

Curriculum Vitae
Kraig L. Schell, Ph.D.
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Education

- Oklahoma Christian University, Oklahoma City, OK (B.S. Psychology, 1992)
 - University of Central Oklahoma, Edmond, OK (M.A. Experimental Psychology, 1995)
 - University of Cincinnati, Cincinnati, OH (Ph.D. Applied Social/Organizational Psychology, 2000)
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Current Positions

Angelo State University

- **Director of Assessment** (half-time administrative appointment)
- Professor, Department of Psychology & Sociology
- Director, Consultation and Research Institute (CRI) (2015-2017)

University of Florida

- Affiliate Clinical Professor of Pharmaceutical Outcomes & Policy (Patient Safety Track), University of Florida College of Pharmacy

Previous Academic Employment History

University of Central Oklahoma – Graduate TA (1994-1995)

University of Cincinnati – Graduate Assistant (1996-2000)

College of Mt. St. Joseph, Cincinnati, OH – Adjunct faculty (1999)

Northern Kentucky University – Temporary full-time faculty (1999-2000)

Teaching History and Responsibilities

(* = course was developed personally)

Undergraduate Courses (all universities)

Current Assignments

1. Motivation *
2. Stats/Research Methods I

Past Assignments

1. Research Methods in Social Psychology
2. Uses of Psychology
3. Groups at Work
4. Statistics/Experimental Lab
5. Applied Psychology
6. Health Psychology *
7. Personality Theory
8. I-O Psychology *
9. Cognitive Psychology *
10. Evolutionary Psychology *

Graduate Courses (Angelo State University)

Current Assignments

1. Consultation Theories and Techniques *

Past Assignments

1. Organizational Psychology *
2. Personnel Psychology *
3. Training and Performance Evaluation *
4. Occupational Health Psychology *
5. Attitude Theory in Organizations *
6. Applied Research Methods/Statistics *
7. Motivation/Emotion/Stress *

Graduate Courses (University of Florida)

Current Assignments

1. Patient Safety in Health Care
2. Patient Responsibility in Health Care
3. Teams in Pharmacy and Patient Safety (2-week course)

Past Assignments

1. Pharmaceutical Health Care Systems (course administrator)
2. The Human Factor in Patient Safety: Understanding Errors that Cost Lives and End Careers *

Director of Assessment (2016-present)

Duties and Responsibilities

- Planning and oversight of all assessment activities at both ASU and dual credit satellites
- Maintenance of assessment database (SPOL)
- Training and consultation with departments and Deans on assessment system and protocols
- Compatibility of assessment protocols with SACS-COC requirements
- Contribute to preparations for SACS-COC affirmation reports and visits
- Chair the University Academic Assessment Committee (UAAC)

Consulting Services – CRI (2015-2017)

West Texas Guidance and Counseling, San Angelo, TX

Exclusive contract to provide the following services:

- Program evaluation of client outcomes
- Data collection consultation and management

Open Arms, San Angelo, TX

Provided the following services:

- Survey/feedback session on organizational culture and function
- Produced recommendations for improvement, delivered to CEO

United Way for the Concho Valley (UW-CV), San Angelo, TX

“Preferred partner” agreement where MHM agrees to advertise CRI services to grantees and fund CRI services when written into grants.

Mental Health and Mental Retardation Services (MHMR), San Angelo, TX

Contracted project for the following services:

- Organizational diagnosis at multiple levels, emphasizing culture, climate and communication networks
- Policy analysis and revision

Eagle Safety Management, San Angelo, TX and Discovery Natural Resources, LLC, Denver, CO

Contracted project for the following services:

- Construction and delivery of safety-related training

Texas Tech Health Sciences Center (Health.edu), Lubbock, TX

Contracted project for the following services:

- Construction of continuing education modules on various topics
- Video-recorded delivery of material for Internet use

Consulting Services - Independent

Buzzi Unicem, Maryneal, TX

Contracted to deliver safety-related training to senior staff of an international cement manufacturing company

Texas Tech Health Sciences Center (Health.edu), Lubbock, TX

Contracted periodically for the following services:

- Construction of continuing education modules on various topics
- Video-recorded delivery of material for Internet use

RxLaw, Inc., Boca Raton, Florida

Contracted periodically for the following services:

- Content development for online continuing education programs for pharmacists who have been disciplined for errors
- Intellectual product developed in this role includes (all products available for purchase at <http://www.rxlaw.org/>).¹
- Content titles are listed below.

8-Hour Error Remediation Course

- "Understanding Human Error." Medication Error Training Series 1-UHE.
- "Handling Reactions After An Error." Medication Error Training Series 2-HR.
- "What Can We Learn From Errors?" Medication Error Training Series 3-LFE.
- "Realistic Error Remediation and Prevention." Medication Error Training Series 4-ERP.

2-Hour Medication Error Course

- "Medication Errors: A 2-Hour CE Program for Florida Pharmacists." Core Education in Medication Errors.

Past Clients (pre-2015)

City of San Angelo, San Angelo, TX

- Contracted to develop a survey on municipal salary structures and recruiting strategies. Supervised student activity and managed product quality.

Baptist Retirement Center, San Angelo, TX

- Contracted to perform an organizational diagnosis on safety and accidents among staff. Supervised student activity and managed product quality.

Wesley Campus Ministries, Angelo State University, San Angelo, TX

- Contracted to developed job description and structured interview for the position of Ministry Director. Supervised student-led data collection and authored the job description and the interview.

¹ Modules identified on website as authored by "David Brushwood" due to contractual factors.

MedHab, Inc., Fort Worth, Texas

- Contracted to solicit market data on the suitability of a product for industrial medicine and wellness. Supervised student activity and data analysis.

Lewis, Glasser, Casey, & Rollins, PLLC, Charleston, WV

- Contracted to provide expert witness services to the defense in a medication error/personal injury case. Produced a complete analysis and report based on the facts of the case. Case was settled before depositions.

Institute for Safe Medication Practices, Philadelphia, PA

- Contracted to empirically examine the effect of “Tall Man” lettering on memory and drug identification. Collected laboratory data in two experiments and reported results to organization.

McKesson, Inc., San Francisco, CA

- Served as contributor and chief editor for the online continuing education site “PharmSafety.org” (now offline). Project terminated due to client’s organizational restructuring.

Service (University, Professional, Community)**Professional Service – Activities of Note****Faculty Senator (2014-2016) (Elected Vice-President for 2015-16, served as President due to resignation)**

Charged with representing the department on the University Faculty Senate, serving on internal committees, and providing upward communication to administration on faculty concerns.

Notable achievements as President include:

- Creation of policy establishing periodic salary increases for Professors
- Co-creation of policy regarding concealed-carry handgun regulations
- Co-chaired committee to hire new Dean (College of Arts and Humanities)
- Chaired committee to revise and complete Tenure and Promotion policy
- Chaired committee to create grievance policy for tenure denial/revocation
- Served on committee to create University Digital Media policy

Angelo State Institutional Review Board (IRB) (2009-2015; Chairperson, 2009-2013) – charged with the coordination and supervision of ethical review of research proposals for all faculty/student projects.

- *Completely re-designed and rewrote the Angelo State University Operating Policy governing the activities of the IRB (policy approved by ASU and SACS, 2013).*

James Holland Symposium Committee (2003-2010) – charged with developing, organizing, planning and implementing the activities associated with the annual university-wide symposium.

- Committee Co-Chairperson – 2006 and 2009
- Committee Chairperson – 2007 and 2008

Student Service Fee Committee (2017 - present)

University Curriculum Committee (2012 – present)

Financial Aid Committee (2001 - 2004)

Graduate Faculty Council (2001 - 2014)

Psi Chi Honor Society Advisor (2002 - 2010)

Faculty Development and Enrichment Committee (2003 - 2007)

Athletic Committee (2006 - 2008)

SACS Faculty Subcommittee (2011 - 2013)

College of Health and Human Services Tenure and Promotion Committee (2012 - 2014)

University Admissions Committee (2012 - 2013)

Memberships and Professional Contributions

Member, Society for Industrial-Organizational Psychology

Content Contributor, PharmacyTimes.com (*articles listed below*)

- 1) A New Perspective on Adherence and Compliance (*April 2016*)
- 2) Call It Pharmacist “Consulting,” Not Counseling (*May 2016*)
- 3) Communicating in the Pharmacy: Don’t Soften the Blow (*June 2016*)
- 4) Are We Really Helping Patients (Part One)? (*August 2016*)
- 5) Are We Really Helping Patients (Part Two)? (*September 2016*)

Student Capstone Events

Thesis and Internship Projects (2001 - present) – charged with chairing and supervising thesis and internship projects for graduate students.

Completed/ongoing thesis projects (chair):	22
Completed/ongoing thesis projects (non-chair):	7
Completed internship supervisions:	45

Editorial Service

Grant Reviewer, Health Research Board (UK)

Editorial Boards:

Personality & Individual Differences

Ad Hoc Journal Reviewer:

Psychological Reports/Perceptual & Motor Skills

Journal of Business and Psychology

American Journal of Health-Systems Pharmacy

Ergonomics

Psi Chi Journal of Undergraduate Research

Police Quarterly

Ad Hoc Conference Reviewer for:
Society for Industrial/Organizational Psychology
Southwestern Psychological Association

Community Service

Board Member, Wesley Campus Ministries, Angelo State University, San Angelo, TX
(2012-2015)

Pro bono consultant, Alcohol/Drug Abuse Council for the Concho Valley, San Angelo, TX

Pro bono consultant, Open Arms/Rape Crisis Center, San Angelo, TX

Grants (Only funded grants are listed; PI unless otherwise noted)

1998-99 – <u>National Association of Chain Drug Stores</u>	Co-PI	\$55,000
Psychological factors in dispensing errors in community pharmacy		
2001 – <u>ASU Research Enhancement</u>		\$8,500
Workload in dispensing error: A lab simulation		
2002 – <u>ASU Research Enhancement</u>		\$8,600
Task engagement as a predictor of dispensing error		
2004 – <u>ASU Research Enhancement</u>		\$8,200
The impact of error type on error capture in a pharmacy simulation		
2004-06 – <u>Institute for Safe Medication Practices/Med-E.R.R.S.</u>		\$59,066
The effect of “Tall-Man” lettering on drug name recognition		
2007 – <u>ASU Research Enhancement</u>		\$8,723
Initial development of a scale of error orientations		
2008 – <u>McKesson, Inc. (Continuing Education Division)</u>		\$13,100
Continued development of PharmSafety.org website		
2010 – <u>ASU Research Enhancement</u>		\$5,400
Continued development of a scale of error orientations Resulted in the publication of the scale.		
2012 – <u>ASU Research Enhancement</u>		\$6,300
Detecting errors before they emerge: A pilot study		

Approximate total of grants procured: \$172,859

Awards and Honors

2013-17 - Fellow, ASU Community-Engaged Fellowship Program (CONNECT!)

Invited Addresses

2017

- Presentation on needs assessment as a precursor for academic program evaluation, West Texas Assessment Conference, Lubbock, TX
- Panel discussion on assessment in distance education, West Texas Assessment Conference, Lubbock, TX

2014

- Invited Speaker, LifePoint Hospital System Board of Directors Retreat, Charleston, SC (risk in organizational systems)
- Plenary Speaker, LifePoint Hospital System, Executive Patient Safety Conference, Nashville, TN (human limitations in patient safety)
- Rice University Brown Bag Speaker Series, Houston, TX (risk beliefs)

2013

- Shannon Medical Center, San Angelo, TX (nurse attitudes, error self-reporting)

2010

- Minnesota Association of Health-System Pharmacists

2007

- West Texas Pharmacy Association

2002 – 2009

- McKesson, Inc. Pharmacy Trade Show (multiple occasions)

2003

- Food & Drug Administration (FDA) Hearing on Drug Safety & Name Confusion
- Oklahoma Pharmaceutical Association
- Oklahoma Indian Health Services

2002

- Canadian Pharmaceutical Association

2001

- Virginia Pharmaceutical Association
- Massachusetts Pharmacists Association

Media Interviews

- KLST, San Angelo, TX (2012). Effects of methamphetamine on the brain.
- San Angelo Standard Times (2013). Flashbulb memories and the JFK assassination 50th anniversary.

- KIDY, San Angelo, TX (2015). Why we are motivated to experience fearful events during the Halloween season (not aired).
 - KIDY, San Angelo, TX (2016). Motivations of individuals who perpetrate terroristic threats using online mechanisms.
 - KIDY, San Angelo, TX (2016). Interview on habits of productive people.
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Publications and Presentations

Book Chapters

1. Flynn, E.A., Schell, K.L., & Rickles, J.O. (2009/2016). A psychosocial approach to medication errors. In N.M. Rickles, A.I. Wertheimer, & M.C. Smith (Eds.), ***Social and behavioral aspects of pharmaceutical care***. Sudbury, MA: Jones & Bartlett.
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Refereed Publications

1. Schell, K.L., & Oswald, F.L. (2013). Item grouping and item randomization in personality measurement. *Personality and Individual Differences, 55*, 317-321.
2. Schell, K.L. (2012). The Error-Oriented Motivation Scale: An examination of structural and convergent validity. *Personality and Individual Differences, 52*, 352-356.
3. Oswald, F.L., & Schell, K.L. (2010). Developing and scaling personality measures: Thurstone is right – but so far, Likert is not wrong. *Industrial and Organizational Psychology: Perspectives on Science and Practice, 3*, 481-484.
4. Schell, K.L. (2009). Using enhanced text to facilitate recognition of drug names: Evidence from two experimental studies. *Applied Ergonomics, 40*, 82-90.
5. Schell, K.L., & Conte, J.M. (2007). Associations among polychronicity, goal orientation, and error orientation. *Personality & Individual Differences, 44*, 288-298.
6. Schell, K.L., Hunsaker, C., & Kelley, K. (2006). Extending effects of salience and payoffs on stimulus discrimination: An experimental simulation of prescription checking. *Perceptual & Motor Skills, 103*, 375-386.
7. Schell, K.L., & Cox-Fuenzalida, L.-E. (2005). Neuroticism and quality control in health services: A laboratory simulation. *Current Psychology, 24*, 231-241.
8. Schell, K.L., Woodruff, A., Corbin, G.B. & Melton, E.C. (2005). Trait and state predictors of error detection accuracy in a simulated quality control task. *Personality & Individual Differences, 39*, 47-60.
9. Schell, K.L. (2005). Improving accuracy in an error detection task via task sequence. *Current Psychology, 23*, 305-317.

10. Schell, K.L., & Reilley, S. (2004). Quality control pharmacy tasks: Big Five personality model and accuracy of error detection. *Psychological Reports, 94*, 1301-1311.
 11. Schell, K.L., Melton, E.C., Woodruff, A. & Corbin, G.B. (2004). Self-regulation, engagement, motivation and performance in a simulated quality control task. *Psychological Reports, 94*, 944-954.
 12. Bilsing-Palacio, L., & Schell, K.L. (2003). Signal probability effects on error detection performance in a quality control task. *Psychological Reports, 93*, 343-352.
 13. Schell, K.L., Reilley, S., Grasha, A.F. & Trantum, D. (2003). Improving accuracy in simulated pharmacy assembly tasks using workspace interventions to enhance the cognitive environment. *Perceptual & Motor Skills, 96*, 915-926.
 14. Schell, K.L., & Grasha, A.F. (2001). Interactive effects of sex and psychosocial interventions on work pace and accuracy in a self-paced product assembly task. *Perceptual & Motor Skills, 93*, 879-898.
 15. Grasha, A.F., & Schell, K. (2001). Psychosocial factors, workload, and human error in a simulated pharmacy dispensing task. *Perceptual and Motor Skills, 92*, 53-71.
 16. Schell, K.L., & Grasha, A.F. (2000). State anxiety, performance accuracy and work pace in a simulated pharmacy dispensing task. *Perceptual and Motor Skills, 90*, 547-561.
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Conference Presentations and Symposia (red = submitted only)

1. Schell, K.L. (2017). Needs assessment for process redesign: A case study. *Presented at the West Texas Assessment Conference, Lubbock, TX.*
2. Schell, K.L., Mulfinger, E., & Oswald, F.L. (2016). Individual-level predictors of attitudes and behaviors about "near misses." *Presented at the Society for Industrial-Organizational Psychology conference, Anaheim, CA.*
3. Starne, J.R, Barilleaux, L.A., & Schell, K.L. (2014). The influence of descriptive analyses on ratings. *Presented at the Southwestern Psychological Association annual conference, San Antonio, TX.*
4. Schell, K.L., Cortez, A., Doane, B., Duncan, M., & Rosser, H. (2014). Psychometric concerns with the Moral Foundations Questionnaire (MFQ-30). *Presented at the Southwestern Psychological Association annual conference, San Antonio, TX.*
5. Schell, K.L., Olszewska, O., Barilleaux, L., Starne, J., & Tran, K. (2014). No harm, no foul? The Dark Triad and beliefs about the morality of intervening in an unethical situation. *Presented at the Southwestern Psychological Association annual conference, San Antonio, TX.*

6. Schell, K.L., Evans, B., Fritsch, L., Holub, D., & Kelly, M. (2014). Faking a “dark” trait: An eye-tracking study. *Presented at the Southwestern Psychological Association annual conference, San Antonio, TX.*
7. Schell, K.L., Curtis, C., Halcomb, M., Ruffin, D., & Serrate, J. (2014). An exploration of individual differences in self-evaluations of task performance. *Presented at the Southwestern Psychological Association annual conference, San Antonio, TX.*
8. Schell, K.L., Dawson, A., Johnson, G., & Rodarte, A. (2014). Mastery goal orientation mediates the effect of core self-evaluations on error-oriented motivations. *Presented at the Southwestern Psychological Association annual conference, San Antonio, TX.*
9. Schell, K.L. (2013). Relationships among near-miss attitudes, error orientations and safety culture among nurses: A pilot study. *Symposium presentation at the Academy of Management annual conference, Orlando, FL.*
10. Garcia, S., Lane, K., Martinez, A.I., Martinez, D., Thacker, J., Schell, K.L., & Oswald, F.L. (2012). The effect of mood and cognitive state on personality measurement. *Poster presented at the IOOB conference, Orlando, FL.*
11. Schell, K.L., Oswald, F.L., Fowler, K., Schneebeli, A.C., & Thomas, T. (2012). Face validity as a method factor in personality measurement. *Poster presented at the IOOB conference, Orlando, FL.*
12. Schell, K.L., Beaver, Z., Estrada, D., Hooper, E., Tusa, R., & Weber, A. (2012). Relationships among error orientations and regulatory foci. *Poster presented at the IOOB conference, Orlando, FL.*
13. Schell, K.L., Weber, A., Tusa, R., Hooper, E., Estrada, D., & Beaver, Z. (2012). Clarifying the error orientation construct: Relationships with the Big Five. *Poster presented at the IOOB conference, Orlando, FL.*
14. Schell, K.L., Oswald, F.L., Scobel, E., Mitchell, M., Boronow, E., Tran, A., Glutz, M.J., & Hartman, M. (2011). Item grouping and item randomization effects in personality measurement. *Poster presented at the Society for Industrial-Organizational Psychology conference, Chicago, IL.*
15. Weber, A., Tusa, R., Hooper, E., Beaver, Z., & Schell, K.L. (2011). Modeling the relationship between motivational traits and self-reported time urgency. *Paper presented at the IOOB annual conference, San Diego, CA.*
16. Tusa, R., Weber, A., Beaver, Z., Estrada, D., Hooper, E., & Schell, K.L. (2011). Error-oriented motivations: Correlations with personality and affect-based factors. *Paper presented at the IOOB annual conference, San Diego, CA.*
17. Schell, K.L. (2010). I-O psychology and the pharmacy: Avenues and opportunities. In S. Hysong (Chair), *Paging Dr. I/O: Improving Healthcare Quality through I/O Psychology*

Research. *Paper presented at the Society for Industrial-Organizational Psychology conference, Atlanta, GA.*

18. Schell, K.L., McIntyre, A., Apodaca, S., Smith, K., Jergins, G., Gaddis, K., & Garcia, S. (2010). Working memory as a predictor of error capture and monitoring. *Poster presented at the Society for Industrial-Organizational Psychology conference, Atlanta, GA.*
19. Schell, K.L., Apodaca, S., McIntyre, A., Gaddis, K., Smith, K., Jergins, G., & Garcia, S. (2010). Development of a brief measure of error-related motivational tendencies. *Poster presented at the Society for Industrial-Organizational Psychology conference, Atlanta, GA.*
20. Schell, K.L., Collins, J., Moore, L., & Stoner, J. (2009). Improving error tracking: Task prioritization through foreknowledge. *Poster accepted for presentation at the American Psychological Association annual conference, Toronto, ON, Canada.*
21. Schell, K.L., Boulanger, D., & Larson, M.A. (2008). Metacognitive tracking of performance: Implications for error reporting in organizations. *Poster presented to the Society for Industrial-Organizational Psychology annual conference, San Francisco, CA.*
22. Schell, K.L., Hernandez, J., & Rosebeary, M. (2008). The Error Orientation Questionnaire: A motivational perspective on validity. *Poster presented to the Society for Industrial-Organizational Psychology annual conference, San Francisco, CA.*
23. Maggard, J., Schell, K.L., & Conte, J.M. (2007). Does goal orientation imply a perspective on time? *Poster presented to the Society for Industrial-Organizational Psychology annual conference, New York, NY.*
24. Schell, K.L., Costa, K.M., Thomas, C., & Etchegaray, J. (2007). Exploring the theoretical structure of the Error Orientation Questionnaire. *Poster presented to the Society for Industrial-Organizational Psychology annual conference, New York, NY.*
25. Schell, K.L., & Conte, J.M. (2007). Associations among polychronicity, goal orientation, and error orientation. *Poster presented to the Society for Industrial-Organizational Psychology annual conference, New York, NY.*
26. Schell, K.L., Hunsaker, C., Kelley, K., & Bankhead, L. (2006). An SDT analysis of error detection in a simulated pharmacy environment. *Poster presented to the Society for Industrial-Organizational Psychology annual conference, Dallas, TX.*
27. Kelley, K., Hunsaker, C., Schell, K.L. & Goyle, A. (2005). Personality-based correlates of performance on the d2 Attention Test. *Poster presented to the Southwestern Psychological Association annual conference, Memphis, TN.*
28. Hunsaker, C., Kelley, K., Schell, K.L., Rosebeary, M. & Bankhead, L. (2005). Personality and prescription checking: Who misses the easy ones? *Paper presented to the Southwestern Psychological Association annual conference, Memphis, TN.*

29. Schell, K.L., Kelley, K., & Hunsaker, C. (2005). Focused attention and error detection in a prescription checking task. *Poster presented to the Society for Industrial-Organizational Psychology annual conference, Los Angeles, CA.*
30. Schell, K.L., Havens, S.M., & Neal, K.R. (2004). Control beliefs and workload shifts in quality control performance. *Paper presented at the Southwestern Psychological Association annual conference, San Antonio, TX.*
31. Orem, D.B., & Schell, K.L. (2004). State self-esteem, frustration and perceived task performance. *Poster presented at the Southwestern Psychological Association annual conference, San Antonio, TX.*
32. Schell, K.L., Grasha, A.F., & Reilley, S. (2004). Detecting medication errors: Important issues and directions for research. *Poster presented at the Society of Industrial and Organizational Psychology annual conference, Chicago, IL.*
33. Schell, K.L., Woodruff, A., & Corbin, G.B. (2003). Improving accuracy in quality control tasks using a mentally demanding initial task. *Poster presented at the annual meeting of the American Psychological Society, Atlanta, GA.*
34. Schell, K.L., Orem, D.B., Black, J., & Neal, K. (2003). Attentional efficiency and performance in a quality control task. *Poster presented at the annual meeting of the American Psychological Society, Atlanta, GA.*
35. Schell, K.L., Neal, K., & Orem, D.B. (2003). Workload perceptions and false alarms in a quality control task. *Poster presented at the annual meeting of the American Psychological Society, Atlanta, GA.*
36. Schell, K.L., Havens, S., & Black, J. (2003). Memory and perception in a simulated quality control task: Effects on performance. *Poster presented at the annual meeting of the American Psychological Society, Atlanta, GA.*
37. Schell, K.L., Corbin, G.B., Woodruff, A., & Melton, E.C. (2003). Personality, temporal workload and error detection in a quality control task. *Poster presented at the annual meeting of the American Psychological Society, Atlanta, GA.*
38. Schell, K.L., Melton, E.C., & Havens, S. (2003). Self-regulation trait and error detection performance in a product checking task. *Poster presented at the annual meeting of the American Psychological Society, Atlanta, GA.*
39. Schell, K.L., & Cox-Fuenzalida, L.E. (2003). The effect of neuroticism on performance in a complex quality control task. *Poster presented at the annual meeting of the American Psychological Society, Atlanta, GA.*
40. Schell, K.L., Corbin, G.B., & Neal, K. (2003). Type A personality trait and error probabilities in a complex quality control task: Effects on detection accuracy. *Paper presented at the annual meeting of the Southwestern Psychological Association, New Orleans, LA.*

41. Schell, K.L., Woodruff, A., & Melton, E. (2003). Can social anxiety affect non-social task performance? Evidence from a simulated quality control task. *Paper presented at the annual meeting of the Southwestern Psychological Association, New Orleans, LA.*
42. Schell, K.L., Orem, D., & Black, J. (2003). Developing impressions of our own performance in quality control tasks: The role of task characteristics. *Paper presented at the annual meeting of the Southwestern Psychological Association, New Orleans, LA.*
43. Woodruff, A., Orem, D., Melton, E., Corbin, B., & Schell, K.L. (2002). Psychomotor functioning and performance on a quality control task: A pilot study. *Poster presented at the first annual Angelo State University Research Exposition, San Angelo, TX.*
44. Schell, K.L., Corbin, B., Woodruff, A., & Koch, S. (2002). Factor structure of psycho-cognitive influence in a product assembly task. *Poster presented at the annual meeting of the Southwestern Psychological Association, Corpus Christi, TX.*
45. Schell, K.L., Bilsing, L.M., Lawdermilk, A., & Orem, D. (2002). Criterion development in selection and placement based on simulated performance. *Poster presented at the annual meeting of the Southwestern Psychological Association, Corpus Christi, TX.*
46. Weaver, J., Schell, K.L., & Grasha, A.F. (2001). Reducing medical error and improving patient safety: A methodology for studying pharmaceutical error in teams. *Paper presented at the annual meeting of the Human Factors and Ergonomics Society, Minneapolis, MN.*
47. Schell, K.L., Grasha, A.F., Reilley, S., & Tranum, D. (2001). Improving accuracy in simulated product assembly tasks using workspace interventions to enhance the cognitive environment. *Poster presented at the annual meeting of the American Psychological Association, San Francisco, CA.*
48. Schell, K.L., & Grasha, A.F. (2001). Characteristics of spontaneous response patterns in a self-paced sequential task. *Paper presented at the annual meeting of the American Psychological Association, San Francisco, CA.*
49. Schell, K.L. (2001). Sensation-seeking and pacing on a sequential order processing task. *Paper presented at the annual meeting of the Southwestern Psychological Association Conference, Houston, TX.*
50. Grasha, A.F., & Schell, K.L. (2000). Effects of self-monitoring, delayed verification, and targeting products on pharmacy dispensing errors. *Poster presented at the American Psychological Society annual conference, Miami, FL.*
51. Grasha, A.F., & Schell, K. (1999). Psychosocial factors and time-accuracy functions in a simulated pharmacy. *Paper presented at the American Psychological Association annual conference, Boston, MA.*
52. Grasha, A.F., Schell, K.L., Reilley, S., & Tranum, D. (1999). Correcting human error in the prescription process: Initial findings of a national research study. *Keynote Presentation at the annual meetings of the National Association of Chain Drug Stores, San Diego, CA.*

53. Schell, K.L., & Grasha, A.F. (1999). The relationships among anxiety, perceived workload, work pace and errors in a simulated pharmacy dispensing task. *Poster presented at the University of Cincinnati Psychology Department Research Exposition, Cincinnati, OH.*
 54. Schell, K.L., Duchon, T., & Eshleman, M. (1998). Dimensions of perceived workload on a pharmacy simulation: searching for the speed-accuracy tradeoff. *Poster presented at the Ohio Psychological Association Annual Conference, Columbus, OH.*
 55. Grasha, A.F., & Schell, K.L. (1998). Effects of intrapersonal, interpersonal, and task factors on dispensing errors in a simulated pharmacy task. *Poster presented at the American Psychological Society annual conference, Washington, DC.*
 56. Schell, K.L., Reilley, S., & Grasha, A.F. (1998). Self-reported error proneness, behavioral error, and coping resources in a pharmacy simulation. *Poster presented at the American Psychological Society annual conference, Washington, DC.*
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Current Online Continuing Education Modules²

1. Schell, K.L. (2013-2016). Burnout and patient care: Myths and realities.
2. Schell, K.L. (2013-2016). Effective patient communication: Know your audience.
3. Schell, K.L. (2013-2016). Principles of interviewing to learn patient motivations.
4. Schell, K.L. (2013-2016). Balancing the multiple roles that nurses must play.
5. Schell, K.L. (2016-2019). The enigma of employee motivation.
6. Schell, K.L. (2016-2019). Medical error explained – Part 1.
7. Schell, K.L. (2016-2019). Managing medical error – Part 2.
8. Schell, K.L. (2016-2019). Communicating in high-pressure environments.
9. Schell, K.L. (2016-2019). Patients as partners – Communication matters.
10. Schell, K.L. (2016-2019). Conflict: Don't eliminate it, manage it.
11. Schell, K.L. (2016-2019). Leadership in health care: Basic ideas and special considerations.
12. Schell, K.L. (2016-2019). Thinking about patient safety as an administrator.
13. Schell, K.L. (2016-2019). Managing the performance of employees in health care.
14. Schell, K.L. (2016-2019). Performance management with “expert” employees.

Three more modules under contract with Health.edu for development

Expired Continuing Education Modules³

1. Schell, K.L. (2010). Implementing MTM: Organizational challenges and pitfalls. *Patient safety in the 21st century: Medication Therapy Management Series, Module M6.*

² Developed under contract with “Health.edu”, managed by Texas Tech Health Sciences Center. Dates listed are beginning and end dates for the module’s CE lifespan.

³ These modules were produced in association with McKesson Pharmaceuticals Continuing Education division, originally published at <http://www.pharmsafety.org>. McKesson has ceased operations as a CE provider, and the author cannot distribute them without McKesson’s consent. Dates listed are beginning and end dates for the module’s CE lifespan.

2. Schell, K.L. (2009). Using basic counseling techniques in MTM. *Patient safety in the 21st century: Medication Therapy Management Series, Module M7.*
3. Schell, K.L. (2009). Strategies for conflict management in MTM practice. *Patient safety in the 21st century: Medication Therapy Management Series, Module M5.*
4. Schell, K.L. (2009). How MTM can impact stress, burnout, and emotional labor. *Patient safety in the 21st century: Medication Therapy Management Series, Module M4.*
5. Schell, K.L. (2009). Understanding and handling non-compliance in MTM clients. *Patient safety in the 21st century: Medication Therapy Management Series, Module M3.*
6. Schell, K.L. (2008). The importance of power in an MTM pharmacy. *Patient safety in the 21st century: Medication Therapy Management Series, Module M2.*
7. Schell, K.L. (2008). Learning from mistakes to improve performance. *Patient safety in the 21st century, Module 08-2.*
8. Schell, K.L. & Hofmann, D. (2008). Communication strategies as error preventatives in medical settings. *Patient safety in the 21st century, Module 4.*
9. Schell, K.L. & Cox-Fuenzalida, L.E. (2008). Applying resource management training in the pharmacy. *Patient safety in the 21st century, Module 9.*
10. Schell, K.L. (2008). Motivating safety behavior in health care: Challenges and concerns. *Patient safety in the 21st century, Module 12.*
11. Schell, K.L. (2008). Leadership and supervision in health care facilities: Best practices for patient safety. *Patient safety in the 21st century, Module 13.*
12. Schell, K.L. (2007). Safety culture: Why it matters for medication errors. *Patient safety in the 21st century, Module 08-1.*
13. Schell, K.L. & Melton, E.C. (2007). Is job satisfaction important for medication error management? *Patient safety in the 21st century, Module 15.*
14. Schell, K.L. (2006). Stress: Impact and performance in pharmacy practice. *Patient safety in the 21st century, Module 14.*
15. Schell, K.L. (2006). Where errors come from: Myths, mysteries and realities. *Patient safety in the 21st century, Module 1.*
16. Schell, K.L. (2006). Handling the aftermath of a mistake that hurts someone. *Patient safety in the 21st century, Module 2.*
17. Schell, K.L. (2006). Dealing with patients who have been affected by a mistake. *Patient safety in the 21st century, Module 3.*

18. Schell, K.L. & Cox-Fuenzalida, L.E. (2006). Emotional labor: How it can affect pharmacy practice. *Patient safety in the 21st century, Module 11.*
 19. Schell, K.L. & Cox-Fuenzalida, L.E. (2006). Stress and burnout: Threats to patient safety. *Patient safety in the 21st century, Module 10.*
 20. Schell, K.L. & Frese, M. (2005). Learning from mistakes to improve performance. *Enhancing performance and patient safety series, Module 6.*
 21. Schell, K.L. & Cox-Fuenzalida, L.E. (2005). The role of human factors in pharmacy errors. *Enhancing performance and patient safety series, Module 7.*
 22. Vogt, E., O'Neill, M. & Schell, K.L. (2004). Creating a patient safety culture in pharmacy. *Enhancing performance and patient safety series, Module 5.*
 23. Schell, K.L. & Brushwood, D. (2003). Dynamics of pharmacy teams and safety meetings. *Enhancing performance and patient safety series, Module 2.*
 24. Schell, K.L. & Grasha, A.F. (2003). Managing stress and improving job satisfaction in pharmacy. *Enhancing performance and patient safety series, Module 4.*
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Technical Reports (electronic versions available)

1. Schell, K.L. (2010). *Construction and refinement of the Error-Oriented Motivations Scale.* Technical Report 0610-01: 1-19). San Angelo, TX: Human Performance Laboratory, Angelo State University.
2. Schell, K.L., Overstreet, B., Godbey, J., Moore, L., Stoner, J., & Collins, J. (2008). *Awareness of our own performance errors: How much do we know about the mistakes we make?* Technical Report 1008-01: 1-14). San Angelo, TX: Human Performance Laboratory, Angelo State University.
3. Schell, K.L. (2007). *Exaggerated text as an error preventative: Evidence from naive and pharmacy-trained samples.* Technical Report 0706-02: 1-5). San Angelo, TX: Human Performance Laboratory, Angelo State University.
4. Schell, K.L., & Etchegaray, J. (2006). *Goal orientation as three factors: A measurement equivalence study.* (Technical Report 1206-02: 1-17). San Angelo, TX: Human Performance Laboratory, Angelo State University.
5. Schell, K.L. (2006). *A field study of double-checking procedures in community and hospital pharmacy.* (Technical Report 0706-01: 1-11). San Angelo, TX: Human Performance Laboratory, Angelo State University.

6. Schell, K.L. (2003). *Understanding performance in the pharmacy: Applying current theory to a new task domain*. (Technical Report 0103-01: 1-14). San Angelo, TX: Human Performance Laboratory, Angelo State University.
7. Schell, K.L., Woodruff, A., Corbin, G.B., Bilsing, L. & Melton, E.C. (2002). *A comprehensive investigation of error detection effectiveness in a complex product verification task*. (Technical report 0802-01: 1-119). San Angelo, TX: Human Performance Laboratory, Angelo State University.
8. Schell, K.L., Grasha, A.F., Reilley, S., & Trantum, D. (2001). *Improving accuracy in simulated product assembly tasks using workspace interventions to enhance the cognitive environment*. (Technical report 06-1201: 1-13). Cincinnati, OH: Cognitive Systems Performance Laboratory, University of Cincinnati.
9. Schell, K.L., & Grasha, A.F. (2001). *Exploring the relationship between work pace, accuracy and psychosocial factors in a simulated product assembly task*. (Technical Report 01-0601). Cincinnati, OH: Cognitive Systems Performance Laboratory, University of Cincinnati.
10. Grasha, A.F., Reilley, S., Schell, K.L., Trantum, D. & Filburn, J.K. (2000). *A cognitive systems perspective on human performance in the pharmacy: Implications for accuracy, effectiveness, and job satisfaction*. (Technical Report 0610-2000). Cincinnati, OH: Cognitive Systems Performance Laboratory, University of Cincinnati.
11. Grasha, A.F., & Schell, K.L. (1999b). *State anxiety, performance accuracy and work pace in a simulated pharmacy dispensing task*. (Technical Report 03-1199). Cincinnati, OH: Cognitive Systems Performance Laboratory, University of Cincinnati.
12. Grasha, A.F., & Schell, K.L. (1999a). *Effects of intrapersonal, interpersonal and task factors on human performance and error in a simulated pharmacy dispensing task*. (Technical Report 02-0699). Cincinnati, OH: Cognitive Systems Performance Laboratory, University of Cincinnati.