

STEPHANIE MENSCH, M.P.A.

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EDUCATION

Masters, Public Administration, in Finance, George Mason University, honors
B.A., Political Science & English, The American University, honors

EMPLOYMENT HISTORY

Vice President, Reimbursement Policy, the Neocure Group, Arlington, Virginia (& Newton, MA)

Provides federal reimbursement strategy analysis, advice & education to medical device companies, providers, and other stakeholders. www.neocuregroup.com

Project Manager, New Editions Consulting, Inc., McLean, Virginia (October 2005-February 2007)

Provided program evaluation and planning activities under a management support contract with the National Institute for Disability and Rehabilitation Research, Department of Education

Senior Reimbursement Advisor, FDA-Healthcare Practice, King & Spalding, LLP, Washington, DC (2005)

Advised clients on interpreting and impacting federal healthcare policy, focusing on clinical data and evidence, technology assessment, and best practices in coverage, coding, and payment.

Vice President, Consultant, Advanced Medical Technology Association, Washington, DC (2000-2005)

Payment and Policy Department, focused on coverage, coding and payment for this 800-member medical manufacturer's trade association. Lobbied to impact policy, and interpreted and educated administrative officials, trade press, and medical technology companies on access to appropriate reimbursement for diagnostics, hospital and ambulatory care, and durable medical equipment.

Consultant (1999-2000)

Institute for Clinical PET (positron emission tomography), Washington, DC – served as Executive Director for 750-member nonprofit. The Coding Institute, Global Success Corporation, Naples, FL – launched new payment publications for medical and LTC staff.

Principal, Positive Power Publishing and StrokeSurvivor.com, Merrifield, VA (1998-present)

Founded and manage this micro-publisher, and educational provider, offering books, tapes, presentations, and workshops focusing on maximizing recovery from stroke.

Manager, Health & Healing, Phillips Publishing, Inc., Potomac, MD (1997-1999)

Managed editorial content, team marketing, customer relations, public relations, scheduling, and new products for 500,000-subscriber consumer health newsletter business.

Director, Health Policy Department, American Urological Association, Baltimore, MD (1993-1997)

Led department with \$2.8 million budget, staff of 11, 7 contractors, and 12 committees. Reported to CEO/Board of this national nonprofit representing 7,000 surgeons. Directed planning, seminars, surveys, clinical guidelines, practice issues, media relations, and government affairs.

Assistant Director, Washington, DC Office, American Academy of Ophthalmology (1982-1993)

Second-in-command in 9-person branch, \$1.2 million budget. Lobbied Congress, agencies, and educated trade press and members on Medicare physician/hospital coding, quality and payment.

Legislative Assistant, Nat. Assoc. of State Mental Retardation Program Directors, Alex., VA (1978-1982)

Provided legislative and agency analysis and advocacy, representing state-level officials on Medicaid, housing, education, and other federal programs for persons with disabilities.

COMMUNITY ACTIVITIES

- Mason District Appointee, Fairfax [Virginia] Human Services Council
- At-large Appointee, Tysons Land Use Task Force
- Co-chair, Community Education Committee, "Operation Stroke," INOVA Health & American Heart

PUBLICATIONS & PRESENTATIONS

Reimbursement & Health Policy: Publications

Contributing writer, MAP Alerts and In-Brief, newsletter of the Advanced Medical Technology Association, Washington, DC (2001-2005).

Contributing editor, Long Term Care Alert, Pulmonology Coding Alert, and Nephrology Coding Alert, published by The Coding Institute, a unit of Global Success Corporation, Naples, FL (1999-2000).

Author, "How to Work With a Hired Lobbyist," Executive Update magazine, published by the Greater Washington Society of Association Executives, Washington, DC, May, 1997.

Editor, Health Policy Brief, monthly, American Urological Association, Baltimore, MD (1993-1997).

Health Policy Column, AUA Today, monthly tabloid, American Urological Association, Baltimore, MD (1993-1996).

Editor, Coding Tips for the Urologists Office, Fourth Edition, published by the American Urological Association, Baltimore, MD, April, 1997 (60 pages).

Senior coordinator, Erectile Dysfunction Clinical Guidelines Panel, Report on the Treatment of Organic Erectile Dysfunction, Clinical Practice Guidelines (70 pages), and The Treatment of Organic Erectile Dysfunction: A Patient's Guide (12 pages), published by the American Urological Association, Baltimore, MD, 1996.

Editor, Managed Care Monograph, "Re-engineering the Urologist's Practice to Manage Managed Care," by Sarah Wiskerchen, published by the American Urological Association, Vol. 1, No. 3, 1996 (13 pages).

Editor, Managed Care Monograph, "Managed Care Report Cards: How Comparative Data Are Being Used to Evaluate and Manage Urology Practice," by Susan K. Bellile, published by the American Urological Association, Vol. 1, No. 2, 1996 (9 pages).

Editor, Managed Care Monograph, "Contracting Issues Under Managed Care for Urologists," by Daniel Friend, published by the American Urological Association, Vol. 1, No. 1, 1996 (11 pages).

Editor, Coding Tips for the Urologists Office, Third Edition, published by the American Urological Association, Baltimore, MD, April, 1996 (64 pages).

Editor, Coding Tips for the Urologists Office, Second Edition, published by the American Urological Association, Baltimore, MD, April, 1995 (64 pages).

Senior coordinator, Prostate Cancer Clinical Guidelines Panel, Report on the Management of Clinically Localized Prostate Cancer, Clinical Practice Guidelines (64 pages), and The Management of Clinically Localized Prostate Cancer: A Patient's Guide (12 pages), published by the American Urological Association, Baltimore, MD, 1995.

Editor, Action Strategies for the Urologist on National Health Care Reform, published by the American Urological Association, Baltimore, MD, March, 1994 (56 pages).

Senior coordinator, Nephrolithiasis Clinical Guidelines Panel, Report on the Management of Staghorn Calculi, Clinical Practice Guidelines (50 pages), and The Management of Staghorn Kidney Stones: A Patient's Guide (8 pages), published by the American Urological Association, Baltimore, MD, 1994.

Editor, Coding Tips for the Urologists Office, published by the American Urological Association, Baltimore, MD, October, 1993 (24 pages).

Author, Special Edition, Argus, HCFA Releases Final Medicare Physician Fee Schedule, published by the American Academy of Ophthalmology, San Francisco, CA, December, 1991 (80 pages).

Author, Special Edition, Argus, Unraveling the Proposed New Medicare Fee Schedule, published by the American Academy of Ophthalmology, San Francisco, CA, June 1991 (40 pages).

Author, with Stripling, Thomas, A Review of Medical Eye Care in the Veterans Administration, sponsored by the American Academy of Ophthalmology and the Association of University Professors of Ophthalmology, Washington, DC, 1984 (48 pages).

Author, with Sonneborn, Charles, "Federal Regulation of Ambulatory Surgical Centers," Ophthalmology Management, ed. Herve Byron, M.D., Advisory Enterprises, Inc., Holland, N.Y., September, 1983.

Contributing Writer, Argus, monthly tabloid, American Academy of Ophthalmology, San Francisco, CA (1982-1993).

Reporter, Health Systems, Morris Associates, Inc., Washington, DC, (1976-1978).

Reimbursement & Health Policy: Presentations

Organizer and Panelist, "A Conversation with Barry Straube, MD, CMS Chief Clinical Officer," Compliance-Alliance, LLC Educational Programming Audio Conference, October 5, 2006.

Organizer and Panelist, "The Dos and Don'ts for Getting Your Product Reimbursed from Private Payers," Compliance-Alliance, LLC Educational Programming Audio Conference, July 27, 2006.

Organizer and Panelist, "Doing Double Duty: Collecting Data for FDA and CMS in the Same Study," Compliance-Alliance, LLC Educational Programming Audio Conference, June 1, 2006.

Organizer, Panelist, and Presenter, Preconference II: "How to Explain Device Reimbursement to Your CEO" and "Reimbursement Track" (1-1/2 days of panels on Medicare reimbursement issues), Medical Device Regulatory and Compliance Congress, sponsored by Harvard Health Policy Review & Health Affairs, at **Harvard University**, Cambridge, MA, March 29-31, 2006.

Organizer and Panelist, "Preparing a 2006 Timeline For Getting Reimbursement," Compliance-Alliance, LLC Educational Programming Audio Conference, December 6, 2005.

Instructor, sessions on Hospital Outpatient Prospective Payment System, and Coding Systems, for "Medical Device Coverage, Coding and Payment 101," educational seminar, AdvaMed Medical Technology Learning Institute, Washington, DC, October 22, 2004.

Presenter, AdvaMed's Testimony to the Centers for Medicare and Medicaid Services Meeting of the Advisory Panel on Ambulatory Payment Classification (APC) Groups, Baltimore, MD, September 1, 2004.

Presenter, AdvaMed's Testimony to the Centers for Medicare and Medicaid Services Public Meeting on New Clinical Laboratory Tests, Baltimore, MD, July 29, 2004.

Presenter, AdvaMed's Testimony to the Centers for Medicare and Medicaid Services Special Open Door Meeting on the Medicare Modernization Act's provisions governing the Competitive Bidding Demonstration for Clinical Laboratory Tests, Baltimore, MD, March 3, 2004.

Panelist, Provisions on Competitive Bidding for Durable Medical Equipment under the Medicare Modernization Act, AdvaMed Teleconference, "The Landmark Medicare Reform Act of 2003," February 10, 2004.

Instructor, sessions on Hospital Outpatient Prospective Payment System, and HCPCS Coding, for "Medical Device Coding and Payment 101," educational seminar, AdvaMed Medical Technology Learning Institute, Alexandria, VA, October 2, 2003.

Presenter, AdvaMed's Testimony to the Centers for Medicare and Medicaid Services Public Meeting on New Clinical Laboratory Tests, Baltimore, MD, July 28, 2003.

Presenter, "Medical Societies Activities Relating to National Medical Outcomes Studies," and "Medical Societies Activities Relating to National Physician Performance 'Report Cards,'" to the American Urological Association's Strategic Planning Committee meeting, Key West, FL, November 22 & 23, 1996.

Introductory presentation to, "The Urologist's Guide to Conquering/Surviving Managed Care," four seminars presented in Chicago, Boston and Seattle, 225 attendees, July 1996.

Presenter, "Medical Societies Involvement with Managed Care and Workforce Issues," to the American Urological Association's Strategic Planning Committee meeting, San Diego, CA, December 9, 1995.

Interviewed by Robert Pear, New York Times, representing physician perspective following House of Representatives enactment of Medicare Reform in article, "For Elderly, Bill Promises Entry into a Market of Shifting Forces," pages A1, A-27, October 20, 1995.

Panelist, Socio-economic Seminar, "Federal Health Policy Issues Affecting Urology Under the Clinton Administration," presentation during the American Urological Association's Annual Meeting, San Antonio, TX, May 16, 1993.

Panelist, Socio-economic Seminar, "Ophthalmology's Successes in Policy Decisions Following Implementation of the Medicare Fee Schedule," presentation during the Retina Society 25th Annual Scientific Meeting, New York, NY, September 25, 1992.

Panelist, "Understanding the Medicare Fee Schedule," presentation during the Medical Directors Seminar, Annual Meeting, Eye Bank Association of America, Lake Tahoe, NV, June 19, 1992.

Guest speaker, "Federal Medicare Issues," presentation during the Annual Meeting of Connecticut Eye Society, Meriden, CT, April 10, 1992.

Guest speaker, "Ophthalmic Services Under the New Medicare Fee Schedule," presentation during annual meeting of the Kansas City Ophthalmology Society, December 5, 1991.

Panelist, "Medicare Reimbursement Issues," participated in Luncheon Seminar, American Academy of Ophthalmology Annual Meeting, Anaheim, CA, two sessions, October 14 & 16, 1991.

Guest speaker, "Medicare's Proposed Physician Fee Schedule," presentation during Annual Meeting of Alabama Academy of Ophthalmology, Destin, FL, August 14, 1991.

Panelist, "Federal Update on Ophthalmology and Medicare," presentation during the Medical Directors Seminar, Annual Meeting, Eye Bank Association of America, Marco Island, FL, June 31, 1991.

Panelist, "Medicare Reimbursement Issues," participated in Luncheon Seminar, American Academy of Ophthalmology Annual Meeting, Atlanta, GA, two sessions, October 29, 31, 1990.

Guest speaker, "Federal Update on Medicare Reimbursement," presentation during Annual Meeting of Mississippi Academy of Ophthalmology, University of Mississippi Department of Ophthalmology, Jackson, MS, August 17, 1990.

Guest speaker, "Relative Value Scales and Medicare Reimbursement," presentation during Annual Meeting of Alabama Academy of Ophthalmology, Panama City, FL, August 2, 1990.

Guest speaker, "Federal Update on Medicare Reimbursement," presentation during Annual Meeting of Pennsylvania Academy of Ophthalmology in Hershey, PA, June 23, 1990.

Guest panelist, "How the Federal Budget Will Affect Ophthalmology," presentation during Annual Meeting of Wills Eye Hospital ophthalmology training program alumni, Philadelphia, PA, March 29, 1990.

Panelist, "Medicare Reimbursement Issues," participated in Luncheon Seminar, American Academy of Ophthalmology Annual Meeting, New Orleans, LA, two sessions, October 30, and November 1, 1989.

Guest speaker, "Physician Payment Reform," presentation during panel for "Executive Speakers Series," Johns Hopkins University Hospital, Baltimore, MD, May 19, 1989.

Guest speaker, "Federal Legislative Up-date," presentation during Quarterly Meeting of Virginia Society of Ophthalmology, Fairfax, VA, March 18, 1989.

Guest speaker, "Federal Medicare Issues," presentation during Annual Meeting of Connecticut Eye Society, Meriden, CT, October 28, 1988.

Panelist, "Medicare Reimbursement Issues," participated in Luncheon Seminar, American Academy of Ophthalmology Annual Meeting, Las Vegas, NV, two sessions, October 10, 12, 1988.

Guest speaker, "Federal Legislative Up-date," presentation during Annual Meeting of Washington State Academy of Ophthalmology, Yakima, WA, September 17, 1988.

Guest speaker, "Federal Medicare Issues," presentation during Annual Meeting of Maryland Society of Eye Physicians and Surgeons, Baltimore, MD, June 10, 1988.

Guest speaker, "Medicare Billing Issues," participated in American Academy of Ophthalmology Practice Management Seminar on Medical Billing and Coding, Chicago, IL, and Miami, FL, two sessions, April 16-17, and March 5-6, 1988.

Guest speaker, "Federal Legislative Up-date," presentation during Annual Legislative Meeting of Missouri Ophthalmological Society, Jefferson City, MO, January 13, 1988.

Guest speaker, "Federal Issues Affecting Ophthalmology," presentation during Annual Legislative Meeting of New York Ophthalmological Society, Albany, NY, March 1, 1987.

Guest lecturer, "Medicare Payment for Ophthalmology," presentation during Faculty Seminar, Georgetown University Medical School, Department of Ophthalmology, Washington, DC, December 9, 1986.

Author, with Abrams, Jay, "Mortgage Revenue Bonds: A Simulated Congressional Hearing," delivered to the March 3-4, 1983 meeting of Public Administration Teachers, Miami, FL, and published in their conference proceedings.

Disability Issues: Publications

Editor, "Stroke Survivor Paul Berger's News & Attitude for You" Newsletter, Positive Power Publishing, Merrifield, VA, November 2003 to present.

Author, Report on the National Institute for Disability and Rehabilitation Research Expert Panel, "Concepts for a Research Agenda to Make Prescription Drug Information Accessible for People with Blindness and Visual Impairments, produced by New Editions Consulting, Inc., under contract with NIDRR, Department of Education, Washington, DC, March 2006 (34 pages).

Author with Berger, Paul, How to Conquer the World With One Hand...And an Attitude, Second Edition, with Foreword by Julian Whitaker, MD, Positive Power Publishing, Merrifield, VA, June 2002 (220 pages).

Author with Berger, Paul, How to Conquer Hobbies With One Hand: Stroke Survivor Paul E. Berger's 50 Tips and Tools to Make Things, Positive Power Publishing, Merrifield, VA, June, 2000 (32 pages).

Author with Berger, Paul, You Can Do It!, 105 Thoughts, Feelings and Solutions to Inspire You, Positive Power Publishing, Merrifield, VA, May, 2000 (32 pages).

Author, with Paul Berger, "Consumer's Perspective: Working With Aphasia," Topics in Stroke Rehabilitation, Spring, 1999, 6(1), Aspen Publishers, Inc.

Contributing Editor, Newsletter of the National Aphasia Association, New York, NY (1999-2002).

Author, "Keeping Eyes on the Prize After Stroke," Fairfax Journal, pp. A6-7, September 15, 1996.

President's Column, Heads Up, bi-monthly newsletter, Northern Virginia Head Injury Association, Springfield, VA (1995).

Author, Letter to the Editor, "Don't Underestimate Stroke Victims," Health Section, Washington Post, June 28, 1994.

Author, with Gettings, Robert M., Congressional Action on the Reagan Budget Proposals, published by the National Association of State Mental Retardation Program Directors, Alexandria, VA, Aug, 1981 (88 pages).

Author, with Gettings, Robert M., Status of the Reagan Budget Proposals: An Interim Analysis, published by National Association of State Mental Retardation Program Directors, Alexandria, VA, June, 1981 (45 pages).

Author, A Summary of Existing Legislation Relating to the Handicapped, under contract for Office of Handicapped Individuals, Department of Education, Washington, DC, November, 1980 (156 pages).

Author, "Due Process and the Institutionalization of Mentally Disabled Persons," Journal of Mental Health Administration, Fall, 1980, Vol. 7, No. 1, published by the Association of Mental Health Administrators, Washington, DC.

Author, A Summary of Key Federal Regulations Affecting the Handicapped, 1977-78, under contract for Office of Handicapped Individuals, DHEW, Washington, DC, Nov, 1979 (77 pages).

Author, A Summary of Key Federal Legislation Relating to the Handicapped, 1977-78, under contract for Office of Handicapped Individuals, DHEW, Washington, DC, May, 1979 (42 pages).

Author, "Public Priorities: A Different Perspective on DD Legislation," in DD Polestar, Vol. 1, No. 4, Welfare Research, Inc., New York, February, 1979.

Author, "Discrimination as a Barrier to Housing," Chapter VIII, Housing for Developmentally Disabled Citizens. An Analysis of Policy Issues, National Association of State Mental Retardation Program Directors, under a grant with the Developmental Disabilities Office, Office of Human Development Services, DHEW, November, 1978.

Editor, Capitol Capsule, National Association of State Mental Retardation Program Directors, Alexandria, VA (1978-1982).

Editor, Intelligence Reports, National Association of State Mental Retardation Program Directors, Alexandria, VA (1978-1982).

Editor, Mental Health-Mental Retardation Reports, Morris Associates, Inc., Washington, DC (1976-1978).

Editor, Developmental Disabilities, Morris Associates, Inc., Washington, DC (1976-1978).

Editor, Community Mental Health Centers News, Morris Associates, Inc., Washington, DC (1976-1978).

Disability Issues: Presentations

Presenter, all-day program on Communication and Attitude, for the Aphasia program at Barnes Jewish Hospital, St. Louis, Missouri, July 16, 2005.

Interviewed by Bettina Gregory, host, national Goodlife TV's American Family program on Stroke, 2005.

Keynote speaker, "How to Succeed in Life When Your Husband Has Aphasia," at the Fourth National Biennial Speaking Out 2004 Conference cosponsored by the National Aphasia Association and the University of South Florida, Tampa, Florida, June 3-5, 2004.

Interviewed for local Fox 5 TV news, Washington, DC, on assisting in my husband's accomplishments following a stroke, aired May 19, 2004.

Presenter, "What Professionals Need to Know to Help Their Clients Conquer Stroke," to the Third Annual Neuroscience & Stroke Conference, St. Mary's Medical Center, Huntington, West Virginia, May 14, 2004.

Interviewed for advocacy instructional video, for the American Heart-Stroke Association's US Capitol Hill lobbying day, and members of state advocacy team, Washington, DC, April 26-26, 2004.

Interviewed by Nancy Olson, reporter, nationally-syndicated PBS show, "Healthweek" for segment called "Overcoming the Odds," on my husband's accomplishments following a stroke, aired week of January 7, 2000.

Interviewed by Joe Krebs, morning anchor for local NBC4 TV news, Washington, DC, on my husband's accomplishments following a stroke, aired September 6 and 7, 1999.

Panel member, "Coping With a Partner Who Has Aphasia," presentation during "Speaking Out!" first national meeting of the National Aphasia Association, Chicago, IL, June 3-5, 1998.

Panel member, "Return to Work and Other Productive Activity: Strategies and Resources," workshop during the Journey Toward Independence, 12th annual conference of the Northern Virginia Brain Injury Association, Arlington, VA, October 3-4, 1997.

Award Presentation, "Alan Mayer Award for Outstanding Service in Advocating for People with Traumatic Brain Injuries in Northern Virginia," presented first award to Del. Alan Mayer, during the Journey Toward Independence 10th Annual Conference, Arlington, VA, October 7, 1995.

Witness, "Statement on the Head Injury Budget Bill Amendment, Return to Work and Community Living for Persons with Brain Injury (Department of Rehabilitative Services, Amendment No. 503)", presentation as President of the Northern Virginia Head Injury Association, during local hearings conducted by the Northern Virginia delegation to the House and Senate of Virginia, January 7, 1995.

Witness, "Statement on Head Injury Service Needs for 1995 and 1996," presentation as President of the Northern Virginia Head Injury Association, during hearings conducted by the Commonwealth of Virginia Department of Rehabilitative Services, Fairfax, VA, March 13, 1995.

Speaker, "Employment Issues Challenging the Disabled Worker," ICON Employment Services Partnership with Business Second Annual Meeting, Annandale, VA, May 10, 1994.

Faculty Presenter, "Focus on Function: Issues in Therapy from an Adult Client's Perspective," and Panelist, Family Panel - General Session, Neuro-Developmental Treatment Association, 7th Annual Conference, Reston, VA, April 24, 1994.

Witness, "Statement to the Post-Stroke Rehabilitation Guidelines Panel," presentation during hearings conducted by the HHS Agency for Health Care Policy and Research, June 12, 1992.

Alternative Health: Publications

Managing Editor, Health and Healing, Phillips Publishing Inc., Potomac, MD (1997-1999).

Editor, Health & Healing Resource Directory, 1999, Phillips Publishing, Inc., Potomac, MD, January, 1999.

Editor, Dr. Whitaker's Guide to Preventing and Treating Cancer, Phillips Publishing, Inc., Potomac, MD, October, 1998 (116 pages).

Editor, Dr. Whitaker's Guide to Improved Brain Function--How to Enhance Your Memory and Mental Edge, Phillips Publishing, Inc., Potomac, MD, May, 1998 (94 pages).

Editor, Dr. Whitaker's Alternatives to the 50 Most Common Over-the-Counter Drugs, Phillips Publishing, Inc., Potomac, MD, April, 1998 (30 pages).

Editor, Dr. Whitaker's Guide to Controlling Asthma and Allergies, Phillips Publishing, Inc., Potomac, MD, March, 1998 (80 pages)

Editor, Dr. Whitaker's Guide to Managing Stress, Anxiety and Depression, Phillips Publishing, Inc., Potomac, MD, October, 1997 (87 pages).

Editor, Dr. Whitaker's Alternatives to the 100 Most Commonly Prescribed Drugs, Phillips Publishing, Inc., Potomac, MD, September, 1997 (160 pages).

Editor, Dr. Whitaker's Guide to Reversing Arthritis, Phillips Publishing, Inc., Potomac, MD, 1997 (80 pages).

Publishing Expertise: Presentations & Training

Guest on *Lets Talk Marketing Radio Show*, WEBR, radio and webcast on "Writing and Publishing Your Expertise," Fairfax, VA, March, 2006.

Panelist, "Self-publishing & E-publishing" workshop session at the 2002 Washington Independent Writers Spring Writers Conference, National Press Club, Washington, DC, May 18, 2002.

Panelist, "Newsletters," workshop session at the 1999 Washington Independent Writers Spring Writers Conference, National Press Club, Washington, DC, May 15, 1999.

Instructor, two workshops on improving writing communications skills, "Writing With Punch," for the Federal Affairs Department, American Academy of Ophthalmology, three-hour session, Washington, DC, 1998; 1999. Instructor, home study course on improving writing communication skills, including development of three lessons and 48-page Writer's Handbook, for the Washington Office, American Society of Clinical Pathologists, May-August, 1998.

Other Publishing

Author, Letter to the Editor, "Amazon.com: E-efficient," Editorial Page, Washington Post, October 6, 1999.

Author, "Identifying User Requirements," Data Processing Manual, Auerbach Publishers, Inc., New York, NY, 1977.

Author, "Managing Project Accomplishment Using MBO," Data Processing Manual, Auerbach Publishers, Inc., New York, NY, 1977.

Author, "User Participation," Data Processing Manual, Auerbach Publishers, Inc., NY, 1978.