

## **OLIVIA S. JUNG**

Grace-Crum Rollins Building, Room 646  
1518 Clifton Road  
Atlanta GA, 30322  
[olivia.jung@emory.edu](mailto:olivia.jung@emory.edu)

### **EDUCATION**

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#### **Harvard University**

Ph.D., Harvard Business School

A.M., Harvard Business School

#### **University of Pennsylvania**

B.S., Wharton School of Business, *Magna Cum Laude*

B.A., College of Arts and Sciences, *Magna Cum Laude*

### **ACADEMIC APPOINTMENTS & AFFILIATIONS**

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#### **Emory University**

Assistant Professor of Health Policy and Management, Department of Health Policy and Management, Rollins School of Public Health, 2021-Present

#### **Harvard University**

Faculty Associate, Laboratory of Innovation Science at Harvard (LISH), 2021-Present

#### **Massachusetts General Hospital**

Research Affiliate, Healthcare Transformation Lab, 2022-Present

PhD Student Research Affiliate, Healthcare Transformation Lab, 2014-2018, 2021

### **HONORS, AWARDS, FELLOWSHIPS**

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Georgia Clinical & Translational Science Alliance (CTSA) Translational Education and Mentoring in Science (TEAMS), Fellow (2021-2022)

Wharton People Analytics Research Paper Competition, Winner (2020)

Harvard University Graduate Student Council Conference Grant (2020)

Wharton Innovation Doctoral Symposium, Best Paper Runner-up (2019)

Academy of Management Best Paper Proceedings (2017)

Academy of Management Outstanding Reviewer Award (2016)

Harvard Business School Graduate Fellowship (2012-2015, 2018-2020)

Wharton Undergraduate Research Award (2012)

Wharton Research Scholar (2012)

Wharton Social Impact Research Experience Fellowship (2011)

Summer Undergraduates Minority Research (SUMR) Scholar @ Penn (2011)

Korea University Business School Scholarship (2010)

Wharton Summer Program for Undergraduate Research Fellowship (2010)

Lola G. Duff and William H. Duff, II Scholarship (2008-2012)

Huntsman Joint Dual-Degree Program in International Studies and Business (2008-2012)

## **PUBLICATIONS (\*AUTHORS CONTRIBUTED EQUALLY)**

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- [1] **Jung OS**, Jackson J, Majmudar M, McCree P, Isselbacher EM (2022). Engaging Frontline Employees Using Innovation Contests: Lessons from Massachusetts General Hospital. *Healthcare*, 10(2):100615.
- [2] **Jung OS**, Kundu P, Edmondson AC, Hegde J, Agazaryan N, Steinberg M, Raldow A (2021). Resilience vs. Vulnerability: Psychological Safety and Reporting of Near Misses with Varying Proximity to Harm in Radiation Oncology. *The Joint Commission Journal on Quality and Patient Safety*, 47:15-22.  
- Featured on MIT Sloan Management Review, "[The Best of This Week](#)"  
- Covered by [Harvard Business School Working Knowledge](#)  
- Invited post on the [Joint Commission blog](#)  
- Highlighted by the [AHRQ Patient Safety Network](#)
- [3] Kundu P, **Jung OS**, Valle LF, Edmondson AC, Agazaryan N, Hegde J, Steinberg M, Raldow A (2021). Missing The Near Miss: Recognizing Valuable Learning Opportunities In Radiation Oncology. *Practical Radiation Oncology*, 11(3):e256-e262.  
- Highlighted by the [AHRQ Patient Safety Network](#)
- [4] **Jung OS**, Blasco A, Lakhani KR (2020). Innovation Contest: Effect of Perceived Support for Learning on Participation. *Health Care Management Review*, 45(3):255-266.  
- Included in *Best Paper Proceedings of the 2017 Academy of Management Meeting* as top 10% of submissions. Citation: Jung OS, Blasco A, Lakhani KR (2017). Organizational Support for Learning and Contribution to Improvement by Frontline Staff. In Guclu Atinc (Ed.), *Proceedings of the Seventy-seventh Annual Meeting of the Academy of Management*.
- [5] \*Blasco A, \***Jung OS**, \*Lakhani KR, \*Menietti M (2019). Motivating Effort in Contributing to Public Goods Inside Organizations: Field Experimental Evidence. *Journal of Economic Behavior in Organizations*, 160:214-229.
- [6] Fout F, Plotzke M, **Jung OS** (2019). Heterogeneity in Medicare Home Health Patients. *Home Health Care Management & Practice*, 31(1):9-15.
- [7] Friedberg MW, Chen PG, White C, **Jung O**, Raaen L, Hirshman S, Hoch E, Stevens C, Ginsburg PB, Casalino LP, Tutty M, Vargo C, Lipinski L (2015). Effects of health care payment models on physician practice in the United States. *RAND Health Quarterly*, 5(1).
- [8] **Jung, OS**, Guzzo T, Lee D, Mehler M, Christodouleas J, Deville C, Hollis G, Shah A, Vapiwala N, Wein A, Pauly M, Bekelman JE (2012). Out-of-Pocket Expenses and Treatment Choice for Men With Prostate Cancer. *Urology*, 80(6):1252-1257.

## CASES

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- [1] Edmondson AC, **Jung OS**. (2021). The Turnaround at Ford Motor Company. *Harvard Business School Case*, 621-101.

## RESEARCH IN PROGRESS

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- [1] Implementing the COVID-19 Virtual Observation Unit in Emergency Medicine: Frontline Clinician and Staff Experiences (with Emily Hayden, Stephen Dorner, Ilana Graetz), *revise & resubmit, resubmitted*
- [2] Employee Engagement in Quality Improvement and Patient Sociodemographic Characteristics in Federally Qualified Health Centers (with Janet Cummings), *revise & resubmit, resubmitted*
- [3] Democratizing Innovation Within Hierarchies: A Field Experiment and Survey Study at NASA (with Jana Gallus and Karim Lakhani), *under review*
- Winner of the Wharton People Analytics Research Paper Competition
  - Best Paper Runner-up at Wharton Innovation Doctoral Symposium (voted by symposium participants)
  - Discussed in [UCLA Anderson Review](#)
- [4] Crowdsourcing Increases Employee Innovation: Field Experimental and Qualitative Evidence from Community Health Centers, *revising*
- [5] Open Innovation with Nursing and Patient Care Services at Massachusetts General Hospital (with Hiyam Nadel, Paula McCree, Gaurdia Banister, Alex Berger, and Nour Al-Sultan), *writing*
- [6] Nursing Work Environment and Healthcare-Associated Infections (with Jeannie Cimiotti, Peter Joski, Yin Li, Yu Jin Kang, Edmund Becker, and Scott Fridkin), *writing*
- [7] Innovations by Frontline Workers in Federally Qualified Health Centers (with Fahima Begum), *data analysis*
- [8] Innovating Affordable Medical Devices in Crises: End-Starting the Innovation Process (with Hila Lifshitz-Assaf and Steven Randazzo), *data collection/analysis*

## CONFERENCE PRESENTATIONS (\*POSTER)

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- 2022 Academy of Management x3 (Seattle, WA, scheduled) AcademyHealth\* x2 (Washington, DC, scheduled)
- 2021 International Symposium on Process Organization Studies (virtual), Academy of Management (virtual), Open and User Innovation Conference (virtual)
- 2020 People and Organization Conference (virtual), Academy of Management (virtual), Organization Theory in Health Care Annual Conference (virtual)

- 2019 INFORMS (Seattle, WA), Wharton Innovation Doctoral Symposium (Philadelphia, PA), People and Organizations Conference (Philadelphia, PA), Advances with Field Experiments Conference (Chicago, IL), INFORMS Healthcare (Boston, MA)
- 2018 American Public Health Association Annual Meeting (San Diego, CA)
- 2017 Academy of Management (Atlanta, GA), AcademyHealth\* (New Orleans, LA)
- 2015 Annual International Improvement Science and Research Symposium (London, UK)
- 2014 Academy of Management (Philadelphia, PA), AcademyHealth\* (San Diego, CA)
- 2013 AcademyHealth\* (Baltimore, MD)
- 2012 Penn Undergraduate Research Symposium (Philadelphia, PA), Penn Center for Undergraduate Research and Fellowship Open House Poster Presentations\* (Philadelphia, PA)
- 2011 Penn Previews Conference 60-Second Lecture (Philadelphia, PA)

## **RESEARCH FUNDING**

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- 2022-2023 Lean Implementation and Organizational Learning  
Emory University (Seed Funding, Synergy II Nexus Award), \$23,813  
Primary Principal Investigator
- 2022-2024 Patient Reminders and Self-referrals Via Online Patient Portals and Text Messaging to Improve Adherence to Breast Cancer Screening  
Association of University Radiologists, \$140,000  
Co-Investigator

## **TEACHING EXPERIENCES**

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### **Classroom teaching**

- Teaching Fellow, “Research in Global Health and Health Policy” for Professor David Cutler, Harvard College (2020)
- Teaching Fellow, “Becoming a General Manager” for Professor Amy Edmondson, Harvard Business School (2019)
- Teaching Assistant, “Leadership Development in Global Health: Health System Strengthening Towards Universal Health Coverage” for Frank Nyonator, Senior Leadership Fellow in the Division of Policy Translation and Leadership Development, Harvard School of Public Health (2014)
- Teaching Assistant, “Leadership Development in Global Health: Health Care Delivery—Are We Moving In The Same Direction?” for Rafael Bengoa, Senior Leadership Fellow in the Division of Policy Translation and Leadership Development, Harvard School of Public Health (2013)
- Teacher, Summerbridge Pittsburgh: Breakthrough Collaborative, taught literature-reading and essay-writing in a classroom of seventh-graders (2009)

## **Other**

Certificate, Harvard Business School Case Method Teaching Seminar

## **PROFESSIONAL SERVICE**

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### **Organized symposia**

“Innovating Under Constraints Within and Beyond Organizational Boundaries” – Academy of Management Annual Meeting, sponsored by Technology and Innovation Management division, (2022, scheduled)

“Motivating Engagement with Novel Innovation Mechanisms” – Academy of Management Annual Meeting, sponsored by Organizational Behavior and Technology and Innovation Management divisions, (2020, cancelled due to the COVID-19 pandemic)

### **Reviewing for conferences**

AcademyHealth Annual Research Meeting abstract reviews (2019-Present), Academy of Management Annual Meeting paper reviews (2014-Present)

### **Reviewing for journals**

*California Management Review* (2022, 2017), *BMC Health Services Research* (2021), *Health Services Management Research* (2017-2018, 2021), *Quality Management in Health Care* (2020)

## **UNIVERSITY SERVICE**

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### **Emory University, Rollins School of Public Health, Health Policy & Management Department**

PhD Program/Organizations and Management Track Leadership (2021-Present)

Faculty Search Committee, member (2021-2022)

### **Harvard University**

Crossroads Emerging Leaders Program, volunteer application reviewer (2020)

### **University of Pennsylvania**

Penn Alumni Interview Program, volunteer interviewer (2013, 2015-Present)

## **COMMUNITY SERVICE**

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Boston Community Chaplain Ministry, Boston, MA, advisory board member (2021-Present)

Miracle Mile Ministries/Together Initiative, Boston MA, (a partnership of churches with aims to support people experiencing homelessness and substance use disorders via relationship-building and referral to community resources), co-founder/volunteer (2018-Present)

## **INDUSTRIAL EXPERIENCES**

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Abt Associates, Analyst (2015-2018)

RAND Corporation, Adjunct Staff (2014-2015), Summer Associate (2014)