

Jami L. Jones, M.S., Ph.D.

EDUCATION

Ph.D., Virginia Commonwealth University, May 2004, Health Services Organization and Research, Department of Health Administration

M.S., Trinity University, December 2000, Department of Health Care Administration and Management

B.A., University of South Florida, May 1997, Department of Philosophy

AWARDS and HONORS

MUSC Foundation Teaching Excellence Award Nominee, 2019.

Outstanding Author Contribution Award, Emerald Literati Network Awards for Excellence, in the book series *Advances in Health Care Management*, 2016.

Outstanding Author Contribution Award, Emerald Literati Network Awards for Excellence, in the book series *Advances in Health Care Management*, 2015.

Best Article Award, Healthcare Financial Management Association (HFMA), February 2012

Outstanding Author Contribution Award, Emerald Literati Network Awards for Excellence, in the book series *Advances in Health Care Management*, 2011.

Award for Best Scientific Poster, American College of Cardiology Foundation, May 2011

Association of Schools of Public Health\Pfizer Early Career in Public Health Teaching Award Nominee - 2011

Award for Outstanding Reviewer, Health Care Management Division, Academy of Management – August 2009

Award for Best Paper Based on a Dissertation, Health Care Management Division, Academy of Management – August 2004

Newman Award Finalist, Academy of Management – August 2004

A.D. Williams Scholarship, Virginia Commonwealth University, 2001 – 2003

PROFESSIONAL EXPERIENCE

Medical University of South Carolina
College of Health Professions
Department of Healthcare Leadership and Management
Associate Professor, 2015 – 2018
Professor, 2018 to present
Master in Health Administration Division Director, 2015 – present
Chair, 2016 - present

Virginia Commonwealth University
School of Allied Health Professions, Department of Health Administration
Associate Professor, 2013 – 2014
Master in Health Administration Program Director, 2013 - 2014

The University of Texas Health Science Center at Houston
School of Public Health, Division of Management, Policy, and Community Health
Director, Healthcare Management Program, 2011 - 2013
Associate Director, Fleming Center for Healthcare Management, 2012 – 2013
Evaluation Component Director, Center for Clinical and Translational Sciences, 2011 -
2013
Assistant Professor, July, 2008 – 2012
Associate Professor, 2012 - 2013

The Pennsylvania State University
Department of Health Policy and Administration
College of Health and Human Development
Assistant Professor, July 2005 – July 2008

University of Florida, Gainesville, FL
Department of Health Services Research, Management and Policy
College of Public Health and Health Professions
Adjunct Instructor, 2005

North Florida/South Georgia Veteran's Health System
Rehabilitation Outcomes Research Center
Postdoctoral Fellow, 2004 – 2005

Virginia Commonwealth University, Richmond, VA
Department of Health Administration
Adjunct Instructor, 2003

Virginia Blood Services, Richmond, VA
Research Consultant, 2004 – 2005

VA North Texas Health Care System, Dallas, TX
Anesthesiology & Pain Management Service
Administrative Officer and Department Manager, 2000 – 2001

RESEARCH

Peer Reviewed Journal Articles and Book Chapters (*denotes student)

1. Carden, R., and **J.L. DelliFraine**. (2004). An Examination of Hospital Satisfaction with Blood Suppliers. *Transfusion*, 44(11), 1648-1655. PMID: 15504172
2. Carden, R., and **J.L. DelliFraine**. (2005). An Examination of Blood Center Structure and Hospital Customer Satisfaction: What Can Centralized and Decentralized Blood Centers Learn from Each Other? *Health Marketing Quarterly*, 22 (3): 21-41. PMID: 16513599.
3. Côté, M. J., D. F. Van Enyde, **J.L. DelliFraine**, and S.L. Tucker. (2005). Computer Skills for the Next Generation of Health Care Executives. *The Journal of Health Administration Education*, Winter: 29-49. PMID: 15887847
4. **DelliFraine, J.L.**, K.H. Dansky, and J. Rumberger. (2006). Can Organizational Support for Telemedicine Impact Job Satisfaction? *Health Care Management Review*, October-December: 1-8. PMID: 17077704
5. **DelliFraine, J.L.** (2006). Patient Profiles of Communities With and Without Children's Hospitals: Where Do the Most Resource Intense Children Receive Care? *Hospital Topics*, 84(3): 19-26. PMID: 16913303
6. Beauvais, B.,* J. Vasey, R. Wells, and **J.L. DelliFraine**. (2007). Does Money Matter? The Effects of Health Organization Finances on Quality of Care in the Department of Defense. *Hospital Topics*, 85 (3): 2-15. PMID: 17711809
7. Beauvais, B.,* R. Wells, J. Vasey, and **J.L. DelliFraine**. (2007). Finance at the Front Line. The Effects of Financial Slack on Community Health Center Clinical Process Quality. *Journal of Health Care Finance*, 34 (1):44-58. PMID:18972985
8. **DelliFraine, J.L.** and K.H. Dansky. (2008). Home-based Telehealth: A Review and Meta-analysis. *Journal of Telemedicine and Telecare*, 14(2): 62-65. PMID:18348749
9. Langabeer, J.R., Mikhail, O., and **J.L. DelliFraine**. (2009). Organizational Performance Management, in James Langabeer (Ed.), Performance Improvement in Hospitals and Health Systems. Chicago, Illinois: Healthcare Information and Management Systems Society Publishing.

10. **DelliFraine, J.L.**, K.H. Dansky, and J. Rumberger. (2009). The Use of Knowledge Management in Telemedicine. *International Journal of Healthcare Management Technology*, 10(3): 209-222.
11. Galterio, L., J. Helton,* J.R. Langabeer, and **J.L. DelliFraine**. (2009). Performance Normalization and Benchmarking in Healthcare. *Journal of Healthcare Information Management*, 23(3): 38-43. PMID: 19663163
12. **DelliFraine J.L.** and J.R. Langabeer. (2009). An Institutional Perspective on Quality Initiatives: Evidence Beyond Manufacturing. *International Journal of Information Systems and Change Management*, 4(1): 3-14.
13. Langabeer, J.R., **J.L. DelliFraine**, S. Tyson,* J. Emert,* and J. Herbold. (2009). Investment, Managerial Capacity, and Bias in Public Health Preparedness. *American Journal of Disaster Medicine*, 4(4):1-9. PMID: 19860163
14. Langabeer, J.R., **J.L. DelliFraine**, S. Tyson,* J. Emert,* and J. Herbold. (2009). Assessing Public Health Preparedness in Texas Local Health Departments. *Texas Journal of Public Health*, 61(4): 58-63.
15. Langabeer, J.R., **J.L. DelliFraine**, J. Heineke and I. Abbass.* (2009). Implementation of Lean and Six Sigma Quality Initiatives in Hospitals: A Goal Theoretic Perspective. *Operations Management Research*, 2(1): 13-27.
16. Setia, M.* and **J.L. DelliFraine**. (2010). Telemedicine Use in Day Care Centers: An Exploration of its Need, Familiarity, Openness, and Preparedness in Non-Urban Areas. *Journal of Telemedicine and Telecare*, 16(5): 276-280. PMID: 20558619
17. Kim, J.*, **J.L. DelliFraine**, and K.H. Dansky. (2010). Physicians' Acceptance of Telemedicine Technology: An Empirical Test of Competing Theories. *International Journal of Information Systems and Change Management*, 4(3): 210-225.
18. **DelliFraine, J.L.**, J.R. Langabeer, and I. Nembhard. (2010). Assessing the Evidence of Six Sigma and LEAN in the Healthcare Industry. *Quality Management in Health Care*, 19(3): 211-225. PMID:21775892

19. Langabeer, J.R., **J.L. DelliFraine**, and J.R. Helton*. (2010). Mixing Finance and Medicine: The Evolution of Financial Practices in Healthcare. *Strategic Finance*, December: 27-34.
20. **DelliFraine, J.L.**, Langabeer, J.R. and King, B. (2010). Perceptions of Quality Improvement Practices in Academic Emergency Medicine: Views from the Chairs of Academic EDs. *The Western Journal of Emergency Medicine*, 11(5): 1-9. PMID: 21293770
21. McCaughey, D., G.E. McGhan, **J.L. Dellifraigne**, and D. Brannon. (2011). Perception is Reality: How Patients Contribute to Poor Workplace Safety Perceptions. *Healthcare Management Review*, 36(1): 18-27. PMID:21157227
22. Langabeer, J.R., and **J.L. DelliFraine**. (2011). The Influence of CEO Optimism on Strategic Process. *Management Research Review*, 34(8):857-868.
23. **DelliFraine, J.L.**, J. R. Langabeer, J. Williams, A. Gong, R. Delgado, and S. Gill*. (2011). A Cost Analysis of Baby-Friendly Hospitals. *Pediatrics*, 127(4): e989-e994. PMID:21422086
24. Langabeer, J.R., and **J.L. DelliFraine**. (2011). Towards an Integrated Strategy for Public Health Preparedness. *Journal of Emergency Management*, 9(2):17-25.
25. Holt, H.D. *, J. Clark, **J.L. DelliFraine**, and D. Brannon. (2011). Performance Matters: A Review on the Relationship Between Hospital Performance, Strategic Alliances, Organizational Structure, Management Strategy, Governance, and Quality. *Advances in Healthcare Management*, 11:21-62.
26. Helton, J., J. Langabeer, **J.L. DelliFraine**, and C. Hsu. (2012) Do EHR Investments Lead to Lower Staffing Levels? *Healthcare Financial Management*, 66(2):54-60.
27. Langabeer, J.R., **J.L. DelliFraine**, and D. Alqusairi*. (2012). The Influence of Politics on Federal Disaster Declaration Decision Delays. *Journal of Homeland Security and Emergency Management*, 9(1), Article 18. DOI: 10.1515/1547-7355.1960
28. McCaughey, D., **J.L. Dellifraigne**, G.E. McGhan, and N.S. Bruning. (2013). The Negative Effects of Workplace Injury & Illness on Workplace Safety Climate Perceptions and Health Care Worker Outcomes. *Safety Science*, 51(1): 138-147.

29. **DelliFraine, J.L.**, J. R. Langabeer, R. Delgado, J. Williams, A. Gong. (2013). Becoming a Baby Friendly Hospital: Exploring the Costs, Benefits, and Challenges. *Breastfeeding Medicine*, 8(2): 170-175.
30. **DelliFraine, J.L.**, Z. Wang*, D. McCaughey, J. Langabeer, and C. Erwin. (2013). The Use of Six Sigma in Healthcare: Are We Using It to Its Full Potential? *Quality Management in Healthcare*, 22(3): 210-223.
31. **DelliFraine, J.L.**, J.R. Langabeer, W. Segrest, R. Fowler, R. King, P. Moyer, T.D. Henry, W. Koenig, J. Warner, J. Emert*, S. Fathiamini*, L. Stuart, R. Griffin, M.L. Roettig, and J. Jollis. (2013). Developing a STEMI System of Care in Dallas County. *American Heart Journal*, 165(6):926-931.
32. Langabeer, J., T. Henry, D.J. Kereiakes, **J.L. DelliFraine**, J. Emert*, Z. Wang*, L. Stuart, R. King, W. Segrest, P. Moyer, J.G. Jollis. (2013). Growth in Percutaneous Coronary Intervention Capacity Relative to Population and Disease Prevalence. *Journal of the American Heart Association*. 2:e000370 doi: 10.1161/JAHA.113.000370)
33. Kim, J.Y., N. Wehbi, **J.L. DelliFraine**, and D. Brannon. (2014). Does Organic Matter? The Relationship of Structure and HR Practice Combinations on Direct Care Workers' Job Satisfaction and Turnover Intent. *Health Care Management Review*, 39(2): 174-184.
34. Langabeer, J.R.; **J.L. DelliFraine**, R. Fowler, J. Jollis, L. Stuart, W. Segrest, R. Griffin, W. Koenig, P. Moyer, T. Henry. (2014). Emergency Medical Services as a Strategy for Improving STEMI System Treatment Times. *Journal of Emergency Medicine*, 46(3):355-362.
35. Seo, M., C. Begley, J. Langabeer, and **J.L. DelliFraine**. (2014) Barriers and Disparities in EMS 911 Calls for Stroke Symptoms in the U.S. Adult Population: 2009 BRFSS Survey. *Western Journal of Emergency Medicine*. 15(2): 251-259.
36. Dotson, E.D. and **J.L. DelliFraine**, When Increased Diversity Impacts Team Performance, in Nancy Borkowski and Gloria Deckard (Eds.), Organizational Behavior in Healthcare: Case Studies. Sudbury, MA: Jones and Bartlett Press, 2014.

37. Field, J., J. Heineke, J. Langabeer, and **J. DelliFraine**. (2014). Building the Case for Quality Improvement in the Healthcare Industry: A Focus on Goals and Training. *Quality Management in Health Care*, 23(3): 1-17.
38. **DelliFraine, J.**, L. McClelland, C. Erwin, and Z. Wang*. (2014). Bullying in Academia: Results from a Survey of Health Administration Faculty. *Journal of Health Administration Education*, Spring:147-163.
39. Langabeer, J.L., J. Helton, **J.L. DelliFraine**, E. Dotson, C.Watts, and K. Love. (2014). A Business Planning Model to Identify New Safety Net Clinic Locations, *Advances in Health Care Management*, 95-112.
40. Menachemi, N., T. Harper, and **J.L. DelliFraine**. (2014). Journal Rankings by Health Management Faculty Members: Are there differences by Rank, Leadership-Status or Area of Expertise? *Journal of Healthcare Management*, 60(1):17-28.
41. McCaughey, D., C. Erwin, and **J. DelliFraine**. (2015). Improving Capacity Management in the Emergency Department: A Review of the Literature, 2000-2012. *Journal of Healthcare Management*, 60(1):63-75.
42. McCaughey, D., **J.L. DelliFraine**, & C. Erwin. (2015). Best Practices to Promote Occupational Safety and Satisfaction: A Comparison of Three North American Hospitals. *Advances in Health Care Management*, 17:137-159.
43. Langabeer, J., Alqusairi, D.*, **DelliFraine, J.**, Fowler, R., King, R., Segrest, W., Moyer, P., Jollis, J., Henry, T. (2015). Off-hour arrival patterns and STEMI outcomes in Dallas County. *Western Journal of Emergency Medicine*, 16(3):388-394.
44. McCaughey, D., N. Turner, J. Kim, **J.L. DelliFraine** & G. McGhan. (2015). Examining Workplace Hazard Perceptions and Employee Outcomes in the Long-term Care Industry. *Safety Science*, 78, 190-197.
45. Kazley, A., E. Schumacher, **J.L. DelliFraine**, D. Clement, R. Smith Hall, et.al. (2016). Competency Development and Validation: An Update of the Collaborative Leadership Model. *The Journal of Health Administration Education*, 33(1): 73-93.

46. **J.L. DelliFraine**, N. Menachemi, J. Zoller & C. Lemak. (2016). Leadership Characteristics of Academic Administrators in Health Administration: A Brief Report. *The Journal of Health Administration Education*, 33(2):321-332.
47. Holmes, A., **J.L. DelliFraine**, C. Lemak, & N. Menachemi. (2016). Health Administration Faculty: Intentions to Retire, Leave the Profession, and Change Jobs. *The Journal of Health Administration Education*, 33(2):253-270.
48. Kazley, A. **J.L. DelliFraine**, C. Lemak, C. Mullen, & N. Menachemi. (2016). Work-life Balance Among Health Administration Faculty Who Are Parents. *The Journal of Health Administration Education*, 33(2):333-350.
49. Menachemi, N. **J.L. DelliFraine**, C. Lemak, & P. Halverson. (2016). Salaries of Academics in Health Administration: Have Wages Kept Up with Inflation (2009-2015)? *The Journal of Health Administration Education*, 33(2):295-309.
50. Pinion, C.*, S. Brewer, D. Douphrate, L. Whitehead, **J.L. DelliFraine**, W. Taylor, and J. Klyza. (2017). The Impact of Job Control on Employee Perception of Management Commitment to Safety. *Safety Science*, 93, 70-75.
51. Langabeer J., Champagne-Langabeer, T., Helton, J., Segrest, W., Kash, B., **DelliFraine, J.L.**, and Fowler, R. (2017). Interorganizational Collaboration in Emergency Cardiovascular Care. *Quality Management in Healthcare*, 26(1):1-6.

Technical Reports

1. Langabeer, J., **DelliFraine, J.L.**, Tyson, S. *, Emert, J. *, and Herbold J. (2008). Assessment of Public Health Preparedness at the Local Level. Report submitted to the Board of Directors of the Texas Association of Local Health Officials.
2. Langabeer, J., **DelliFraine, J.L.**, Tyson, S. *, Emert, J. *, and Herbold J. (2009). Project Findings: LHD Readiness Assessment. Report submitted to the Centers for Disease Control and the Texas Association of Local Health Officials.
3. Langabeer, J.R., **DelliFraine, J.L.**, J. Williams, A. Gong, and R. Delgado. (2009). Baby Steps; Progress in Promoting, Expanding, and Sustaining Breastfeeding Through the World Health Organization Baby Friendly Program. Report submitted to the Texas Department of State Health Services.

4. **DelliFraine, J.L.**, H.D. Holt*, L. A. Davis, and L. Baronner. (2009). An Analysis of Rural Hospital Financial Conditions. Report submitted to the Center for Rural Pennsylvania.
5. Langabeer, J., **DelliFraine, J.L.**, and Helton, J.* (2009). The State of Accounting and Finance in the Healthcare Industry. Report commissioned by the Institute of Management Accounting, Foundation for Applied Research.
6. Langabeer, J., **DelliFraine, J.L.**, Tyson, S.*, Emert, J.*, and E. Dotson. (2010). Examining the Alternatives to Per Capita Preparedness Funding: A Review of the Pros and Cons of Funding Mechanism and Outcomes Experienced by States Outside of Texas. Report submitted to the Texas Department of State Health Services
7. Langabeer, J., E. Dotson, S. Tyson*, and **J.L. DelliFraine**. (2011). Assessing Preparedness of DSHS Regions and Improving State-Local Coordination. Report submitted to the Texas Department of State Health Services.
8. Langabeer, J., **J.L. DelliFraine**, E. Dotson, S. Tyson*. (2011). Improving Teamwork in Public Health Preparedness at the Local, Regional and State Levels Through Quality Improvement Training. Report submitted to the Texas Department of State Health Services.
9. Langabeer, J., and **J.L. DelliFraine**. (2011). Cardiovascular Disease and Stroke Prevention Case Study. Report submitted to the Texas Department of State Health Services.
10. **DelliFraine, J.L.**, Halterman, S. and Amick, B.C. (2011). Developing a Framework for Measuring and Improving the City of Houston's Workforce: A Collaboration Between the City and the University of Texas.
11. **DelliFraine, J.L.**, Langabeer, J, Emert, J., and Fathiamini, S. (2012). 2012 Quarterly Data Report for the AHA-Caruth Foundation Project.

Grants and Contract Awards

Clinical and Translational Science Award (Center for Clinical and Translational Science (CCTS-CTSA). National Institute of Health. Development of translational research program at University of Texas Health Science Center. Evaluation Component Director: DelliFraine, PI: McPherson. \$20,000,000; July 2012 – June 2013. CO-I 20 % effort.

ACTION Registry: Get with the Guidelines. Funded by the American Heart Association. PIs: Jami DelliFraine and James Langabeer. Direct costs: \$426,600, October 2010 – December 2012. Co-PI – 30% effort.

Evaluating Disease-Management Programs for High-Risk Employees in the City of Houston. City of Houston. PIs: Benjamin Amick and Jami DelliFraine. Direct costs: \$44,237. November 2010 – September 2011. Co-PI - 5% effort.

Training and Education Collaborative System Preparedness and Emergency Response, funded by the Centers for Disease Control., # 1U90TP000408-01. PI: Barbara Quiram. Direct costs: \$1,000,000. September 2010 – September 2011. Co-I – 11% effort.

Cardiovascular Disease and Stroke Prevention Case Study. Funded by the Texas Department of State Health Services Cooperative Grant, Cardiovascular Disease Group, through the Centers for Disease Control. PI: James Langabeer. Direct costs: \$42,000. September 2010 – May 2011. Co-I – 9% effort.

Improving Teamwork in Public Health Preparedness at the Local, Regional, and State Levels Through Quality Improvement Training. Funded by the Texas Department of State Health Services. PI: James Langabeer. Direct costs: \$120,000. July 2010 – June 2011. Co-I – 10% effort.

Assessing Preparedness of DSHS Regions and Improving State-Local Coordination. Funded by the Texas Department of State Health Services. PI: James Langabeer. Direct costs: \$150,000. July 2010 – June 2011. Co-I – 10% effort.

Examining the Alternatives to Per Capita Preparedness Funding: A Review of the Pros and Cons of Funding Mechanism and Outcomes Experienced by States Outside of Texas. Funded by Texas Department of State Health Services. PI: James Langabeer. Direct cost: \$60,000. July 2010 – June 2011. Co-I – 10% effort.

Organizational Readiness Assessment and Development of Evolutionary Preparedness Models. Funded by The University of Texas Center for Biosecurity and Public Health Preparedness and Collaborating Partner, Texas Association of Local Health Departments. PI: James Langabeer. Direct costs: \$100,000. January 2009 – August 2009. Co-I – 20% effort.

The State of Current Practice-Management Accounting and Financial Management in the Healthcare Industry. Funded by the Institute of Management Accountants Foundation for Applied Research. PI: James Langabeer. Direct costs: \$14,000. October 2008 – August 2009. Co-I – 10% effort.

What Affects Outcomes in Group Homes for Youth? Funded by the National Institute of Mental Health. PI: Elizabeth Farmer. Direct costs: \$3,883,087. September 2007 - 2008. Co-I – 10% effort.

Analysis of Rural Hospital Financial Conditions. Funded by the Center for Rural Pennsylvania. PIs: Jami DelliFraine and Lisa Davis. Direct cost: \$50,000. January 2008 – January 2009. PI – 20% effort.

Preliminary Analyses of Racial and Socioeconomic Disparities in Children's Health Services. Funded by The Pennsylvania State University Children, Youth, and Families Consortium. PIs: Jami DelliFraine and Rhonda Belue. Direct cost: \$20,000. September 2006 – September 2007.

Assessing the Feasibility of Telemedicine in Day Care Centers. Funded by The Pennsylvania State University Children, Youth, and Families Consortium. PI: Jami DelliFraine. Direct costs: \$5,000, January 2006 – January 2007.

Intermittent Uninsurance Among Children: How Much Do Gaps in Coverage Matter? Funded by The Pennsylvania State University Children, Youth, and Families Consortium. PI: Jami DelliFraine. Direct costs: \$5,000. June 2006 – June 2007.

Consulting

DHEC. Consultant on DHEC's organization and structure. 2015.

Pre-LEAD Foundations. Consultant lecturer on Personality, Conflict, Emotional Intelligence for MUSC's Departments of Internal Medicine and Surgery. 2015-2017.

Leadership Foundations. Consultant lecturer on Personality, Conflict, Emotional Intelligence, Organizational Change and Stress Management for MUSC's Department of Anesthesiology. 2015-2017.

Managing Personality in the Workplace. Consultant lecturer for MUSC's Department of Pathology and Lab, Department of Pediatrics, Division of Anesthesia for Nurses, and Quality & Infection Control. 2016-2018.

Managing Personality in the Workplace. Consultant lecturer for South Carolina Association of Nurse Anesthetists (SCANA), 2017.

Managing Personality in the Workplace. Consultant lecturer for Sweetgrass Plastic Surgery, 2018.

Presentations and Published Abstracts

1. Hilligoss, B., L.M. McClelland, **J.L. Jones**, et al. Research in the Rough. Professional Development Workshop at the Health Care Management Division Academy of Management, Boston, MA, August 2019.

2. **Jones, J.**, A.K. Landry and A. Johnston. Preparing Leaders to be Resilient: Innovative Pedagogical Approaches. Presentation at AUPHA, New Orleans, LA, June, 2019.
3. Landry, A.K., **Jones, J.**, and A. Johnston. Preparing Leaders Through Collaborative Learning: Integrating Reality With Pedagogy. Presentation at AUPHA, Philadelphia, PA, June 2018.
4. Hilligoss, B., L.M. McClelland, **J.L. Jones**, et al. Research in the Rough. Professional Development Workshop at the Health Care Management Division Academy of Management, Atlanta, GA, August 2018.
5. **DelliFraine, J.L.**, N. Menachemi, C. Lemak, A. Kazley, L. McClelland, T. Vogus, B. Bigelow. Challenges and Strategies for Managing Work Life Balance in Academia. PDW Presentation at the Health Care Management Division, Academy of Management, Vancouver, Canada, August 2015.
6. Alessandri, E., **J.L. DelliFraine**, & R. Miltner. What Should Health Care Systems Do to Implement Co-production in Health Care? Presentation at Dartmouth Summer Symposium, Fairlee, VT, July 2015.
7. Schumacher, E., A. Kazley, **J.L. DelliFraine**, et al. Follow the Yellow Brick Road for Assessing Competency-Based Learning. Presentation at AUPHA, Miami, FL, June 2015.
8. Kim, J.Y., **J.L. DelliFraine**, M. Anderson, F. Wilson. How Deeply Embedded? Breadth and Depth of Implementation of Robotic Surgery in U.S. Hospitals. Poster presentation at AcademyHealth, Minneapolis, MN, June 2015.
9. Menachemi, N., T. Harper, and **J.L. DelliFraine**. Journal Rankings by Health Management Faculty Members: Are there differences by Rank, Leadership-Status or Area of Expertise? PDW presentation at the Health Care Management Division Doctoral Student Consortium, Academy of Management, Philadelphia, PA, August 2014.
10. **DelliFraine, J.L.**, J.R. Langabeer, W. Segrest, R. Fowler, R. King, P. Moyer, T.D. Henry, W. Koenig, J. Warner, J. Emert, S. Fathiamini, L. Stuart, R. Griffin, M.L. Roettig, and J. Jollis. Developing a STEMI System of Care in Dallas County. Poster presentation at AcademyHealth, San Diego, CA, June 2014.
11. Langabeer, J.L., J. Helton, **J.L. DelliFraine**, E. Dotson, C.Watts, and K. Love. A Business Planning Model to Identify New Safety Net Clinic Locations. Poster presentation at AcademyHealth, San Diego, CA, June 2014.
12. **DelliFraine, J.**, *Invited Discussant for* "Information Control in Health Care: The Challenge of IT for the Medical Profession" by Denise Anthony. Organizational Theory in Health Care, Boston, MA, May 2014.

13. Langabeer, J., D. Alqusairi, **J.L. DelliFraine**, W. Segrest, T. Henry. Do Weekends Influence Time to Treat? Poster presentation at Quality of Care and Outcomes Research in Cardiovascular Disease and Stroke, Baltimore, MD, May 2014.
14. Langabeer, J.L., J. Helton, **J.L. DelliFraine**, C. Watts, E. Dotson, & K. Love. A Business Planning Model to Identify New Safety Net Clinic Locations. Society for Studies in Organising Healthcare (SHOC), Copenhagen, Denmark, April 2014.
15. **DelliFraine, J.L.**, J.R. Langabeer, W. Segrest, R. Fowler, R. King, P. Moyer, T.D. Henry, W. Koenig, J. Warner, J. Emert, S. Fathiamini, L. Stuart, R. Griffin, M.L. Roettig, and J. Jollis. Developing a STEMI System of Care in Dallas County. Presentation for the Seminar Series to the Department of Healthcare Policy and Research at Virginia Commonwealth University, March 2014.
16. R. Weech-Maldonado, **J.L. DelliFraine**, S. Birken, and S. Gregory. Finding a Balance: Job Search Strategies and Considerations in the Small World of Academics. Health Care Management Division Professional Development Workshop, Academy of Management, Orlando, FL, August 2013.
17. Langabeer, J., T. Henry, T., **J. DelliFraine**, and Segrest, W. Impact of Prehospital Care on STEMI Time to Treat. American Heart Quality Care Outcomes Research (QCOR) Conference, Baltimore, MD, May 2013.
18. **DelliFraine, J.**, J. Langabeer, R. Delgado, J. Williams, and A. Gong. The Economics of Becoming a Baby Friendly Hospital: Results from Two Studies. Invited speaker - Texas Breastfeeding Coalition. Austin, TX 2012.
19. **DelliFraine, J.** Economics of Becoming a Baby Friendly Hospital. Invited Panelist - Texas Breastfeeding Coalition Legislative Panel. Austin, TX 2012.
20. Kim, J.Y., N. Wehbi, **J.L. DelliFraine**, and D. Brannon. Does Organic Matter? The Relationship of Structure and HR Practices Combinations on Direct Care Workers' Job Satisfaction and Turnover Intent. Academy of Management, Boston, MA, August 2012.
21. Johnson, C.E., **J. DelliFraine**, et al. Getting Feedback from the Experts. Health Care Management Division Professional Development Workshop, Academy of Management, Boston, MA, August 2012.
22. Langabeer, J., Henry, T., **DelliFraine, J.**, et al. Geospatial Analysis of Percutaneous Coronary Intervention Hospitals. American College of Cardiology, Chicago, IL, March 26, 2012.

23. Helton, J., J. Langabeer, **J. DelliFraine**, and E. Hsu. EMR Strategies and Labor Efficiency in Hospitals. Health Information Management Systems Society, Las Vegas, NV, February 2012.
24. McAlearney, A., R. Weech-Maldonado, **J.L. DelliFraine**, and J. Robbins. Finding a Balance: Job Search Strategies and Considerations in the Small World of Academics. Health Care Management Division Professional Development Workshop, Academy of Management, San Antonio, TX, August 2011.
25. Langabeer, J., W. Segrest, R. Fowler, **J.L. DelliFraine** et al. The AHA-Caruth Initiative to Improve the STEMI System of Care in Dallas, TX. American Heart Association Dallas Caruth Advisory Symposium, Dallas, TX, June 2011.
26. Langabeer, J., W. Segrest, R. Fowler, **J.L. DelliFraine** et al. The AHA-Caruth Initiative to Improve the STEMI System of Care in Dallas, TX. American College of Cardiology: Emergency Cardiovascular Care 2011: Defining and Expanding STEMI Systems of Care, Chicago, IL, May 2011.
27. **DelliFraine, J.L.**, J. R. Langabeer, and D. McCaughey. The Use of Six Sigma in Healthcare Management: Are We Using It to Its Full Potential? Southwest Academy of Management Conference, Houston, TX, March 2011.
28. **DelliFraine, J.**, B. King, and J.R. Langabeer. Perceptions of Quality Improvement Practices in Academic Emergency Medicine: Views from the Chairs of Academic EDs. poster presentation at the American College of Emergency Physicians, Las Vegas, NV, September 2010.
29. **DelliFraine, J.**, B. King, and J.R. Langabeer. (2010). Perceptions of Quality Improvement Practices in Academic Emergency Medicine: Views from the Chairs of Academic EDs. abstract published in *Annals of Emergency Medicine*, 56(3, Supp1); S49.
30. **DelliFraine, J.** Health Care Management Division Doctoral Student and Junior Faculty Consortium. Health Care Management Division Professional Development Workshop, Academy of Management, Montreal Canada, August 2010.
31. **DelliFraine, J.** and J. Langabeer. The Use of Lean and Six Sigma in Hospitals – Examining the Evidence and Perceptions of Value. Invited presentation and published abstract at The University of Texas McCombs School of Business Healthcare Symposium, Austin, TX, April 2010.
32. **DelliFraine, J.** Quality Management Practices in Healthcare. Invited presentation to the Institute for Health Improvement Open School, Houston, TX, April 2010.

33. Gong, A., J. Williams, J.R. Langabeer, **J.L. DelliFraine**, R.I. Delgado. The Economic Costs of Becoming a Baby-Friendly Hospital. Poster presentation to the Pediatric Academic Society, Vancouver, Canada, May 2010.
34. Langabeer, J.R., **J.L. DelliFraine**, and J. Helton. The Influence of Executive Optimism on Strategic Process. Southwest Academy of Management, Dallas, TX, March 2010.
35. Langabeer, J. R. and **J.L. DelliFraine**. Adapting Lean and Six Sigma to the Healthcare Industry. HIMSS, Chicago, April 2009.
36. Kim, J., **J.L. DelliFraine**, and K.H. Dansky. Intentions and Use in Telehomecare. Academy of Management conference, Health Care Management Division, August 2008.
37. **DelliFraine, J.L.**, R. BeLue, and A. Degboe. Organizational Utilization and Cost Differences in Children with Ambulatory Sensitive Conditions. Poster presentation at the AcademyHealth Conference, Children's Health Services Research Special Interest Group, Washington DC, June 2008.
38. **DelliFraine, J.L.**, K.H. Dansky. Home-based Telehealth: A Review and Meta-analysis. The Royal Society of Medicine's Telemedicine and eHealth Forum, London, England, November 2007.
39. **DelliFraine, J.L.**, K.H. Dansky, and J. Rumburger. The Use of Knowledge Management in Telemedicine. Academy of Management, Philadelphia, PA, August 2007.
40. **DelliFraine, J.L.** Patient Profiles of Communities with and without Children's Hospitals: Where Do the Most Resource Intense Children Receive Care? Poster presentation at the AcademyHealth Conference, Children's Health Services Research Special Interest Group, Orlando, FL, June 2007
41. **DelliFraine, J.L.**, K.H. Dansky, and J. Rumburger. Can Organizational Support for Technology Influence Job Satisfaction? Irish Academy of Management, Cork, Ireland, September 2006.
42. **DelliFraine, J.L.**, D. Burke, C.H. Lemak, D. Brannon and V.A. Parker. Developing Future Scholars. Academy of Management, Professional Development Workshop, August 2006.
43. **DelliFraine, J.L.** An Examination of Specialization and Outcomes of Care in Children's Hospitals: Are Children's Hospitals Better Qualified to Care for Pediatric Patients? The Pennsylvania State University Pediatric Research Day, Hershey, PA, June 2006.

44. **DelliFraine, J.L.** An Examination of Specialization and Outcomes of Care in Children's Hospitals: Are Children's Hospitals Better Qualified to Care for Pediatric Patients? Poster presentation at the AcademyHealth Conference, Children's Health Services Research Special Interest Group, Seattle, WA, June 2006.
45. **DelliFraine, J.L.**, Tiffany Radcliff, and Murray J. Côté. Identifying High Cost Uninsured Patients for Case Management. INFORMS, San Francisco, CA, November 2005.
46. **DelliFraine, J.L.**, An Examination of Specialization and Outcomes of Care in Children's Hospitals: Are Children's Hospitals Better Qualified to Care for Pediatric Patients? Academy of Management, New Orleans, LA, August 2004.
47. Gerben DeJong and **J.L. DelliFraine**. Size and Maturation of the Rehabilitation Industry. American Congress of Rehabilitation Medicine-American Society of Neurorehabilitation Joint Meeting Pre-conference, Ponte Vedra Beach, FL, September 2004.

TEACHING

Courses taught at Medical University of South Carolina

Organizational Theory and Behavior in Healthcare (3 credits): Taught hybrid online and face to face course for residential and executive MHA students.
Average course score: 5.0/5.0 (EMHA), 4.8/5.0 (RMHA)

Strategic Marketing and Management in Healthcare (3credits): Taught hybrid online course for executive-level MHA students.
Average course score: 4.8/5.0

Foundations of Leadership (3 credits): Taught hybrid online course for executive-level DHA students.
Average course score: 4.6/5.0

Transforming Healthcare (IP 710): Taught interprofessional MUSC students.

Courses taught at Virginia Commonwealth University

Healthcare Organization and Leadership (3 credits): Taught hybrid online and face to face course for executive-level MSHA students
Average course score: 4.18/5.0

Foundations of Organization Theory (3 credits): Taught this course for doctoral students in organization and management theory.

Average course score: 4.67/5.0

Courses taught at The University of Texas

Introduction to Management and Policy Sciences (3 credits): Participated in this course, which is co-taught with multiple faculty from the MPACH Division.

Quality Management and Improvement in Healthcare Organizations (3 credits): Developed this course as an introduction to quality management concepts in health care organizations.

Average course score: 4.15/5.0

Understanding Organizational Behavior in Health Care Organizations (3 credits): Developed this course as an introduction to organizational behavior and management in health care organizations.

Average course score: 4.67/5.0

Advanced Health Organization and Management Theory (3 credits): Developed this course as an advanced course for doctoral students in organization and management theory.

Average course score: 5.0/5.0

Introduction to Healthcare Management Research Methods (3 credits): Developed this course as an advanced course for doctoral students.

Courses at The Pennsylvania State University and Other Universities

Understanding Organizational Behavior in Health Services Organizations: (3 credits): Developed this course for Masters students as an introduction to organizational behavior and management in health care organizations.

Independent Study in Structural Equation Modeling (3 credits): Developed this course for Doctoral students to learn the basics of structural equation modeling.

Management of Health Services Organizations (3 credits): Developed this course for undergraduates as an introduction to health care management concepts in health care organizations.

Quality Management for Health Care Managers (3 credits): Developed this course as an introduction to quality management concepts for Masters level health care management students.

Health Care Organization and Service (3 credits): Co-taught this course as an introduction to the US healthcare system to undergraduate allied health students.

Lectures and Invited Presentations

University of Florida, invited presentation on STEMI Systems, 2018.

MUSC, lecture to CHP Staff on *Crucial Conversations*, 2018.

MUSC, lecturer to MUSC Leadership on Performance Evaluation, 2017.

Indiana University and Purdue University in Indiana (IUPUI), invited presentation on STEMI Systems, 2017.

MUSC, lecture to CHP employees on Stress Management, 2017

University of Texas-Houston, School of Public Health, lecturer in Health Care Outcomes and Quality Research, 2011

Texas Tech University, Rawls College of Business, lecturer on HIPPA in Health Organization and Management. 2009

Doctoral Students

Penn State:

Major Brad Beauvais, Ph.D. 2007 Graduate.

Co-Chair - Does Money Really Matter? A Review of the Literature on the Relationships Between Health Care Organization Finances and Quality.

Harry Holt, Ph.D.

Committee Member - Strategy, Financing and Organizational Performance of Nonprofit Hospitals.

University of Texas:

Jeff Helton, Ph.D., 2011 Graduate

Committee member – Assessing the Impact of Electronic Health Record Technology Adoption on Hospital Labor Efficiency

Brandy Greenhill, Ph.D., 2012 Graduate

Committee member – Quality Improvement Systems to Improve Laboratory Safety

Yingliu Gu, Ph.D., 2013 Graduate

Dissertation Chair – An Assessment of the Relationship Between Board Composition and Healthcare Organizational Financial Performance

Florence McKelvey, Ph.D., 2013 Graduate.

Dissertation Chair – Efficiency in Cancer Care: A Cost Comparison of Two Pharmaceutical Systems

Crystal Stafford, Dr. P.H., 2013 Graduate.

Dissertation Chair - Three Studies: Utilization of Community Based Rapid HIV Testing Among African American Women.

Clint Pinion, PhD, 2013 Graduate.

Committee Member - The Impact of Job Control on Employee Perception of Management Commitment to Safety in an Engineering, Procurement and Construction Company.

Kara Leonard, PhD, 2013 Graduate.

Committee Member – Leadership, Training, and the Implementation of HER Systems.

Diaa Alqusairi, PhD, 2014 Graduate.

Committee Member – The Impact of Arrival Time of STEMI Patients at PCI-Capable Hospitals in Dallas County on Door-to-Balloon Treatment Time and Mortality Rate.

Mily Wang, PhD, 2014 Graduate.

Committee member – The Effect of Directors’ Professional Backgrounds on Financial and Philanthropic Performance of Nonprofit Private Hospitals.

MUSC

Jim Dunn, DHA, 2016 Graduate

Committee Member – A Study of Perception Regarding Changing Roles, Skills, and Effectiveness of Human Resources Functions in Healthcare.

Stefanie Brown, DHA, 2018 Graduate

Chair – Predicting Graduation from an Associate Degree Nursing Program

PROFESSIONAL SERVICE AND DEVELOPMENT

National Professional Service

Board Member, South Carolina ACHE Chapter, 2015 – present

Steering Committee Member, Benchmarks and Metrics Subcommittee Member, National Council on Administrative Fellowships, 2015 - 2016

Conference Planning Committee Member, Academy for Healthcare Improvement Conference, 2015

Conference Moderator, Academy for Healthcare Improvement Conference, 2015

Co-Chair, Organizational Theory in Healthcare Conference, 2014 – 2015

Fellow, Commission on Accreditation of Healthcare Management Education (CAHME), 2012 - present

Member, AUPHA Planning Committee, 2014 – 2015

Past Division Chair, Academy of Management, Health Care Management Division, 2013 – 2014

Elected Division Chair, Academy of Management, Health Care Management Division, 2012 – 2013

Elected Program Chair, Academy of Management, Health Care Management Division, 2010 – 2011

American Heart Association, Dallas Caruth STEMI Advisory Board, 2010 – 2013.

5 Year Strategic Plan Review Committee, Academy of Management, Health Care Management Division, 2012

Association of Schools of Public Health, Health Policy and Management Council, 2009 - present

Elected Chair, Professional Development Workshop, Academy of Management, Health Care Management Division, 2009

Newsletter Editor, Academy of Management, Health Care Management Division, 2005 – 2009

5 Year Strategic Plan Review Committee, Academy of Management, Health Care Management Division, 2007

Editorial Service

Member, Editorial Board for *Advances in Health Care Management*, 2011 – present

Member, Editorial Panel for *Journal of Health Administration Education*, 2017 - present

Reviewer for Journals

Health Care Management Review,

Advances in Health Care Management,
Medical Care,
Social Science and Medicine,
Leadership in Health Services,
Journal of Applied Gerontology,
Journal of Telemedicine and Telecare,
International Journal of Information Systems and Change Management,
Decision Sciences Journal of Innovative Education,
Texas Public Health Journal,
Journal of Healthcare Management,
Journal of Health Administration Education

Conference Submissions Reviewer

Session Chair and Reviewer, Southwest Academy of Management, 2011

Reviewer, Academy of Management, Health Care Management Division, 2005 - 2016

Reviewer, Academy of Management, Organizational Theory and Management Division, 2006

Reviewer, Academy of Management, Organizational Behavior Division, 2006

Institutional Service and Leadership Roles

Chair, MUSC DHLM MHA Committee, 2015 – present

CHP Representative, MUSC Faculty Senate, 2017 – present

Member, MUSC Promotion & Tenure Committee, 2016 - 2018

Steering Committee Member, MUSC Leadership Institute, 2019 - present

Member, Faculty Senate Institutional Advancement Committee, 2018 - present

Member, MUSC CHP Curriculum Committee, 2017 – present

Member, MUSC CHP Student Leadership Development Committee, 2017 – 2018

Member, MUSC CHP Diversity Committee, 2016 – 2018

Member, MUSC CHP Faculty Evaluation Committee, 2016

Member, MUSC CHP Online Education Advisory Committee, 2016

Member, MUSC CHP Strategic Planning Committee, 2015 – 2016

Member, MUSC CHP Promotion & Tenure Committee, 2015

Member, MUSC Department of Healthcare Leadership & Management Healthcare Leadership Dissertation Award Committee, 2015 - present

Member, MUSC Department of Healthcare Leadership & Management Healthcare Leadership Conference Planning Committee, 2015 – present

Chair, VCU HAD MHA Admissions Committee, 2014

Chair, VCU HAD Promotion & Tenure Committee, 2014

Member, VCU 3rd Year Review Committee, 2014

Member, VCU HAD Marketing Committee, 2014

Member, VCU HAD Promotion & Tenure Committee, 2014

Member, VCU HAD PhD Theory Comprehensive Exam Committee, 2013 – 2014

Co-Chair, VCU HAD Faculty Search Committee, 2013 – 2014

Member, VCU HAD Data Committee, 2013 – 2014

Member, VCU HAD MHA Committee, 2013 - 2014

Co-Chair, UT MPACH Faculty Search Committee, 2010-2013

Director, UTSPH MPACH Healthcare Management Program – 2011 – 2013

Associate Director, Fleming Center for Healthcare Management – 2012 – 2013

Member, UT MPACH Admissions Committee 2008 - 2013

Member, UT MPACH Management Faculty Search Committee, 2008 – 2009

Faculty Representative for the UTSPH Institute for Health Improvement Open School student group, 2010-2011

Member, UT MPACH Scholarship Committee, 2010 - 2011

Representative, UT MPACH Faculty Council, 2010-2012

Chair, Academic Incentive Plan Subcommittee, 2012

Member, UTSPH FOTE Award Committee, 2012

Member, UTSPH Leadership Concentration, 2009

MEMBERSHIPS

Academy of Management

AcademyHealth

AUPHA