count Me Out: Investigating why CKD patients are never placed on, or elect removal from, Kidney Transplant Waitlists." PI. (\$5,000)

Teaching Experience – 25 Semesters

Instructor of Record (23 semesters)

- Management Principles of Information Organizations, Rutgers University, School of Communication and Information, Sp 2018 (2 sections), Fa 2017, Sp 2017, Fa 2016
- Management of Information Organizations, Rutgers University, School of Communication and Information, Spring 2017
- Health Communication and Technology, Michigan State University, College of Communication Arts and Sciences, Department of Media and Information, Spring 2016
- Media Impacts on Society – The Information Environment, Michigan State University, College of Communication Arts and Sciences, Department of Media and Information (2 semesters), 9/2015 – 5/2016
- Medical Law and Ethics, Dallas County Community College, El Centro College Center for Allied Health and Nursing, (5 semesters), 8/2009-5/2011
- Medical Insurance and Coding, Dallas County Community College, El Centro College Center for Allied Health and Nursing, (3 semesters), 1/2010-5/2011
- Pre-Algebra, Dallas Community College, Department of Communications, Mathematics and Teacher Preparation, (4 semesters), 1/2010-5/2011
- The Role of the United States in the Global Economy, University of Michigan School of Literature, Science, and the Arts (2 semesters), 9/1993 – 5/1994

Graduate Student Instructor (2 semesters)

- Introduction to Information Studies, Section discussion leader for foundations course for undergraduate students, University of Michigan School of Information, 1/2014
- Contextual Inquiry and Project Management, Section discussion leader for foundations course for University of Michigan Masters in Health Informatics students, 8/2013

Awards

- Gary M. Olson Outstanding Ph.D. Student Award, University of Michigan School of Information, 2015
- ALISE Doctoral Student Research Poster Award – 1st Place, Jean Tague-Sutcliffe Award, Association for Library and Information Science Education, Chicago IL, January 28, 2015
- Inductee, Edward A. Bouchet Graduate Honor Society, University of Michigan Chapter, 2013
- Rackham Merit Fellowship Award, University of Michigan, 2011 – 2015
- Outstanding Research Presentation, AGEP/Rackham Summer Institute Research Symposium, August 9, 2011
- Volunteer of the Year, Dallas Leadership Foundation, Formerly Incarcerated Persons (FIP) Reentry Program, 2011
- National Institute for Staff and Organizational Development Teaching Excellence Award, 2011
- Excellence In Teaching Award for Adjunct Faculty, El Centro College Health and Legal Division, 2010-2011
- Alumnus of the Year, University of Michigan Ross School of Business Black Business Students' Association 27th Annual Conference, Ann Arbor, Michigan, March 8, 2003
- Corporate Sponsorship Leadership Award, University of Michigan Ross School of Business Black Business Student's Association 24th Annual Conference, Ann Arbor Michigan, March 2000

Academic Service

- Faculty Member, LGBTQA Faculty/Staff Liaison Network, 2017 - 2018
- Research Committee Chair for Library and Information Science (LIS) Department, 2017 – 2018
- Member, Faculty Search Committee (LIS), 2017 - 2018
- Member, Committee for Health Communication Master's Degree (SC&I), 2017 – 2018
- Reviewer (Paper), CHI 2018 *Engage with CHI*, April, 21-26, Montréal, Canada
- Reviewer (Doctoral Consortium), Association for Computing Machinery (ACM) Special Interest Group in Information Retrieval (SIGIR) Conference on Human Information Interaction and Retrieval (CHIIR), March 11-15, 2018, New Brunswick, New Jersey
- Reviewer, IAGG2017 (International Association of Gerontology and Geriatrics)
- Ad-Hoc Reviewer, *Social Work*, (2013 – present)
- Reviewer, ICIS2014 (International Conference on Information Systems)
- Research Mentor (3 Students), University of Michigan Undergraduate Research Opportunity Program (2013 – 2015)
- Member, University of Michigan Dean of Students Advisory Board (2014 – 2015)
- Member, University of Michigan Graduation Student Success Advisory Board (2014 – 2015)
- Co Founder, University of Michigan School of Information Health Research Interest Group (2013 – present)
- Member (Elected), Doctoral Executive Committee, University of Michigan School of Information (2012 – 2013)

Health Certifications

- Licensed Master Social Worker (LMSW), Texas State Board of Social Worker Examiners. #60136
- Certified Health Education Specialist (CHES), National Commission for Health Education Credentialing. #19336
- Certified Community Health Worker Instructor (CHW-I), TX Dept. of State Health Services. #00115
- Certified Facilitator, Diabetes Conversation Maps®, Developed by Healthy Interactions Inc. in collaboration with the American Diabetes Association sponsored by the Merck Journey for Control Program®, September 25, 2009
- National Emergency Medical Technician Certification (EMT-B) earned November, 2004

Selected Invited Conference Presentations / Lectures

Towards Meaningful Engagement: Challenges and Opportunities to Facilitating Information Flow and Use to Support Health and Wellness, Workshop Proposal Selected for the 2018 iConference, “Transforming Digital Worlds” Sheffield, UK, Sunday, March 25, 2018

2018 Robert Wood Johnson Foundation Sharing Knowledge to Build a Culture of Health Conference, Invited Participant, Gila River Indian Reservation, Chandler, Arizona, March 3-7, 2018

2017

SeXperts: Enhancing Sex Education Using Peer Mentors in a Researcher-Community Partnership, **Senteio, C.R.**, Campbell, T., Research Presentation selected for Research Symposium, 2017 National Sex Education Conference, Atlantic City, NJ, December 8, 2017

Diabetes Education and Intergenerational Technology Transfer. **Senteio, C.R.**, Campbell, T., Research paper selected for presentation at the 2017 American Public Health Association (APHA) Annual Meet and Expo, Atlanta, GA, November 7, 2017

Comprehensive Process Model of Clinical Information Interaction in Primary Care: Results of a “Best-Fit” Framework Synthesis. Veinot, T.V., **Senteio, C.R.**, Hanauer, D., Lowery, Julie C., Workshop on Interactive Systems in Healthcare (WISH) at the AMIA 2017 Annual Symposium, “Precision Informatics for Health: The Right Informatics for the Right Person at the Right Time”, Washington, DC, November 4, 2017

Diabetes Education and Intergenerational Technology Transfer. **Senteio, C.R.**, Hershey, D., Campbell, T., Research paper accepted for presentation at the 21st International Association of Gerontology and Geriatrics (IAGG) World Congress of Gerontology and Geriatrics, Session: Resource Centers on Minority Aging: State of the Art Research, San Francisco, CA, July 27, 2017

ViRi Overview – Investigating How to Leverage Emerging Technologies to Improve Health Outcomes for Vulnerable Populations. Michigan Center for Urban African American Aging Research (MCUAAAR) 2017 Summer Workshop on African American Aging, Wayne State University, Detroit, MI, June 14-16, 2017.

Addressing Barriers to Care for Vulnerable Populations – Intergenerational Diabetes Knowledge Transfer. Research presentation accepted for the Resource Centers on Minority Aging (RCMAR) - Annual Investigators Meeting, San Francisco, CA, April 13, 2017

Importance and Use of Psychosocial Information to Inform Chronic Care Decisions in the U.S., Considered Against ICT Capabilities in the Developing World. **Senteio, C.R.**, Nwamba, I., Research poster selected for presentation at the 2017 iConference “Global Collaboration across the Information Community” Wuhan, China, March 22-25, 2017

Selected Invited Talks / Lectures (continued)

2016

Psychosocial Information: Supporting Clinical Decisions to Enable Personalized Diabetes Care. Research poster selected for presentation at the 2016 American Public Health Association (APHA) Annual Meet and Expo, Denver, CO, November 1, 2016

YOUR Blessed Health: Community health worker informed framework for mobilizing faith leaders to address HIV incidence. Research paper selected for presentation at the 2016 American Public Health Association (APHA) Annual Meet and Expo, Denver, CO, October 31, 2016

Psychosocial Information and Diabetes Care. Research presentation for faculty and staff, Rutgers University School of Communications and Information, Department of Library and Information Science, New Brunswick, NJ, February 5, 2016

The Importance of Multicultural Competence in Research. Invited presentation for the University of Michigan Undergraduate Research Opportunity Program (UROP). Ann Arbor, MI, January 26, 2016

2015

[*Trying to Make Things Right: Adherence Work in High-Poverty, African American Neighborhoods.*](#)

Michigan State University Trifecta Journal Club, East Lansing, MI, November 3, 2015

Delivering Effective Academic Presentations. Seminar for Masters Students in Research Experience for Undergraduate Students (REMS), University of Michigan School of Information, Ann Arbor, MI, August 5, 2015

Using Psychosocial Information to Improve Health Outcomes. Research presentation for faculty and staff, Michigan State University College of Communication Arts and Sciences, Department of Media and Information, East Lansing, MI, July 31, 2015

Transitioning from Incarceration and Healthcare services. Invited lecture to incarcerated men, Hutchins State Jail (Texas), Hutchins, TX, May 14, 2015

Psychosocial Factors In Diabetes Care. Research poster selected for presentation at the 11th Biannual Interdisciplinary Committee on Organizational Studies (ICOS) Likert Dissertation Poster Session, University of Michigan Union, Ann Arbor, MI, February 20, 2015

Multicultural Issues in Research. Invited presentation for the University of Michigan Undergraduate Research Opportunity Program (UROP). Ann Arbor, MI, February 10, 2015

Psychosocial Factors In Diabetes Care. Selected for Doctoral Student Poster Competition at the 2015 Association for Library and Information Science (ALISE) Annual Conference and Centennial Celebration, Chicago, IL, January 27, 2015

Selected Invited Talks / Lectures (continued)

2014

- Psychosocial Factors In Diabetes Care*. Selected for 7th Doctoral Consortium on Sociotechnical Issues in Biomedical Informatics, American Medical Informatics Association (AMIA), Washington DC, November 15, 2014
- Orientation for New Graduate Student Mentors*. Invited Speaker, Ann Arbor MI, August 21, 2014
- How To Give Effective Presentations*. Invited presentation for the University of Michigan School of Information Research Experience for Undergraduates (REU), Ann Arbor, MI, July 10, 2014
- Rackham Merit Fellowship Orientation Welcome*. Rackham Graduate School, University of Michigan, Ann Arbor, MI, July 6, 2014
- Approaches to Social Justice Activism – Segregation, Integration, and the National Conference of Social Work*. 11th Annual Yale Bouchet Conference on Diversity and Graduate Education, New Haven, CT, March 28, 2014
- Trying to Make Things Right: Adherence Work in High-Poverty, African American Neighborhoods*. 11th Annual Yale Bouchet Conference on Diversity and Graduate Education, New Haven, CT, March 28, 2014
- Multicultural Issues in Research*. Invited presentation for the University of Michigan Undergraduate Research Opportunity Program (UROP). Ann Arbor, MI, February 11, 2014
- Social work activism and racial politics: A historical look at racial integration of the National Conference of Social Work, 1935-37*. Research poster selected for Society for Social Work and Research 19th Annual Conference: Social and Behavioral Importance of Increased Longevity. San Antonio, TX, January 17, 2014

2013

- Building Research Agenda - Translating Research into Practice*. Invited presentation for the University of Michigan Undergraduate Research Opportunity Program (UROP). Ann Arbor, MI, November 5, 2013
- Health Informatics Overview, Moving from Success to Significance*. Invited speech, University of Michigan School of Information 2013 Convocation, Ann Arbor, MI, September 6, 2013.
Video: <http://www.youtube.com/watch?v=1PjkEltwDSo>
- Effective Presentations*. Invited presentation for the University of Michigan School of Information Research Experience for Undergraduates (REU), Ann Arbor, MI, July 10, 2013
- Investigating the use of health information in support of vulnerable patients*. Research poster selected for presentation at the Fifth Annual Interdisciplinary Group on Poverty and Inequality (IGPI) Conference at the University of Michigan, Ann Arbor, MI, April 4, 2013
- Using health information to support chronic care delivery for vulnerable patients*, Research poster selected for presentation at the 10th Biannual Interdisciplinary Committee on Organizational Studies (ICOS) Likert Dissertation Poster Session, University of Michigan Ross School of Business, Ann Arbor, MI, February 22, 2013

Selected Invited Talks / Lectures (continued)

2012

Focus Your Inner CEO/Entrepreneur. Invited presentation at the Sesi Midwestern Regional Entrepreneurship Conference, Eastern Michigan University, Ypsilanti, MI, February 10, 2012

Care Management and Health Disparities. Invited Lecture, Ross School of Business, Comprehensive Healthcare Strategy (BA 523), Dr. David Butz, Ann Arbor, MI, February 9, 2012

2011

Case Interview Workshop. University of Michigan Graduate Consulting Club, Ann Arbor, MI, October 6, 2011

Care Management: Improving health and reducing costs for vulnerable patients. Presentation selected for the AGEF/Rackham Summer Institute 2011 Research Symposium, Ann Arbor, MI, August 9, 2011

Improving care delivery for chronic kidney disease patients. Research poster selected for presentation at the AGEF/Rackham Summer Institute 2011 Research Symposium, Ann Arbor, MI, August 9, 2011

Influencing adherence: relationships of influence and providing better care. Invited Lecture, DaVita Dialysis Center Social Workers, Dallas, TX, June 3, 2011

Influencing adherence: Using relationships of influence to provide better care. Invited Lecture, FMC Dialysis Center, Dallas, TX, May 19, 2011

Relationships of Influence. Invited Lecture, National Kidney Foundation Council of Nephrology Social Workers, Dallas, TX, May 10, 2011

2010

Effective resources supporting healthy sexual behavior in formerly incarcerated persons (FIP). Invited Lecturer/Faculty, 2010 Black Psychiatrists of America Annual Transcultural Conference, St. Thomas, United States Virgin Islands, November 12, 2010

Healthcare reform and the expanding role of medical assistants. Invited Lecture, Texas Society of Medical Assistants Executive Meeting and Educational Conference, Plano, TX, August 21, 2010

Overcoming barriers to community-academic partnerships. Invited presenter/facilitator for Improving Health through Community-Academic Research: An Interactive Workshop, University of North Texas Health Science Center, Ft. Worth, TX, June 18, 2010

Providing services for the elderly. Invited Lecture, University of North Texas (UNT) at Dallas, Applied Gerontology (AGER 4780), Aging Programs/Services, Maudia Gentry, PhD, Dallas, TX, March 29, 2010

Case management in practice: Dealing with challenges. Invited Lecture, UNT Dallas, Applied Gerontology (AGER 4500), Case Management for the Elderly, Maudia Gentry, PhD, Dallas, TX, March 3, 2010

2009

Finding your leadership voice. Invited Lecture, National Network of Health Career Programs in Two Year Colleges, Dallas, TX, October 2, 2009

Dreams from my father. Invited Lecturer/Moderator, Central Dallas Ministries Urban Engagement Book Club, Dallas, TX, April 26, 2009

Medical assistant interview workshop. Invited Lecture, El Centro College Center for Allied Health, Health and Legal Studies, Dallas, TX, February 26, 2009

Affordable prescription medications. Invited Lecture, Lone Star Association of Charity Clinics, Annual Conference, Austin, TX, January 30, 2009

Board of Directors Affiliations and Other Service

- Faculty Mentor, [Mandela Washington Fellowship program](#), Rutgers University, Summer 2017
- Faculty Mentor, 2017-2018 Rutgers Connection Network (RCN) Mentoring Program
- Mentor, Black Men's Excellence Mentoring Institute, Paul Robeson Cultural Center, (2016 – current)
- Board Chair, Community Advisory Board, Dallas Cancer Disparities Research Coalition (2008 – 2012)
- Board Chair, Emerging Women Ministries, Dallas, Texas (2006 – 2007)
- Board Chair, La Sima Foundation, Substance Abuse support and HIV Counseling (2000 – 2005)
- Vice Chair, Justice Revival City Leaders Committee, Sojourners Justice Revival (2009)
- Board Member, National Kidney Foundation, Kidney Early Evaluation Program – KEEP (2010 – 2011)
- Member, Disparities Leadership Program, Massachusetts General Hospital (2012 – 2013)
- Member, District 3 Dallas County Commissioner, Public Health Advisory Council (2008 – 2012)
- Member, El Centro College Medical Assisting Program Advisory Board (2009 – 2012)
- Faculty Advisor, El Centro College Medical Assisting Program Student Club (2010 – 2012)
- Life Member, Alpha Phi Alpha Fraternity, Inc.
- Big Brother, Big Brothers Big Sisters of America (1994 – 2015)
- Instructor, Hutchins State Jail Faith Based Dorm prerelease health class (2009 – 2011)
- Mentor, Dallas Leadership Foundation Re-Entry program for Ex-Offenders (2008 – 2012)
- Mentor, Transition Resource Action Center – TRAC, youth foster program (2006 – 2015)
- Volunteer, United Way of Dallas Allocation Panel, Health and Family Services (2002–2009)
- Dallas Chamber of Commerce, Leadership Dallas 2004, Co-Chair, Health & Human Services Committee
- Member, Dallas Independent School District Superintendent Advisory Council (2002 – 2003)

Personal

- Physical Fitness, Shao-Lin Kung Fu
- Travel – visited and conducted business across the United States and in Central America, Europe, Asia, Africa, and Australia
- Classic cars, auto restoration, woodworking, reading biographies