

## CURRICULUM VITAE

### PERSONAL DETAILS

SURNAME: Boutsoli  
FIRST NAME: Zoe  
DATE OF BIRTH: 2<sup>nd</sup> of June 1976  
CITY OF BIRTH: Trikala  
NATIONALITY: Greek  
E-MAIL: zb5@atiner.gr

### EDUCATION

2004-2009 Ph.D. in Social Sciences, University of Kent, U.K. Dissertation: Unexpected demand and its impact on hospital cost: the case of Greece.  
2002-2003 Master of Science (M.Sc.) in International Health Policy, with Merit, London School of Economics and Political Science, University of London, U.K. Dissertation: Market Structure of Greek Private Hospital.  
1996-2000 B.A. in Administration of Health and Welfare Units, Faculty of Business and Economics, Technological Educational Institute of Athens (TEI-A). Undergraduate Dissertation: An Analysis of Outsourcing of the Greek Private Clinics.  
1993-1995 Lyceum Certificate, 1<sup>st</sup> Lyceum of Trikala, Greece.

### EMPLOYMENT

#### Teaching Experience

Oct. 2012- Position: Lecturer. Academic Institute: University of Central Greece - Department of Information with emphasis on Biomedicine. Duties: Tuition of 2 theories: Organization and Management of Health Care Services & Health Economics.  
Oct. 2011- Position: Instructor. Academic Institute: Greek Open University. Duties: Tuition of a theory: Basic Principles of Health Care Units' Management in Master Program: Health Care Units' Management.  
Oct. 2010-July 2011 Position: Instructor. Academic Institutes: Technological Educational Institute of Athens (Department of Health Care Units' Management) & Technological Educational Institute of Patras (Department of Nursing). Duties: Tuition of 2 theories: Social Policy and Planning of Health Care Services & Health Economics, respectively.

## Working Experience

- 2001- Position: External Researcher. Organisation: Athens Institute for Education and Research (ATINER). Duties: Literature review, development of questionnaires, collection and analysis of statistical data, contribution to joint publications and book editing, participation in organizing international conferences.
- 2007- Position: Administrative Officer. Organization: General Hospital of Athens 'Alexandra'. Department: Personnel Department & Department of Outpatient Visits (Cashier). Duties: editing certificates of employment for nursing staff and physicians, hiring nurses, permutations and detachments of nursing staff, cashing from outpatient visits, other administrative work.
- 2011- Position: Scientific Co-ordinator (part-time). Journal: Oikonomia & Ygeia (Economics & Health) (in Greek), published by the Health Research Unit of Athens Institute for Education and Research. Duties: Translation of scientific papers from English into Greek and text editing.
- 2002-2006 Position: Contributor/Translator (part-time). Journal: Economy and Sports, published by the Panhellenic Association of Sports Economists and Managers (PSAOS). Duties: Translation of scientific papers from English into Greek and text editing.
- 2007.04-2007.07 Position: Administrative Officer. Organization: Insurance Fund of Press Owners, Editors and Workers (TAISYT). Duties: Administrative work in the Department of Revenue.
- 2001-2007 Position: Administrative Officer. Organization: Economic and Social Council of Greece (OKE). Duties: Scientific assistance on preparing the Opinions of OKE related to health and welfare issues, review of literature, administrative support to General Secretary and Vice-Presidents, assisting the organization of conferences and editing of published texts and the newspaper of OKE. Participation and provision of scientific support in Operational Programme 'Health and Welfare, 2000-2006', which was financed by the European Union's Structural Funds.
- 1999-2000 Position: Administrative Officer. Company: 'LETO' Maternity and Diagnostic Clinic. Duties: Accounting work and preparation of the registration applications of newborn babies directed to the register office, customer service, and information desk.

## PUBLICATIONS

### International Journals with Reviewers

1. Boutsoli, Z. (2012). A simple descriptive analysis of hospital admissions' progress: a case study of the Greatest Public General Hospital, Athens, Greece. *Journal of Hospital Administration* 1(1): 1-6.
2. Boutsoli, Z. (2011). Hospital costs and unexpected demand: the case of Greece. *The Open Economics Journal* 4: 49-58.
3. Yasar, Y.G., Boutsoli, Z. (2011). Comparison of health management programs in Turkey and Greece. *Health Science Journal* 5(4): 320-334.

4. Boutsoli, Z. (2011). A promising health care reform in Greece: the emphasis is on hospitals. *International Journal of Healthcare Delivery Reform Initiatives* 3(2): 23-27.
5. Boutsoli, Z. (2011). Hospital demand variations: suggested instruments for hospital managers. *World Hospitals and Health Services* 47(1): 4-7.
6. Boutsoli, Z. (2010). Comparison of hospital admissions in two rural Greek public hospitals. *Online Journal of Rural Nursing and Health Care* 10(2, Fall): 65-74.
7. Boutsoli, Z. (2010). The Greek hospital sector and its cost efficiency problems in relation to unexpected hospital demand: a policy-making perspective. *Review of European Studies* 2(2, December): 170-187.
8. Boutsoli, Z. (2010). Forecasting the stochastic demand for inpatient care: the case of the Greek national health system. *Health Services Management Research*, 23(3): 116-120.
9. Boutsoli, Z. (2010). Demand variability, demand uncertainty and hospital costs: a selective survey of the empirical literature. *Global Journal of Health Science*, 2(1, April): 138-149.
10. Boutsoli, Z. (2009). Measuring unexpected hospital demand: the application of a univariate model to public hospitals in Greece. *Hospital Topics* 87(4, Fall): 14-21.
11. Boutsoli, Z. (2007). Concentration in the Greek private hospital sector: a descriptive analysis. *Health Policy*, 82(2): 212-225.

#### Greek Journals without Reviewers

1. Boutsoli, Z. (2002). Health and Olympic Games. *Economy and Sports* 2(3): 26-32.
2. Boutsoli, Z. (2001). Outsourcing of the Greek Private Clinics. *Administrative Review* 20(May): 84 – 94.

#### Edited Books

1. Angus, D., Boutsoli, Z. (eds) (2011). *Health Studies: Economics, Management and Policy*. Athens: ATINER.
2. Boutsoli, Z. (2009). *Themes on Health Care: Challenges and Future Actions* (eds). Athens: ATINER.
3. Yfantopoulos, J.N., Papanikos, G.T., Boutsoli, Z. (2006). *Health care issues: an international perspective* (eds). Athens: ATINER.
4. Assistant editor in the book edited by Birch, S., Bridges, J.F.P., Papanikos, G.T. (2003). *Issues of Health Economics and Health Management* (eds). Athens: ATINER.

#### SCHOLARSHIPS

- 2004-2006 Sponsor: State Scholarship Foundation of Greece (IKY) for Ph.D. Studies (£20.000).
- 2002-2003 Sponsor: London School of Economics and Political Science, University of London, U.K. Merit Award (£500).
- 2001-2002 Sponsor: State Scholarship Foundation of Greece (IKY) for M.Sc. Studies (£10.000).

#### INVOLVEMENT IN EXTERNALLY FUNDED RESEARCH

- 2001-2003                      Research project: Total Spending of the Foreign Tourists in Greece. Undertaking organisation: Research Institute for Tourism and Forecasting (ITEP). Funding body: Greek Hotels' Chamber. Personal responsibilities: Data collection and statistical analysis of data.
- July 2002-Oct. 2003      Research project: Metaolympic Use of Olympic Sports Venues. Undertaking organisation: Athens University for Business and Economics (ASOEE). Funding body: General Secretary for Olympic Games 2004, Ministry of Culture. Personal responsibilities: Data collection, writing part of the study (Chapter 3) and editing part of the final work.

#### WORKING FUNDING TRAINING

- Nov. 2000-Oct. 2001      Position: Researcher. Funding body: Organization of Employment, Ministry of Employment and Social Insurance. Organization: Athens Institute for Education and Research – ATINER. Duties: Conducting interviews, collection and analysis of statistical data, participation in the preparation of published texts (books, reports, conference proceedings) and assistance with the organisation of conferences.

#### PARTICIPATION IN SCIENTIFIC WORK TEAMS OF ECONOMIC AND SOCIAL COMMITTEE (OKE) THAT PROCESS THE FOLLOWING REPORTS ENTITLED 'OPINION OF OKE' (SEE: [WWW.OKE.GR](http://WWW.OKE.GR))

1. 'Support to the family and other provisions' no. 149, January 2006.
2. 'Reform of the Pharmaceutical Care System' no. 148, January 2006.
3. 'Code of Ethics in the Medical Profession' no. 139, October 2005.
4. 'Non-Governmental Organisations (NGOS)' no. 137, September 2005.
5. 'Reform of the blood donation system and other provisions' no. 135, July 2005.
6. 'Entry, residence and social integration of third countries' nationals in the Greek territory' no. 133, July 2005.
7. 'Organisation and operation of the Public Health services and other provisions' no. 132, July 2005.
8. 'National Health and Social Solidarity System and other provisions' no. 128, March 2005.
9. 'Methods of Medically Supported Human Reproduction' no. 118, November 2004.
10. 'Olympic multi-clinic, Ombudsman for health and other provisions' no. 115, November 2004.
11. 'The contribution of the Lisbon Strategy on the European Social Model' no. 114, November 2004.
12. **'Creation of a Greek Nurses' Association and other provisions'** no. 108, July 2004.
13. 'Olympic Games 2004' no. 99, November 2003.
14. 'Reform of the legislation concerning the National Health System and other issues of the Ministry of Health and Care' no. 94, September 2003.
15. 'Organization and Modernization of the Public Health Agencies and other provisions' no. 92, July 2003.

16. 'Reorganisation of the National Social Care System and other provisions' no. 69, February 2002.
17. 'Health-Welfare infrastructure-Operational Programme/3rd Community Support Framework' no. 60, October 2001.

#### BOOK REVIEWS

1. Boutsoli, Z. (2004). The economic dimensions of interpersonal violence. Health Review 15(91), Nov.-Dec.: 58 (In Greek).

#### CONFERENCE PRESENTATIONS

1. Boutsoli, B. (2009). The measurement of unexpected demand for inpatient care: the case of the Greek NHS. Presentation at the 8<sup>th</sup> International Conference on Health Economics, Management and Policy, organized by the Athens Institute for Education and Research (ATINER), Athens, Greece, July 2009.
2. Boutsoli, Z. (2005). Concentration in the Greek Private Hospital Sector: A Descriptive Analysis. Presentation at the 2<sup>nd</sup> International Conference on Small and Medium Size Enterprises (SME's), organized by the Athens Institute for Education and Research (ATINER), Lefkada, Greece, August 2005.
3. Boutsoli, Z., Papanikos, G.T., Yfantopoulos, J. (2005). Demand Variability, Demand Uncertainty and Hospital Costs: A Selective Survey of the Empirical Literature. Presentation at the 4<sup>th</sup> International Conference on Health Economics, Management and Policy, organized by the University of Athens, Athens, Greece, June 2005.
4. Boutsoli, Z. (2003). Health and Olympic Games. Presentation at the 3<sup>rd</sup> International Conference on Sports Economics, Management and Marketing, organized by the Panhellenic Association of Sports Economists and Managers, in collaboration with the Panteion University of Social and Political Sciences, Athens, Greece, February 2003. (In Greek).

#### ORGANIZATIONAL AND ADMINISTRATIVE EXPERIENCE

Member of the Organizing Committee of the 3rd, 4th, 5th, 6th, 7th, 8th, 9th, 10th and 11th International Conference on Health Economics, Management and Policy, organized by the Health Research Unit of Athens Institute for Education and Research (ATINER).

#### REVIEWER IN INTERNATIONAL JOURNALS

1. Health Policy
2. Enterprise Risk Management

## LANGUAGES

Greek (mother tongue), English (very good).

## COMPUTING SKILLS

Good knowledge of the following programmes:

- ✓ Microsoft Office XP (Word, Excel, Power Point).
- ✓ E-views & SPSS (Statistical Packages).
- ✓ Mac

Very good use of Internet and Outlook Express Programmes.