

# VIOLA GOODACRE

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## EDUCATION

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<b>University of North Carolina at Chapel Hill</b>   Chapel Hill, NC, USA Doctor of Philosophy (PhD) in Health Informatics; Expected graduation Jun 2029	<b>Aug 2024 – Present</b>
<b>University of North Carolina at Chapel Hill</b>   Chapel Hill, NC, USA Master of Professional Science (MPS) in Biomedical and Health Informatics	<b>May 2021 – May 2023</b>
<b>Wake Technical Community College</b>   Raleigh, NC, USA Non-degree – Statistical Methods I; Statistical Methods II	<b>Aug 2020 – May 2021</b>
<b>University of Central England</b>   Birmingham, UK Master of Science (MSc) in Software Technology <i>Awarded Distinction</i>	<b>Sep 2003 – Feb 2005</b>
<b>University of Central England</b>   Birmingham, UK Higher National Certificate (HNC) in Multimedia and Network Technology <i>Awarded Prize for Outstanding Achievement</i>	<b>Nov 2001 – Jun 2003</b>
<b>Wolverhampton University</b>   Wolverhampton, UK Postgraduate Diploma (PgDip) in Biomedical Science	<b>Sep 1995 – Jun 1998</b>
<b>Oxford Brookes University</b>   Oxford, UK Bachelor of Science (BSc) with Honors in Human Biology	<b>Sep 1990 – Jun 1993</b>

## EXPERIENCE

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<b>Graduate Research Assistant</b>   UNC School of Information & Library Science   Chapel Hill, NC <ul style="list-style-type: none"><li>Working with a research team in the Visual Analytics and Communications Laboratory and with the Renaissance Computing Institute to improve secondary health data cohort selection visual analytics tools.</li><li>Developing a python library and widget for visual comparison of health research cohorts derived from retrospective health records with the goal of helping health researchers to identify and mitigate bias during cohort selection.</li><li>Developing a python widget for defining cohorts.</li></ul>	<b>Aug 2024 – Present</b>
<b>Intern</b>   UNC School of Medicine   Chapel Hill, NC <ul style="list-style-type: none"><li>Utilized systems analysis methods to identify work system factors contributing to stress, targeting 35 surgical division clinicians and staff, and 119 residents across 3 projects in a large teaching hospital, with the goal of measuring burnout and identifying stressors to target high-impact improvement efforts.</li><li>Deployed Qualtrics surveys and analyzed quantitative and qualitative survey data using Excel.</li><li>Moderated or assisted with 11 in-person, remote, and hybrid focus groups.</li><li>Shadowed and interviewed 18 surgeons, residents, nurses and staff in clinics, pre-operative rooms, operating rooms, ICUs, emergency department trauma bays, workrooms, grand rounds etc.</li><li>Modeled data using affinity diagrams; impact-effort matrices and assisted or moderated in data validation sessions.</li><li>Prepared reports using InDesign and PowerPoint to communicate recommendations to hospital leadership.</li><li>Screened 1620 abstracts using Covidence for a systematic literature review on gender differences in workplace factors contributing to clinician burnout.</li><li>Published articles and presented conference posters to disseminate information about the methods used.</li></ul>	<b>Jan 2022 – Jul 2022</b>
<b>Senior Technical Team Lead</b>   TSI   Raleigh, NC <ul style="list-style-type: none"><li>Led a team of 4 distributed across the US and India in application and web development using Delphi, DevExpress, RAD Studio, HTML, CSS, JavaScript, PHP, MySQL and Apache.</li><li>Worked closely with customers and support to understand user needs.</li></ul>	<b>Jun 2006 – Mar 2021</b>

- Used Balsamiq, PowerPoint and Photoshop to prototype solutions that enhance users' experiences.
- Trained team members and other colleagues in Delphi, DevExpress, InDesign, PowerPoint and Camtasia Studio so that they could expand their skills and improve their productivity.
- Wrote and reviewed user manuals, design documents and other publications to ensure accuracy and quality.
- Set-up and administrated the company's Facebook, Twitter and YouTube accounts so that the company could establish a social media presence to disseminate the latest developments and innovations.
- Conducted, recorded, edited and published live training webinars using GoToMeeting and Camtasia Studio so that product users were kept abreast of the most recent features.
- Networked and built relationships with customers and potential customers at the annual conferences to promote the company's reputation for innovation and excellence.
- Presented at the annual conference to keep the TPF user community apprised of updates and innovations.
- Organized the design, production and shipping of presentations and marketing materials for the annual conferences to maximize positive visibility of the company at the conferences.
- Represented TPF vendors (~10 companies) on the TPF Users' Group Board of Directors to ensure that the board was kept apprised of vendors' activities and to ensure that vendors' interests were represented to the board.

## CERTIFICATIONS

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CITI certification: Human Research: Social and Behavioral Research, Level 1.

*Attained: Feb 2022 | Renewed Dec 2024 | Expires: Dec 2027*

## PUBLICATIONS

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**Goodacre V**, Kwong E, Liu CC, Adapa K, Mazur L. Determining the causes of surgical teams' burnout: Study uses a systems analysis approach to identify factors. *Industrial and Systems Engineering at Work*. 2023;55(2):34-39.

Kwong E, Adapa K, **Goodacre V**, Chargaia N, Mazur L. Methods to Identify Factors Contributing to Health Care Provider Burnout: Contextual Inquiries Using a Systems-Analysis Approach. Oral presentation at: IISE Annual Conference and Expo; May 2023; New Orleans, Louisiana. *IISE Annual Conference Proceedings*. 2023:1-7.  
<https://www.proquest.com/docview/2878472635>.

Kwong E, Adapa K, **Goodacre V**, Vizer L, Ra J, Greenberg C, Ivester T, Chargaia N, Marks L, Mazur L. Stressors contributing to burnout among acute care and trauma surgery care teams: a systems-analysis approach. *Trauma Surgery & Acute Care Open*. 2025;10:e001377. <https://tsaco.bmj.com/content/10/1/e001377>

**Goodacre V**, Adapa K, Kwong E, et al. Identifying contextual workplace stressors in a division of plastic and reconstructive surgery. *Plastic and Reconstructive Surgery - Global Open*. 2025;13(2):e6525.  
doi:10.1097/GOX.0000000000006525

## CONFERENCE PAPERS & POSTERS

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Adapa K, Kwong E, **Goodacre V**, Mazur L. Systems approach to assess factors contributing to burnout in acute care & trauma surgeons. Oral presentation at: 18<sup>th</sup> Academic Surgical Congress; February 2023; Houston, Texas.

Adapa K, Kwong E, **Goodacre V**, Murphy B, Chargaia N, Mazur L. Identifying and prioritizing workplace stressors in a plastic and reconstructive division of a large academic medical center. Poster presented at: International Conference on Physician Health; October 2022; Orlando, Florida.

**Goodacre V**, Adapa K, Kwong E, Murphy B, Chargaia N, Mazur L. Factors Contributing to Burnout Among Internal Medicine and Pediatric Residents: Survey Results from a Systems Analysis Approach. Poster presented at: Analytics and Machine-Learning in Maternal-Health Intervention Conference; April 2023; Chapel Hill, North Carolina.

Kwong E, Adapa K, **Goodacre V**, Murphy B, Chargaia N, Mazur L. Factors Contributing to Burnout Among Acute and Trauma Care Clinicians: Survey Results from a Systems-Analysis Approach. Poster presented at: International Conference on Physician Health; October 2022; Orlando, Florida.