

## **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**

---

#### **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**, Cummings JR (2022). Employee Engagement in Quality Improvement and Patient Sociodemographic Characteristics in Federally Qualified Health Centers. *Medical Care Research and Review*, In Press.
- [2] **Jung OS**, Graetz I, Dorner SC, Hayden EM (2022). Implementing a COVID-19 Virtual Observation Unit in Emergency Medicine: Frontline Clinician and Staff Experiences. *Medical Care Research and Review*, In Press.
- [3] **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.
- [4] **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](#)
- [5] 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](#)
- [6] **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*.
- [7] \*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.
- [8] Fout F, Plotzke M, **Jung OS** (2019). Heterogeneity in Medicare Home Health Patients. *Home Health Care Management & Practice*, 31(1):9-15.

- [9] 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).
- [10] **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] Creativity inside the box: How self-imposing and overloading constraints can enhance highly constrained innovation processes (with Hila Lifshitz-Assaf and Steven Randazzo), *under review*
- [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 CUsomized 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] The Work Environment of Nurses and Hospital-Onset *C. difficile* Infection (with Jeannie Cimiotti, Peter Joski, Yin Li, Yu Jin Kang, Edmund Becker, Scott Fridkin, Linda Aiken, Doug Sloane), *writing*
- [7] A Closer Look at Racial and Ethnic Disparities in Substance Use Treatment Access Among People Experiencing Homelessness (with Michael Hsu, Li Ting Kwan, et al.), *writing*
- [8] Frontline Employee Characteristics and Engagement in Innovation (with Hiyam Nadel, Gaurdia Banister, Paula McCree, Alex Berger, and Nour Al-Sultan), *data analysis*
- [9] Ideas from the Frontline: Improvement Opportunities in Federally Qualified Health Centers (with Fahima Begum, Andrea Dorbu), *data analysis*

## **CONFERENCE & WORKSHOP PRESENTATIONS (\*POSTER; <sup>Ω</sup>STUDENT AUTHOR)**

---

- 2022 <sup>Ω</sup>Kwan LT, **Jung OS**, Martin B, Jegede O, Suzuki J, Hsu M, “A Closer Look at Racial/Ethnic Disparities in Opioid Use Disorder Treatment Access Among People Experiencing Homelessness: Voices From the Streets.” American Academy of Addiction Psychiatry Annual Meeting and Scientific Symposium, Naples, FL\*
- Jung OS**, Graetz I, Dorner SC, Hayden EM, “Implementing a COVID-19 Virtual Observation Unit in Emergency Medicine: Frontline Clinician and Staff Experiences.” Academy of Management Annual Meeting, Seattle, WA
- Jung OS**, Cummings JR, “Employee Engagement in Quality Improvement and Patient Sociodemographic Characteristics in Federally Qualified Health Centers.” Academy of Management Annual Meeting, Seattle, WA
- Lifshitz-Assaf H, Randazzo S, **Jung OS**, “Creativity inside the box: How self-imposing and overloading constraints can enhance highly constrained innovation processes.” Academy of Management Annual Meeting, Seattle, WA
- Jung OS**, Graetz I, Dorner SC, Hayden EM, “Implementing a COVID-19 Virtual Observation Unit in Emergency Medicine: Frontline Clinician and Staff Experiences.” AcademyHealth Annual Research Meeting, Washington, DC\*
- Jung OS**, Cummings JR, “Employee Engagement in Quality Improvement and Patient Sociodemographic Characteristics in Federally Qualified Health Centers.” AcademyHealth Annual Research Meeting, Washington, DC\*
- Jung OS**, Cummings JR, “Employee Engagement in Quality Improvement and Patient Sociodemographic Characteristics in Federally Qualified Health Centers.” Open and User Innovation Conference, virtual meeting
- 2021 Lifshitz-Assaf H, Randazzo S, **Jung OS**, “Breathing Fresh Air to a Broken System: Organizing Beyond Organizations for Disruptive Innovation in Medical Devices.” 12<sup>th</sup> International Symposium on Process Organization Studies, virtual meeting
- Jung OS**, Gallus J, Lakhani KR, “Recognition Incentives for Internal Crowdsourcing: A Field Experiment at NASA.” Academy of Management Annual Meeting, virtual meeting
- Lifshitz-Assaf H, Randazzo S, **Jung OS**, “Breathing Fresh Air into a Broken System: Accelerating the Innovation Process for Medical Devices in the COVID-19 Crisis.” Open and User Innovation Conference, virtual meeting
- 2020 **Jung OS**, “Using Crowdsourcing to Activate Innovation by Frontline Workers: A Field Experiment in Community Health Centers.” 13<sup>th</sup> Annual People and Organizations Conference (roundtable discussion), virtual meeting
- Jung OS**, “Using Crowdsourcing to Activate Innovation by Frontline Workers: A Field Experiment in Community Health Centers.” Harvard Business School Organizational Behavior Lab, virtual meeting
- Jung OS**, Kundu P, Edmondson AC, Hegde J, Agazaryan N, Steinberg M, Raldow A, “Resilience vs. Vulnerability: Psychological Safety and Reporting of Near Misses with

- Varying Proximity to Harm in Radiation Oncology.” Academy of Management Annual Meeting, virtual meeting
- Jung OS**, “Activating Voice Through Crowdsourcing Innovation.” Organization Theory in Health Care Annual Conference, virtual meeting
- 2019 **Jung OS**, “Inviting Worker Input Using the Innovation Contest: A Field Experiment.” Laboratory for Innovation Science at Harvard (LISH) Research Meeting, Boston, MA
- Jung OS**, Kundu P, Edmondson AC, Hegde J, Agazaryan N, Steinberg M, Raldow A, “Not all near misses hit a nerve: psychological safety and reporting of near misses with varying proximity to harm in radiation oncology.” INFORMS, Seattle, WA
- Jung OS**, Gallus J, Lakhani KR, “Managerial Recognition as an Incentive for Innovation Platform Engagement: A Field Experiment and Interview Study at NASA.” Wharton Innovation Doctoral Symposium, Philadelphia, PA
- Jung OS**, Gallus J, Lakhani KR, “Managerial Recognition as an Incentive for Innovation Platform Engagement: A Field Experiment and Interview Study at NASA.” 12<sup>th</sup> People and Organizations Conference (roundtable discussion), Philadelphia, PA
- Jung OS**, Gallus J, Lakhani KR, “Managerial Recognition as an Incentive for Innovation Platform Engagement: A Field Experiment and Interview Study at NASA.” Advances with Field Experiments Conference, Chicago, IL
- Jung OS**, Kundu P, Edmondson AC, Hegde J, Agazaryan N, Steinberg M, Raldow A, “Incident and near miss reporting in radiation oncology.” INFORMS Healthcare, Boston, MA
- 2018 **Jung OS**, Galantowicz S, Locke G, Waldman B, Kanneganti D, Taylor E, Bertrand RM, Witgert K, “Supporting Partnerships between State and Housing Agencies through the Medicaid Innovation Accelerator Program (IAP).” American Public Health Association Annual Meeting, San Diego, CA
- 2017 **Jung OS**, Blasco A, Lakhani KR, “Organizational Support for Learning and Contribution to Improvement by Frontline Staff.” Academy of Management Annual Meeting, Atlanta, GA
- Jung OS**, Blasco A, Lakhani KR, “Perception of Organizational Support for Learning and Contribution to Improvement by Frontline Clinicians and Staff.” AcademyHealth Annual Research Meeting, New Orleans, LA\*
- 2015 **Jung OS**, Kite J, Jiang W, Conley D, Kiang M, Huang L, Childers AK, Edmondson L, Berry W, Singer SJ, “Achieving implementation objectives is associated with effective delivery system innovation.” 5<sup>th</sup> Annual International Improvement Science and Research Symposium, London, UK
- Jung OS**, Kite J, Jiang W, Conley D, Kiang M, Huang L, Childers AK, Edmondson L, Berry W, Singer SJ, “Principles associated with successful implementation of delivery system innovations: lessons from Safe Surgery 2015.” PhD in Health Policy Research Seminar, Boston, MA
- 2014 **Jung OS**, Kite J, Jiang W, Conley D, Kiang M, Huang L, Childers AK, Edmondson L, Berry W, Singer SJ, “Implementation Objectives Associated with Success in Delivery

System Innovation: Lessons from Safe Surgery 2015.” Academy of Management Annual Meeting, Philadelphia, PA

**Jung OS**, Kite J, Jiang W, Conley D, Kiang M, Huang L, Childers AK, Edmondson L, Berry W, Singer SJ, “Factors Associated With Successful Implementation Of Delivery System Innovations: Lessons From Safe Surgery 2015.” AcademyHealth Annual Research Meeting, San Diego, CA\*

2013 **Jung, OS**, Guzzo T, Lee D, Mehler M, Christodouleas J, Deville C, Hollis G, Shah A, Vapiwala N, Wein A, Pauly M, Bekelman JE, “Prostate Cancer Patients' Perception and Reaction toward Out-of-Pocket Expenses (OOPE).” AcademyHealth Annual Research Meeting, Baltimore, MD\*

2012 **Jung, OS**, Guzzo T, Lee D, Mehler M, Christodouleas J, Deville C, Hollis G, Shah A, Vapiwala N, Wein A, Pauly M, Bekelman JE, “Out-of-Pocket Expenses and Treatment Choice for Men with Prostate Cancer.” Penn Undergraduate Research Symposium, Philadelphia, PA

2011 **Jung, OS**, Guzzo T, Lee D, Mehler M, Christodouleas J, Deville C, Hollis G, Shah A, Vapiwala N, Wein A, Pauly M, Bekelman JE, “Beliefs and Attitudes of Prostate Cancer Patients towards Out of Pocket Payment.” Penn Center for Undergraduate Research and Fellowship Open House Poster Presentations, Philadelphia, PA

**Jung OS**, “Motivation for Microfinance.” Penn Previews Conference 60-Second Lecture, Philadelphia, PA

## **INVITED PRESENTATIONS**

---

2022 Research on Social Open Innovation group [a collaboration of Hertie School, Johannes Kepler University Linz, Leuphana University, Nova School of Business & Economics] (virtual)

2021 Graduate School of Knowledge Service Engineering, Korea Advanced Institute of Science and Technology (virtual); Department of Health Policy & Management, Rollins School of Public Health, Emory University (virtual); The Healthcare Transformation Lab at Massachusetts General Hospital (virtual); Center for Healthcare Organization & Implementation Research, US Department of Veterans Affairs (virtual)

2020 Information Systems Department, Carroll School of Management, Boston College (virtual)

## **RESEARCH FUNDING**

---

2022-2023 Organizational Learning, Frontline Innovation, and Quality of Care in Primary Care  
Rollins School of Public Health, Emory University (Seed Funding, RSPH Dean’s Pilot and Innovation Grants), \$31,000  
Principal Investigator

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**

---

### **Classroom teaching**

Instructor, “Organization Science in Health Care” (created/launched a new course, 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

## **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)

“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)