Tera L. Reynolds

Assistant Professor
Department of Information Systems
College of Engineering and Information Technology
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Research Interests

I take a socio-technical approach to understand how we can improve the design and implementation of technologies that connect, facilitate interaction, and support the independent and collaborative work of individuals (e.g., patients, citizens) and health professionals (e.g., doctors, public health practitioners). I am particularly interested in examining how we can mitigate the risk of these technologies worsening health disparities.

Education

August 2021   **PhD, Informatics**, University of California, Irvine, CA
Committee: Kai Zheng, PhD (Chair); Yunan Chen, PhD; Scott Rudkin, MD, MBA, RDMS, FAAEM, FACEP
Thesis: *Designing Health Interface Technologies to Support Patient Work*

April 2016   **MA, Information**, University of Michigan, Ann Arbor, MI

May 2011   **MPH, Epidemiology, International Health**, Boston University, Boston, MA
Advisor: Katherine Semrau, PhD, MPH
Thesis: *Internet for Reproductive & Sexual Health Information Dissemination to Brazilian Somerville Primary Care Patients*

June 2007   **BA, Biology**, Magna cum laude, Lawrence University, Appleton, WI

Positions

Current   Assistant Professor, University of Maryland, Baltimore County, MD (2021–)

Lab Director, Consumer heAlth infoRmatics for Engagement (CARE) Lab (2021–)

Past   Graduate Student Researcher, University of California, Irvine, CA (2016–2021)

Teaching Assistant, University of California, Irvine, Irvine, CA (2016–2017)

Graduate Student Instructor, University of Michigan, Ann Arbor, MI (2015–2016)

Graduate Student Researcher, University of Michigan, Ann Arbor, MI (2014–2016)

Program Manager, International Society for Disease Surveillance, Boston, MA (2011–2014)

Health Education Intern, Boston University Student Health Services, Boston, MA (2010–2011)

Brazilian Internet Use Data Analysis Intern, Institute for Community Health, Boston, MA (9/2010–12/2010)

Trachoma Project Monitoring and Evaluation Intern, School for Field Studies, Loitokitok District, Kenya (5/2010–6/2010)

Honors and Awards

2020	AMIA Consumer and Pervasive Health Working Group Student Paper Award
2019–2021	GAANN Fellowship in Socially-Responsible AI ($87,507.44)
2019–2020	Fred M. Tongue Endowed Graduate Award in ICS ($1,000)
Inducted 2011	Delta Omega Honorary Society in Public Health, Member, Boston University School of Public Health

Publications

Journal Articles

J.11 **Reynolds T.L.**, Cobb J.G., Steitz B.D., Ancker J.S., Rosenbloom S.T. The State of the Art of Patient Portals: Adapting to External Factors, Addressing Barriers, and Innovating. *Applied Clinical Informatics Journal (ACI)*, 2023. doi: 10.1055/s-0043-1770901.

J.10 Tran B.D., Latif K., **Reynolds T.L.**, Park J., Elston Lafata J., Tai-Seale M., Zheng K., "Mm-hm," "Uh-uh": are non-lexical conversational sounds deal breakers for the ambient clinical documentation technology?, *Journal of the American Medical Informatics Association*, 2023. doi: https://doi.org/10.1093/jamia/ocad001.

J.9 He L.*, He C.*, **Reynolds T.L.**, Bai Q., Huang Y., Li C., Zheng K., Chen Y. Why Do People Oppose Mask Wearing? A Comprehensive Analysis of US Tweets During the COVID-19 Pandemic. J Am Med Inform Assoc. Published online March 2021: ocab047. doi:10.1093/jamia/ocab047.
*Denotes equal contribution.

J.8 Caldeira C., Gui X., **Reynolds T.L.**, Bietz M., Chen Y. Managing Healthcare Conflicts when Living With Multiple Chronic Conditions. *International Journal of Human-Computer Studies*. Published online June 2020:102494. doi:10.1016/j.ijhcs.2020.102494.

J.7 Gui X., Chen Y., Zhou X., **Reynolds T.L.**, Zheng K., Hanauer D.A. Physician champions' perspectives and practices on electronic health records implementation: challenges and strategies. *JAMIA Open*. Published online January 7, 2020:ooz051. doi:10.1093/jamiaopen/ooz051.

J.6 Hussain M.I., **Reynolds T.L.**, Zheng K. Medication safety alert fatigue may be reduced via interaction design and clinical role tailoring: a systematic review. *JAMIA*. 2019; 26(10): 1141-1149. doi:10.1093/jamia/ocz095.

J.5 **Reynolds T.L.**, DeLucia P.R., Esquibel K.A., Gage T., Wheeler N.J., Randell J.A., Stevenson J.G., and Zheng K. Evaluating a Handheld Decision Support Device in Pediatric Intensive Care Settings. *JAMIA Open*. 2019; 2(1): 49-61. doi:10.1093/jamiaopen/ooy055.

J.4 Zheng K., Abraham J., Novak L.L., **Reynolds T.L.**, Getting A. A survey of the literature on unintended consequences associated with health information technology: 2014–2015. *Yearb Med Inform*. 2016. doi:10.15265/IY-2016-036.

J.3 Charles-Smith L.E., **Reynolds T.L.**, Cameron M.A., et al. Using Social Media for Actionable Disease Surveillance and Outbreak Management: A Systematic Literature Review. *PLOS ONE*. 2015; 10(10):e0139701. doi:10.1371/journal.pone.0139701.

J.2 Dórea F.C., Dupuy C., Vial F., **Reynolds T.L.**, Akkina J.E. Toward One Health: are public health stakeholders aware of the field of animal health? *Infection Ecology & Epidemiology*. 2014;4(0). doi:10.3402/iee.v4.24267.

J.1 Mirza N.,[§] **Reynolds T.**, Coletta M., Suda K., Soyiri I., Markle A., Leopold H., Lenert L., Samoff E., Siniscalchi A., Steichert L. Steps to a sustainable public health surveillance enterprise a commentary from the international society for disease surveillance. *Online Journal of Public Health Informatics*. 2013; 5(2): 210. doi:10.5210/ojphi.v5i2.4703.

Conference Papers
C.13 Kang R.M.[§] and **Reynolds T.L.** 2024. "This app said I had severe depression, and now I don't know what to do": the unintentional harms of mental health applications . In Proceedings of May 11–16, 2024 (CHI '24). *(conditionally accepted)*

C.12 Khoo Y.X., Kang R.M.,[§] **Reynolds T.L.**, and Mentis H.M. 2024. "That's Kind of Sus(picious)": The Comprehensiveness of Mental Health Application Users' Privacy and Security Concerns. In *Proceedings of the CHI Conference on Human Factors in Computing Systems (CHI '24)*, May 11–16, 2024, Honolulu, HI, USA. *(conditionally accepted)*

C.11 **Reynolds T.L.**, Kaligotla M.,[§] Zheng K. Investigating the Interoperable Health App Ecosystem at the Start of the 21st Century Cures Act. *AMIA Annual Symposium*. Washington, DC. 2022. PMID: 37128391.

C.10 **Reynolds T.L.**, Zhang J.,[§] Zheng K., and Chen Y. Unpacking the Use of Laboratory Test Results in an Online Health Community throughout the Medical Care Trajectory. *Proceedings of the ACM on Human-Computer Interaction*. 2022;6 (CSCW). doi: https://doi.org/10.1145/3555086.

C.9 Balogun Z.A.[§] and **Reynolds T.L.** Patient Portal Uptake, Use, and Satisfaction among U.S. Adults in Late-stage COVID-19 Pandemic. 10th IEEE International Conference on Healthcare Informatics (ICHI). Rochester, MN. 2022. doi: 10.1109/ICHI2022.2022.00060.

C.8 Lu X., **Reynolds T.L.**, Jo E., Hong H., Page X., Chen Y., and Epstein D. Comparing Perspectives around Human and Technology Support for Contact Tracing. In: *CHI Conference on Human Factors in Computing Systems (CHI '21)*. Yokohama, Japan; 2021. doi:10.1145/3411764.3445669.

C.7 **Reynolds T.L.**, Ali N.,[§] and Zheng K. What Do Patients and Caregivers Want? A Systematic Review of User Suggestions to Improve Patient Portals. In: *AMIA Annual Symposium Proceedings.* Virtual; 2020. PMID: 33936483.

C.6 **Reynolds T.L.**, Clay B., Rudkin S.E., Beckham S., Perret D., Glandorf J., Patton P., Longhurst C., and Zheng K. Migrating from One Comprehensive Commercial EHR to Another: Perceptions of Front-line Clinicians and Staff. In: *AMIA Annual Symposium Proceedings.* Washington, D.C.; 2019. PMID: 32308872.

C.5 Costa Figueiredo M., Caldeira C., **Reynolds T.L.**, Victory S., Zheng K., Chen Y. Self-Tracking for Fertility Care: Collaborative Support for a Highly Personalized Problem. *Proceedings of the ACM on Human-Computer Interaction*. 2017;1 (CSCW):1-21. doi:10.1145/3134671.

C.4 Eletriby M.R., **Reynolds T.L.**, Jain R., Zheng K. Investigating named entity recognition of contextual information in online consumer health text. In: *2017 Eighth International Conference on Intelligent Computing and Information Systems (ICICIS)*; 2017:396-402. doi: 10.1109/INTELCIS.2017.8260078.

C.3 **Reynolds T.L.**, Ali N.,[§] McGregor E.,[§] et al. Understanding Patient Questions about their Medical Records in an Online Health Forum: Opportunity for Patient Portal Design. In: *AMIA Annual Symposium Proceedings.* Washington, D.C.; 2017. PMID: 29854216.

C.2 Gui X., Wang Y., Kou Y., **Reynolds T.L.**, Chen Y., Qiaozhu M., Zheng K. Understanding the Patterns of Health Information Dissemination on Social Media during the Zika Outbreak. In: *AMIA Annual Symposium Proceedings.* Washington, D.C.; 2017. PMID: 29854148.

C.1 Hussain M.I., **Reynolds T.L.**, Mousavi F.E., Chen Y., Zheng K. Thinking Together: Modeling Clinical Decision-Support as a Sociotechnical System. In: *AMIA Annual Symposium Proceedings.* Washington, D.C.; 2017. PMID: 29854164.

Conference Abstracts
A.12
Onwumbiko B.,[§] Balogun Z.,[§] Waldstein S., **Reynolds T.L.** Patients' perceptions of the role that health technologies play in cardiometabolic risk self-management. In: *45th Annual Meeting & Scientific Sessions of the Society of Behavioral Medicine.* Philadelphia, PA, USA; 2024.

A.11 **Reynolds T.L.**, Kaligotla M.,[§] Zheng K. Are Smartphone-based Interconnected Personal Health Records Achieving Their Promise? In: *AMIA Annual Symposium Proceedings.* San Diego, CA, USA; 2021.

A.10 Grant K.,* **Reynolds T.L.**,* Zheng K., Feaster W., Chogle A., Sharief T., Grant A., Heyming T., and Ehwerhemuepha L. The Impact of COVID-19 and the Rapid Adoption of Telehealth on Provider Burnout in a Pediatric Healthcare Organization. In: *American Academy of Pediatrics Proceedings.* Virtual; 2021. *The first two authors wish to be regarded as joint first authors.

A.9 **Reynolds T.L.**, Gui X, Chen Y, Zheng K. Understanding U.S. Adults' Zika Virus Risk Perceptions and Mitigation Behaviors to Improve Technology-supported Risk Communication. Stud Health Technol Inform. In: *Medinfo 2019 Proceedings*. doi: [10.3233/SHTI190691](https://doi.org/10.3233/SHTI190691).

A.8 Brannon E.S., **Reynolds T.**, Fu S., Harden K., Okullo D., and Ramani S. An eHARS Dashboard for State HIV Surveillance. Online Journal of Public Health Informatics. In: *ISDS Annual Conference Proceedings*. 2016; 8(1). doi: [10.5210/ojphi.v8i1.6509](https://doi.org/10.5210/ojphi.v8i1.6509).

A.7 **Reynolds T.L.**, Vydiswaran V.G.V., Wu Y., Mei Q., Hanauer D.A., Zheng K. Identifying Patterns Indicative of Copying/Pasting Behavior in Patient Generated Online Content. In: *AMIA Annual Symposium Proceedings.* San Francisco, CA, USA; 2015.

A.6 **Reynolds T.**, Gordon S., Soper P., Buehler J., Hopkins R., and Streichert L. Syndromic Surveillance Practice in the United States 2014: Results from a Nationwide Survey. Online Journal of Public Health Informatics. In: *ISDS Annual Conference Proceedings*. 2015; 7(1): e90. doi: [10.5210/ojphi.v7i1.5756](https://doi.org/10.5210/ojphi.v7i1.5756).

A.5 Suda K.J., **Reynolds T.**, Akkina J., Halasz S., and Burkom H. Where do you Find Interesting Biosurveillance Publications? Online Journal of Public Health Informatics. In: *ISDS Annual Conference Proceedings*. 2015; 7(1). doi: [10.5210/ojphi.v7i1.5831](https://doi.org/10.5210/ojphi.v7i1.5831).

A.4 **Reynolds T.**, Cameron M., Conway M., Ising A., Lau E.H.Y., Olsen J., Pavlin J., Storm B., Suda K., and Corley C. Using Social Media for Biosurveillance: Gap between Research and Action. Online Journal of Public Health Informatics. In: *ISDS Annual Conference Proceedings*. 2014; 6(1). doi: [10.5210/ojphi.v6i1.5195](https://doi.org/10.5210/ojphi.v6i1.5195).

A.3 **Reynolds T.**, Storm B., Fine A., Burkom H., Stout T., and Del Rio Vilas V. Results from the Biosurveillance Technical Opportunity Prioritization Survey. Online Journal of Public Health Informatics. In: *ISDS Annual Conference Proceedings*. 2014; 6(1). doi: [10.5210/ojphi.v6i1.5160](https://doi.org/10.5210/ojphi.v6i1.5160).

A.2 **Reynolds T.**, Suda K., Reeder B., Storm W., Ozonoff A., and Burkom H. Collaboration for Improved Disease Surveillance Literature Review. Online Journal of Public Health Informatics. In: *ISDS Annual Conference Proceedings*. 2013; 5(1). doi: 10.5210/ojphi.v5i1.4375.

A.1 **Reynolds T.**, Painter I., and Streichert L. Data Quality: A Systematic Review of the Biosurveillance Literature. Online Journal of Public Health Informatics. In: *ISDS Annual Conference Proceedings*. 2013; 5(1). doi: 10.5210/ojphi.v5i1.4376.

Workshop Abstracts and Papers

Reynolds T.L. Cultivating a Personalized Digital Health Ecosystem to Support Complex Health Needs. *Challenges, Tensions, and Opportunities in Designing Ecosystems to Support the Management of Complex Health Needs Workshop @ CHI*. New Orleans, LA; 2022.

Reynolds T.L., Dameff C., Longhurst C.A., Zheng K. Who's Left Behind by Smartphone-based Personal Health Records? *WISH @ AMIA*. Virtual; 2020.

Reynolds T.L., McGregor E.,[§] Zheng K. "Where am I?" Finding Patients in the Process of Navigating a Complex Clinical Information Space. *WISH @ AMIA*. Washington, D.C.; 2017.

Doctoral Consortia

Reynolds T.L. "Designing Health Interface Technologies to Support Patients' and Healthcare Providers' Individual and Collaborative Work." *IEEE International Conference on Healthcare Informatics (ICHI) 2020 Doctoral Consortium*. Virtual; 2020. doi:10.1109/ICHI48887.2020.9374368.

Reynolds T.L. "Designing Health Interface Technologies to Support Patients' and Healthcare Providers' Individual and Collaborative Work." *14th International Conference on Design Science Research in Information Systems and Technology (DESRIST 2019) Doctoral Consortium*. Worcester Polytechnic Institute, Worcester, MA; 2019.

Papers in Review

Balogun Z.A.,[§] Onwumbiko B.,[§] **Reynolds T.L.** Patient Work with their Medical Records Post-21st Century Cures Act.

Posada J., Kumar A., Olutoye A.,[§] Alhashishi L., Reynolds T.L., and Kleinsmith A. Co-designing a Social Biosignal Sharing App with Women Transfer Students.

Papers in Manuscript

Balogun Z.A.,[§] Shah J.,[§] Oguike D.,[§] **Reynolds T.L.** U.S. Adult Perceptions of Accessing and Leveraging Clinical Data using Mobile Interconnected Personal Health Records *(working title)*.

Kang R.M.[§], Yus R., **Reynolds T.L.** Acceptance of Occupancy-based Decision Support among Undergraduate Students *(working title)*.

[§]Student or trainee.

Tera L. Reynolds

Other Activities

Consortia   Human Computer Interaction Consortium (HCIC). Delavan, WI, USA; 2022.

Computer Research Association (CRA) Career Mentoring Workshop, Washington, DC, 2022.

IEEE International Conference on Healthcare Informatics (ICHI) 2020 Doctoral Consortium. Virtual; 2020.

Consortium for the Science of Sociotechnical Systems (CSST). Rutgers, New Brunswick, NJ, USA; 2019.

Human Computer Interaction Consortium (HCIC). Watsonville, CA, USA; 2019.

14th International Conference on Design Science Research in Information Systems and Technology (DESRIST 2019) Doctoral Consortium. Worcester Polytechnic Institute, Worcester, MA; 2019.

Workshops   Challenges, Tensions, and Opportunities in Designing Ecosystems to Support the Management of Complex Health Needs
Workshop @ CHI. New Orleans, LA; 2022

Computing Research Association (CRA) Career Mentoring Workshop. Washington, D.C.; 2022.

Workshop on Interactive Systems in Healthcare (WISH) @ AMIA. Virtual; 2020.

Workshop on Interactive Systems in Healthcare (WISH) @ AMIA. Washington, D.C.; 2017.

Research Experience

2022–Present   Broadening Participation of Women Undergraduate Transfer Students in COEIT: Designing an interactive technology for affective skill development, Co-Investigator, University of Maryland Baltimore County, MD

2022–Present   Acceptance of Occupancy-based Technology to Support Personal Decision-making in the Context of COVID-19 Fatigue, Lead Researcher, University of Maryland Baltimore County, MD

2021–Present   Co-designing for Artificial Intelligence (AI) Assisted Patient Work in an Ecosystem of Support, Lead Researcher, University of Maryland Baltimore County, MD

2021–Present   Dementia AI/ML Project, Co-Investigator, University of Maryland Baltimore County, MD

2020–Present	Understanding Perceptions of a New Mechanism for Sharing Clinical Data: Two Mixed Methods Projects, Lead Researcher, University of Maryland Baltimore County, MD
2020–2021	Understanding the Current State of the Interoperable Health App Ecosystem, Graduate Student Researcher, University of California, Irvine, CA *(Dissertation Research)*
2016–2021	Understanding Patient Questions Containing their Clinical Data and the Types of Peer-Patient Replies they Find Useful: Qualitative Analyses in an Online Health Forum, Graduate Student Researcher, University of California, Irvine, CA *(Dissertation Research)*
2016–2021	Patient Portal Systematic Literature Review, Graduate Student Researcher, University of California, Irvine, CA *(Dissertation Research)*
2017–2018	DialySafe Project, Graduate Student Researcher, University of California, Irvine, CA
2017–2018	UCI Health Migration to New Comprehensive Electronic Health Record, Graduate Student Researcher, University of California, Irvine, CA
2017	iCONCUR: informed CONsent for Clinical data and biosample Use in Research, Graduate Student Researcher, University of California, Irvine, CA
2014	Syndromic Surveillance Practice in the United States Survey, International Society for Disease Surveillance, Boston, MA
2013	Survey of Biosurveillance Practitioners to Prioritize Technical Opportunities, International Society for Disease Surveillance, Boston, MA
2012–2014	Using Social Media for Biosurveillance Systematic Literature Review, International Society for Disease Surveillance, Boston, MA
2012–2014	Data Quality for Biosurveillance Systematic Literature Review, International Society for Disease Surveillance, Boston, MA
9/2010–12/2010	Brazilian Internet Use Study, Data Analysis Intern, Institute for Community Health, Boston, MA
5/2010–6/2010	Trachoma Project, Monitoring and Evaluation Intern, School for Field Studies, Loitokitok District, Kenya

Teaching

Spring 2024	**Special Topics Course: Digital Health Equity** (graduate; 23 students), Department of Information Systems, University of Maryland, Baltimore County. Instructor.

Spring 2024	**Interaction Design** (online graduate; 17 students), Department of Information Systems, University of Maryland, Baltimore County. Instructor.
Fall 2023	**Fundamentals of Human-Computer Interaction** (undergraduate; 95 students), Department of Information Systems, University of Maryland, Baltimore County. Instructor.
Spring 2023	**Special Topics Course: Digital Health Disparities** (graduate; 29 students), Department of Information Systems, University of Maryland, Baltimore County. Instructor.
Spring 2022	**Special Topics Course: Digital Health Disparities** (graduate; 15 students), Department of Information Systems, University of Maryland, Baltimore County. Instructor.
Fall 2021	**Software and Hardware Concepts** (undergraduate; 38 students), Department of Information Systems, University of Maryland, Baltimore County. Instructor.
Spring 2017	**Computer Supported Cooperative Work** (undergraduate), Donald Bren School of Information and Computer Sciences (ICS), University of California, Irvine. Teaching Assistant for Dr. Gloria Mark.
Winter 2017	**Project in Health Informatics** (undergraduate), Donald Bren School of Information and Computer Sciences (ICS), University of California, Irvine. Teaching Assistant for Dr. Kai Zheng.
Fall 2016	**Invitation to Computing** (undergraduate), Donald Bren School of Information and Computer Sciences (ICS), University of California, Irvine. Teaching Assistant for Drs. Debra Richardson and Amelia Regan.
2015–2016	**Programs, Information, and People** (undergraduate), School of Information, University of Michigan, Ann Arbor. Graduate Student Instructor for Dr. Paul Resnick (2 semesters).
Guest Lectures	**Public Health Communication** (graduate), "Technology-mediated Patient-provider Communication," School of Public Health, University of Maryland, College Park. Spring 2022.
	Consumer Health Informatics (graduate), *"Personal Health Records and Patient Portals,"* Donald Bren School of Information and Computer Sciences, University of California, Irvine. Winter 2021.
	Project in Health Informatics (undergraduate), *"Patient Portals,"* Donald Bren School of Information and Computer Sciences, University of California, Irvine. Winter 2019.

Mentoring

PhD Student	Bianka Onwumbiko, University of Maryland, Baltimore County, Baltimore, MD (2024–Present)
	Lewis Davis, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (Spring 2024)
	Pronob Kumar Barman, University of Maryland, Baltimore County, Baltimore, MD (co-advised; 2023–Present)
	Md Alomgeer Hussein, University of Maryland, Baltimore County, Baltimore, MD (2023–Present)
	Rachael Kang, Research Assistant, University of Maryland, Baltimore County, Baltimore, MD (2022–Present)
	Zainab Balogun, Research Assistant, University of Maryland, Baltimore County, Baltimore, MD (2021–Present)
	Marya Ford, University of Maryland, Baltimore County, Baltimore, MD (2023)
	Kiran Prabhu, Research Assistant, University of Maryland, Baltimore County, Baltimore, MD (2022)
MS Students	Valli Pattikonda, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (Spring 2024)
	Neel Bhesaniya, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (Spring 2024)
	Siddharth Monga, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (Spring 2024)
	Smriti Khilnani, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2023–Present)
	Lewis Davis, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (Fall 2023)
	Jayesh Naik, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (Fall 2023)
	Parijat Saxena, Research Assistant, University of Maryland, Baltimore County, Baltimore, MD (2022–2023)
	Shikha Jaitwar, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2023)

Sayali Pramod Babhulgaonkar, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2023)

Sumati Mane, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2023)

Abhishek Patharkar, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2023)

Rushabh Shah, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2023)

Dharmi Sanjay Shah, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2023)

Juhi Shah, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2023)

Pravin Wamanrao Mohature, Research Assistant, University of Maryland, Baltimore County, Baltimore, MD (2022)

Bhanuprakash Nagarimadugu, Research Assistant, University of Maryland, Baltimore County, Baltimore, MD (2022)

Apurva Raje, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2022)

Shyam Ravichandran, Research Assistant, University of Maryland, Baltimore County, Baltimore, MD (2022)

MPH Student — Nabila Mirza, Graduate Student Intern, International Society for Disease Surveillance, Boston, MA (2012–2013)

BS Students — Danielle Anane, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2023–Present)

Anu Olutoye, SURE Research Assistant, University of Maryland, Baltimore County, Baltimore, MD (2023)

Beamlak Bekele, Independent Study, University of Maryland, Baltimore County, Baltimore, MD (2022)

Jiawen Zhang, Research Assistant, University of California, Irvine, CA (*Kai Zheng, Faculty Advisor*; 2020–2021)

Meghna Kaligotla, Research Assistant, University of California, Irvine, CA (*Kai Zheng, Faculty Advisor*; 2020–2021)

Nida Ali, Internship Preceptor, University of Michigan, Ann Arbor, MI (*Kai Zheng, Faculty Advisor*; 2015–2016)

Emma McGregor, Student Research Volunteer, University of Michigan, Ann Arbor, MI (*Kai Zheng, Faculty Advisor*; 2015)

Talks and Presentations

Invited Talks

"Community-based Health Technologies: Opportunities and Challenges for the Elderly & People with Disabilities." Symposium Commentator. University of Maryland, Baltimore County, April 18, 2023

"What Do Patients and Caregivers Want? A Systematic Review of User Suggestions to Improve Patient Portals." Consumer and Pervasive Health Working Group Meeting. AMIA Annual Symposium. Virtual; Nov. 15, 2020.

Conference and Workshop Talks

"What Do Patients and Caregivers Want? A Systematic Review of User Suggestions to Improve Patient Portals." AMIA Annual Symposium 2020. Virtual; November 17, 2020.

"Who's Left Behind by Smartphone-based Personal Health Records?" WISH @ AMIA 2020. Virtual; November 14, 2020.

"Migrating from One Comprehensive Commercial EHR to Another: Perceptions of Front-line Clinicians and Staff." AMIA Annual Symposium 2019. Washington, D.C.; November 18, 2019.

"Understanding Patient Questions about their Medical Records in an Online Health Forum: Opportunity for Patient Portal Design." AMIA Annual Symposium 2017. Washington, D.C.; November 7, 2017.

"'Where am I?' Finding Patients in the Process of Navigating a Complex Clinical Information Space." WISH @ AMIA 2017. Washington, D.C.; November 4, 2017.

"Collaboration for Improved Disease Surveillance Literature Review." 2012 ISDS Annual Conference. San Diego, CA; December 4-5, 2012.

"Data Quality: A Systematic Review of the Biosurveillance Literature." 2012 ISDS Annual Conference. San Diego, CA; December 4-5, 2012.

Poster Presentations

"Are Smartphone-based Interconnected Personal Health Records Achieving Their Promise?" AMIA Annual Symposium 2021, San Diego, CA, USA; Nov. 2, 2021.

"The Impact of COVID-19 and the Rapid Adoption of Telehealth on Provider Burnout in a Pediatric Healthcare Organization" AAP 2021, Virtual; Oct. 9, 2021.

"Understanding U.S. Adults' Zika Virus Risk Perceptions and Mitigation Behaviors to Improve Technology-supported Risk Communication." Medinfo 2019, Lyon, France; August 24, 2019.

"Identifying Patterns Indicative of Copying/Pasting Behavior in Patient Generated Online Content." AMIA Annual Symposium 2015, San Francisco, CA, USA; November 16, 2015.

Service

Departmental Service

UMBC Information Systems, Workload Policy Workgroup, 2023-2024

UMBC Information Systems, Graduate IS Committee, 2023-2024

UMBC Information Systems, Research Committee, Spring 2023

External Service

Reviewing

Conferences: World Congress of Medical and Health Informatics (MedInfo), American Medical Informatics Association (AMIA) Annual Symposium, ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW), ACM Conference on Human Factors in Computing Systems (CHI), Hawaii International Conference on System Sciences (HICSS), International Conference on Human-Computer Interaction (INTERACT), International Society for Disease Surveillance (ISDS)

Journals: Journal of the American Medical Informatics Association (JAMIA), Applied Clinical Informatics (ACI), Journal of Biomedical Informatics (JBI), BMC Medical Informatics and Decision Making, Social Media and Society, American Journal of Tropical Medicine and Hygiene (AJTMH)

Conference Planning and Implementation

Associate Chair, ACM Conference on Human Factors in Computing Systems (CHI; 2023-2024)

AMIA Annual Symposium Student Volunteer (2018, 2017, 2016)

Staff Liaison, Scientific Program Committee, International Society of Disease Surveillance Annual Conference (6/2011–8/2014)

Member, Outstanding Student Abstract Award Committee, International Society of Disease Surveillance Annual Conference (6/2012-8/2014)

Diversity and Inclusion

Graduate Student Mentor, exploreCSR Workshop: Computing to Change the World for the Better, California State Long Beach, Long Beach, CA (*Yunan Chen, Faculty Mentor*; 2019)

School and Community Resource Volunteer, United States Peace Corps, Northern Cape Province, South Africa (2007–2009)

Student Mentor, Girls Exploring Math and Science (GEMS), Lawrence University, Appleton, WI (2006–2007)

Student Mentor, Partners Reaching Youth in Science and Math (PRYSM), Lawrence University, Appleton, WI (2004–2007)

Tutor, Boys and Girls Club of the Fox Valley, Appleton, WI (2003–2007)

Service-oriented Honor Societies

Mortar Board Senior Academic National Honor Society, Member, Lawrence University Chapter (2006–2007)

Lambda Sigma Sophomore Academic National Honor Society, Member, Lawrence University Chapter (2004–2005)

Other

Health and Information Lab Manager (2014–2019)

Grants and Contracts

Ongoing

Community-Engaged Research (CEnR) Voucher, $10,000
University of Maryland, Baltimore Institute for Clinical & Translational Research
PI: Reynolds, February 8, 2024–February 7, 2025
Role: PI
"Building Community Partnerships to Explore Health Literacy Needs in Low Income Neighborhoods in Baltimore"

Community-Engaged Research (CEnR) Award, $49,252
University of Maryland, Baltimore Institute for Clinical & Translational Research
PI: Reynolds, May 1, 2023–April 30, 2024
Role: PI
"Multi-stakeholder Perspectives on a Sensorized Work Environment in Nursing Home Settings"

Hrabowski Innovation Fund Seed Award, $3,450
University of Maryland, Baltimore County, Baltimore, MD
PI: Kleinsmith, July 1, 2022–June 30, 2024
Role: Co-Investigator
"Broadening Participation of Women Undergraduate Transfer Students in COEIT: Designing an Interactive Technology for Affective Skill Development"

Past

Supplement for Undergraduate Research Experiences (SURE), $1,500
University of Maryland, Baltimore County, Baltimore, MD
PI: Reynolds, January 30, 2023–May 24, 2023
Role: PI
"Broadening Participation of Women Undergraduate Transfer Students in COEIT: Designing an Interactive Technology for Affective Skill Development"

Unfunded R21
Agency for Health Care Research and Quality (AHRQ)
PI: Zheng, Submitted October 2016
Role: Graduate Student Research Lead
"Patient questions about their medical records and the implications for patient portal redesign"

Professional Affiliations

Current   American Medical Informatics Association (2015–Present)

Institute for Healthcare Informatics (2022–Present)

Association for Computing Machinery (2020–Present)

National Peace Corps Association (2007–Present)

Past   American Public Health Association (2011–2014, 2020–2022)

International Society for Disease Surveillance (2011–2014)

Certificates

Active Learning Inquiry Teaching (ALIT) Certificate, 2022

Skills

HCI   User interviews, Survey methods, Content analysis, Grounded theory, Quantitative data analysis methods

Programming   Python, R, Statistical Analysis Software (SAS)

Qualitative Analysis Software   NVivo, Dedoose

Language   Spanish (beginner level), Setswana (beginner level)

Selected Media Coverage

Study Results from University of Maryland Broaden Understanding of Human-Computer Interaction (Unpacking the Use of Laboratory Test Results in an Online Health Community throughout the Medical Care Trajectory). *Computer Weekly News*. November 30, 2022.

Study looks at pandemic changes, health care worker burnout
American Academy of Pediatrics News Release
EurekAlert! and *Medical Xpress*, October 2021