

STEPHEN J. O'CONNOR

ADDRESS

Professor
Department of Health Services Administration
School of Health Professions
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University of Alabama at Birmingham
Birmingham, Alabama 35294
(205)934-1735
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EDUCATION

Ph.D. – University of Alabama at Birmingham
(Administration – Health Services)

M.B.A. – University of Dallas
(Health Services Administration)

M.P.A. – Indiana University
(Health Systems Planning and Administration)

Certificate – Medical College of Wisconsin
(Therapeutic Radiation Dosimetry and Physics)

B.S. – Indiana University
(Microbiology)

A.A. – County College of Morris
(Biology)

POSITIONS

Present

Professor	2003-Present
Associate Professor	2000-2003
Department of Health Services Administration, UAB	

Other Appointments at UAB

School of Business
Lister Hill Center for Health Policy

Past Academic Appointments

Visiting Professor	Spring 2017
Gerald & Patricia Turpanjian School of Public Health	
American University of Armenia	
Yerevan, Armenia	

Temporary Member of the Graduate Faculty	2011 – 2014
Graduate School	
University of Alabama	

Tuscaloosa, Alabama

Short-Term Visiting Professor 2004 - 2009
Master of International Health Management, Economics, and Policy Program
Bocconi University
Milan, Italy

Associate Professor 1994 - 2000
Assistant Professor 1990 - 1993
Coordinator, M.S. – Health Care Management Program
School of Business Administration
University of Wisconsin – Milwaukee
Milwaukee, Wisconsin

Assistant Professor 1988 - 1990
Department of Hospital and Health Care Administration
Center for Health Services Education and Research
Saint Louis University
St. Louis, Missouri

Past Non-Academic Appointments

Instructor
Master of Science in Health Administration Program, UAB

Chief Dosimetrist, Radiation Oncology Service
Parkland Memorial Health and Hospital System
University of Texas Health Science Center and Southwestern Medical School
Dallas, Texas

Graduate Assistant, Internship and Placement Center
School of Public and Environmental Affairs
Indiana University
Bloomington, Indiana

HONORS

Exemplary Service Award 2014
American College of Healthcare Executives

Myron D. Fottler Exceptional Service Award, Health Care Management Division 2013
Academy of Management Annual Meeting, Orlando, FL

Distinguished Service Award 2012
American College of Healthcare Executives

Buessler Distinguished Lectureship. “The Health Care Management Research Journey:
Different Strokes for Different Folks.” Texas Tech University, Lubbock, TX 2012

Professor John D. and Starr A. Blair Award in Health Organization Management Research 2012
Texas Tech University, Lubbock, TX

Excellence in Teaching Award 2012
UAB School of Health Professions

Service Award 2008

American College of Healthcare Executives	
Outstanding Reviewer Award, Health Care Management Division Academy of Management Annual Meeting, Philadelphia, PA	2007
Who's Who in American Education (2007-2008) A.N. Marquis, New Providence, NJ	2007
Who's Who in Medicine and Healthcare (2006-2007, 6 th Edition) A.N. Marquis, New Providence, NJ	2006
Who's Who in America (2004, 58 th Edition) A.N. Marquis, New Providence, NJ	2004
Best Paper Award, Health Care, Hospitality Management, and Public Sector Track Southern Management Association, Clearwater Beach, FL (with N. Menachemi and R. Shewchuk)	2003
Second Place Poster Award, AUPHA Annual Meeting Nashville, TN (with N. Menachemi and R. Shewchuk)	2003
Second Place Poster Award, AUPHA Annual Meeting Washington, DC (with A. Patterson, T. Chaney, and G. Glandon)	2002
Health Management Research Award, Foundation of the American College of Healthcare Executives (with R. Shewchuk and D. Fine)	2001
Best Paper Award, Health Care, Hospitality Management, and Public Sector Track Southern Management Association, Atlanta, GA (with H. Trinh)	1999
Service Award. Association of Health Care Executives – Milwaukee Area Milwaukee, WI	1998
Best Paper Award. Health Care Management Division Academy of Management Annual Meeting, Vancouver, BC	1995
Outstanding Alumni Award, Ph.D. Program in Administration- Health Services UAB School of Health Professions 25 th Anniversary	1994
Health Management Research Award, Foundation of the American College of Healthcare Executives (with D. Raab)	1990
Best Paper Based on a Dissertation, Health Care Administration Division Academy of Management Annual Meeting, Washington, DC	1989
Research Fellowship. Ph.D. Program in Administration-Health Services UAB	1985- 1988
Elected to Beta Gamma Sigma Academic Honorary in Business Administration	1984
Elected to Pi Alpha Alpha Academic Honorary in Public Administration	1981
Student Government Association Scholarship County College of Morris, Randolph, NJ	1976

ELECTED POSITIONS

Board of Directors (United States National Representative) European Academy of Management, Brussels, Belgium	2018- 2021
Interprofessional Leadership Team, Summer Symposium for Healthcare Improvement The Dartmouth Institute – Center for Leadership and Improvement	2011- 2014
President of the FORUM (Birmingham Regional Health Executive FORUM) Alabama Chapter of the American College of Healthcare Executives	2006
Elected (general election), Board of Trustees Village of Fox Point, WI	1997- 2000
Chair, Health Care Management Division Academy of Management	1998- 1999

TEACHING

Graduate Courses

University of Alabama at Birmingham

Marketing Strategy and Research (D.Sc.)

Philosophy of Science (Ph.D.)

Research in Organizational Theory (Ph.D.)

Research Methods (Ph.D.)

Human Resources Mgt. in Health Services Administration (Residential, Executive, & International MSHA)

Organizational Theory and Behavior (Residential MSHA)

Synthesis: Preceptorship / Field Visit (Executive MSHA)

Special Topics in Health Services Administration (Executive MSHA)

Managing with Professionals (Residential MSHA)

Introduction to the United States Health Care Delivery System (Residential MSHA)

Saint Louis University

Organizational Behavior in Health Care Delivery (MHA)

Management of Health Care Organizations (Focus: Macro-level organizational theory) (MHA)

Managing with Professionals (MHA)

Introduction to Health Planning and Marketing (MHA)

University of Wisconsin-Milwaukee

Health Care Delivery Systems (MS-HCM)

Marketing for the Nonprofit Organization (MBA)

Health Care Administration (MS-HCM)

Health Care Marketing (MS-HCM)

Management of Long-Term Care (MS-HCM)

Services Marketing (MBA)

Strategic Planning for Health Care Management (MS-HCM)

Managed Care and Integrated Health Networks (MS-HCM)

Bocconi University

Health Care Marketing (MIHMEP)

American University of Armenia

Health Services Management (MPH)

Undergraduate Courses

University of Wisconsin-Milwaukee

Services Marketing

Health Care Management Certificate Program Courses

Jackson Health; UAB Health System

Human Resources Management

Professional Managers in the Healthcare Industry

Organizational Behavior II

Principles of Management

Health Care Quality and Safety Graduate Certificate Program

University of Alabama at Birmingham

Changing and Managing Organizational Culture

Health Information Technology Curriculum Development Center (Online Course Development)

University of Alabama at Birmingham

Teams and Small Groups – Lecture A: Characteristics of Teams and Small Groups
Teams and Small Groups – Lecture B: Managing Teams
Conflict Resolution – Lecture A: Definitions of Conflict
Conflict Resolution – Lecture B: Managing Conflict

Tsinghua University Student Course Session (at UAB)

Human Resources Management

DISSERTATION AND THESIS COMMITTEES

Doctoral

University of Alabama at Birmingham

Katherine A. Meese (UAB) “Provider-Sponsored Health Plans in the Post-Reform Era” (In process).

John Lovett (UAB) “Insuring Graduation: An Analysis of the Association Between Student Health Insurance and Graduation” (In-process).

Christi Pierce (UAB) “Contextual Factors Associated with Target Hospitals in Announcements for Intent to Consolidate”.

Neil Thornbury (UAB) “Mobile Telehealth (mTelehealth): A Lean Model for Sustainable Healthcare Delivery” (In-process) (Chair).

Michael Malaise (UAB) “Parkland vCare Program” (In-process) (Chair).

William R. Breen (UAB) “The Relationship Between Implementing Patient Centered Practices and Patient Experience of Care.”

Rita Dileo (UAB) “The Association Between Designation as Leader in LGBT Healthcare Equality and Hospitals’ Patient Experience Scores.”

Dawn D. Ahner (UAB) “Culture and Patient Safety Outcomes: Examining the Impact of the Departmental Work Environment on Outcomes.”

Antionette Smith-Epps (UAB – School of Public Health) “Public Hospital Conversions: A Question of Social Capital?”.

William A. Tuttle (UAB) “The Impact of the Commission on Accreditation of Healthcare Management Education on Student Admission Outcomes.” (Chair).

Lucas Higman (UAB) “Examining the Relationship Between Surgical Profiles and Financial Performance of Hospitals.”

Deana Nelson (UAB) “Examining the Impact of Emergency Department (ED) Registered Nurse (RN) Staffing on ED Patient Experience.”

Betty Mortensen (UAB) “The Relationship of Hospital Interdepartmental Transfers with Patient Experience.” (Chair).

Mengying He (UAB) Three paper dissertation: (1) “Systematic Review of the Hospice Performance Literature,” (2) “Impact of Market Environment on Hospice Curative Services Offering,” and (3) “Determinants of Hospice Service Provision and Its Effect on Performance.” (Chair).

Vance M. Chunn (UAB) “Hospital-Physician Vertical Integration: The Effect of Integration on Physician Income and Clinical Productivity”.

David Au (UAB) “The Impact of Environmental and Organizational Factors on Healthcare Consumer Experience with Care.”

Holly Jarek (UAB) “Administrative Challenges in Pediatrics Long-Term Care.”

Christina Galstian (UAB) “Chief Executive Officer Characteristics in Relationship with Patient Experience Scores of Hospital Value Based Purchasing .”

Alan A. Jones (UAB) “Towards an Understanding of Patient Satisfaction in the Military Health System.”

Faraz Ahmed (UAB) “Evaluation of Productive Efficiency of Nurse Practitioners in a Nurse Managed Center in a Highly Restrictive Scope of Practice State.” (Chair).

Shawn M. Ulreich (UAB) “Variance in Recommended to Actual Nurse Staffing and Patient Falls.”

Alfonso W. Gatmaitan (UAB) “Safety Culture and Patient Harm Events: A Contingency Theory Perspective in the Context of Complex Adaptive Systems.”.

Kenneth Cochran (UAB) “Health System Membership: The Association of Financial Performance and Becoming a Member of a Health System.”.

Tom R. McDougal, Jr. (UAB) “Emergency Department Wait Time Communication Strategies and Patient Throughput Efficiency.” (Chair)

Bart Liddle (UAB) “Intensivists and Organizational Performance.”

Kimberly S. Davey (UAB) “Drivers of Inter-Organizational Network Participation.”

Dong Yeong Shin (UAB) “Measuring the Relationship Between Contextual Factors, Nurse Staffing Patterns, and Hospital Performance.”

Thomas Hunt (UAB) “A Longitudinal Study Relating Patient Care Outcomes to Nurse Magnet Designation in United States Academic Medical Centers.”

Timothy Harlin (UAB) “Assessing System Congruence By Analyzing the Relationship Between Employee and Patient Driven System Outputs.”

Nitish Patidar (UAB) “Freestanding Emergency Department: Strategic and Policy Implications.” Three paper dissertation: (1) “Contextual Factors Associated with Hospitals’ Decision to Operate Freestanding Emergency Departments,” (2) “Relationship Between Hospital Operating Freestanding Emergency Department and Financial Performance,” and (3) “Relationship Between the Presence of Freestanding Emergency Departments and Variation in Market Medicare Costs.”

Polly Davenport (UAB) “The Relationship Between Emergency Department Wait Times and Inpatient Satisfaction.” (Chair)

Rick D. Wallace (UAB) “Employer-Based Wellness Programs: Financial Value to Organization/Healthy Lifestyle Benefit to the Employee”

Taleah H. Collum (UAB) “Hospital Financial Performance: A Look at Governance and HIT Strategies.”

Bryan K. Breland (UAB – School of Public Health) “Estimating Public Health Preparedness Coalition Effectiveness.”

Ferhat Zengul (UAB) “Influence of High-Tech Medical Services on Hospital Performance.”

Raymond Snead (UAB) "The Contribution of Interim Executives to the Healthcare Industry."

Olena Mazurenko (UAB) "Contextual Influences on Care Coordination."

Zo Ramamonjiarivelo (UAB) "Determinants of Hospital Ownership Conversion."

Lisa Jones (UAB) "The Use of Red Rules in Patient Safety Culture" (Chair).

Jason Chang (UAB) "Determinants of Hospital Entry into Health Care Networks". (Chair).

Charles Saunders (UAB). "Medical Practice Variations Over Time in the United States."

Elena Platanova (UAB). "The Relationship Between Strategic Human Resource Management, Organizational Culture, and Organizational Performance."

Lee Bewley (UAB). "Season of Leadership Development: An Analysis of a Multi-Dimensional Model of Mentoring Among Career Groups of United States Army Officers."

Nir Menachemi (UAB). "Physician Perceptions of Medical Errors". (Co-Chair)

Zhang Xinzhi (UAB). "OBRA87 and Quality in Nursing Homes."

Kevin LaFrance (UAB). "An Analysis of the Effect of Managed Care Penetration and Other Patient Specific Factors on Satisfaction in the Department of Defense Active Duty Family Member Population."

University of Alabama

Matthew Cybulsky (UA) "How Can I Pay This Bill? The Role of Social Influence in Compliance with Medical Bill Payment."

University of Wisconsin-Milwaukee

Jon Baum "The Impact of Out-of-Pocket Costs on the Utilization and Cost of Postretirement Health Benefits". (UWM)

Anil Gupta "Heterogeneity in Preference Incidence and It's Impact on Brand Choice." (UWM)

Teresa Steffen "Determinants of Service Quality in Long-term Care Organizations". (UWM)

Marsha Van Egeren "A Causal Model of Environmental and Top Management Team Antecedents of Market Orientation and Organizational Performance in Service Organizations." (UWM)

Ann Kersbergen School of Nursing, "Defining Managed Care in an Evolving Health Care Environment". (UWM)

Nancy Kreuzer School of Nursing, "Access to Primary Health Care: The Nature of Health Problems and Utilization Patterns for a Vulnerable Population in a Community Nursing Center". (UWM)

John Plano Urban Studies, "Communities of Interest: Making Metropolitan Markets in Toronto and Milwaukee, 1969-1994. (UWM)

Virginia Baeten School of Business Administration "Aligning Strategy and Leadership Characteristics in Nonprofit Environment: Does it Influence Performance?". (UWM)

UAB International MSHA Management Capstone Projects Supervised

"Succession Planning for Saudi Nurse Managers through Development of a Leadership Program" (2016) (Amal Al Hasawi, Areej Al Daabash, Manal Al Hazmi, Sultana Al Shammari). King Fahad Specialist Hospital, Dammam, Eastern Province, Saudi Arabia.

“The Effectiveness of Recruitment and Retention Strategies and the Severity of Recruitment and Retention Barriers in a Selected Tertiary Care Facility in the Kingdom of Saudi Arabia” (2013) (Reema Al Hayek, Raidah Al Baradie, Wael Al Zayyer, and Nawwaf Al Otaibi). King Fahad Specialist Hospital, Damman, Eastern Province, Saudi Arabia.

Master's Theses Supervised

University of Wisconsin-Milwaukee

Ammel, Deb. “Better Outcomes through a Chronic Renal Failure Disease Management Program.”

Baader, Mark. "Southeastern Wisconsin Hospice Feasibility Study".

Bagemihl, Katherine. "Review of Methodology Utilized in Health Care for Quality and Cost Measurement."

Bernardi-Kenfield, Maureen. "Managed Care: Can Costs be Controlled and Quality Maintained?"

Bisswurm, Debbie. “Special Care Units for Alzheimer’s Disease”.

Boeck, Deb. “Integrating TQM Processes and Hospital Information Systems at Children’s Hospital of Wisconsin.”

Burfeind, John. "Employee Turnover and Retention as Predictors of Code Violations in Wisconsin Nursing Homes".

Callahan, Andrew. “Improving the Referral Process at St. Mary’s Physician Association: Analysis and Recommendations.”

Carney, Lynn. "Assessing Service Quality Gaps in a Large Multi-Specialty Clinic".

Dauffenbach, Mary. "Private Sector Approaches to Financing Long-Term Care for the Elderly".

Duclon, Cecelia. "Trends in Medicaid Financing for the Treatment of AIDs Patients in Southeastern Wisconsin".

Edwards, Janet, “Development of a Diabetes Disease Management Program.”

Erkilla, Julie. "Options for U.S. Health Care Reform".

Fessler, Kathleen. "The Role of Public Health Management in Maintaining and Monitoring Water Quality: An Analysis of the New EPA Standard in Terms of Preventing Future Waterborne Disease (Cryptosporidium) Outbreaks.

Ferge, Kristin. “Housing Concerns and Choices for the Elderly.”

Feran, Wendy. "Marketing Mental Health Care in Southeastern Wisconsin."

Gildersleeve, Lois. “Community Support Programs: Should Milwaukee County Pick Up the Cost?”

Gramling, Sally. “Geriatric Services at St. Joseph’s Hospital: Strategic Planning and Program Development.”

Hanus, Elizabeth. "Total Quality Management in Health Care."

Hansen, Kirstin. “Health Care Workers with the Immunodeficiency Virus.”

Hanson, Sara. “The New Medicare +Choice: It’s Implications on Government Funding, Employers, and Seniors.”

Jiu, Shing-Shun. "The Issue of Financial Resources for National Health Insurance in the Republic of China."

Lawson, Laurie. "Disease Management: An Evaluation of the Current Market and Recommendations for the Future."

Majelli, Marcel. "Managed Care and the Primary Care Physician."

Mills, Carol. "Factors Affecting Nurse Return to Work Following Childbirth".

Mills, Rachel. "The Impaired Practitioner: A Guide for Health Care Organizations."

Gall, Christine. "The Cost Efficient Management of Children with Special Needs: Is Pediatric Home Care the Answer?"

Rater, Jim. "Hospital Radiology Information Services and Customer Information Needs."

Rommel, Lori. "Creating a Self-Insured Health Plan."

Sandberg, Steven. "Beyond the Integrated System: TQM, Nonprofit Health Care and Community Benefits."

Sadler, Carolyn. "Developing Critical Pathways: A Case Study of St. Catherine's Hospital."

Schobert, Christine. "Systems Improvement in Health Care: A Case Study."

Small, Richard. "Managed Care Contracting."

Snyder, Linda. "Development of an Outpatient Shoulder Critical Pathway."

Thomsen, Lisa. "Assessing Patient Satisfaction in an Urban Medicaid HMO."

Weller, Eileen. "Medicare Reimbursement for Graduate Medical Education".

Wolf, Kathy. "A Proposed Care Model for Delivery of Rehabilitation Services Under Medicare's Prospective Payment System for Skilled Nursing Facilities."

Zietlow, Terry. "An Exporation of the Effects of Nursing Student Preferences, Attributes, Demographics and Perceptions of Service Quality on Their Service Orientation Level.

REFEREED PUBLICATIONS

S. Robert Hernandez and Stephen J. O'Connor. "The Case for Healthcare Leader Competencies: Exploring the Evidence." **World Hospitals and Health Services**, Vol. 55, No. 2, pp. 12-15.

Stephen J. O'Connor, Haiyan Qu, Eric S. Williams, Nancy Borkowski, and Richard M. Shewchuk. "Enriching Our Understanding of Health Care Management Journals: A Career Value and Cognitive Mapping Approach." **Journal of Hospital Librarianship**, Vol. 19, No. 2, 2019, pp. 1-23 (doi.org/10.1080/15323269.2019.1586284).

Vance M. Chunn, Bisakha Sen, Stephen J. O'Connor, William F. Jessee, Joseph Sasson, and Amy Yarbrough Landry. "Vertical Integration of Cardiologists with Hospitals: Effects on Physician Compensation and Clinical Productivity." **Health Care Management Review**, (Published ahead of print, Oct. 5, 2018) (DOI: 10.1097/HMR.000000000000223).

Josué Patien Epané, Robert Weech-Maldonado, Larry Hearld, Nir Menachemi, Bisakha Sen, Stephen J. O'Connor, Zo Ramamonjjarivelo. "Hospitals' Use of Hospitalists: Implications for Financial Performance." **Health Care Management Review**, Vol. 44, No. 1, 2019, 10-18 (DOI: 10.1097/HMR.000000000000170).

Stephen J. O'Connor and Katherine A. Meese. "Engaging Patients, Enhancing Patient Experiences: Insights, Innovations, and Applications." **BMC Health Services Research**, Vol. 18, Supplement 3, 2018, 1-2. (DOI: <https://doi.org/10.1186/s12913-018-3675-8>)

Katherine A. Meese and Stephen J. O'Connor. "Provider Sponsored Insurance: A Scoping Review." **Journal of Accounting and Finance**, Vol. 18, No. 2, 2018, 175-190.

S. Robert Hernandez, Stephen J. O'Connor, and Katherine A. Meese. "Global Efforts to Professionalize the Healthcare Management Workforce: The Role of Competencies." **Journal of Health Administration Education**, Vol. 35, No. 2, 2018, 157-174.

Nancy Borkowski, Eric S. Williams, Stephen J. O'Connor, and Haiyan Qu. "Outlets for Health Care Management Research: An Updated Assessment of Journal Ratings." **Journal of Health Administration Education**, Vol. 35, No. 1, 2018, 47-63.

Eric S. Williams, Nancy Borkowski, Stephen J. O'Connor, and Haiyan Qu. "Evaluating Journal Quality: The Wild New World Beyond Journal Rankings." **Journal of Health Administration Education**, Vol.35, No. 1, 2018, 29-46.

Christina Galstian, Larry Hearld, Stephen J. O'Connor, and Nancy Borkowski. "The Relationship of Hospital CEO Characteristics to Patient Experience Scores." **Journal of Healthcare Management**, Vol. 63, No. 1, 2018, 50-62.

Ferhat Zengul, Robert Weech-Maldonado, Bunyamin Ozaydin, Patricia Patrician, and Stephen J. O'Connor. "Longitudinal Analysis of High Technology Medical Services and Hospital Financial Performance." **Health Care Management Review**, Vol. 43, No. 1, 2018, 2-11. (DOI: 10.1097/HMR.000000000000124).

Stephen J. O'Connor. "Improving Health and Wellness in Medically Underserved Communities: Insights, Innovations, and Applications." **BMC Health Services Research**, Vol. 17, Supplement 4, 2017, 1-3. (DOI: 10.1186/s12913-017-2751-9).

Nitish Patidar, Robert Weech-Maldonado, Stephen J. O'Connor, Bisakha (Pia) Sen, Jerry M. Trimm, and Carlos Camargo. "Freestanding Emergency Departments Are Associated with Higher Medicare Costs: A Longitudinal Panel Data Analysis." **INQUIRY: The Journal of Health Care Provision and Financing**,

Vol. 54, 2017, 1-8 (DOI: 10.1177/0046958017727106)
(<http://journals.sagepub.com/eprint/aEYxiNvHq7MhDqtkky3a/full>).

Stephen J. O'Connor. "Enhancing the Depth and Breadth of Healthcare Services in Communities: Insights, Innovations, and Applications." **BMC Health Services Research**, Vol. 17, Supplement 1, 2017 (DOI: 10.1186/s12913-017-2338-5) (<https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-017-2338-5>).

Katherine A. Meese, Stephen J. O'Connor, Nancy Borkowski, and S. Robert Hernandez. "Journal Rankings and Directions for Future Research in Health Care Management: A Global Perspective." **Health Services Management Research**, Vol. 30, No. 2, 2017, 129-137 (DOI: 10.1177/0951484817696213) (<http://journals.sagepub.com/doi/10.1177/0951484817696213>).

Tom R. McDougal, Stephen J. O'Connor, Amy Y. Landry, and Kristine R. Hearld. "Emergency Department Wait Time Sharing: Do Patients Contribute to Efficiency?" **Journal of Hospital Administration**, Vol. 6, No. 4, 2017, 23-30 (DOI: 10.5430/jha.v6n4p23) (<http://www.sciedupress.com/journal/index.php/jha/article/view/11317>).

Polly J. Davenport, Stephen J. O'Connor, Jeffery M. Szychowski, Amy Y. Landry, and S. Robert Hernandez. "The Relationship Between Emergency Department Wait Times and Inpatient Satisfaction." **Health Marketing Quarterly**, Vol. 34, No. 2, 2017, 97-112 (DOI: 10.1080/07359683.2017.1307066) (<http://www.tandfonline.com/eprint/dPY5Qp2uwwvqEM3yFc27/full>).

Nitish Patidar, Robert Weech-Maldonado, Stephen J. O'Connor, Bisakha Sen, Jerry M. Trimm, and Carlos A. Camargo "Contextual Factors Associated with Hospitals' Decision to Operate Freestanding Emergency Departments." **Health Care Management Review**, Vol. 42, No. 3, 2016, 269-279. (DOI: 10.1097/HMR.000000000000113) (<https://insights.ovid.com/crossref?an=00004010-201707000-00009>).

Abby Kazley, Edward J. Schumacher, Jami DelliFraine, Dolores Clement, Randa Hall, Stephen J. O'Connor, Haiyan Qu, Richard M. Shewchuk, and Mary Stefl. "Competency Development and Validation: An Update of the Collaborative Leadership Model." **Journal of Health Administration Education**, Vol. 33, No. 1, 2016, 73-93.

Lisa K. Jones and Stephen J. O'Connor. "The Use of Red Rules in Patient Safety Culture." **Universal Journal of Management**, Vol. 4, No. 3, 2016, 130-139 (DOI: 10.13189/ujm.2016.040306) (http://www.hrpub.org/journals/article_info.php?aid=3524).

Zo Ramamonjiarivelo, Robert Weech-Maldonado, Larry Hearld, Nir Menachemi, Josué Patien Epané, and Stephen J. O'Connor. "Public Hospitals in Financial Distress: Is Privatization a Strategic Choice?" **Health Care Management Review**, Vol. 40, No. 4, 2015, 337-347 (DOI: 10.1097/HMR.0000000000000032).

Ferhat D. Zengul and Stephen J. O'Connor. "Evidence-Based Design (EBD) in Healthcare as a Source of Sustained Competitive Advantage: A Resource-Based View." **Journal of Management Policy and Practice**, Vol. 14, No. 2, 2013, 19-36.

Olena Mazurenko and Stephen J. O'Connor. "The Impact of Physician Job Satisfaction on the Sustained Competitive Advantage of Health Care Organizations." **Journal of Management Policy and Practice**, Vol. 13, No. 4, 2012, 21-34.

Stephen J. O'Connor. "Lessons Learned: Reflections of a Former Health Administration Graduate Program Director." **Journal of Health Administration Education**, Vol. 28, No. 1, 2011, 49-60.

Dolores G. Clement, Randa S. Hall, Stephen J. O'Connor, Haiyan Qu, Mary E. Stefl, and Andrea W. White. "Competency Development and Validation: A Collaborative Approach Among Four Graduate Programs." **Journal of Health Administration Education**, Vol. 27, No. 3, 2010, 151-173.

Joseph P. Daly, David R. Williams, Stephen J. O'Connor, and Richard W. Poudier. "Interpersonal Aspects of Justice in Relationships Between Consumers and Service Providers: A Test of Competing Models." **Social Justice Research**, Vol. 22, 2009, 335-350.

Richard M. Shewchuk, Stephen J O'Connor, and David J. Fine, "Bridging the Gap: Academic and Practitioner Perspectives to Identify Early Career Competencies Needed in Health Care Management" **Journal of Health Administration Education**, Vol. 23, No. 4, 2006, 367-393.

Richard M. Shewchuk, Stephen J. O'Connor, Eric Williams, and Grant Savage, "Beyond Rankings: Using Cognitive Concept Mapping to Understand What Health Care Journals Represent." **Social Science & Medicine**, Vol. 62, No. 5, 2006, 1192-1204.

Nir Menachemi, Richard M. Shewchuk, Stephen J. O'Connor, Eta S. Berner, and Jeroan J. Allison, "Perceptions of Medical Errors by Internal Medicine Residents: Development and Validation of a New Scale" **Quality Management in Health Care**, Vol. 14, No. 3, 2005, 144-154.

Richard M. Shewchuk, Stephen J. O'Connor, and David J. Fine, "Building an Understanding of the Competencies Needed for Health Administration Practice." **Journal of Healthcare Management**, Vol. 50, No.1, 2005, 37-52.

A "practitioner application" of this article was written by J. Larry Tyler and appears in **Journal of Healthcare Management**, Vol. 50, No.1, 2005, 53.

This paper is also listed as a suggested reading on the American College of Healthcare Executives' website as being of special interest to early careerists, nurse executives, and group practice executives.

David Williams, Alice M. Adams, and Stephen J. O'Connor, "Negotiation as Relationship-Building in Health Care Organizations: A Case Study Exercise." **Journal of Health Administration Education**, Vol. 21, No. 3, 2004, 299-327.

David Williams, Stephen J. O'Connor, and Richard M. Shewchuk, "Upstream or Downstream? Determinants of Consumer Willingness to Recommend an HMO." **Journal of Ambulatory Care Management** Vol. 26, No. 2, 2003, 175-180.

This paper was also abstracted by the Lister Hill Center for Health Policy, Vol. 14, No. 3, December 2003.

Stephen J. O'Connor and Richard M. Shewchuk, "Patient Satisfaction: What is the Point?" **Health Care Management Review**, Vol. 28, No. 1, 2003, 23-26.

Richard M. Shewchuk and Stephen J. O'Connor, "Using Cognitive Concept Mapping to Understand What Health Care Means to the Elderly." **Health Marketing Quarterly**, Vol. 20, No. 2, 2002, 69-88.

Eric S. Williams, Randall T. Stewart, Stephen J. O'Connor, Grant T. Savage, and Richard M. Shewchuk, "Rating Outlets for Health Care Management Research: An Update and Extension." **Medical Care Research and Review**, Vol. 59, No. 3, 2002, 337-352.

Hanh Q. Trinh and Stephen J. O'Connor, "Helpful or Harmful? The Impact of Strategic Change on the Performance of U. S. Urban Hospitals." **Health Services Research**, Vol. 37, No. 1, 2002, 145-171.

This paper was also abstracted by the Lister Hill Center for Health Policy, Vol. 12, No. 5, February 2002.

Richard M. Shewchuk, Stephen J. O'Connor, Myron D. Fottler, and Hanh Q. Trinh, "Understanding the Meaning of Health Care Management Research Through a Cognitive Mapping Approach" **Advances In Health Care Management**, Vol. 2, 2001, New York, NY: JAI/Elsevier, 63-90.

An earlier version of this paper was published in the BEST Papers Proceedings of the Academy of Management, 2000.

Stephen J. O'Connor and Joyce A. Lanning, "Rehumanizing Technology in Healthcare Delivery." **International Journal of Healthcare Technology and Management**, Vol. 3, Nos. 2/3/4, 2001, 123-141.

Stephen J. O'Connor, Hanh Q. Trinh, and Richard M. Shewchuk, "Perceptual Gaps in Understanding Patient Expectations for Health Care Service Quality." **Quality Management in Health Care**, Vol. 9, No. 2, 2001, 26-42.

This paper is reprinted from **Health Care Management Review**, Vol. 25, No. 2, 2000.

Stephen J. O'Connor, Hanh Q. Trinh, and Richard M. Shewchuk, "Determinants of Service Orientation Among Medical Students." **Advances in Health Care Management**, Vol. 1, 2000, New York, NY: JAI/Elsevier, 217-249.

Stephen J. O'Connor and V. Kanti Prasad, "Marketing Strategies and Relationships." **Advances in Health Care Management**, Vol. 1, 2000, New York, NY: JAI/Elsevier, 67-107.

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PRESENTATIONS

Refereed Paper Presentations

"Stakeholders' Perception of CAHME Accredited Graduate Programs in Health Care Management: A Mixed Methods Approach," EURAM 2019 Conference, Lisbon, Portugal, June, 2019 (with Nancy Borkowski, Nataliya V. Ivankova, Haiyan Qu, Ganisher K. Davlyatov, and Eric Williams).

"Health Care Management and Leadership Competencies: A Global Scoping Review of the Literature," EURAM 2019 Conference, Lisbon, Portugal, June, 2019 (with Katherine A. Meese and S. Robert Hernandez).

"Enriching Our Understanding of Health Care Management Journals: A Career Value and Cognitive Mapping Approach," EURAM 2018 Conference, Reykjavik, Iceland, June, 2018 (with Haiyan Qu, Eric S. Williams, Nancy Borkowski, and Richard Shewchuk).

"Vertical Integration of Cardiologists with Hospitals and Its Effect on Physician Compensation and Clinical Productivity." 77th Annual Meeting of the Academy of Management, Atlanta, August, 2017 (with Vance M. Chunn, Amy Yarbrough Landry, William F. Jessee, Joseph Sasson, Bisakha (Pia) Sen).

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"Impact of the Presence of Freestanding Emergency Departments in Market on the Healthcare Cost." 76th Annual Meeting of the Academy of Management, Anaheim, August, 2016 (with Nitish Patidar, Robert Weech-Maldonado, Bisakha Sen, Jerry M. Trimm, and Carlos A. Camargo).

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"Evaluation of the Productive Efficiency of Nurse Practitioners in a Nurse Managed Center," EURAM 2016 Conference, Paris, France, June, 2016 (with Faraz Ahmed, Jeffery M. Szychowski, Robert Weech-Maldonado, S. Robert Hernandez, Ramona Benkert).

“Analyzing the Relationship Between Patient Care Outcomes and Patient Perceptions of Quality.” 75th Annual Meeting of the Academy of Management, Vancouver, August, 2015 (with Timothy J. Harlin and S. Robert Hernandez).

“Relationship Between Hospital Operating Freestanding-Emergency Department and Financial Performance.” 75th Annual Meeting of the Academy of Management, Vancouver, August, 2015 (with Nitish Patidar, Robert Weech-Maldonado, Jerry M. Trimm, Bisakha P. Sen, and Carlos A. Camargo).

"The Relationship Between Emergency Department Wait Times and Inpatient Satisfaction," EURAM 2015 Conference, Warsaw, Poland, June, 2015 (with Polly J. Davenport, Jeffrey M. Szychowski, and Amy Y. Landry)

“Contracting for Services: The Antecedents and Consequences of Hospice Outsourcing Behavior.” Annual Meeting of the Southern Management Association, Savannah, 2014 (with Mengying He and Haiyan Qu).

“Hospitalists and Hospitals’ Readmission Rates: A Longitudinal Analysis of U.S. Acute Care Hospitals (2008-2010).” Platform presentation at the Annual Meeting of AcademyHealth, San Diego, June, 2014 (with Josué Patien Epané, Robert Weech-Maldonado, Larry R. Hearld, Nir Menachemi, Michael Morrissey, and Bisakha Sen).

“The Use of Red Rules in Patient Safety Culture.” Annual Meeting of the Southern Management Association, New Orleans, 2013 (with Lisa Jones).

“Evidence-Based Design (EBD) in Healthcare as a Source of Sustained Competitive Advantage: A Resource-Based View.” Annual Meeting of the Southern Management Association, Fort Lauderdale, 2012 (with Ferhat Zengal).

“Understanding Current Trends in U.S. Physician Employment Through the Conceptual Lens of Resource Dependence Theory,” EURAM 2012 Conference, Rotterdam, The Netherlands, June, 2012 (with Bart Liddle) .

“The Impact of Physician Job Satisfaction on the Sustained Competitive Advantage of Health Care Organizations.” Annual Meeting of the Southern Management Association, Savannah, 2011 (with Olena Mazurenko).

“Using Health Care Executive Job-Choice Attribute Profiles to Enhance Leadership Recruitment.” 67th Annual Meeting of the Academy of Management, Philadelphia, August, 2007 (with Haiyan Qu and Richard M. Shewchuk).

“The Dimensionality of Interpersonal Aspects of Justice in Relationships Between Consumers and Service Providers: A Test of Competing Models.” 67th Annual Meeting of the Academy of Management, Philadelphia, August, 2007 (with Joseph Daly, David Williams, and Richard Pouder).

“Willingness to Recommend a Service Provider to Others: The Effects of Interpersonal and Informational Fairness” Annual Meeting of the Western Academy of Management, Long Beach, California, March, 2006 (with Joseph Daly, David Williams, and Richard Pouder).

“Improving Clinical Practice Through Pay-for-Performance.” 65th Annual Meeting of the Academy of Management, Honolulu, August, 2005 (with Richard M. Shewchuk).

“Bridging the Gap: Using Multiple Perspectives to Identify Competencies Needed in Health Care Management.” 64th Annual Meeting of the Academy of Management, New Orleans, August, 2004 (with Richard M. Shewchuk and David J. Fine).

“Beyond Rankings: Using Cognitive Concept Mapping to Understand What Health Care Journals Represent.” 63rd Annual Meeting of the Academy of Management, Seattle, 2003 (with Richard M. Shewchuk, Eric Williams, Randall Stewart, and Grant Savage).

“The Structure of Medical Residents’ Perceptions of Medical Errors.” Annual Meeting of the Southern Management Association, Clearwater, 2003 (with Nir Menachemi and Richard Shewchuk).

“Building an Understanding of Qualities Needed for Health Administration Practice: A Cognitive Mapping Approach.” 62nd Annual Meeting of the Academy of Management, Denver, August, August, 2002 (with Richard M. Shewchuk and David J. Fine).

“Physicians’ Perceptions of Medical Errors.” 62nd Annual Meeting of the Academy of Management, Denver, August, 2002 (with Nir Menachemi and Richard M. Shewchuk).

“From the Ladder of Vertical Integration to the Bushiness of Realized Diversification: An Emergent View of Healthcare.” 62nd Annual Meeting of the Academy of Management, Denver, August, 2002 (with David R. Williams).

“Rating Health Care Management Journals: An Update and Extension.” 61st Annual Meeting of the Academy of Management, Washington, August, 2001 (with Eric S. Williams, Randall T. Stewart, Grant T. Savage, and Richard M. Shewchuk).

“Helpful or Harmful? The Impact of Strategic Change on the Performance of U. S. Urban Hospitals,” 60th Annual Meeting of the Academy of Management, Toronto, August, 2000 (with Hanh Q. Trinh).

“Health Care Organizational Research: What Does It Mean to Us?” 60th Annual Meeting of the Academy of Management, Toronto, August, 2000 (with Richard M. Shewchuk, Myron D. Fottler, and Hanh Q. Trinh).

“Determinants of Service Orientation Among Medical Students.” Annual Meeting of the Midwest Academy of Management, Chicago, April, 2000 (with Hanh Q. Trinh and Richard M. Shewchuk).

“Comprehending Patient Service Quality Expectations for Health Care,” 59th Annual Meeting of the Academy of Management, Chicago, August, 1999 (with Hanh Q. Trinh and Richard M. Shewchuk).

“The Strategic Behavior of U. S. Rural Hospitals: A Longitudinal and Path Model Examination of Market Power, Cost Control, Organizational Characteristics, and Environmental Factors on Financial Performance.” Annual Meeting of the Southern Management Association, Atlanta, 1999 (with Hanh Q. Trinh).

“The Influence of Top Management Team and External Environmental Characteristics on Market Orientation and Performance in Service Firms: A Test and Refinement of a Causal Model,” Annual Meeting of the Southern Management Association, New Orleans, 1998 (with Marsha Van Egeren and Hanh Q. Trinh).

“Regulatory Effects in Health Care: Philosophies, Impacts, and Free Markets.” Annual Meeting of the Midwest Academy of Management, Kansas City, April, 1998 (with Hanh Q. Trinh).

“Using Cognitive Concept Mapping to Understand What Health Care Means to the Elderly.” Annual Meeting of the Midwest Academy of Management, Kansas City, April, 1998 (with Richard M. Shewchuk).

“How the American Labor Movement Has Influenced Health Care Delivery in the United States.” Annual Meeting of the Midwest Business and Health Administration Association, Chicago, March, 1998 (with Terry Zietlow).

“The Women’s Movement and Its Effect on Health Care Delivery in the U. S.” Annual Meeting of the Midwest Business and Health Administration Association, Chicago, March, 1998 (with Kathy Wolf).

“The Influence of Medical Student Characteristics on Their Service Orientation, Understanding of Patient Service Quality Expectations, and Sense of Dissonance With The Future Health Care System,” 56th Annual Meeting of the Academy of Management, Cincinnati, August, 1996 (with Richard M. Shewchuk).

"A Causal Model of Top Management Team and External Environmental Antecedents of Market Orientation and Organizational Performance in Service Organizations," Annual Meeting of the Midwest Academy of Management, South Bend, April, 1996 (with Marsha Van Egeren).

"Doing More with Less, And Doing it Nicer: The Role of Service Orientation in Health Care Organizations," 55th Annual Meeting of the Academy of Management, Vancouver, August, 1995 (with Richard M. Shewchuk).

"Relative Importance of Work-related Variables for the Recruitment and Retention Decisions of Health Care Executives," Annual Meeting of the Southern Management Association, Orlando, November, 1995 (with Myron D. Fottler and Richard M. Shewchuk).

"Predicting Family Members' Perceptions of Service Quality in Long-Term Care Organizations," Annual Meeting of the Southern Management Association, New Orleans, November, 1994 (with Teresa M. Steffen and Paul C. Nystrom).

"Childbirth and the Return to Work Decision of Hospital-Based Registered Nurses." Annual Meeting of the Southern Management Association, New Orleans, November, 1994 (with Carol Mills).

"Role Congruence of Female Health Care Managers." Annual Meeting of the Southern Management Association, New Orleans, November, 1994 (with Terrie Reeves and Richard M. Shewchuk).

"Understanding Patient Expectations for Service Quality in a Multispecialty Physician Clinic," 53rd Annual Meeting of the Academy of Management, Atlanta, August, 1993 (with Richard M. Shewchuk and Lynn Carney).

"Work Factors Associated with Potential Recruitment and Retention in Health Care Executives," Annual Meeting of the Southern Management Association, Atlanta, November, 1993 (with Myron D. Fottler and Richard M. Shewchuk).

"Employee Turnover and Retention Rates as Predictors of Nursing Home Code Violations," 52nd Annual Meeting of the Academy of Management, Las Vegas, August, 1992 (with John Burfeind).

"Stalking Quality Providers: Recognizing the Spoor," 52nd Annual Meeting of the Academy of Management, Las Vegas, August, 1992 (with Joyce A. Lanning).

"Personality and Managerial Role Congruence Among Health Care Executives: Subjective Well-being as a Function of Psychological Type," Annual Meeting of the Southern Management Association, New Orleans, November, 1992 (with Richard M. Shewchuk).

"Selecting Quality Health Care Providers," 119th Annual Meeting of the American Public Health Association, Atlanta, November, 1991 (with Joyce A. Lanning).

"The End of Autonomy? Reflections on the Post-Professional Physician," 50th Annual Meeting of the Academy of Management, San Francisco, August, 1990 (with Joyce Lanning).

"In Search of Service Quality Measures: Some Questions Regarding Psychometric Properties," Association of University Programs in Health Administration (AUPHA) 1990 Annual Meeting, Chicago, March, 1990 (with Richard M. Shewchuk and John B. White).

"The Influence of Perceived Hospital Service Quality on Patient Satisfaction and Intentions to Return," 49th Annual Meeting of the Academy of Management, Washington, August, 1989 (with Richard M. Shewchuk).

"The Health Care Quality Quagmire: Some Signposts," 48th Annual Meeting of the Academy of Management, Anaheim, August, 1988 (with Joyce A. Lanning).

"Application of a Service Quality Model to Health Care," 47th Annual Meeting of the Academy of Management, New Orleans, August, 1987 (with Thomas F. McIlwain).

Refereed Poster Presentations

"How CAHME Accredited Health Management Graduate Programs are Perceived by Stakeholders." Poster presented at the Association of University Programs in Health Administration (AUPHA) 2019 Annual Meeting, New Orleans, June, 2019 (with Nancy Borkowski, Haiyan Qu, Nataliya Ivankova, Ganisher Davlyatov, and Eric Williams).

"Hospice Inpatient Infrastructure, Service Utilization, and Financial Performance," Poster presented at the American Public Health Association Annual Meeting & Expo, Denver, October – November, 2016 (with Mengying He, Haiyan Qu, and Richard M. Shewchuk).

"A Longitudinal Analysis of High Technology Medical Services and Quality of Care at U.S. Hospitals." Poster presented at the Annual Meeting of AcademyHealth, San Diego, June, 2014 (with Ferhat D. Zengul, Robert Weech-Maldonado, Larry R. Hearld, and Bunyamin Ozaydin).

"Privatization of Public Hospitals from 1997 to 2009: Is Financial Distress a Major Factor?" Poster presented at the Annual Meeting of AcademyHealth, Baltimore, June, 2013 (with Zo Ramamonjiarivelo, Robert Weech-Maldonado, Larry Hearld, and Nir Menachemi).

"ARRA and EHR Adoption: Aligning Hospitals' Planning and Implementation Behavior with Expectations for Meaningful Use." Poster presented at the Annual Meeting of AcademyHealth, Seattle, June, 2011 (with Haiyan Qu and Richard M. Shewchuk).

"Health Administration Competencies: Opinions of Health Care Management Practitioners and Faculty." Poster presented at the Association of University Programs in Health Administration (AUPHA) 2007 Annual Meeting, Orlando, May/June, 2007 (with Richard M. Shewchuk and Haiyan Qu).

"Beyond Rankings: Using Cognitive Mapping to Understand What Health Care Journals Represent." Poster presented at the Association of University Programs in Health Administration (AUPHA) 2005 Annual Meeting, Boston, June, 2005 (with Richard M. Shewchuk, Eric S. Williams, and Grant T. Savage).

"Hospital Based Physicians' Attitudes regarding Medical Error." Poster presented at the Association of University Programs in Health Administration (AUPHA) 2003 Annual Meeting, Nashville, June, 2003 (with Nir Menachemi and Richard Shewchuk).

This poster received a second place award in the AUPHA poster contest.

"Developing Quality Relationships Through Physician Negotiations: A Case Study." Poster presented at the Association of University Programs in Health Administration (AUPHA) 2003 Annual Meeting, Nashville, June, 2003 (with David R. Williams and Alice M. Adams).

"Improving the Residency Placement Process through an Access-based Matching Tool," Poster presented at the Association of University Programs in Health Administration (AUPHA) 2003 Annual Meeting, Nashville, June, 2003 (with Tee Hiett and Randa Hall).

"Evaluating Curriculum Content Using an Excel-Based Course Assessment Tool," Poster presented at the Association of University Programs in Health Administration (AUPHA) 2002 Annual Meeting, Washington, June, 2002 (with Anthony Patterson, Tiffany Chaney, and Gerald Glandon).

This poster received a second place award in the AUPHA poster contest.

"Assessing Levels of Service Orientation Among Medical Students: The Impact of Demographics, Health System Beliefs, and Knowledge of Patient Service Quality Expectations." Poster presented at the Annual Meeting of the Association for Health Services Research, Chicago, June, 1999 (with Hanh Q. Trinh).

Presentations, Symposia, Panels, and Invited Papers

Academy of Management, Health Care Management Division, Professional Development Workshop. “HCM Teaching Incubator: Becoming More Effective Instructors” (Panelist), Boston, Massachusetts, August, 2019 (with Patrick Shay and others).

“How CAHME Accredited Health Management Graduate Programs are Perceived by Stakeholders.” Poster presented at the Association of University Programs in Health Administration (AUPHA) 2019 Annual Meeting, New Orleans, June, 2019 (with Nancy Borkowski, Haiyan Qu, Nataliya Ivankova, Ganisher Davlyatov, and Eric Williams).

Academy of Management, Health Care Management Division, Professional Development Workshop. “HCM Teaching Incubator: Becoming More Effective Instructors” (Panelist), Chicago, Illinois, August, 2018 (with Patrick Shay and others).

Academy of Management, Health Care Management Division, Emerging Scholars Consortium. “Manuscript Reviewing Workshop” (Panelist and Facilitator), Chicago, Illinois, August, 2018 (with Amber Stephenson and others).

“Understanding How CAHME Accredited Health Management Graduate Programs are Perceived by Stakeholders.” Panelist/Presenter Deep Dive Education Session, 2018, Association of University Programs in Health Administration (AUPHA), Philadelphia, June, 2018 (with Nancy M. Borkowski, Eric Williams, Nataliya Ivankova, and Haiyan Qu).

“Looking Back to Look Forward: Lessons From Disasters to Face Future Challenges.” Panelist/Presenter Deep Dive Education Session, 2018, Association of University Programs in Health Administration (AUPHA), Philadelphia, June, 2018 (with Joanne McGlown, Philip Robinson, and Robin Davis).

“Improving Students’ Performance Evaluation Competency Through Experience: A Virtual Reality Simulation.” Presenter / Management Faculty Lightning Rounds, Association of University Programs in Health Administration (AUPHA), Philadelphia, June, 2018

“Blazer Talk ‘Say It In Seven’ – Using Simulations in Graduate Health Administration Education.” UAB 38th National Symposium for Healthcare Executives, Destin, Florida, July 25, 2018 (with Amy Landry).

Academy of Management, Health Care Management Division, Emerging Scholars Consortium. “Measures of Impact and Productivity Levels By Health Care Management Faculty” (Presenter), Atlanta, Georgia, August, 2017 (with Nancy Borkowski, Eric Williams, Nir Menachemi, and Christopher Harle).

“The Future of Healthcare for 2017 and Beyond: New Regulations and Everything Else.” UAB 37th National Symposium for Healthcare Executives, Destin, Florida, August 10, 2017 (with Victor Buzachero, Kenneth Cochran, and Mark Herzog).

“Successfully Leading Change in Healthcare Organizations.” Panelist and session moderator, presented at the Alabama HFMA and ACHE Birmingham One Day, Birmingham, November 17, 2016 (with Jorge de la Torre, Pamela Autrey, and Keith Parrott).

Academy of Management, Health Care Management Division, Professional Development Workshop. “Seeking Clarity for Tenure and Promotion: What is the “Right” Mix of Research/Scholarly Effort” (Organizer), Anaheim, California, August, 2016 (with Nancy Borkowski, Eric S. Williams, Christy Lemak, Nir Menachemi, Dean Smith, Christopher Johnson, and Daniel Gropper).

Academy of Management, Health Care Management Division, Professional Development Workshop. “Managing the Revise and Resubmit Process” (Presenter), Anaheim, California, August, 2016 (with Cathleen Erwin, Carol Molinari, Mark Diana, and Deirdre McCaughey).

Academy of Management, Health Care Management Division, Professional Development Workshop. "Supporting the Dynamics of Course-based Team Building" (Presenter), Anaheim, California, August, 2016 (with Gouri Gupte, Victoria A. Parker, Jeff Canar, and Nancy Borkowski).

"Sustainability of Healthcare Organizations: A Plan of Action." UAB 36th National Symposium for Healthcare Executives, Destin, Florida, July 28, 2016 (with Raymond Snead, Henry Thompson, and Joseph Webb).

"Many Flavors, Much Value: The Baskin-Robbinzation of Graduate Health Administration Education." Panelist/Presenter, 2016, Association of University Programs in Health Administration (AUPHA) Education Session, Kansas City, June, 2016 (with Timothy Hoff and Eric Ford).

"Using Simulations in the Classroom for Enhanced Student Learning." Panelist/Presenter, 2016 Association of University Programs in Health Administration (AUPHA) Education Session, Kansas City, June, 2016 (with Nancy Borkowski, Joel Lee, and Laura Erskine).

Academy of Management, Health Care Management Division, Emerging Scholars Consortium. "Pragmatics and Principles in Negotiating Paradigms and Pathways of Health Care Management Research" (Presenter / Facilitator), Vancouver, British Columbia, August, 2015 (with Richard M. Shewchuk).

Academy of Management, Health Care Management Division, Professional Development Workshop. "International Research Trends in Healthcare Management" (Presenter), Vancouver, British Columbia, August, 2015 (with S. Robert Hernandez, Katherine A. Meese, Nancy Borkowski, and Federico Lega).

Academy of Management, Health Care Management Division, Professional Development Workshop. "Finding the Right Venues for Disseminating Health Management Research" (Presenter/Facilitator), Vancouver, British Columbia, August, 2015 (with Nancy Borkowski, Eric S. Williams, Richard Shewchuk, Thomas D'Aunno, Nir Menachemi, Michele Issel, and Haiyan Qu).

"New Governmental Focuses on Fraud and Abuse Enforcement" (Panel Moderator). Bi-monthly educational meeting of the Alabama Health Executive Forum, Birmingham, Alabama, April 24, 2015.

UAB, Department of Health Services Administration, Professional Development Workshop on Teaching for Ph.D. Students, "Teaching Using Simulations." February 11, 2015.

"U.S. News Rankings – Follies, Foibles, and Futility: A Call for a More Constructive Approach." Panelist/Session Facilitator, 2014 Association of University Programs in Health Administration (AUPHA) Education Session, San Antonio, June, 2014 (with Richard M. Shewchuk and Mary Stefl).

Academy of Management, Health Care Management Division, Professional Development Workshop. "Lessons on Performance Management in the Health Care Sector from an International Perspective" (Presenter), Orlando, Florida, August, 2013 (with Emanuele Vendramini, S. Robert Hernandez, Federico Lega, Tim Hoff, Gary Young, Elio Borgonovi).

"Care for the Uninsured and Underinsured" (Panel Moderator). Bi-monthly educational meeting of the Alabama Health Executive Forum, Birmingham, Alabama, November 16, 2012.

Academy of Management, Health Care Management Division, Professional Development Workshop. "Writing a Strong Paper" (Presenter), Boston, Massachusetts, August, 2012 (with Margarete Arndt, Jacqueline Zinn, Keith Provan, Ingrid Nembhard, Michele Issel, Grant Savage, Leonard Friedman, Robert Hernandez, Richard Shewchuk).

"Why Should Teachers Care About Quality Improvement in Health Care, Especially Now?" Summer Symposium on Health Care Improvement, Fairlee, Vermont, July 16, 2012 (with Shirley Moore and Tina Foster).

Academy of Management, Health Care Management Division, Professional Development Workshop. “Collaborations for Knowledge Exchange in IT Enabled Service Innovation” (Presenter-filling in for Nir Menachemi), Montreal, Quebec, Canada, August, 2010.

Academy of Management, Health Care Management Division, Professional Development Workshop. “Integration of Experiential Learning: Opportunities in Healthcare Education” (Presenter-filling in for Amy Landry) (with Shital Shah, Andrew Garman, and Dawn Oetjen), Montreal, Quebec, Canada, August, 2010.

Academy of Management, Health Care Management Division, Doctoral Consortium. “Publishing as Service” (Presenter), Montreal, Quebec, Canada, August, 2010.

Academy of Management, Health Care Management Division, Professional Development Workshop. “What Does “Academe” Mean to Us?” (Presenter), Anaheim, California, August, 2008 (with Richard Shewchuk).

Academy of Management, Health Care Management Division, Professional Development Workshop. “Creating and Sustaining a Research Agenda.” (Presenter), Anaheim, California, August, 2008 (with Tim Hoff and Nir Menachemi).

“Preparing for CAHME Accreditation with 2008 Criteria.” Panelist on health management competency development. session presented by CAHME in conjunction with the Association of University Programs in Health Administration (AUPHA) Leaders Conference presented at the ACHE Congress on Healthcare Leadership, Chicago, March 11, 2008 (with Bob Hernandez, Daniel Gentry, and Sandra Pothoff).

“Preparing for CAHME Accreditation with 2008 Criteria.” Panelist on health management competency development. session presented by CAHME in conjunction with the Association of University Programs in Health Administration (AUPHA) Annual Meeting, Washington, June 4, 2008 (with Bob Hernandez, Daniel Gentry, and Sandra Pothoff).

“Ensuring Best Outcomes: Best Practices for Helping Students Launch Their Careers.” Panelist/Presenter, 2008 Association of University Programs in Health Administration (AUPHA) Concurrent Session, Washington, June, 2008 (with Ana Maria Lomperis, Kathleen Gillespie, Diana Hilberman, Lawton Robert Burns).

“A Collaborative Approach to Competency Model Development and Validation.” Session organizer and Chair, 2008 Association of University Programs in Health Administration (AUPHA) Concurrent Session, Washington, June, 2008 (with Delores Clement, Mary Stefl, Andrea White).

“Emerging Need for Homecare in Europe,” European Parliament and World Health Organization – Regional Office for Europe, European Homecare Conference, Residence Palace, Brussels, Belgium, December, 2007 (with Emanuele Vendramini).

Academy of Management, Health Care Management Division, Professional Development Workshop. “Integrating Research and Practice: Developing Collaborative Relationships in the Healthcare Industry.” (Presenter), Atlanta, Georgia, August, 2006.

“Leveraging Learning Through Interprofessional Integration: Multiple Modalities for Comprehensively Linking Health Administration Students, and Faculty, to the Communities of Clinical and Managerial Practice.” Session organizer and Chair, 2006 Association of University Programs in Health Administration (AUPHA) Concurrent Session, Seattle, June, 2006 (with Randa Hall, Robert Hernandez, Howard Houser, Anthony Patterson, Richard Shewchuk, Norman Weissman)

“Developing Competencies in Healthcare Leaders: Where Teaching Ends and Training Begins.” 2006 Association of University Programs in Health Administration (AUPHA) Leaders Conference presented at the ACHE Congress on Healthcare Leadership, Chicago, March 28, 2006 (with Richard Shewchuk).

UAB, SHRP Undergraduate Honors Seminar Presentation, “Developing Leaders in the Health Professions.” January 17, 2006.

Invited Talk. “Strategic Planning and Management.” Pirogov National Memorial Medical University, Vinnitsya, Ukraine, December 12, 2005.

UAB, Global Health Symposium, “Recent International Health Activities for Department of Health Services Administration,” November 21, 2005.

Academy of Management, Health Care Management Division, Professional Development Workshop. “Publishing Health Care Research: Journal Options, Challenges, and Strategies.” (Session Chair and Presenter), Honolulu, Hawaii, August, 2005.

Academy of Management, Health Care Management Division, Professional Development Workshop. “Quantitative Methods Workshop” (Presenter), Honolulu, Hawaii, August, 2005.

“Beyond Rankings: Using Cognitive Mapping to Understand What Health Care Journals Represent.” Poster presented at the Association of University Programs in Health Administration (AUPHA) 2005 Annual Meeting, Boston, June, 2005 (with Richard M. Shewchuk, Eric S. Williams, and Grant T. Savage).

“Care for the Uninsured and Underinsured” (Panel Moderator). Bi-monthly educational meeting of the Alabama Health Executive Forum, Birmingham, Alabama, November 16, 2012.

Academy of Management, Health Care Management Division, Professional Development Workshop. “Managing the Dissertation Successfully: Feedback from the Experts.” (Panel Discussant), New Orleans, Louisiana, August, 2004.

Academy of Management, Health Care Management Division, Professional Development Workshop. “Through the Land of the Health Care Management Research Journals: Stumbling Through the Thicket or Finding Your Way?” (Session Chair and Presenter), New Orleans, Louisiana, August, 2004.

UAB, SHRP Seminar Course Presentation, “Building an Understanding of the Competencies Needed for Health Administration Practice.” November 18, 2003

UAB School of Public Health, Sparkman Center for International Public Health. “Human Resource issues in Health Services Administration.” For an audience of Ukrainian, Russian, Mongolian, and Pakistani public health physicians. July 2002, July 2003, July 2004, July 2005, July 2006, July 2007, July 2008, July 2009, July 2010.

“Managing Your Career in Health Administration” (Panel facilitator). Bi-monthly educational meeting of the Birmingham Regional Healthcare Executive FORUM, Birmingham, Alabama, July 18, 2003.

“Developing Quality Relationships Through Physician Negotiations: A Case Study.” Poster presented at the Association of University Programs in Health Administration (AUPHA) 2003 Annual Meeting, Nashville, June, 2003 (with David R. Williams and Alice M. Adams).

Academy of Management, Health Care Management Division, Professional Development Workshop. “Scholarship Unbounded: Rating Scholarly Journals” (Presenter and Panel Discussant), Washington, DC, August, 2001.

“Overcoming the ‘Disconnect’: Incorporating Health Care Management Practitioners’ Perspectives in the Curriculum,” Association of University Programs in Health Administration (AUPHA) 2001 Annual Meeting, Atlanta, June, 2001 (With Richard M. Shewchuk and Kate Bishop).

UAB School of Health Related Professions, Department of Critical and Diagnostic Care Seminar. “Service Orientation Research: Implications for Faculty and Students in Health Related Programs.” April 13, 2001.

“Helpful or Harmful? The Impact of Strategic Change on the Performance of U. S. Urban Hospitals.” Lister Hill Center for Health Policy Seminar, University of Alabama at Birmingham. Birmingham, Alabama, September 13, 2000.

Academy of Management, Health Care Management Division, Professional Development Workshop. “Publishing Workshop: The Role of the Editor, the Referee, and the Author in the Publishing Process” (Facilitator), Toronto, Ontario, August, 2000.

“Avoid at Your Own Risk: How Health Care Research and Researchers Benefit from Using Qualitative Methods” [Symposium]. 60th Annual Meeting of the Academy of Management, Toronto, August, 2000 (with Tim Hoff, Kimberly Elsbach, Margarete Arndt, Barbara Bigelow, and Richard M. Shewchuk).

“Health Care Organizational Research: What Does It Mean to Us?”, Health Care Organizations Conference, University of Minnesota. Minneapolis, Minnesota, June 1, 2000.

UWM School of Business Administration, Brown Bag Seminar. “The Strategic Behavior of U. S. Rural Hospitals: A Longitudinal and Path Model Examination of Market Power, Cost Control, Environmental and Organizational Characteristics on Financial Performance.” October 7, 1999.

“Academics 101.” Presenter, UWM Undergraduate Summer Orientation, “The Time of Your Life.” August 26, 1999 .

Academy of Management, Health Care Management Division, Doctoral and Junior Faculty Consortium. “Forming Networks for Your Teaching and Research Needs” (Facilitator), and “The Promotion and Tenure Journey: Promotion and Tenure in a B-School” (Presenter), Chicago, Illinois, August 6 and 7, 1999.

“Finance for Non-Finance Executives” (Organizer and coordinator). Annual half-day workshop of the Association for Health Care Executives-Milwaukee Area, University of Wisconsin-Milwaukee, January 14, 1999 (with Rita Cheng and Hanh Trinh).

“Running Like a Bottled Tornado: Advanced Systems Thinking for 21st Century Health Care Leaders (organizer and coordinator). Monthly educational meeting of the Association for Health Care Executives – Milwaukee Area, University of Wisconsin-Milwaukee, March 31, 1999 (with Scott Stegall).

UWM School of Business Administration, Brown Bag Seminar. “The Strategic Behavior of U. S. Rural Hospitals: A Longitudinal and Path Model Examination of Market Power, Cost Control, Environmental and Organizational Characteristics on Financial Performance.” October 7, 1999.

“Academics 101.” Presenter, UWM Undergraduate Summer Orientation, “The Time of Your Life.” August 26, 1999 .

UWM School of Business Administration, Brown Bag Seminar. “Research: What Does It Mean to Us?” October 22, 1998.

“The U.S. Health Care Environment” (Presenter). GE Medical Systems Business Solutions Group. Waukesha, Wisconsin, August 28, 1998

Academy of Management, Health Care Management Division, Doctoral and Junior Faculty Consortium. “From Here to Tenure and Promotion While Living Your Life.” (Presenter), San Diego, California, August 8, 1998.

Invited Talk. “What Matters to Health Care Executives? Assessing the Job Attributes Associated with their Staying or Leaving.” College of Business Administration, Texas Tech University, Lubbock, Texas, February, 1998.

“Internet Support for Health Care Executives” (Organizer and Presenter). Monthly educational meeting of the Association for Health Care Executives – Milwaukee Area, School of Business Administration, January 8, 1998 (with Mariam Zahedi).

Computer Technology Workshop for Healthcare Management. Annual half-day workshop for the Association of Health Care Executives – Milwaukee Area (Organizer and Presenter). UWM School of Business Administration. Topics included search engines, best web sites for health care professionals, e-mail discussion groups for health care management, Lotus Notes demonstration, and technology for group decision making (with Robert Kloehn, Darryl Craig, and Eric Dietenberger). Milwaukee, Wisconsin, January 9, 1997.

Academy of Management, Health Care Administration Division, Doctoral and Junior Faculty Consortium. “Research and Teaching, Teaching and Research – Striking a Balance”, “From Here to Tenure While Living Your Life”, “Publishing Without Perishing”, and “Getting Involved in the Academy and the Division: The Experience of Program Chairs” (Presenter), Boston, MA, August 8-10, 1997.

Southern Management Association, Eighth Annual Doctoral Consortium. “Selecting the School that is Right for You: Research University” (Presenter), New Orleans, Louisiana, November 6, 1996.

“Managed Care and the Health Care Environment of the 1990s” (Presenter). Annual meeting of the Wisconsin Association of Nuclear Medicine Technology. West Allis Memorial Hospital, West Allis, Wisconsin, October 19, 1996.

Academy of Management, Health Care Administration Division, Doctoral and Junior Faculty Consortium. “Research: What Does It Mean To Us? A Roundtable Exercise” and “Narrowing the Gap Between Qualitative and Quantitative Research Methods: Old Ways of Thinking of New Problems” (Presenter), Cincinnati, Ohio, August 9 and 10, 1996 (with Richard Shewchuk).

Sigma Gamma Pi (Academic Honor Society for Spanish Language) Spring Initiation. Presenter, “Caring, Curing, and Healing: El Camino de Santiago de Compostela [The Way of St. James in the Field of Stars] -- Yesterday and Today” (with Eufemia Sanchez de la Calle), Marquette University, Milwaukee, Wisconsin, April 21, 1996.

“Health Care Management and the American Health Care Delivery System.” Presentation series to Asian customers of General Electric’s magnetic resonance and computed tomography machines (with John Liu). GE Medical Systems - China Growth Team. Waukesha, Wisconsin (1995 to 1996).

Southern Management Association, Seventh Annual Doctoral Consortium. “Research University: A Story of Successful Odyssey to Tenure” (Presenter), Orlando, Florida, November 8, 1995.

Academy of Management, Health Care Administration Division, Doctoral and Junior Faculty Consortium. “From Here to Tenure: Are There Critical Success Factors?” and “Junior Faculty Issues” (Panel Presenter), Vancouver, British Columbia, Canada, August 5, 1995.

Academy of Management, Health Care Administration Division, Doctoral and Junior Faculty Consortium. “Promotion and Tenure: Understanding Myths and Realities” (Panel Presenter), Dallas, Texas, August 14, 1994.

Health Care Forum. “Emerging Health Reform Strategies in Wisconsin.” Conference cosponsored by the Hillhaven Corporation and the UWM School of Business Administration, Appleton, Wisconsin, November 16, 1993.

African American Chamber of Commerce of Greater Milwaukee. “The Effect of Health Care Reform on Small Businesses” (Presenter), Marquette University, Milwaukee, Wisconsin, November 14, 1993.

Business Forum on Health Care (Panel Discussant). Conference sponsored by the Greater Menomonee Falls Committee, Menomonee Falls, Wisconsin, November 11, 1993.

Midwest AIDs Training and Education Consortium. "Administrative Cost-Effectiveness of AIDs/HIV" (Presenter), St. Mary's Hospital, Milwaukee, Wisconsin, October 27, 1993.

Tenth Marcus Common Interest Forum. "Business Survival in Health Care: Restructuring and Reform" (Panel Discussant, Government Plans for Reform), University of Wisconsin - Milwaukee, Milwaukee, Wisconsin, September 7, 1993.

Providing Health Care to the Local Community: What Do We Need and How Do We Know It? "Quality of Community Health Care: Measurement Issues." Presenter, "Consumer Evaluation of Service Quality," University of Wisconsin - Milwaukee, Milwaukee, Wisconsin, April 3, 1993. Sponsored by the UWM Urban Research Center's Health Services Research Group and the School of Allied Health in cooperation with School of Nursing and the Medical College of Wisconsin Health Policy Institute.

Ninth Marcus Common Interest Forum. "Realities of Health Care - Costs of Coverage" (Panel Discussant, National/International Perspective), University of Wisconsin - Milwaukee, Milwaukee, Wisconsin, September 8, 1992.

A Framework For Testing Sampling Bias and Methods of Bias Reduction in a Telephone Survey," Marketing Interest Seminar, School of Business Administration, University of Wisconsin - Milwaukee, Wisconsin, November 1991.

"Product Line Management: Systems and Strategies," St. Louis Association of Social Workers Seminar, Barnes Hospital, St. Louis, Missouri, June 6, 1990 (with Barbara Arrington).

"Health Care Delivery in the 1990s and Medical Economics," Senior Surgical Residents Educational Series, Department of Surgery, St. Louis University Hospital, St. Louis, Missouri, May 16, 1990.

"Managing Change and Resolving Conflict," Hospital Middle Management Educational Conference, St. Louis University, St. Louis, Missouri, March 15 & 16, 1990.

"Patient Perceptions of Service Quality: Information for Physicians," Second Trimester Minicourse (Series B) - Introduction to Community Medicine, St. Louis University School of Medicine, St. Louis, Missouri, October 6, 13, & 20, 1989.

"Making Decisions, Weighing Risk," St. John's Mercy Medical Center, Management Education Series, St. Louis, Missouri, May 12, 1989.

"A Positive Employee Environment is a Union Organizers Nightmare," Hospital Middle Management Educational Conference, St. Louis University, St. Louis, Missouri, March 16 & 17, 1989.

Program Faculty, "Servant Culture: Implementing the Mission of Catholic Health Care," Belleville, Illinois, February 28 - March 2, 1989.

"Total Skin Electron Therapy," 7th Annual Meeting of the American Association of Medical Dosimetrists, Philadelphia, May, 1982.

SERVICE ACTIVITIES

Community

Treasurer, Society of St. Vincent de Paul, Holy Infant of Prague Church, Trussville, Alabama (July, 2012 -- November, 2013).

Appointed Program Chair (President-Elect) of the Association of Health Care Executives - Milwaukee following the resignation of Program chair (1998).

Member of the Program Committee and Advisory Committee (Faculty Liaison) of the Association of Health Care Executives - Milwaukee (1996 to 1999).

Appointed Community Representative to the North Shore Board of Health (A Health Department supported jointly by the Milwaukee County communities of Glendale, River Hills, Brown Deer, Bayside, and Fox Point) by the Village of Fox Point Board of Trustees (1996 to 2000).

- Healthy Communities Committee (1997-1999).

Elected (general election) to the Village of Fox Point, Board of Trustees, Fox Point, WI (1997-2000); re-elected (2000).

- Finance Committee (1997 to 2000)
- Ad hoc Budget Review Committee (1997 to 2000)
- Chair, Water and Sewer Utility Committee (1998 to 2000)
- Vulnerable Area Planning Task Force (1998 to 1999)
- Ad hoc Telecommunications Committee (1997 to 1998)

Member (Fox Point Board Representative) of the North Shore Water Commission (1998-2000).

- Secretary, 1998-1999
- Chair, 1999-2000

Member Board of Trustees, St. Camillus Health System, Wauwatosa, WI (1997-2000).

- Finance Committee
- Organizational Redesign Committee (1998-1999)

Member of the Board of Directors, Wisconsin Correctional Services, Milwaukee (1994 to 1998).

- Personnel Committee
- Search and Screen Committee for Executive Director
- Chair. Search firm evaluation subcommittee

Member (Community Representative) of the Strategic Planning Committee of the Governing Board, St. Mary's Hospital and Seton Health Care Organizations, Inc. (Member of the Daughters of Charity National Health System), Milwaukee, Wisconsin, 1990 to 1994.

International

United States Representative to the Board of the European Academy of Management (EURAM). Elected by the U.S. membership of EURAM for a three year term (June, 2018 – June 2021).

International Hospital Federation Ad Hoc Competency Work Group (2017 to present).

Taught PH340 Health Services Management, Gerald & Patricia Turpanjian School of Public Health, American University of Armenia, Yerevan, Armenia (March, 2017).

Member of the Scientific Committee of the Master of International Health Management, Economics, and Policy (MIHMEP) Program of Bocconi University, Milan, Italy (2016 to present).

Taught HA635-QL Human Resources Management in Health Services Administration in the UAB International MSHA Program at King Fahad Specialist Hospital, Dammam, Kingdom of Saudi Arabia (Fall, 2016; Spring, 2013).

Worked with Bocconi University in Milan, Italy to explore opportunities for joint activities between UAB and Bocconi in terms of research, courses, teaching, etc. Visited Bocconi and several Italian health care organizations and agencies with second year MSHA students for HA655 Synthesis (Preceptorship/Field Visit) (May 28-31, 2006; March 21-27, 2009).

Taught Marketing in Health Care Organizations in the Master of International Health Management, Economics, and Policy (MIHMEP) Program at Bocconi University, Milan, Italy (2004-2009).

Explored the British National Health Service and the private health sector through visit to London, UK with second year MSHA students for HA655 Synthesis (Preceptorship/Field Visit) (June 21-27, 2008) (with Robert Hernandez).

Worked with Pirogov National Memorial Medical University faculty and with Ukrainian health care leaders (through UAB Sparkman Center for Global Health) in articulating/prioritizing health management issues in Ukraine and discussing opportunities for joint activities between UAB and Pirogov faculty. Delivered a public lecture on strategic management at Pirogov National Memorial Medical University. Nimerov and Vinnitsya, Ukraine, December 7-15, 2005 (with Robert Hernandez, Richard Shewchuk, and Sheila Andrus).

Worked with the Armenian National Institute of Health (through U. S. Agency for International Development; International Health Alliance) in developing a graduate-level curriculum for health administration. I specifically focused on the areas of Organization Theory and Human Resource Management. Yerevan, Armenia, March, 2001 (with Robert Hernandez and Richard Shewchuk).

University

UAB

Clinical Laboratory Science Program Advisory Committee, Department of Clinical and Diagnostic Sciences, School of Health Professions, UAB (2010 to present).

Chair, Strategic Planning Committee, Department of Health Services Administration, School of Health Professions, UAB (Department emphasis on School of Health Professions "Pillar" Areas: Healthcare Management & Leadership and Undergraduate Education) (2016 to present).

Chair, Faculty Search Committee (Faculty Position in Health Informatics & Information Management and/or Health Quality and Safety (2016). Successful recruitment.

Chair, Faculty Search Committee (Academic Leader for graduate program in Health Informatics and Information Management), Department of Health Services Administration (2015 to 2016). Successful recruitment.

Chair, Faculty Search Committee (4 tenure track faculty positions), Department of Health Services Administration (2014 to 2015). Successful recruitment.

Executive Doctoral Admissions and Policy Committee (2009 to present)

School of Health Professions, Building Expansion Fund Raising Campaign Committee (2011 to 2013).

Search and Screen Committee for Undergraduate Faculty positions in the Department of Health Services Administration (2011).

Departmental Review Committee, Department of Clinical and Diagnostic Sciences (2011).

Health Administration Executive D.Sc. Faculty Positions Search Committee in the Department of Health Services Administration (2008 to 2009).

SHP Magazine Editorial Advisory Board, School of Health Professions (2006 to 2013).

Search and Screen Committee for Faculty position (Houser Professorship) in the Department of Health Services Administration (2007).

Chair. Search and Screen Committee for Research Faculty position in the Department of Health Services Administration (2007).

Publications Committee, School of Health Professions, University of Alabama at Birmingham (2006 to present).

School of Health Related Professions representative to the UAB Graduate Advisory Committee, Graduate School (2005 to 2010).

Professors' Subcommittee for Promotion and Tenure Review, Faculty Affairs Committee, School of Health Related Professions (2005 to present; Chair 2005- 2006)

Chair. Search and Screen Committee for Program Director, B.S. in Cytotechnology Program (2004 to 2005).

Departmental Review Committee, Department of Health Services Administration (2002 to 2011; 2016 to present; Chair, 2005 to 2011).

Search and Screen Committee for MSHA Executive-in-Residence position (2002 to 2003).

Chair. Search and Screen Committee for Assistant Director of the Master of Science in Health Administration Program (2001).

Ph.D. Program Admission and Policy Committee (2000 to present).

MSHA Program Admission Committee (2000 to present).

Faculty Affairs Committee, School of Health Related Professions, University of Alabama at Birmingham (2000 to 2006; 2010 to 2011; 2019 to present; Vice Chair, 2011 to 2012; Chair, 2012 to 2013).

Graduate Faculty Council, Graduate School, University of Alabama at Birmingham (2000 to 2009).

UWM

Discussion Group, M.S. and Ph.D. in Health Informatics, University of Wisconsin-Milwaukee (2000).

M.B.A./M.P.A. Collaboration Committee, University of Wisconsin-Milwaukee (1999).

AACSB Task Force, Program and Instruction Team, School of Business Administration, University of Wisconsin-Milwaukee (1999-2000).

Chair, Search and Screen Committee for a new health care administration faculty member in School of Allied Health, University of Wisconsin-Milwaukee (1997-1998).

Symposium Committee to create a day-long symposium of which the SBA was a co-sponsor, entitled: "Outcomes Assessment in Quality Health Care." May, 1998

Search and Screen Committee for new Dean of the School of Business Administration, University of Wisconsin-Milwaukee (1996 to 1997).

Executive Committee, School of Business Administration, University of Wisconsin-Milwaukee (1994 to 2000).

Faculty Secretary, School of Business Administration, University of Wisconsin-Milwaukee (1994 to 1997).

Non-Resident Tuition Appeals Committee, University of Wisconsin - Milwaukee (1993 to 1996).

Chair, Committee on Committees, School of Business Administration, University of Wisconsin - Milwaukee (1999 to 2000)

M.S. Program Committee, School of Business Administration, University of Wisconsin - Milwaukee (1990 to 1995, 1997 to 2000)

Calendar Committee, School of Business Administration, University of Wisconsin - Milwaukee (1994 to 1996).

Physical Environment Committee, University of Wisconsin-Milwaukee (1995 to 1996).

Faculty Co-Advisor, American College of Healthcare Executives - UWM Student Chapter, University of Wisconsin - Milwaukee (1990 to 2000)

Health Services Research Group, University of Wisconsin - Milwaukee (1992 to 1994).

SLU

Student Affairs Committee, School of Public Health, Saint Louis University (1988 to 1990).

PROFESSIONAL SERVICE ACTIVITIES

Member of the CAHME *US News* Rankings Committee (2018).

Supplement Co-Editor (with Katherine A. Meese) for **BMC Health Services Research**. Stephen J. O'Connor and Katherine A. Meese. "Engaging Patients, Enhancing Patient Experiences: Insights, Innovations, and Applications. **BMC Health Services Research**, Vol. 18, Supplement 3, pp. 2-48, 2018 (DOI: <https://doi.org/10.1186/s12913-018-3675-8>) (Open Access: <https://bmchealthservres.biomedcentral.com/articles/supplements/volume-18-supplement-3>).

Supplement Editor for **BMC Health Services Research**. Stephen J. O'Connor. "Improving Health and Wellness in Medically Underserved Communities: Insights, Innovations, and Applications. **BMC Health Services Research**, (DOI: 10.1186/s12913-017-2751-9).

Supplement Editor for **BMC Health Services Research**. Stephen J. O'Connor. "Enhancing the Depth and Breadth of Healthcare Services in Communities: Insights, Innovations, and Applications." **BMC Health Services Research**, Vol. 17, Supplement 1, pp. 1-33, 2017 (DOI: 10.1186/s12913-017-2338-5).

Editorial Board for Graduate Studies, Foundation of the American College of Healthcare Executives / Health Administration Press (2017-Present; Chair 2019-present).

Member of the Editorial Board of **Journal of Hospital Management and Health Policy** (2019-Present).

Member of the Editorial Board of **Health Services Management Research** (2016-Present).

Member of the Editorial Board of **Journal of Health Administration Education**(2016-Present).

Grant Proposal Reviewer, Ohio University Research Council, Athens, Ohio (February, 2016; March, 2018).

Member of Review Team for new Ph.D. Program in Health Systems and Policy, School of Public Health, University of Memphis. Tennessee Board of Regents and Tennessee Higher Education Commission (July, 2013).

Member of the Executive Leadership Committee – Summer Symposium on Health Care Improvement

Member of the Editorial Board of **UAB Health Professions** (2008-2011)

Reviewer for EURAM (2010-present)

Editor, **Journal of Healthcare Management** (2010-2014)

Member of the ACHE's Higher Education and Research Committee (2009-2011)

Upsilon Phi Delta (UPD) Committee (AUPHA Subcommittee) (2008-2011).

Member of the CAHME Ad Hoc Committee on On-Line Instruction (2007-2008).

Member of the AUPHA **Journal of Health Administration Education** Editor Selection Committee (2006-2007).

Member of the Nominations (for AUPHA Board) Committee, AUPHA (2006 to 2008).

Research Committee, Health Care Management Division, Academy of Management (2002 to 2005).

Co-Guest Editor (with Richard M. Shewchuk) of a Special Issue of **Health Care Management Review** (2000 to 2002) on the topic of patient satisfaction.

Member of the Executive Committee of the Health Care Management Division, Academy of Management (1995-2000).

Member of the Management of Health Care Technology Advisory Board. Management of Medical Technology Institute, University of Pennsylvania. Ori Heller, M.D. (1999 to 2002).

Chair, Special Journal Issues Committee, Health Care Management Division, Academy of Management (1997-1998).

Member of the Editorial Board of **Health Care Management Review** (1996 to 2004).

Member of the Editorial Board of **Journal of Health Care Management** (September, 1993 to 2000).

Member of the Editorial Board of **Health Marketing Quarterly** (2000 to 2019).

Member of the Editorial Board of **Journal of Hospital Marketing & Public Relations** (2004 to 2010).

Member of the Editorial Board of **Services Marketing Quarterly** (2000 to 2019).

Member of the Editorial Advisory Committee (1991 to 2000) for the **Journal of Customer Service in Marketing and Management**, **Journal of Hospital Marketing**, **Health Marketing Quarterly**, and **Journal of Professional Services Marketing**.

Ad hoc reviewer for **Advances in Health Care Management** (2001 to present).

Ad hoc reviewer for **Journal of Healthcare Management** (1990 to present).

Ad hoc reviewer for **Journal of Health Administration Education** (2007 to present).

- Ad hoc reviewer for **Health Care Management Review** (1996 to present).
- Ad hoc reviewer for **PLOS ONE** (2019 to present)
- Ad hoc reviewer for **Medical Care Research & Review** (2018 to present).
- Ad hoc reviewer for the **International Journal of Organization Theory and Behavior** (2009 to present).
- Ad hoc reviewer for the **Academy of Management Review** (1998 to present).
- Ad hoc reviewer for the **Journal of Economics and Finance** (1994 to 1998).
- Ad hoc reviewer for **Anesthesia & Analgesia** (2016 to present).
- Reviewer for the Special Issue in Long-term Care, **Journal of Health Administration Education** (1992).
- Reviewer for the Special Issue on Health Reform, **Journal of Health and Human Resources Administration**.
- Reviewer for the Health Care Management Division of the Academy of Management (1989 to present).
- Reviewer for the Doctoral Student Research Presentation session of the AUPHA. (1990).
- Reviewer for the Health Care Administration Track of the Southern Management Association (1992 to present).
- Reviewer for the 3rd Biennial Conference on Advances in Management (1995).

Academic Paper Sessions Chaired

- “Learning and Collaboration in Healthcare,” 76th Annual Meeting of the Academy of Management, Health Care Management Division, Anaheim, California, August 7, 2016.
- “Power of the Patient in Health Care,” 66th Annual Meeting of the Academy of Management, Health Care Management Division, Atlanta, Georgia, August 14, 2006.
- “Health Care Strategy: Current Challenges and Future Opportunities,” 65th Annual Meeting of the Academy of Management, Health Care Management Division, Honolulu, August 9, 2005.
- “Strategic Health Care Issues,” Annual Meeting of the Southern Management Association, Orlando, November 9, 1994.
- "Determinants of Job and Organizational Performance," Annual Meeting of the Southern Management Association, New Orleans, November, 1993.
- "Governing and Regulatory Factors in the Hospital Industry," 51st Annual Meeting of the Academy of Management, Miami, August, 1991.
- "The Social Consequences of Health Care Administration," 49th Annual Meeting of the Academy of Management, Washington, August, 1989.

Paper Discussant

- European Academy of Management, Public and Nonprofit Management Special Interest Group – Management Research in Healthcare Organizations, “Exploring Leadership Issues in Healthcare Organizations – Competitive Paper Session.” Annual Meeting, Reykjavik, Iceland, June, 2018.

European Academy of Management, Public and Nonprofit Management Special Interest Group – Management Research in Healthcare Organizations, “Examining Leadership Characteristics in Selected Countries – Competitive Paper Session.” Annual Meeting, Glasgow, Scotland, June, 2017.

European Academy of Management, Public Management Special Interest Group – Management Research in Healthcare Organizations, “Approaches for Development of Networks and Integrated Care Models – Competitive Paper Session.” Annual Meeting, Rotterdam, The Netherlands, June, 2012 (with Bart Liddle).

Academy of Management, Health Care Management Division, “Enhancing Organizational Performance.” Annual Meeting, Washington, August, 2001.

Southern Management Association, Health Care Administration Division, “Strategic Networks and Competitive Strategy.” 1996 Annual Meeting, New Orleans, November, 1996.

Southern Management Association, Health Care Administration Division, 1993 Annual Meeting, Atlanta, November, 1993.

Doctoral Student Research Presentation Session, Association of University Programs in Health Administration (AUPHA) 1990 Annual Meeting, Chicago, March, 1990.