

# JANE IVERSEN, MBA

PhD Candidate in Operations Management  
Department of Operations and Business Analytics  
Fisher College of Business  
The Ohio State University, 2100 Neil Ave, Columbus, OH 43210  
Phone: 786-241-8251 (cell)  
Email: iversen.15@osu.edu



## EDUCATION

### The Ohio State University, Fisher College of Business

#### PhD in Business Administration – Operations Management

Dissertation Title: "The Impact of Telemedicine on Patient and Provider Outcomes"

Advisor: Aravind Chandrasekaran

Columbus, OH, USA

Aug 2019 - Current

### Thunderbird School of Global Management

#### MBA in Global Management; GMAT Score: 710; GPA: 3.8

Phoenix, AZ, USA

Graduation: Jan 2015

### Florida International University

#### BA in Business Administration – Finance; GPA: 3.9

Miami, FL, USA

Graduation: Dec 2012

## RESEARCH INTERESTS

- Healthcare Operations Management
- Telemedicine and Healthcare Applications
- Healthcare Information Technology
- Econometric Analysis

## JOURNAL PUBLICATIONS

- Bendoly, E., Bachrach, D.G., Esper, T.L., Blanco, C., **Iversen, J.** and Yin, Y., 2021. Operations in the Upper Echelons: Leading Sustainability through Stewardship. *International Journal of Operations & Production Management*, 41(11), pp.1737-1760.  
*(Selected as Highly Commended Paper for 2021 at IJOPM)*
- Hyder, A., Graffagnino, C., French, G., Maloney, J.A., DeJesus B., Cowen, K., **Iversen, J.**, Bennett, S. 2023. Real-time Monitoring and Evaluation of the Vax Cash Program: A Case Study from Columbus, Ohio. *Ohio Journal of Public Health*, 5(2), pp.1-5.

## PAPERS UNDER REVIEW OR REVISION

- **Iversen, J.**, Lan, Y., Chandrasekaran, A. The Impact of Virtual Visit Adoption on Ambulatory Care Utilization and Patient Health Outcomes. (Under Review at MSOM)
- Lan, Y., **Iversen, J.**, Chandrasekaran, A. The Role of Accountable Care Organization in Improving Access, Prevention and Health Outcomes: Empirical Evidence in Diabetes. (Reject and Resubmit at JOM)

## WORKING PAPERS

- **Iversen, J.**, Chandrasekaran, A., McKie, E., Boyer, K. Improving Regularity and Continuity of Care: The Efficacy of Telemedicine Adoption.
- **Iversen, J.**, Lee, N., Chandrasekaran, A. Managing Physician Pajama Time and Turnover in the Context of Telemedicine: Evidence from Primary Care.

## CONFERENCE PRESENTATIONS

- **Iversen, J.**, Lan, Y., Chandrasekaran, A. (2024). The Impact of Virtual Visit Adoption on Ambulatory Care Utilization and Patient Health Outcomes, DSI Annual Conference, Phoenix, AZ (*scheduled*)

- **Iversen, J.**, Chandrasekaran, A., McKie, E., Boyer, K. (2024). Improving Regularity of Care and Patient Outcomes: The Efficacy of Telemedicine Adoption, DSI Annual Conference, Phoenix, AZ (*scheduled*)
- **Iversen, J.**, Lan, Y., Chandrasekaran, A. (2024). The Impact of Virtual Visit Adoption on Ambulatory Care Utilization and Patient Health Outcomes, Informs Annual Conference, Seattle, WA (*scheduled*)
- **Iversen, J.** & Chandrasekaran, A. (2024). Improving Regularity of Care and Patient Outcomes: The Efficacy of Telemedicine Adoption, POMS Annual Conference, Minneapolis, MN
- **Iversen, J.**, Lan, Y., Chandrasekaran, A. (2024). The Impact of Virtual Visits on Ambulatory Care Utilization and Patient Health Outcomes, POMS Annual Conference, Minneapolis, MN
- Lan, Y., **Iversen, J.**, Chandrasekaran, A. (2023). The Role of Accountable Care Organization in Improving Access, Prevention and Health Outcomes: Empirical Evidence in Diabetes, Workshop for Empirical Research in Operations Management at Wharton, Philadelphia, PA
- **Iversen, J.** & Chandrasekaran, A. (2023). Improving Regularity of Care and Patient Outcomes: The Efficacy of Telemedicine Adoption, POMS Annual Conference, Orlando, FL
- **Iversen, J.** & Chandrasekaran, A. (2022). Improving Access to Care, and Patient and Provider Outcomes: The Efficacy of Telemedicine Adoption, Informs Annual Conference, Indianapolis, IN
- **Iversen, J.** & Chandrasekaran, A. (2022). Improving Access to Care and Patient Outcomes: The Efficacy of Telemedicine Adoption, POMS Annual Conference, Online

## TEACHING EXPERIENCE

### Full-Time Instructor

- BUSOBA 3230 Introduction to Operations Management (Summer 2023)  
(Overall SEI: 4.7/5)

### Teaching Assistant

- Intro to Operations Management Course (Spring 2020, Spring 2023)
- MBA Operations Management Course (Fall 2021, Fall 2022)
- Business Statistics Course (Fall 2021)
- Service Operations Course (Fall 2020)
- Data Analysis Course (Fall 2014)
- Consumer Behavior Course (Spring 2012)

## PROFESSIONAL SERVICE

### CONFERENCES

- Session Chair, DSI Annual Conference (2024) (*scheduled*)
- Session Chair, Informs Annual Conference (2024) (*scheduled*)
- Session Chair, POMS Annual Conference (2024)
- Session Chair, Informs Healthcare Conference (2023)
- Session Chair, POMS Annual Conference (2023)
- Session Chair, Informs Annual Conference (2022)

## STUDENT ORGANIZATIONS & INDUSTRY PROJECTS

- Thunderbird Emerging Markets Laboratory (African Development Bank, Tunis, Tunisia, 2014)
- Intern for Future in Review Conference (Strategic News Service, 2014)
- Treasurer for Student Government and EBCC (Thunderbird School of Global Management, 2014)
- President of Financial Management Association (Florida International University, 2012)

## AWARDS & FELLOWSHIPS

- Highly Commended Paper (International Journal of Operations & Production Management, 2021)
- Presidential Fellowship (Thunderbird School of Global Management, 2014)
- Global Mindset (Thunderbird School of Global Management, 2014)
- European Regional (Thunderbird School of Global Management, 2014)
- Women in Leadership (Thunderbird School of Global Management, 2014)
- Dean's List (Florida International University, 2010-2012)

## PROFESSIONAL EXPERIENCE

**University of Miami, Department of Medicine**  
**Senior Financial Analyst**

Miami, FL, USA  
Sep 2015 – Dec 2018

**Sanomedics International Holdings, Inc.**  
**Financial Analyst**

Miami, FL, USA  
Mar 2015 – Sep 2015

**SagePoint Financial**  
**Personal Financial Analyst**

Miami, FL, USA  
Dec 2012 - Dec 2013

**Din Transport**  
**Manager**

Oslo, Norway  
Jan 2006 - Aug 2010

## ADDITIONAL INFORMATION

**Languages:** Russian (native), English (fluent), Norwegian (fluent)

**Computer Skills:** SPSS, R, SQL, Tableau, Python, Stata

## REFERENCES

**Aravind Chandrasekaran**  
**Fisher Distinguished Professor of Operations**  
**Associate Dean for Graduate Programs and Executive Education**  
Fisher College of Business, The Ohio State University  
2100 Neil Avenue, Columbus, OH 43210  
chandrasekaran.24@osu.edu  
614-292-4223

**Yingchao Lan**  
**Assistant Professor of Supply Chain Management and Analytics**  
College of Business, University of Nebraska-Lincoln  
730 N. 14th St., Lincoln, NE 68588  
yingchao.lan@unl.edu  
402-472-4706

**James Hill**  
**Chair, Department of Operations and Business Analytics**  
**Professor of Operations Management**  
Fisher College of Business, The Ohio State University  
2100 Neil Avenue, Columbus, OH 43210  
hill.249@osu.edu  
614-247-8965