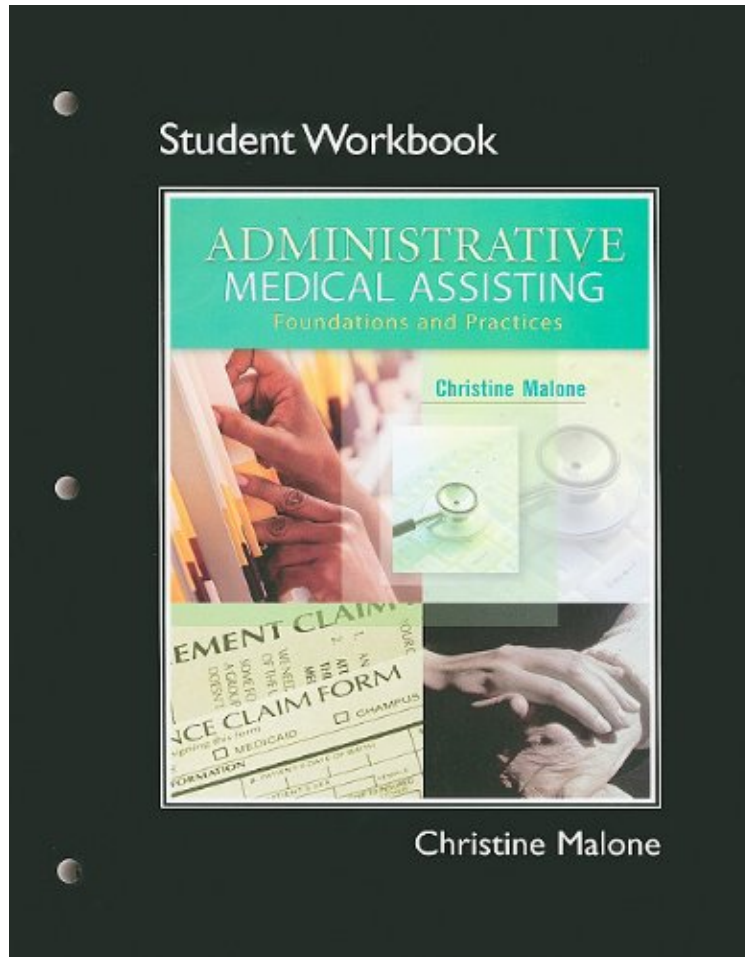


Student Workbook for Administrative Medical Assisting: Foundations and Practice

Christine Malone

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About the Author Christine Malone studied management practice and theory at Henry Cogswell College, receiving her B.S. in Professional Management. She continued her education at the University of Washington, obtaining her

Master's Degree in Health Administration and Master's Degree in Business Administration. Christine teaches within the Health Sciences Department at Everett Community College in Washington State. In 2006 Christine researched and developed a certificate program in Healthcare Risk Management. Since 2013, Christine has also worked as the Program Director of the Healthcare Administration degrees at City University of Seattle. Christine is the former co-chair of the Young Careerists Group within the Business and Professional Women's Association of Greater Everett, Board member of Big Brothers Big Sisters, a member of the American College of Healthcare Executives (ACHE), a member of the Washington State Healthcare Executive Forum (WSHEF), a member of the American Society for Healthcare Risk Management (ASHRM), a member of the American College of Medical Practice Executives (ACMPE), and is active in healthcare politics on both a local and national level. Christine has been the guest speaker at various events on healthcare issues and in continuing education meetings across Washington State. Christine lives with her two children in a 100-year-old home in Everett, Washington. In 1999, her third child, Ian, was injured due to medical negligence during his birth. Ian lived four and a half years before succumbing to his injuries in 2004. This was the genesis of Christine's work toward improving patient safety in healthcare. Her input has been sought by legislative committees, editorial boards, and many policy makers. A nationally recognized healthcare reform advocate, Christine has appeared on the "Today Show," "NBC Nightly News, ABC Nightly News," the CBC's "The National," in "The New York Times," "The Los Angeles Times," and on "Salon.com."