

OLIVIA S. JUNG

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EDUCATION

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

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

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)

- [1] **Jung OS**, Graetz I, Dorner SC, Hayden EM (2022). Implementing a COVID-19 Virtual Observation Unit in Emergency Medicine: Frontline Clinician and Staff Experiences. Forthcoming at *Medical Care Research and Review*.
- [2] **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.
- [3] **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](#)
- [4] 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](#)
- [5] **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*.
- [6] *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.
- [7] Fout F, Plotzke M, **Jung OS** (2019). Heterogeneity in Medicare Home Health Patients. *Home Health Care Management & Practice*, 31(1):9-15.
- [8] 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).

- [9] **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

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

RESEARCH IN PROGRESS

- [1] Employee Engagement in Quality Improvement and Patient Sociodemographic Characteristics in Federally Qualified Health Centers (with Janet Cummings), *conditionally accepted*
- [2] 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](#)
- [3] Improving Palbociclib adherence among women with metastatic breast cancer using a CONnected CUsTOMized Treatment Platform (CONCURxP): A Pilot Study (with Ilana Graetz, Gelareh Sadigh, et al.), *under review*
- [4] Mission Possible: Open Innovation in Nursing and Patient Care Services at Massachusetts General Hospital (with Hiyam Nadel, Gaurdia Banister, Paula McCree, Alex Berger, and Nour Al-Sultan), *revising*
- [5] Crowdsourcing Increases Employee Innovation: Field Experimental and Qualitative Evidence from Community Health Centers, *revising*
- [6] Nursing Work Environment and Hospital-Onset *C. diff* Infection (with Jeannie Cimiotti, Peter Joski, Yin Li, Yu Jin Kang, Edmund Becker, and Scott Fridkin), *writing*
- [7] End-Starting the Innovation Process: How to Develop New Products in Crises Under a Surfeit of Constraints (with Hila Lifshitz-Assaf and Steven Randazzo), *writing*
- [8] Innovations by Frontline Workers in Federally Qualified Health Centers (with Fahima Begum), *data analysis*
- [9] A Closer Look at Racial/Ethnic Disparities in Opioid Use Disorder Treatment Access Among People Experiencing Homelessness: Voices from the Streets (with Michael Hsu, Li Ting Kwan, et al.), *data analysis*

CONFERENCE PRESENTATIONS (*POSTER)

- 2022 Academy of Management x3 (Seattle, WA, scheduled), Open and User Innovation Conference (virtual), AcademyHealth* x2 (Washington, DC)
- 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

- 2022-2023 Lean Implementation and Organizational Learning
Emory University (Seed Funding, Synergy II Nexus Award), \$23,813
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

Classroom teaching

- Instructor, “Organization Science in Health Care” (a cross-disciplinary seminar for PhD students, primarily), Emory University (2022)
- 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

MENTORING

Mentoring Breakfast at AcademyHealth Annual Research Meeting for scholars in the Robert Wood Johnson Foundation’s Health Policy Research Scholars Program (2022)

PROFESSIONAL SERVICE

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* (2021, 2017-2018), *Quality Management in Health Care* (2020)

UNIVERSITY SERVICE

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

Co-Chair of the Organizations and Management Track, PhD in Health Services Research and Health Policy (2021-Present)

Faculty Search Committee (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

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 (2018-2022)

INDUSTRIAL EXPERIENCES

Abt Associates, Analyst (2015-2018)

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