

Dr. Andre V. Jones, PhD, MPhil, MPA, MS, ENP, CPE

Address: 3705 Jones Creek Dr, Buford, GA 30519

Phone: (770) 655-6549

Email: avjones@jsu.edu

LinkedIn: [Dr. Andre Jones](#)

Professional Summary

Dr. Andre V. Jones is a seasoned expert with over 28 years of experience in emergency management, public safety, and emergency medical services. As an adjunct faculty member and published researcher, he brings a unique blend of academic rigor and practical expertise to the review and evaluation of doctoral research. His work spans operational leadership, strategic planning, and scholarly contributions, particularly in the fields of emergency dispatch, organizational psychology, and public policy.

Academic Qualifications

- **Doctor of Philosophy (PhD) in Industrial and Organizational Psychology**
(Expected 2026)
Walden University, Minneapolis, MN
 - **Master of Philosophy (MPhil) in Industrial and Organizational Psychology**
Walden University, Minneapolis, MN - 2025
 - **Doctor of Philosophy (PhD) in Public Policy and Administration**
Walden University, Minneapolis, MN – 2021
 - **Master of Public Administration (MPA)**
Jacksonville State University, Jacksonville, AL – 2013
 - **Master of Science in Emergency Management (MS)**
Jacksonville State University, Jacksonville, AL – 2009
 - **Bachelor of Science in Emergency Management (Special Honors, Minor: Public Safety Telecommunications)**
Jacksonville State University, Jacksonville, AL – 2006
-

Academic Appointments

- **Adjunct Instructor**

Department of Emergency Management and Public Administration

Jacksonville State University, Jacksonville, AL

2016 – Present

- Delivered undergraduate courses in emergency management, including *Management Systems in Disaster, Major Incident Response, and Emergency Operations Center Management*.

Work Experience

- **Assistant Executive Director of Communications, Head of Profession**

Hamad Medical Corporation Ambulance Service, Doha, Qatar

2015 – Present

- Provide strategic leadership, direction, and support for high-quality emergency control room operations at the National Command Center (NCC) and Healthcare Coordination Center (HCC).
- Oversee the deployment of 250 ambulances and 2,000 employees responding to 240,000 calls annually.
- Lead accreditation compliance efforts with Joint Commission International (JCI) and International Academies of Emergency Dispatch (IAED).
- Implement major projects, including modernized CAD systems and electronic patient records.

- **Director of Communications**

ProTransport-1, Cotati, CA

2013 – 2015

- Managed a \$4.5 million budget and supervised 100 staff across multiple locations.
- Implemented initiatives reducing call intake time by 90 seconds and optimized staff utilization.
- Oversaw deployment of 120 ambulances, responding to 130,000 calls annually.

- **Communications Manager**

Rural/Metro Ambulance, San Diego, CA

2011 – 2013

- Directed operations for 140,000 annual ambulance responses.
- Developed standards for job performance, increasing response compliance from 89% to 93%.
- Supervised a team of 40, fostering development and implementing efficiency initiatives.

Research Interests

- Organizational commitment and job demands in public safety professions
- Stress factors affecting emergency dispatchers
- Operational efficiency in emergency medical services
- Socioeconomic impacts on emergency response

Selected Publications

- **Farhat, H., Abid, C., El Aifa, K., Gangaram, P., Jones, A., Khenissi, M. C., ...** (2023). *Epidemiological Determinants of Patient Non-Conveyance to the Hospital in an Emergency Medical Service Environment. International Journal of Environmental Research and Public Health*, 20(14), 6404.
- **Wahlgren, K., Jones, A., Faudere, D., Taigman, M., Williskroft, R., Gay, M., ...** (2020). *Factors Contributing to Stress Levels of Emergency Dispatchers. Annals of Emergency Dispatch and Response*, 8(3), 11-16.
- **Farhat, H., Makhlouf, A., Gangaram, P., El Aifa, K., Khenissi, M. C., Howland, I., Jones, A., ...** (2024). *Exploring Factors Influencing Time from Dispatch to Unit Availability According to the Transport Decision in the Pre-Hospital Setting: An Exploratory Study. BMC Emergency Medicine*, 24(1), 77.
- **Jones, A. V.** (2022). *Why They Stay: Job Demands and Job Resources that Influence the Organizational Commitment of Public Safety Telecommunicators. Annals of Emergency Dispatch and Response*, 10(2), 4-10.

- **Farhat, H., Alinier, G., El Aifa, K., Makhoulf, A., Gangaram, P., Howland, I., Jones, A., ...** (2024). *Epidemiology of Prehospital Emergency Calls According to Patient Transport Decision in a Middle Eastern Emergency Care Environment: Retrospective Cohort-Based Study*. *Health Science Reports*, 7(4), e2056.
- **Jones, A. V.** (2022). *Job Demands that Influence Organizational Commitment of Public Safety Telecommunicators*. *Walden University Dissertation*.
- **Aifa, K. E., Farhat, H., Zaghuan, O., Jones, A., Loughton, J., ...** (2024). *Assessing the Need for Lean Methodology Training and Institutional Commitment in Emergency Medical Dispatch: Implications for Efficiency and Project Management*. *Manara-Qatar Research Repository*.

For a complete list of publications, visit: [Google Scholar Profile](#).

Honors and Recognitions

- *HMC Stars of Excellence Award* – Recognized for contributions to healthcare coordination service improvements.
- *HMC Globe of Excellence Award* – Leadership in lean methodology for ambulance transportation.
- Speaker at multiple international conferences, including IAED Navigator (2023, 2017) and the European Emergency Number Association Conference (2017).

Professional Service

- Member, **Council of Research**, International Academies of Emergency Dispatch (IAED)
- Member, **Transform911 Workgroups** (Professional Career Supports)
- Contributor, **National Emergency Number Association (NENA)** Working Groups, including Mental Health Providers and NG9-1-1.

Relevant Expertise for Dissertation Reviews

- Over 11 years in senior management roles in emergency communications and medical services, ensuring evidence-based decision-making and continuous quality improvement.
 - Proven track record in analyzing and improving systems to meet performance and quality standards.
 - Extensive experience in research and application of organizational behavior principles in high-stress environments.
 - Author of peer-reviewed journal articles on public safety telecommunicators, stress factors, and emergency service operations.
-