

JANE IVERSEN, MBA

PhD Candidate in Operations Management

Department of Operations and Business Analytics
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LinkedIn

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.**, 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., Clark, A. The Impact of Virtual Visit Adoption on Ambulatory Care Utilization and Patient Health Outcomes. (**Dissertation Paper 1 and Job Market Paper**; In Preparation for Resubmission to *Manufacturing & Service Operations Management*)
Selected for the Doctoral Research Showcase of the 2024 DSI Annual Conference
- Lan, Y., **Iversen, J.**, Chandrasekaran, A. The Role of Improved Primary Care Access on Prevention and Health Outcomes. (**Research Assistant Paper**; Resubmission at *Journal of Operations Management*)
Selected for the 2023 Wharton Workshop for Empirical Research in Operations Management

WORKING PAPERS

- **Iversen, J.**, Chandrasekaran, A., McKie, E., Boyer, K. Improving Regularity and Continuity of Care and Patient Outcomes: The Efficacy of Telemedicine Adoption. (**Dissertation Paper 2**; Working draft available upon request)
- **Iversen, J.**, Lee, N., Chandrasekaran, A. Managing Physician Pajama Time and Turnover in the Context of Telemedicine: Virtual Visit Adoption in Primary Care. (**Dissertation Paper 3**)

CONFERENCE PRESENTATIONS

- **Iversen, J.**, Lan, Y., Chandrasekaran, A., Clark, 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 and Continuity of Care: The Impact of Virtual Visit Utilization, DSI Annual Conference, Phoenix, AZ (*scheduled*)
- **Iversen, J.**, Lan, Y., Chandrasekaran, A., Clark, 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 Improved Primary Care Access on Prevention and Health Outcomes, 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)
- Project Management (Spring 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 – Souk At-tanmia, 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

MEDIA COVERAGE ON RESEARCH

What We Learned from the "Vax Cash" Program, Prognosis Ohio (Member of the WCBE Podcast Experience and the Health Podcast Network), <https://www.wcbe.org/podcast/prognosis-ohio/2023-11-09/what-we-learned-from-the-vax-cash-program>

ADDITIONAL INFORMATION

Languages: Russian (native), English (fluent), Norwegian (fluent)
Computer Skills: SPSS, R, SQL, Tableau, Python, Stata
Certificates: Gallup Strengths-Based Business Development Workshop

REFERENCES

Aravind Chandrasekaran
Sr. Associate Dean with focus on Faculty, Research and Non-Degree ExecEd
Fisher Distinguished Professor of Operations
 Fisher College of Business, The Ohio State University
 2100 Neil Avenue, Columbus, OH 43210
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