

Curriculum Vitae

Name : Helen Altman Klein PhD Professor Emeritus 2011 - present
Department of Psychology
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<u>Education</u> :	Ph.D. Experimental Psychology	University of Pittsburgh	1969
	M.S. Experimental Psychology	University of Pittsburgh	1967
	B.S. Psychology	Michigan State University	1964

Experience

President and Senior Scientist. MacroCognition LLC. 2007 –present

Professor of Psychology; Director, Applied Psychology Laboratory. Wright State University, 1984-2011.

Visiting Scholar, The Hebrew University, Jerusalem, Israel. December, 1984 - March 1985; August 1992 - January 1993.

Visiting Professor of Psychology, Western Australian Institute of Technology, Perth, Western Australia, July-August, 1978.

Director, Applied Behavioral Science Program, School of Graduate Studies, Wright State University, 1976 - 1978; 1980 - 1989.

Associate Professor of Psychology, Wright State University, 1974 - 1984.

Visiting Assistant Professor of Psychology, Oakland University, Rochester, Michigan 1973 - 1974.

Grants and Contracts

Strategic Social Interaction Modules (SSIM).

Task Area 1: The science of human interactions and Human Dynamics. DARPA Oct 2011 – April 2015 6.1 funding.

Task Area 1B: Prime: SoarTech and Washington State University.
MacroCognition a subcontractor

Mapping the Terrain of Multinational Trust, AFRL. Prime: MacroCognition LLC, 2010 -. Wright State University PI for experimental component.

Modeling Leadership Dynamics in Multinational Environments. DARPR. 2010 Prime: MacroCognition LLC; PI Wright State University.

Algorithmic Behavioral Forecasting, DARPA. Contract No. W31P4Q-10-C-0084, Prime: EDaptive Computing, Inc, 2010, Consultant.

Air Operations Planners: Cognitive Demands and Training Needs, AFRL. Prime: Stottler-Henke Associates, Inc. 2007. Consultant

Research and Analysis of Cultural Influences. FGM Prime: Applied Research Associates, Inc. 2006 - 2008. Consultant

Development of Cross-Cultural Perspective Taking Skills. ARI. Prime: 361 Interactive, Inc. 2007 – 2008. Consultant.

The Arab Middle East: Enhancing the Cultural Lens Model. AFRL/HE. Prime: Klein, Associates, Inc. 2004 - 2006. Subcontract. PI

Rosetta I, Rosetta II: Mapping Cognitive Differences. AFRL//HE. Prime: Wright State University. 2003 - 2008 PI.

The Impact of Culture Differences on Multinational Operations (SASO). ARL. Prime: Klein Associates, Inc. 2001 - 2003. Subcontract.

Aviation Cultural Lens. The Boeing Company. Consultant Agreement 6-1111-10A-0112 Prime: Wright State University. 2001. PI

Cultural Lens Training Program for Military Operations. ARI. Prime: Klein Associates, Inc. 2001- 2002. Subcontract.

Conceptual Modeling of the Command Decision Process. DMSO. Prime: Sterling Software, Inc. #61339-01-P-01382000 - 2001. Consultant

Cultural Lens in Asymmetrical Operations. DARPA (DAAH01-00-C-R094), Klein Associates, Inc. 2000– 2002. Subcontract.

Articles, Chapters, and Proceedings

Klein, G.; Klein, H. A.; Lande, B. , Borders, J. ; & Whitacre. J. C. (2015). Special section paper: Police and Military as Good Strangers, *Journal of Occupational and Organizational Psychology*, 88, 231 -250.

Klein, G., Klein, H. A., Lande, B., Borders, J., & Whitacre, J. C. (2014). The Good Stranger frame for police and military activities. *Proceedings of the Human Factors and Ergonomics Society Annual Meeting*, 58(1), 275–279. doi:10.1177/1541931214581057

Klein, H.A., Jackson, S.M, Street, K., Whitacre, J.C., Klein, G. (2013). *Diabetes Self-Management: Miles to Go*. Hindawi Publishing Corporation, 1-15.

Klein, H. A., & Lippa, K. D. (2012). Assuming control after system failure: type ii diabetes self-management. *Cognition, Technology & Work*, 14 (3), 243-251.

Klein, H. A., Lippa, K. D., & Lin, M.-H. (2011). As Human computer interactions go global. In Hayes, C.& Miller, C. *Human-Computer Etiquette*. (Invited)

Klein, H. A. (2009). Computational modeling in complex multinational domains. *IEEE Intelligent Systems*, 24(1), 84 – 88.

- Klein, H. A.; Lin, M.-H.; Radford, M.; Masuda, T.; Choi I.; Lien, Y. ; Yeh, Y.-Y.; & Boff, K. R. (2009). Cultural differences in cognition: Rosetta Phase I. *Psychological reports*, 105(2), 659 – 674.
- Feufel, M. A., Lippa, K. L. & Klein, H. A. (2009). Calling 911: Emergency Medical Services in Need of Human Factors. *Ergonomics in Design*.
- Klein, H. A. & Kuperman, G. (2008). Through an Arab Cultural Lens. *Military Review*. Pp. 100 – 105.
- Klein, H. A. & Lippa, K. D. (2008). Type 2 Diabetes self-management: Controlling a dynamic system. *Journal of Cognitive Engineering and Decision Making*. Pp. 48 – 62.
- Lin, M.-H. & Klein, H. A. (2008). Athletes, Murderers, and a Chinese Farmer: Cultural Perspectives on Sensemaking. Schraagen, J.M.C., Militello, L., Ormerod, T., & Lipshitz, R. (Eds). *Macrocognition and Naturalistic Decision Making*. Aldershot, UK: Ashgate Publishing Limited. Pp. 159 – 181.
- Lippa, K. D. & Klein, H. A. (2008). Portraits of patient cognition: How patients understand diabetes self-care. *Canadian Journal of Nursing Research*. Pp.80 – 95.
- Lippa, K. D.; Klein, H. A.; & Shalin, V. (2008). Everyday expertise: Cognitive demands in diabetes self-management. *Human Factors*. 50(1):112-120
- Lippa, K. & Klein, H. A. (2008). Everyday expertise: Cognitive demands in diabetes self-management. *Human Factors*. 5, 01
- Klein, H.A. & Steele-Johnson, D. (2007). Multinational Collaboration: From the laboratory to the field. In R. R. Hoffman (Ed.), *Expertise out of context*. Mahwah, NJ: Erlbaum. Pgs. 473 – 506.
- Lippa, K. & Klein, H. A. (2006). The role of patient cognition in glycemic control. *Diabetes: A Journal of the American Diabetes Association Abstract Book 66th Scientific Session*. Washington, DC: ADA.
- Klein, H. A. & McHugh, A. P. (2005). National differences in teamwork. In W. R. Rouse & K. B. Boff, (Eds). *Organizational Simulation*. New York:Wiley.
- Klein, H. A. & Meininger, A.(2004) Self-management of medication and diabetes. In *IEEE Transactions Systems, Man, and Cybernetics-Part A. Special issue: Using Field Studies to Understand Healthcare Technical Work*. Pg. 718 – 725.
- Klein, H. A. (2004). Cultural differences in cognition: Barriers in multinational collaborations. In H. Montgomery, R. Lipshitz & B. Brehmer. *How do professionals make decisions?* Mahwah, NJ: Erlbaum. Pg 243 – 253.
- Klein, H. A. (2004). Cognition in natural settings: The Cultural Lens Model. In Michael Kaplan (Ed.). *Cultural Ergonomics: Advances in Human Performance and Cognitive Engineering*. Oxford: Elsevier. Pg. 249 – 280.
- Klein, H. A. & Isaacson, J. J. (2003). Making medication instructions usable. *Ergonomics in Design*. 11, 7 - 12.
- Klein, H. A. (2003). The Cultural Lens Model: Understanding cognitive differences and aviation safety. In *Proceedings of the 12th International Symposium on Aviation Psychology*. Dayton, Oh: Association of Aviation Psychologists.
- Klein, H.A., Vincent, E. J. & Isaacson, J.J. (2001). Driving Proficiency: The Development of Decision Skills. In E. Salas and G.Klein (Eds), *Linking Expertise and naturalistic decision making*. Hillsdale, NJ: Lawrence Earlbaum Associates 305 -322.
- Isaacson, J.J., Klein, H.A. & Makavey (2000). Prescription Medication Information Sheets- Real World Assessment. *Proceedings of the 2000 Meetings of the Human Factors and Ergonomics Society*.

- Klein, H. A., Pongonis, A., & Klein, G. (2000). Cultural Barriers to Multinational C2 Decision Making. Proceedings of the 2000 Command and Control Research and Technology Symposium. Monterey, CA
- Klein, D.E.; Klein, H.A., & Klein, G. (2000). Rediscovering our origins: Linking cognitive processes and cognitive ergonomics. Proceeding of the Human Interactions in Complex Systems.(HICS), Urbana - Champaign, Illinois.
- Klein, H. A. (2000). Opportunities for healing; Opportunities for harm. Focus on Patient Safety. The Newsletter of the National Patient Safety Foundation. AMA..
- Klein, H.A.(1999). Culture at Work in Aviation and Medicine. A book review. International Journal of Cognitive Ergonomics 3, 161-163.
- Isaacson, J.J., Klein, H.A.,& Muldoon, R.V. (1999) Prescription Medication Information: Improving Usability Through Human Factors Design. Proceeding of the Human Factors and Ergonomics Society Meetings. Houston.
- Klein,H.A.; Vincent,E.J.& Isaacson,J.J.(1998). From managing the car to managing the road: The development of driving skills. Proceedings of the HFES Meetings Chicago, Ill.
- Pawlak, J.L. & Klein, H.A. (1997). Parental conflict and self-esteem: The rest of the story. The Journal of Genetic Psychology. 158, 303 -313.
- Klein, H. A., O'Bryant, K., & Hopkins, H. R. (1996). Recalled parental authority style and self-perception in college men and women. Journal of Genetic Psychology, 157, 5-17.
- Klein, H. A. (1995). Urban Appalachian children in northern schools: A study in diversity. Young Children, 50, 10-16.
- Klein, H. A. (1995). Self-perception in late adolescence: An interactive perspective. Adolescence, 30, 579-591.
- Klein, H. A. (1994). Children in two worlds: Lessons learned in Israeli preschools. Proceedings of the 2nd National Head Start Research Conference, 433.
- Klein, H. A. (1994). Aging in place: Adjusting to late life changes. Special Issue on Psychological Issues on Disability. Journal of Social Behavior and Personality, 9,153-168.
- Hopkins, H. R., & Klein, H. A. (1993). Multidimensional self-perception: Linkages to parental nurturance. Journal of Genetic Psychology, 154, 465-474.
- Klein, H. A. (1993). Home satisfaction: Related health and psychosocial variables. Journal of Applied Gerontology, 12, 439-451.
- Klein, H. A. (1992). Individual temperament and emerging self perception: An interactive perspective. Journal of Research in Childhood Education, 6, 113-120.
- Klein, H. A. (1992). Temperament and self-esteem in late adolescence. Adolescence, 27, 689-694.
- Klein, H. A., & Ballantine, J. H. (1991). Children's temperament: Patterns across cultures. Journal of Research in Childhood Education, 6, 47-53.
- Klein, H. A. (1991). Temperament and childhood group care: A cross-cultural perspective. Early Childhood Research Quarterly, 6, 211-224.
- Geis, J., & Klein, H. A. (1990). The relationship of life satisfaction to life change among the elderly. Journal of Genetic Psychology, 15, 269-271.

- Ballantine, J. H., & Klein, H. A. (1990). The relationship of temperament and adjustment in Japanese schools. Journal of Psychology, 124, 299-309.
- Klein, H. A., Tatone, C. L., & Lindsay, N. B. (1989). Correlates of life satisfaction among military wives. Journal of Psychology, 123, 465-476.
- Klein, H. A. & Ballantine, J. H. (1988). The relationship of temperament to adjustment in British Infant Schools. The Journal of Social Psychology, 128, 585-595.
- Klein, H. A. (1987). The relationship of temperament scores to the way young adults respond to change. The Journal of Psychology, 121, 119-135.
- Klein, H. A. & Cordell, A. S. (1987). The adolescent as mother: Early risk identification. Journal of Youth and Adolescence, 16, 47-58.
- Klein, H. A. (1986). Temperament and adjustment: A comparison of Israeli and American preschool children. Proceedings of the 21st International Congress of Applied Psychology.
- Shaffer, K. & Klein, H. A. (1985). Aging and memory in skilled language performance. Journal of Genetic Psychology, 146, 389-397.
- Klein, H. A. & Rennie, S. E. (1985). Adjustment to college residence: Correlates to the Dimensions of Temperament Survey (DOTS). Journal of College Student Personnel, 26, 58-62.
- Peio, K. & Klein, H. A. (1984). Skilled Performance: Computer software. Proceedings of the Human Factors Society, 629-633.
- Klein, H. A. (1982). The relationship between children's temperament and adjustment to kindergarten and Head Start Settings. Journal of Psychology, 112, 259-268.
- Roddy, J. M., Klein, H. A., Stericker, A. B. & Kurdek, L. (1981). Modification of stereotypic sex-typing in young children. Journal of Genetic Psychology, 139, 109-118.
- Klein, H. A. & Binkert, P. J. (1981). Recognition memory for visually presented ambiguous sentences. The Journal of General Psychology, 105, 27-44.
- Klein, H. A. (1980). Behavior modification. In The Academic American Encyclopedia, Arete Publishing Co., Inc.
- Klein, H. A. (1980). Early childhood group care: Predicting adjustment from individual temperament. Journal of Genetic Psychology, 137, 125-131.
- Klein, H. A., Ballantine, J. H. & Sattem, L. L. (1980). Organizational sensitivity: Needs assessment for a campus child care facility. Planning and Changing, 11, 88-96.
- Klein, H. A. & Roddy, J. H. (1979). Sex role expectations and adjustment to early childhood group care. Journal of Genetic Psychology, 134, 155-156.
- Klein, H. A. (1977). The transformation of stimulus information from very short-term memory. Perceptual and Motor Skills, 44, 951-958.
- Klein, H. A. (1977). Towards more effective behavioral programs for juvenile offenders. Federal Probation, 41, 45-50. Reprinted in Source Book for Problem Solving with Adolescents, J. J. McWhirten, ed., 1980.
- Klein, H. A. (1977). Differential context utilization in learning disabled and normal readers. The Journal of Genetic Psychology, 130, 155-156.
- Klein, H. A. (1976). The role of material level on the development of word identification. The Journal of Psychology, 94, 225-232.

- Klein, H. A. (1976). A humanistic behaviorism for elementary schools. The Elementary School Journal, 77, 19-23.
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- Klein, H. A. Klein, G. A. and Vigoda, C. H. (1975). The utilization of contextual information by high school students. In G. McNich and W. Miller (Eds.), 24th National Reading Conference Yearbook, 148-154.
- Klein, G. A. and Klein, H. A. (1974). The influence of serial retention and theme identification paradigms on encoding. Quarterly Journal of Experimental Psychology, 26, 556-560.
- Klein, H. A. (1974). Behavior modification as therapeutic paradox. American Journal of Orthopsychiatry, 44, 353-361.
- Klein, H. A., Klein, G. A. and Bertino, M. (1974). Utilization of context for word identification decisions in children. Journal of Experimental Child Psychology, 17, 79-86.
- Klein, H. A., Klein, G. A. and Hildum, D. C. (1974). Articulatory and constituent phrases as facilitators of word identification decisions. Journal of Experimental Psychology, 103, 337-342.
- Klein, H. A., Klein, G. A., and Doris, A. (1973). Some developmental trends in context utilization. Proceedings, 81st American Psychological Association Meetings, 8, 77-78.
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- Klein, G. A. and Klein, H. A. (1973). Word identification as a function of contextual information. American Journal of Psychology, 86, 399-406.
- Klein, H. A., Klein, G. A., Oskamp, L. D. and Patnode, C. (1972). Color distractors in discrimination with retarded and nonretarded children. American Journal of Mental Deficiency, 77, 328-331.

Abstracts, Presentations, and Technical Reports

- Lin, M.-H., & Klein, H. A. (2009). Sensemaking during unfolding events. The 9th Naturalistic Decision Making Conference. London England. 23 – 26 June, 2009.
- Lin, M.-H. & Klein, H. A. (2009). Analytic-Holistic thinking, information use, and sensemaking during unfolding events. 2009 SIOP Conference in New Orleans. [This poster was selected as one of the top papers at the 2009 SIOP Conference]
- Klein, H. A., Veinott, B., & Mueller, S. (2008). Multinational Interchanges: Levels of Cultural Context. Symposium: Adaptive Agents in Cultural Context at AAAI 2008 Fall Symposium Program 7 – 9 November, Arlington, Virginia. (Invited)
- Klein, H. A. (2008). Adaptation at the edge: When the system is complex, the takes high, and the operator novice. Symposium paper for Adopting to change and uncertainty: CSE 20 years after. Meetings of the Human Factors Society. (Invited)
- Lin, M. -H., Klein, H. A., Radford, M. Choi, I., & Lien, Y. -W. (2007) National differences in information relevance: Implications for multinational teamwork. The 2007 SIOP Conference in New York, New York.
- Klein, H. A., Lin, M. -H., Radford, M., Masuda, T., Choi, I, Lien, Y., Yey, Y. -Y., Chu, C., & Warren, R. (2007). The Rosetta Project: A test battery for measuring national differences in cognition. Technical report for the Air Force Research Laboratories, Wright-Patterson AFB, Ohio, U.S.A.

- Klein, H. A. & Schneider, T. R. (2007). Affect in Macrocognitive processes. (Poster). The 8th Naturalistic Decision Making Meeting.
- Lippa, K.D. & Klein, H. A. (2006). How Patients Understand the Diabetes Self-Care. Paper presented at the Human Factor and Ergonomics Society Meetings, 16 – 20 October 2006, San Francisco.
- Klein, H. A. (2006). Patients as Partners in Treatment. Symposium presented at the Human Factor and Ergonomics Society Meetings, 16 – 20 October 2006, San Francisco.
- Klein, H. A. (2006). Cross Cultural Interactions: Methods and Motivations for Study. Panel participant for the Human Factor and Ergonomics Society Meetings, 16 – 20 October 2006, San Francisco.
- Effken, J., Klein, H. A., Lin, Z.-C., and Valenzuela, R., (2005), Translating cultural competence into practice, 2005 National Nursing Administration Research Conference (NARC), Tucson, Arizona 5 – 8 October, 2005
- Klein, H. A., Lin, M.-H., & Klein G. (2005). International perspectives on naturalistic decision making functions. 7th International Conference on Naturalistic Decision Making. Amsterdam, The Netherlands. 15 – 17 June 2005.
- Lippa, K. & Klein, H. A. (2005). Making 'Human Factors' truly human. A Poster presented at the 49th Annual Meeting of the Human Factors and Ergonomics Society.
- Lin, M-H. & Klein, H. A. (2004). The Role of Analytic-Holistic Thinking on Sensemaking. 2005 SIOP Conference in Los Angeles, California.
- Klein, H. A. (15 October 2004). Self-Managed Care: Challenges and Opportunities. Invited presented at the Human Factors and Patient Safety Forum Sponsored by the Human Factors and Ergonomics Society and The Federation of Behavioral, Psychological, and Cognitive Sciences. Washington D.C.
- McHugh, A. P., Klein, H. A., Klinger, D. W., & Shafer, J. L. (2004). Elaboration of the cultural lens model (Final Report prepared under Subcontract No. 11026-9093-0200 Sytronics, Inc., under Prime Contract: F33615-98-D-6000 for the Air Force Research Laboratory/HECA). Fairborn,OH: Klein Associates Inc.
- Klein, H. A. & Hahn, B. B. (2003). Preparing for multinational collaboration: From the laboratory to the field. The 6th Naturalistic Decision Making Meeting. Pensacola, Florida. May
- Klein, H. A. (2003). The Cultural Lens Model: Understanding Cognitive Differences and Aviation Safety. Paper for Session 11: Working with Culture: Current research and industry efforts." 12th International Symposium on Aviation Psychology. ISAP, Dayton, Ohio. 14 - 17 April.
- Klein, H. A. (2003). An international perspective on cognition. Presented at for the 2003 Human-Technology Integration Colloquium Series. Air Force Research Laboratory, Human Effectiveness Directorate. 29 January 2003. (Invited presentation)
- Klein, H. A. (2003). Cultural Variations in Cognition: Implications for Aviation Safety. Presented for the ASPA/ICAO Regional Seminar on Cross-Cultural Issues in Aviation Safety. (International Civil Aviation Organization, North American, Central American and Caribbean Office). Mexico City, 5 6 March 2003 (Invited Presentation)
- Klein, H. A. (2003). Culture: Contributions to thought and action. Presented at The Workshop on Culture and Personality Factors in Military Gaming. 9 - 10 July 2003. Sponsored by the Defense Modeling and Simulation Organization (DMSO). (Invited presentation)
- Klein, H. A. (2003). The process of red teaming: National culture and decision making. Presented to the Chief of Naval Operations' Strategic Studies Group, Newport, Rhode Island, 15 December 2003. (Invited presentation)

- Klein, H. A. (2002). Symposium overview: National differences and the decision making process Meetings of the Human Factors and Ergonomics Society, October 2002.
- Hahn, B. B.; Harris, D. S. & Klein, H. A. (December, 2002) Exploring the Impact of Cultural Differences on Multinational Operations. Final Report prepared for the U. S. Army Research Laboratory under Prime Contract #DAAD19-01-C-0065, CDRL A002, Subcontract No. 8005.004.02
- Klein, H. A. (November, 2002). The Cultural Lens. Briefing presented to the Chief of Naval Operations' Strategic Study Group. Fairborn, Ohio.
- Klein, H. A. & Klein, G. (2002). The Use of Cultural Lens Models to Support Replanning: An Adaptive Framework. Semi-Annual Report for research completed under DARPA Contract DAAH01-00-R094.
- Klein, H. A. & Steele-Johnson, 2002, Training Cultural Decentering. Technical Report completed for U.S. Army Research Institute under contract Order No.84334 from the Department of Interior/Minerals Management Service.
- Green, S., Klein, H.A., Hutton, R. J. B., Moon, B., & McCloskey, M. J. (2001). The use of cultural lens model to support replanning: An adaptive framework. (Interim Report DARPA DAAH01-00-C-R094). Fairborn, OH: Klein Associates Inc.
- Lannon, G., Klein, H. A. & Timian, D.(2001). Conceptual Modeling of Foreign Command Decision Processes. Technical report completed for The Defense Modeling and Simulation Office under Contract # 61339-01-P-0138 to Sterling Software.
- Klein, H. A., Klein, G., & Mumaw, R. (2001). A Review of Cultural dimensions relevant to aviation safety. Technical report completed for the Boeing Company under General Consultant Services Agreement 6-1111-10A-0112.
- Klein, H. A., Klein, G., & Mumaw, R. (2001). Culture-Sensitive Aviation Demands: Links to Cultural Dimensions. Technical report completed for the Boeing Company under General Consultant Services Agreement 6-1111-10A-0112.
- Lannon, G., Klein, H. A. & Timian, D.(2001). Integrating Cultural Factors into Threat Conceptual Models.10th Computer Generated Forces and Behavioral Representation. Norfolk, Virginia, 14 - 17 May.
- McHugh, A. P. & Klein, H. A. (2001). Cultural differences in cognition: Implications for multinational collaboration. SIOP. San Diego, Ca
- Klein, H. A. & Klein, G. (2001) Cultural Decentering Training. Army Research Institute. In Process Review Session. Virginia.
- Klein, G., Woods, D., Klein, H. A., Gokulachandra, M., & Armstrong, A. (2000). Cognitive wavelength: The role of common ground in distributed replanning. (Final Report prepared under Contract # F41624-99-C-6051 for the Department of the Air Force). Fairborn: Ohio: Klein Associates, Inc.
- Klein, H. A. & Klein, G. (2000). Cultural Lens: Seeing through the eyes of the adversary. (9th Computer Generated Forces and Behavioral Representation. Invited Presentation Orlando, Fl, 16 - 18, 2000
- Isaacson, J.J., Klein, H.A. & Makavey, A. (2000). Prescription medication information sheets: Real-world assessment. Human Factors and Ergonomics Society Meetings, San Diego
- Klein, H. A. (2000). Cultural differences in cognition: Barriers in peace keeping and humanitarian collaborations. 5th Naturalistic Decision Making Conference. Stockholm, Sweden, 26 - 28 May
- Klein, H. A., Pongonis, A., & Klein, G. (2000) .Cultural Barriers to Multinational C2 Decision Making. 2000 Command and Control Research and Technology Symposium. - June 26-28, Monterey, CA

- Klein, D.E.; Klein, H.A., & Klein, G. (2000). Rediscovering our origins: Linking cognitive processes and cognitive ergonomics. Human Interactions in Complex Systems.(HICS), 30 April - 2 May , Urbana Champaign, Illinois.
- Isaacson, J.J., Klein, H.A.,& Muldoon, R.V. (1999) Prescription medication information: Improving usability through human factors design .Human Factors and Ergonomics Society Meetings. Houston.
- Klein, H.A; Vincent, E.J.;& Isaacson, J.J. (1999). User-centered driver training: Building for cognitive performance, TRB Meetings. Washington, D.C.
- Klein,H.A.; Vincent,E.J.& Isaacson,J.J.(1998). From managing the car to managing the road: The development of driving skills. HFES Meetings. Chicago
- Klein,H.A.; Vincent,E.J.& Isaacson,J.J.(1998). Proficiency in driving: A road less traveled NDM Meetings. Washington,D.C.
- Isaacson,J.J., Muldoon,R.V., & Klein, H.A.(1998) Prescription for compliance: Human factors and pharmaceutical instructions (poster). WSU School of Medicine Spring Central Research Forum.12 May 1998
- Vincent,E.J.; Klein,H.A.& Isaacson, J.J.(March, 1998). Proficiency in Driving: Where parallel roads meet. Poster Presentation. Human Interactions in Complex Systems (HICS). Dayton, Ohio.
- Vincent E J & Klein H A (1998). Independent home maintenance decisions in older adults: An successful decision making, Paper presented at the 22nd Annual Professional and Scientific Conference on Aging, Dayton, Ohio.
- Vincent, E. J., Klein, H. A., & Isaacson, J. J. (April, 1998). Driving skills in later life: A cognitive task analysis. Paper presented at the 22nd Annual Professional and Scientific Conference on Aging, Dayton, Ohio.
- Bleier, A. K. & Klein, H. A. (1996). Educational antecedents to effective police performance.104th Meeting of the American Psychological Association. Toronto, Canada.
- Klein, H. A. (1995). Educating urban Appalachian children. Keynote address. Urban Appalachia Today Conference. Cincinnati, Ohio.

Estimating the impact of better management of glycaemic control in adults with Type 1 and Type 2 diabetes on the number of clinical complications and the associated financial benefit. (2016) Baxter et al. *Diabetic Medicine*. Case studies into how commissioners and providers have improved systems and processes to reduce variation in achievement of the treatment targets. Self-management of diabetes in hospital. NHS Diabetes (2012) Joint British Diabetes Societies (JBDS) for Inpatient Care Group. Case studies into how DISNs have developed processes and systems, and educated wider clinical staff. Best practice for commissioning diabetes services: An integrated care framework. The price of the water services is p per m^3 (assume that water meters are already installed), and the price of composite commodity is 1. Bob's preferences are represented by differentiable utility function. The local water company cannot cover its cost and considers two options to solve the problem. It could raise the price by 10%. In this case Bob's utility level is reduced from u_0 to u_1 . Alternatively, the water company may keep per unit price constant but in addition introduce fixed per month charge that results for Bob exactly in the same utility loss. Which scheme brings more revenue to

CONCLUSIONS Self-management education improves GHb levels at immediate follow-up, and increased contact time increases the effect. The benefit declines 1-3 months after the intervention ceases, however, suggesting that learned behaviors change over time. If the type of diabetes was unclear, then the study was included if the mean age was >30 years because most of these patients were likely to have type 2 diabetes. To examine as broadly as possible the efficacy of diabetes self-management education, we included studies of subjects >18 years of age with type 2 diabetes, with any degree of disease severity and any comorbidity. In several studies, the measure of variance was unclear or was assumed to be labeled incorrectly. 1 diabetes for haemoglobin A1c over the range of 6-11% after a mean of six years of follow up.20 No specific thresholds of glycaemia were identified above which patients were at greater risk of progression of retinopathy, increased urinary albumin excretion, or nephropathy.19-21 Nor has any threshold of fasting plasma glucose concentration been identified for cardiovascular deaths. The risk of each of the microvascular and macrovascular complications of type 2 diabetes and cataract extraction was strongly associated with hyperglycaemia as measured by updated mean haemoglobin A1c. A1c remained associated with all complications, although for stroke and heart failure