

Jami L. DelliFraine, Ph.D.

EDUCATION

Ph.D., Virginia Commonwealth University, May 2004, Health Services Organization and Research, Department of Health Administration, *An Examination of Specialization and Outcomes of Care in Children's Hospitals: Are Children's Hospitals Better Qualified to Care for Children?* Robert E. Hurley, chair

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

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

EXPERIENCE

The University of Texas
Health Science Center at Houston
School of Public Health
Division of Management, Policy, and Community Health
Assistant Professor, July, 2008 – present
Courses taught:
PH3715 – *Introduction to Management and Policy Sciences* (co-taught with other faculty from MPACH)
PH 3998 – *Quality Management and Improvement in Healthcare Organizations*

The Pennsylvania State University
Department of Health Policy and Administration
College of Health and Human Development
Assistant Professor, July 2005 – July 2008
Courses taught:
HPA 503 – *Understanding Organizational Behavior in Health Services Organizations*
HPA 596 - *Independent Study in Structural Equation Modeling*
HPA 332 - *Management of Health Services Organizations*

University of Florida, Gainesville, FL
Department of Health Services Research, Management and Policy
College of Public Health and Health Professions
Adjunct Instructor, January 2005 – May 2005
Courses taught:
HSA 6755 – *Quality Management for Health Care Managers*

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

Virginia Commonwealth University, Richmond, VA
Department of Health Administration
Adjunct Instructor, August 2003 – December 2003
Courses taught:
HCM 300 – *Health Care Organization and Service*

Health Care Management and Consulting

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

VA North Texas Health Care System, Dallas, TX
Anesthesiology & Pain Management Service
Administrative Officer
January 2000 – July 2001

RESEARCH

Peer Reviewed Publications

Galterio, L., J. Helton, J.R. Langabeer, and **J.L. DelliFraine**. (2009) Performance Normalization and Benchmarking in Healthcare. Accepted for publication in the *Journal of Healthcare Information Management*.

J.L. DelliFraine, K.H. Dansky, and J. Rumberger. (2009) "The Use of Knowledge Management in Telemedicine" accepted for publication by the *International Journal of Healthcare Management Technology*.

J.L. DelliFraine, K.H. Dansky. (2008) "Home-based Telehealth: A Review and Meta-analysis." *Journal of Telemedicine and Telecare*, 14(2): 62-65.

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" forthcoming in *Journal of Health Care Finance*, 34 (1):44-58.

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..

DelliFraine, J. (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.

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.

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.

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.

Carden, R., and **J.L. DelliFraine**. (2004) "An Examination of Hospital Satisfaction with Blood Suppliers" *Transfusion*, 44(11), 1648-1655.

Other Scholarly Research, Publications, and Reports

DelliFraine, J.L., H.D. Holt, L. A. Davis, and L. Baronner. (2009). "An Analysis of Rural Hospital Financial Conditions." Report submitted and published by the Center for Rural Pennsylvania. Available at: (TBD).

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.

Works in Progress

DelliFraine, J.L. and J.R. Langabeer. (2009) "Trajectories in Early Adoption: A Look at Two New Healthcare Quality Improvement Initiatives" submitted for presentation at the 2009 Health Care Management Division, Academy of Management Conference.

Langabeer, J.R., **J.L. DelliFraine**, J. Heineke and I. Abbass. "Determinants of Goal Attainment and Performance Outcomes from Quality Improvement Initiatives in the Healthcare Industry."

Langabeer, J.R., **J.L. DelliFraine**, S. Tyson, J. and J. Herbold. "Organizational Practices for Improving Public Health Preparedness."

DelliFraine, J.L., R. BeLue, and A. Degboe.. “Organizational Utilization and Cost Differences in Children with Ambulatory Sensitive Conditions” submitted to the AcademyHealth conference, 2008.

Radcliff, T., **DelliFraine, J.**, and M.J. Côté. “Identifying High Cost and High Risk Uninsured Patients for Case Management.” For submission to *Health Care Management Science*.

Current Funded Research

Langabeer, J.R. and **J.L. DelliFraine**. “The State of Current Practice-Management Accounting and Financial Management in the Healthcare Industry.” Institute of Management Accountants Foundation for Applied Research, \$14,000, October 2008.

DelliFraine, J.L. (PI), H. Holt, L. Davis, and L. Baronner. “Analysis of Rural Hospital Financial Conditions.” Center for Rural Pennsylvania, \$50,000, January 2008.

Farmer, E., B.J. Burns, **J.L. DelliFraine**, K. Dodge, et al. “What Affects Outcomes in Group Homes for Youth?” National Institute of Mental Health (NIMH), \$3,883,087, September 2007. (Co-Investigator)

Belue, R., **J.L. DelliFraine**, Hillemeier, M., Paul, I., Ruth, J., and Matthews, S. “Research Proposal for Preliminary Analyses of Racial and Socioeconomic Disparities in Children’s Health Services” submitted to Penn State Children, Youth, and Families Consortium, Level II funding - \$20,000, September 2006. (Co-Principal Investigator)

DelliFraine, J.L., C. Hollenbeak, and M. Setia, “Intermittent Uninsurance Among Children: How Much Do Gaps in Coverage Matter?” submitted to Penn State Children, Youth, and Families Consortium, Level I funding - \$5,000, June 2006

Completed Funded Research

“Assessing the Feasibility of Telemedicine in Day Care Centers.” Penn State Children, Youth, and Families Consortium, Level I funding - \$5,000, January 2006, **Jami DelliFraine**, Kathryn Dansky, and Marianne Hillemeier.

Presentations

Kim, J., **J.L. DelliFraine**, and K.H. Dansky. “Intentions and Use in Telehomecare” Academy of Management conference, Health Care Management Division, August 2008.

DelliFraine, J.L., R. BeLue, and A. Degboe. 2008 AcademyHealth Conference, Children's Health Services Research Special Interest Group, Washington DC, poster presentation, "Organizational Utilization and Cost Differences in Children with Ambulatory Sensitive Conditions" June 2008.

Jami DelliFraine, K.H. Dansky. The Royal Society of Medicine's Telemedicine and eHealth Forum, London, England, presentation of "Home-based Telehealth: A Review and Meta-analysis." November 2007.

Jami DelliFraine, K.H. Dansky, and J. Rumburger. 2007 Academy of Management, Philadelphia, PA, presentation of "The Use of Knowledge Management in Telemedicine" August 2007.

Jami DelliFraine. 2007 AcademyHealth Conference, Children's Health Services Research Special Interest Group, Orlando, FL, poster presentation, "Patient Profiles of Communities with and without Children's Hospitals: Where Do the Most Resource Intense Children Receive Care?" June 2007

Jami DelliFraine, K.H. Dansky, and J. Rumburger. 2006 Irish Academy of Management, Cork, Ireland. Presentation of "Can Organizational Support for Technology Influence Job Satisfaction?" September 2006.

Jami DelliFraine, D. Burke, C.H. Lemak, D. Brannon and V.A. Parker. 2006 Academy of Management, Atlanta, GA. Professional Development Workshop "Developing Future Scholars" August 2006.

Jami DelliFraine. 2006 Penn State Pediatric Research Day, Hershey, PA, "An Examination of Specialization and Outcomes of Care in Children's Hospitals: Are Children's Hospitals Better Qualified to Care for Pediatric Patients?" June 2006

Jami DelliFraine. 2006 AcademyHealth Conference, Children's Health Services Research Special Interest Group, Seattle, WA, poster presentation, "An Examination of Specialization and Outcomes of Care in Children's Hospitals: Are Children's Hospitals Better Qualified to Care for Pediatric Patients?" June 2006

Jami DelliFraine, Tiffany Radcliff, and Murray J. Côté. 2005 INFORMS, San Francisco, CA. "Identifying High Cost Uninsured Patients for Case Management" November 2005.

Jami DelliFraine. 2004 Academy of Management, New Orleans, LA, "An Examination of Specialization and Outcomes of Care in Children's Hospitals: Are Children's Hospitals Better Qualified to Care for Pediatric Patients?" August 2004

Gerben DeJong and **Jami DelliFraine**. 2004 American Congress of Rehabilitation Medicine-American Society of Neurorehabilitation Joint Meeting Pre-conference, Ponte Vedra Beach, FL. "Size and Maturation of the Rehabilitation Industry" September 2004

PROFESSIONAL SERVICE AND DEVELOPMENT

National Committees

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

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

Ad-hoc Submissions Reviewer for Journals

Social Science and Medicine, 2004
Leadership in Health Services, 2007
Journal of Applied Gerontology, 2007
Journal of Telemedicine and Telecare, 2008

Conference Submissions Reviewer

Academy of Management, Health Care Management Division, 2005
Academy of Management, Health Care Management Division, 2006
Academy of Management, Organizational Theory and Management Division, 2006
Academy of Management, Organizational Behavior Division, 2006
Academy of Management, Health Care Management Division, 2007
Academy of Management, Health Care Management Division, 2008

Dissertations Supervised

Penn State:

Major Brad Beauvais, Ph.D. (2007) "Does Money Really Matter? A Review of the Literature on the Relationships Between Health Care Organization Finances and Quality."

Harry Holt, Ph.D. student. "Strategy, Financing and Organizational Performance of Nonprofit Hospitals." To be completed in 2009.

MEMBERSHIPS

Member, Academy of Management (2003 - present)

Member, AcademyHealth (2003 - present)
Member, American College of Healthcare Executives (2006 – 2007)

AWARDS

A.D. Williams Scholarship, August 2001 – August 2003

Newman Award Finalist, Academy of Management – August 2004

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

INTERESTS

Organizational theory and management, technological and process improvement
in health care, quality management, and telemedicine

PERSONAL INFORMATION

Jami L. DelliFraine, Ph.D., M.H.A.
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The University of Texas
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Division of Management, Policy, and Community Health
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