BRIAN HILLIGOSS
curriculum vitae

University of Arizona
Eller College of Management
Department of Management & Organizations
1130 E. Helen St., McClelland Hall 405CC
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Academic Appointments

2017 - present	**Associate Professor**, Department of Management & Organizations
	Eller College of Management, University of Arizona, Tucson, AZ
2011 – 2017	**Assistant Professor**, Division of Health Services Management & Policy
	College of Public Health, The Ohio State University, Columbus, OH

Administrative Appointments

2019 - present	**Interim Director**, Center for Management Innovations in Healthcare
	Eller College of Management, University of Arizona, Tucson, AZ

Education

Ph.D. in Information
University of Michigan, School of Information, 2011.

Graduate Teacher Certificate
University of Michigan, Center for Research on Learning and Teaching, 2012.

M.S. in Information Science
University of North Carolina at Chapel Hill, School of Information and Library Science, 2001.

B.C.A. in Theatre
University of North Carolina at Charlotte, Department of Theatre and Dance, 1989.

Awards and Honors

- Above and Beyond the Call of Duty (ABCD) Award, Academy of Management, Organization and Management Theory Division, 2019.
- Outstanding Reviewer, Academy of Management, Health Care Management Division, 2018, 2016, 2015, 2014
- Excellence in Teaching Award. Ohio State University College of Public Health, 2017
- Best Theory to Practice Paper. Academy of Management, Health Care Management Division, 2015
- Best Paper Selections, Human Factors and Organizational Issues, IMIA Yearbook of Medical Informatics, International Medical Informatics Association, 2014
- Outstanding Paper Based on a Dissertation. Academy of Management, Health Care Management Division, 2013
- Best Information Behavior Paper, American Society for Information Science & Technology, 2007
- American Society for Information Science & Technology Pratt-Severn Best Student Research Award, 2001

Research Interests

Communication and coordination
Habits and organizational routines
Narrative
Sensemaking

Health care management
High-reliability
Organizational change and development
Organization design

Publications

Journal Articles (Peer reviewed)

Hilligoss, B., Tanenbaum, S.J., Paul, M., Ferrari, R.M., & Song, P.H. (in press). What makes health services usable? Insights from a qualitative study of caregivers of children with disabilities. *Health Care Management Review*.

Tanenbaum, S.J., **Hilligoss, B.**, & Song, P.H. (2019). Health Care Innovation and Children in Poverty: Lived Experiences of Caregivers of Children with Disabilities in a Medicaid-Serving ACO. *Journal of Children and Poverty, 25*(1), 3-20.

Hilligoss, **B.**, Song, P.H., & McAlearney, A.S. (2019). Coping with interdependencies related to patient choice: Boundary-spanning at four accountable care organizations. *Health Care Management Review, 44*(2), 115-126.

Walker, D.M., Hefner, J., Sova, L., **Hilligoss, B.**, Song, P., & McAlearney, A.S. (2017). Implementing ACOs: Lessons from a qualitative analysis of four private-sector organizations. *Journal of Healthcare Management, 62*(6), 419-431.

Moffatt-Bruce, S.D., **Hilligoss, B.**, & Gonsenhauser, I. (2017). ERAS: Safety Checklists, Antibiotics and VTE Prophylaxis. *Journal of Surgical Oncology*, *116*(5), 601–607.

McAlearney, A.S., Song, P.H., & **Hilligoss, B.** (2017). Private sector accountable care organization development: A qualitative study. *American Journal of Managed Care, 23*(3), 151-158.

Hilligoss, B., Song, P.H., & McAlearney, A.S. (2017). Aligning for accountable care: Strategic practices for change in accountable care organizations. *Health Care Management Review, 42*(3), 192-202.

Murray, K.R., **Hilligoss, B.**, Hefner, J.L., McAlearney, A.S., VanBuren, A., Huerta, T.R., & Moffatt-Bruce, S. (2017). The quality reporting reality at a large academic medical center: Reporting 1600 unique measures to 49 different sources. *International Journal of Academic Medicine*, *3*(1):10-15.

Hefner, J.L., **Hilligoss, B.**, Sieck, C., Walker, D.M., Sova, L., Song, P., McAlearney, A.S. (2016). Meaningful engagement of ACOs with communities: The new population health management. *Medical Care, 54*(11), 970–976.

Hefner, J.L., **Hilligoss, B.**, Knupp, A., Bournique, J., Sullivan, J., & Moffatt-Bruce, S.D. (2016). Cultural transformation after implementation of crew resource management: Is it really possible? *The American Journal of Medical Quality, 32*(4), 384-390.

Hilligoss, B., Song, P.H., & McAlearney, A.S. (2016). Coordination mechanisms in four accountable care organizations: Insights from qualitative case studies. *International Journal of Organization Theory and Behavior, 19*(2), 207-232.

Vogus, T.J., & **Hilligoss, B.** (2016). The underappreciated role of habit in highly reliable healthcare. *BMJ Quality & Safety, 25*(3), 141-146.

Hilligoss, B., Mansfield, J., Patterson, E., & Moffatt-Bruce, S. (2015). Collaborating—or "selling" patients? A conceptual framework for emergency department-to-inpatient handoff negotiations. *The Joint Commission Journal on Quality and Patient Safety, 41*(3), 134-143.

Hilligoss, B. & Vogus, T.J. (2015). Navigating care transitions: A process model of how doctors overcome organizational barriers and create awareness. *Medical Care Research and Review, 72*(1) 25–48.

Hilligoss, B., & Moffatt-Bruce, S.D. (2014). The limits of checklists: Handoff and narrative thinking. *BMJ Quality & Safety, 23*(7) 528-533.

Hilligoss, B. (2014). Selling patients and other metaphors: A discourse analysis of the interpretive frames that shape emergency department admission handoffs. *Social Science and Medicine. 102*. 119-128.

Hilligoss, B., & Zheng, K. (2013). Chart biopsy: An emerging medical practice enabled by electronic health records and its impacts on emergency department–inpatient admission handoffs. *Journal of the American Medical Informatics Association*, *20*(2) 260-267.

Hilligoss, B., & Cohen, M.D. (2013). The unappreciated challenges of between-unit handoffs: Negotiating and coordinating across boundaries. *Annals of Emergency Medicine*, *61*(2) 155-160.

Cohen, M.D., **Hilligoss, B**., & Amaral, A.C.K. (2012). Handoff is not a telegram: Understanding of the patient is co-constructed. *Critical Care, 16*(1), 303-309.

Hilligoss, B., & Cohen, M.D. (2011). Hospital handoffs as multifunctional situated routines: Implications for researchers and administrators. *Advances in Health Care Management*, *11*, 91-132.

Cohen, M.D., & **Hilligoss, P.B.** (2009). The published literature on handoffs in hospitals: Deficiencies identified in an extensive review. *Quality & Safety in Health Care, 19*(6) 493-497.

Hilligoss, B. & Rieh, S.Y. (2008). Developing a unifying framework of credibility assessment: Construct, heuristics, and interaction in context. *Information Processing and Management*, *44*(4), 1467-1484.

Hilligoss, B., Silbajoris, C. (2004). MEDLINEPlus goes local in NC: The development and implementation of NC Health Info. *Journal of Consumer Health on the Internet*, *8*(4), 9-26.

Editor Reviewed Articles

Song, Paula, H., **Hilligoss, B.**, & Gleeson, S. (2016). How a Pediatric ACO Coordinates Care for Children with Disabilities. *NEJM Catalyst*. July 28, 2016. Available: http://catalyst.nejm.org/pediatric-aco-coordinates-care-children-disabilities/.

Papers in Published Conference Proceedings (Peer reviewed)

Hilligoss, B. (2013). Collaborating or selling patients? A conceptual framework of between-unit handoff negotiations. *Best Paper Proceedings of the Seventy-third Annual Meeting of the Academy of Management*, Orlando, FL. August 9-13, 2013 (pp. 1-6). Briarcliff Manor, NY: Academy of Management.

Hilligoss, B. (2010). Dissecting the pre-handoff chart biopsy: Information seeking in the electronic health record. *Proceedings of the American Society for Information Science & Technology*, *47*, Pittsburgh, PA. October 22-27, 2010 (pp. 1-10). Silver Spring, MD: ASIS&T.

Rieh, S.Y., **Hilligoss, B.**, & Yang, J. (2007). Toward an integrated framework of information and communication behavior: College students' information resources and media selection. *Proceedings of the American Society for Information Science & Technology*, *44,* Milwaukee, WI. October 18-25, 2007 (pp. 1-22). Silver Spring, MD: ASIS&T.

Batcheller, A.L., **Hilligoss, B.**, Nam, K., Rader, E., Rey-Babarro, M., & Zhou, X. (2007). Testing the technology: Playing games with video conferencing. *CHI '07 Proceedings of the SIGCHI Conference on Human Factors in Computing Systems*, San Jose, CA. April 28 – May 3, 2007 (pp. 849-852). New York: ACM Press.

Haas, S.W., Travers, D.A., Waller, A.E., **Hilligoss, B.**, Cahill, M., & Pearce, P.F. (2004). Defining clinical similarity among ICD-9-CM diagnosis codes: Diagnosis cluster schemes. In Efthimiadis, E. N. (Ed). *Advances in Classification Research Volume 12: Proceedings of the 12th ASIST SIG/CR Classification Research Workshop*. Washington, DC. November 4, 2001 (pp. 67–86). Medford, NJ: Information Today.

Book Chapters (Editor reviewed)

Hilligoss, B., McAlearney, A.S., & Song, P.H. (2016). The infrastructures of accountable care: Early lessons from four commercial ACOs. In Avgar, A. & Vogus, T. J. (Eds.), *The Evolving Healthcare Landscape: How Employees, Organizations, and Institutions Adapt and Innovate*. (Labor and Employment Relations Association annual research volume). Ithaca: Cornell University Press.

Jones, C, Moffatt-Bruce, S, **Hilligoss, B**. (2015). The culture of safety: Guidelines, checklists, and quality improvement. In Stawicki, S.P., Galwankar, S.C., Papadimos, T.J., Moffatt-Bruce, S.D. (Eds.), *Fundamentals of Patient Safety in Medicine and Surgery* (pp. 133-141). New Delhi: Wolters Kluwer.

Taneva, S., O'Kane, A.A., Ratwani, R., **Hilligoss, B.**, Thieme, A., & Groth, K. (2015). Establishing and maintaining relationships in healthcare fields. In Furniss, D., O'Kane, A.A., Randell, R., Taneva, S., Mentis, H., & Blandford, A. (Eds.), *Fieldwork for healthcare: Guidance for investigating human factors in computer systems,* (pp. 39-56). San Rafael, CA: Morgan & Claypool.

Hilligoss, B. (2014). Fieldwork and challenges of access. In Furniss, D., O'Kane, A.A., Randell, R., Taneva, S., Mentis, H., & Blandford, A. (Eds.), *Fieldwork for Healthcare: Case Studies Investigating Human Factors in Computing Systems,* (pp. 41-47). San Rafael, CA: Morgan & Claypool.

Hilligoss, B. (2013). Handoffs in patient care. In McAlearney, A.S. & Kovner, A. (Eds.), *Health Services Management: Readings, Cases, and Commentary*. 10th ed. (pp. 152-156). Chicago, IL: Health Administration Press.

Rieh, S. Y., & **Hilligoss, B.** (2008). College students' credibility judgments in the information seeking process. In A. J. Flanagin & M. J. Metzger (Eds.), *Digital Media, Youth, and Credibility* (pp. 49-71). Cambridge, MA: MIT Press.

Reports and Other Papers

Cohen, M.D., & **Hilligoss, B.** (2010). Handoffs in hospitals: A review of the literature on information exchange while transferring patient responsibility or control. Available from http://hdl.handle.net/2027.42/61498.

Presentations

Conference Presentations, Panels & Abstracts (Peer reviewed)

Hilligoss, B. (2019). Configuring routines: How interdependence is enacted among routines in complex ecologies. Paper presented at the *Academy of Management Annual Meeting*, Boston, MA. August 9-13, 2019.

Hilligoss, B. (2018). The dynamics of open system routine ecologies. Paper presented at the *Process Research in Organization Studies Symposium*, Halkidiki, Greece. June 20-23, 2018.

Hilligoss, B., Tietschert, M., Martelli, P., & Huber, T. (2018). Exploring post-modern organizational theory in healthcare. Panel presentation at the Organization Theory in Health Care conference, Johns Hopkins University, Baltimore, MD. June 6-8, 2018.

Hilligoss, B., Tanenbaum, S.J., Ferrari, R.M., Belden, CM., & Song, P.H. (2017). Caregivers at the interface: Coordinating care for children with disabilities in incompatible systems of services. Symposium presentation at the *Academy of Management Annual Meeting*, Atlanta, GA. August 4-8, 2017.

Hefner, J.L., **Hilligoss, B.**, Sieck, C., Walker, D.M., Sova, L., Song, P., McAlearney, A.S. (2016). Meaningful Engagement of ACOs with Communities: The New Population Health Management. Paper presented at the *Academy of Management Annual Meeting*, Anaheim, CA. August 5-9, 2016.

Walker, D.M., Hefner, J., Sova, L., **Hilligoss, B.**, Song, P., McAlearney, A.S. (2016). Implementing Accountable Care Organizations: Don't Forget the Patients. Paper presented at the *Academy of Management Annual Meeting*, Anaheim, CA. August 5-9, 2016.

McAlearney, A.S., Sieck, C., **Hilligoss, B.**, & Song, P.H. (2015). Care Management and Cost Control Strategies: Approaches from Pediatric vs. Adult ACOs in the Private Sector. *North American Primary Care Research Group Annual Meeting*. Cancun, Mexico. October 24-28, 2015.

Hilligoss, B., Song, P.H., & McAlearney, A.S. (2015). Aligning for Accountable Care: Strategic Practices for Change in Accountable Care Organizations. Paper presented at the *Academy of Management Annual Meeting*, Vancouver, BC. August 7-11, 2015.

Hilligoss, B., McAlearney, A.S., & Song, P.H. (2015). Accountable Care and the Strategic Integration of Coordination Mechanisms. Panel presentation as part of "Accountable Care Organizations: The Key

to More Coordinated Care?" (Showcase Symposium). *Academy of Management Annual Meeting*, Vancouver, BC. August 7-11, 2015.

Hilligoss, B., McAlearney, A.S., & Song, P.H. (2015). Becoming Accountable: Accountable Care as a Temporally Emergent, Situated Organizational Capability. Paper presented at the *2013 Organization Theory in Health Care Annual Meeting*, Richmond, VA. May 28-29, 2015.

McAlearney A.S., Song, P., **Hilligoss, B**. (2014). Accountable Care Organizations: Measuring Their Impact. Presentation. *North American Primary Care Research Group Annual Meeting*. New York, New York. November 21-25, 2014.

McAlearney AS, Song, P., **Hilligoss, B.** (2014). Accountable Care Organizations: Measuring Their Impact. Presentation. *National Accountable Care Conference*. Los Angeles, CA. November 10-12, 2014.

Hilligoss, B. (2014). How a hospital knows its patients: A socio-technical systems perspective on the distributed cognition work of hospital admission routines. "Cognition in the Rough" Professional Development Workshop proposal presented at the *Academy of Management Annual Meeting*, Philadelphia, PA. August 1-5, 2014.

McAlearney, A.S., Song, P.H., **Hilligoss, B**. (2014). Accountable Healthcare Organizations (ACOs): Measuring Their Impact. Panel presentation. Early Observations from Accountable Care Organizations Developing in the Private Market. Ducas, A. (chair). *AcademyHealth Annual Research Meeting,* San Diego, CA. June 8-10, 2014.

McAlearney AS, **Hilligoss, B**., Robbins, J., Song, P. (2014). Accountable Care Organizations: Managed Care with a New Name? Panel Presentation. Forum on Healthcare Management Research. *American College of Healthcare Executives Congress on Healthcare Leadership*. Chicago, IL. March 24-27, 2014.

Hilligoss, B. (2013). Collaborating or selling patients? A conceptual framework of between-unit handoff negotiations. Paper presented at the *Academy of Management Annual Meeting*, Orlando, FL. August 9-13, 2013.

Hilligoss, B. (2013). Enabling awareness: The informal, hidden work of coordinating between-unit transitions of care. Paper presented at the *2013 Annual Health Organizational Research Association Meeting*, Chicago, IL. June 13-14, 2013.

Long, B., Kuhn, C., **Hilligoss, B.**, Broedel-Zaugg, K., & Bennett, M. (2013). The community pharmacist's role in transitions of care: A qualitative thematic analysis. In: Journal of the American Pharmacists Association. *53*(2). e8-e117.

Maguire, M.A., Green, C.G., Cook, S.C., Ellis, J.H., **Hilligoss, B.**, Pruchnicki, M.C. (2013). Bridge Care: Transitional primary care services within an interprofessional university employee health care clinic. In: Journal of the American Pharmacists Association. *53*(2). e8-e117.

Hilligoss, B. (2012). Organizing as re-enacting: The reproduction of organizational boundaries in hospital admissions routines. Paper presented at the *Academy of Management Annual Meeting*, Boston, MA. August 3-7, 2012.

Sarcevic, A., **Hilligoss, B.**, Paul, S. & Scupelli, P. (2011). Assessing the practical impact of healthcare research. Panel held at *iConference 2011*, Seattle, WA, February 8-11.

Hilligoss, B. (2004). NC Health Info: Go local to health services in your community. Presentation as part of the panel Digital Libraries for Consumer Health Information at the *2004 Annual Meeting of the American Society of Information Science and Technology*, Providence, RI. November 12-17.

Silbajoris, C. & **Hilligoss, B.** (2004). The power of partnership: NC Health Info and lessons learned as the MEDLINEPlus 'go local' prototype. Paper presented at the *2004 Annual Meeting of the Medical Library Association*, Washington, DC. May 21-26.

Hilligoss, B. (2001). The role of web home page information elements in user-site orientation efforts. Paper presented as part of the panel on Award Winning Student Papers at the *2001 Annual Meeting of the American Society of Information Science and Technology*, Washington, DC. November 4-8.

Conference Posters (Peer reviewed)

Hilligoss, B., Wickizer, T., & Paul, M. (2015). Development of a method to assess translational science: Early empirical work and findings. *8th Annual Conference on the Science of Dissemination and Implementation,* Washington, DC. December 14-15.

Hilligoss, B., McAlearney, A.S., & Song, P.H. (2015). Infrastructures supporting coordination and integration in accountable care: Qualitative case studies of four private sector accountable care organizations. *AcademyHealth Annual Research Meeting,* Minneapolis, MN. June 14-16.

Woods, Z., **Hilligoss, B.**, Duchon, A., Beecroft, N., & Patterson, E.S. (2014). Detecting differences in communication during two types of patient handovers: A linguistic construct categorization approach. *Human Factors and Ergonomics Society 58th Annual Meeting*. Chicago, IL: Human Factors Society. October 27-31.

Hilligoss, B. (2009). The emergency department physician to inpatient physician admission handoff: Implications for standardization and improvement efforts. Poster presented at the *15th Annual Qualitative Health Research Conference*, Vancouver, BC. October 4-6.

Invited Presentations & Panels

Hilligoss, B., Frank, Clifford, R., & Lewis, S. (2015). ACOs From Research to Implementation. *Management Institute 2015*. Health Services Management & Policy Alumni Society, Columbus, OH. November 6, 2015.

Hilligoss, B. (2015). Patient handoff framework. Symposium presentation. *Improving Patient Safety in Transitions in the Hospital Setting*. Office of the Assistant Secretary for Planning and Evaluation (ASPE), Department of Health and Human Services, Washington, D.C. July 22, 2015.

Brown, K., **Hilligoss, B.,** Maxwell, J., Yegian, J. (2015). Key findings from ACO case studies. Panel presentation. *Accountable Care Organizations: Looking Back and Moving Forward.* Robert Wood Johnson Foundation, Princeton, New Jersey. July 8, 2015.

Hilligoss, B. (2013). Handoffs in healthcare. Panel presentation. Routines and Health Care, at *The Michael D. Cohen ICOS Symposium*, at the University of Michigan, Ann Arbor, MI. September 6, 2013.

Grants & Funding

Completed

Title: Improving Care Coordination for Children with Disabilities Through an Accountable Care Organization (#5100157)
Role: Hilligoss, B. (PI of OSU subcontract)
Collaborators: Song, P.H. (PI), Domino, M. (Co-I), Chisolm, D. (Co-I), Tanenbaum, S.J. (Co-I), Xu, W.Y. (Co-I), Mangione-Smith, R. (Co-I), Oxley, S. (Co-I), & Scheid, T. (Co-I).
Funding Source: Patient-Centered Outcomes Research Institute (subcontract through the University of North Carolina at Chapel Hill)
Funding Amount: subcontract: $408,093 (full contract: $1,915,494)
Dates: September 2014 – August 2017

Title: Firms' Health Insurance Risk and the Affordable Care Act
Role: Hilligoss, B. (Co-I)
Collaborators: Seiber, E. (PI), Xu, W.Y. (Co-I)
Funding Source: The Risk Institute at The Ohio State University Fisher College of Business
Funding Amount: $30,000
Dates: June 2015 – May 2016

Title: Center for Clinical and Translational Science (CCTS) Activation Study
Role: Hilligoss, B. (Co-I)
Collaborators: Wickizer, T. (PI)
Funding Source: The Ohio State University Center for Clinical and Translational Science
Funding Amount: $53,475
Dates: May 2014 – April 2015

Title: Accountable Care Organizations: Testing Their Impact (# 70677)
Role: Hilligoss, B. (Co-I)
Collaborators: McAlearney, A.S. (PI), Song, P.H. (Co-I)
Funding Source: Robert Wood Johnson Foundation
Funding Amount: $400,000
Dates: March 2013 – March 2015

Title: Satisfaction And Cost Effectiveness Of Providing Autism Services To Military Families
Role: Hilligoss, B. (Co-I)
Collaborators: Seiber, E. (PI), Seick, C. (Co-I)
Funding Source: U.S. Department of Defense (subcontract through Nationwide Children's Hospital)
Funding Amount: $125,000
Dates: November 2009 – September 2011

Title: Patient Handoffs between Emergency Department and Inpatient Physicians: A Qualitative Study to Inform Standardization of Practice and Organization Theory
Role: Hilligoss, B. (PI)

Funding Source: U.S. Agency for Healthcare Research and Quality (Health Services Research Dissertation Award - R36HS018758)
Funding Amount: $31,998
Dates: May 2010 – April 2011

Title: ProQuest Dissertation Writing Award
Role: Hilligoss, B. (PI)
Funding Source: ProQuest
Funding Amount: $15,000
Dates: January 2010 – April 2010

Teaching Experience

Courses Taught:

<u>University of Arizona</u>
- *Leading Healthcare Change* (graduate, online, 3cr.) Summer 2019
- *Health Care Organization & Management* (masters, online, 3cr.) Spring 2019
- *Health Care Organization & Management* (undergraduate, 3cr.) Spring 2018, 2019
- *Health Care Organization & Management* (masters, in-person, 3cr.) Spring 2018, 2019

<u>Ohio State University</u>
- *Health Services Leadership & Organizational Change* (masters, 3cr.)
  Spring 2017
- *Health Services Organizational Management* (masters, 3cr.)
  Fall semesters: 2016, 2015, 2014, 2013, 2012
- *Quality and Patient Safety* (masters, 1.5cr.)
  Fall semesters: 2016, 2015, 2014, 2013
- *Organizational Behavior & Theory for Health Services Organizational Research* (Ph.D., 1 cr.)
  Fall semesters: 2016, 2014
- *Doctoral Seminar: Research Design for Engaged Scholarship* (Ph.D., 1.5cr.)
  Spring semesters 2015, 2013
- *Health Care Organization I* (masters, 4 cr.)
  Spring 2012

Academic & Professional Service

Leadership

Executive Committee Member. Health Care Management Division. Academy of Management: 2018-2023.
- Program Chair-Elect (PDW Chair), 2019.

Academic-at-large. Health Care Management Division. Academy of Management: 2015-2017.
Elected position responsible for representing the views of academic members at Executive and Business meetings, participating on the Best Paper Award Committee, and developing research-related Professional Development Workshops and symposia for the annual meeting.

Symposia Convened or Organized

Hilligoss, B., Singer, S., Brewster, A., Kerrisey, M., Tietschert, M., & Potworowski, G. (2017). Crucial Interfaces in Health Care: Implications for Improving Value and Population Health. *Academy of Management Annual Meeting*, Atlanta, GA. August 6, 2017. (Convened and moderated this Health Care Management Division "All Academy Theme Symposium")

Hilligoss, B., Shortell, S.M., D'Aunno, T., Singer, S., & Wu, F. (2015). Accountable Care Organizations: The Key to More Coordinated Care? *Academy of Management Annual Meeting*, Vancouver, BC. August 10, 2015. (Convened and moderated this Health Care Management Division "Showcase Symposium")

Hilligoss, B., Zhang, D., Given, L.M., Sadler, E., Ketchell, D.S., & MacCall, S. (2005). Improving access to health information: Digital libraries for the health sciences. *2005 Annual Meeting of the American Society of Information Science and Technology*, Charlotte, NC. October 28, 2005. (Convened and organized this panel)

Hilligoss, B. Thomas, B., Rago, M., Testa, C., Payne, J.A., Stennett, C., Anderson, T., & Dillion, A. (2005). Usability engineering and evaluation models of practice: who does what, when and why? A dynamic group discussion. *2005 Annual Meeting of the American Society of Information Science and Technology*, Charlotte, NC. November 2, 2005. (Convened and organized this panel)

Workshops

McClelland, L. & **Hilligoss B**. & Nembhard, I. (2018). Health Care Management Research Incubator: Research in the Rough. *Academy of Management Annual Meeting*, Chicago, IL. August 11, 2018. (Co-convened and co-organized this Health Care Management Division Professional Development Workshop)

Lai, A., Christianson, M.K., **Hilligoss, B.**, Krikorian, M.L., Nembhard, I., & Sieck, C. (2018). Understanding Various Approaches to Qualitative Research: What Are They and When to Use Them? *Academy of Management Annual Meeting*, Chicago, IL. August 10, 2018. (Presenter included as part of this Health Care Management Division Professional Development Workshop)

Harper Hogan, C.T., Mazurenko, O., Harle, C., **Hilligoss, B.**, Lemak, C., & Menachemi, N. (2018). First Year on Faculty: How to Hit the Ground Running. *Academy of Management Annual Meeting*, Chicago, IL. August 10, 2018. (Panelist on panel in Professional Development Workshop as part of the Health Care Management Division Emerging Scholars Consortium)

Hilligoss, B. & Nembhard, I. (2017). Finding Your Next Research Project. *Academy of Management Annual Meeting*, Atlanta, GA. August 4, 2017. (Co-convened and co-organized this Professional Development Workshop as part of the Health Care Management Division Emerging Scholars Consortium)

McClelland, L. & **Hilligoss B**. & Nembhard, I. (2017). Health Care Management Research Incubator: Research in the Rough. *Academy of Management Annual Meeting*, Atlanta, GA. August 5, 2017. (Co-convened and co-organized this Health Care Management Division Professional Development Workshop)

McClelland, L. & **Hilligoss B**. (2016). Health Care Management Research Incubator: Research in the Rough. *Academy of Management Annual Meeting*, Anaheim, CA. August 6, 2016. (Co-convened and co-organized this Health Care Management Division Professional Development Workshop)

Hilligoss, B., Robbins, J., Landry, A., & Deshazo, J. (2015). Population health: Opportunities to enhance competencies and better integrate the curriculum. 2015 *Annual Meeting of the Association of University Programs in Health Administration* (AUPHA), Miami, FL. June 5, 2015. (Co-convened and co-organized this workshop)

Hoff, T., McAlearney, A.S., Nembhard, I.M., & **Hilligoss, B.** (2013). Learning the nuts and bolts of qualitative design and analysis. *Academy of Management Annual Meeting*, Orlando, FL. August 9-13, 2013. (Co-organized this Health Care Management Division Professional Development Workshop)

Parker, V.A., Gupte, G., Weech-Maldonado, R., & **Hilligoss, B.** (2013). Developing in the teacher role: Essentials for managing yourself and your class. *Academy of Management Annual Meeting*, Orlando, FL. August 9-13, 2013. (Co-facilitated this Health Care Management Division Professional Development Workshop)

Sharma, N., Cohen, M. & **Hilligoss, B.** (2010). Handovers & handoffs: Collaborating in turns. *The 2010 ACM Conference on Computer Supported Cooperative Work (CSCW 2010)*, Savannah, GA. February 6, 2010. (Co-convened and co-organized this workshop)

Conference Session Chair

- Innovative Ways Healthcare Organizations Utilize Professionals in Practice. *Academy of Management Annual Meeting*, Anaheim, CA. August 9, 2016.
- Professions, Institutional Logics, and Innovation & Dissemination in Healthcare. *Academy of Management Annual Meeting*, Vancouver, BC. August 10, 2015.
- Perceptions of Leaders and Leadership in Healthcare. *Academy of Management Annual Meeting*. Philadelphia, PA. August 4, 2014.
- Learning from Within and Beyond the Organization. *Academy of Management Annual Meeting*, Orlando, FL. August 12, 2013.

Peer Review

Editorial Board, *Health Care Management Review*: 2016-2019.

Ad hoc reviewing
Journals
- Annals of Emergency Medicine
- BMJ Quality & Safety
- Health Care Management Review
- Human Relations
- Journal of Critical Care
- Journal of Multidisciplinary Healthcare
- Medical Care Research and Review
- Organization Science
- Social Science and Medicine

- Teaching and Learning in Medicine
- Work & Occupations

Conferences
- Academy of Management Annual Meeting, 2012-2018
- ACM Conference on Computer-Supported Cooperative Work and Social Computing (CSCW), 2012, 2014
- TheoryHealth Symposium, ACM CHI Conference on Human Factors in Computing Systems, 2014
- Organization Theory in Health Care (OTHC) annual conference, 2016, 2018