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Diana Volkman assumed the role of Healthcare Emergency Preparedness Program Representative for the New York State Department of Health (NYSDOH) Western Region in February 2005, serving as a liaison between Western New York's 26 hospitals and the State's federally-funded grant program for healthcare facility preparedness.

Diana's past public health experience as a registered nurse with the Niagara County Health Department included preventive practice in areas such as tuberculosis control, perinatal and pediatric health, communicable disease surveillance, and working with refugee and migrant populations. She supported the development of a regional Immunization Coalition while coordinating the county's Immunization Program. Her involvement in preparedness activities dates back to 1998 Pandemic planning, and the expansion of public health preparedness following September 11, 2001.

Diana's recent work has included collaborative efforts on developing and conducting joint healthcare and emergency management exercises and initiatives, and support of the Western Region Healthcare Emergency Preparedness Coalition. She has involved Public Health, state and local Emergency Management, Department of Homeland Security (DHS), Veterans' Administration, Mental Health, private insurers, the State University system, and others in regional response planning and multi-agency exercises. Her work in regional exercise development has been recognized by two NYSDOH Commissioner's Awards. Diana is a strong advocate for the role of partnerships and coalitions towards improving and sustaining health system response.