

MICHAELA J. KERRISSEY

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EDUCATION

Harvard Business School PhD, Health Policy Management, 2013-2018

Interfaculty initiative in health policy at the Harvard Graduate School of Arts and Sciences

Dissertation: “*Integrating across boundaries: Behaviors, processes and structures that enable integrated services*” (Dissertation to be defended: Spring 2018)

Committee: Amy Edmondson (*Chair*), Sara Singer, Tsedal Neeley, Jonathan Clark

Harvard School of Public Health MSc, Health Policy & Management, 2008-2010

Duke University BA, magna cum laude, 2001-2005

RESEARCH & TEACHING INTERESTS

My research seeks to understand and improve service integration across specialized professions and organizations. By service integration, I mean the organizing of services to be high quality, coordinated and continuous across settings and time. I focus on (1) how groups collaborate to effectively deliver services when group membership crosses professional and organizational boundaries, and (2) how organizational structures and processes shape service integration. I conduct field research, collecting quantitative and qualitative data from real organizations and often supplementing these original data with existing third-party quantitative data. My research addresses both organizational and health care services literatures, and I aim to continue to leverage this hybrid approach to generate fresh and interesting insights that have direct managerial implications.

I am interested in teaching courses related to organizational behavior, health care management, negotiation, leadership, technology and innovation, and field research methods.

PEER-REVIEWED PUBLICATIONS

Kerrissey, MJ, Clark, JR, Friedberg, MW, Jiang, W, Fryer, AK, Frean, M, Shortell, SM, Ramsay, PP, Casalino, LP, Singer, SJ. 2017. Medical Group Structural Integration May Not Ensure That Care Is Integrated, From The Patient’s Perspective. *Health Affairs*, 36(5), pp.885-892.

Kerrissey, M, Satterstrom, P, Leydon, N, Schiff, G, Singer, S. 2016. Integrating: A Managerial Practice that Enables Implementation in Fragmented Health Care Environments. *Health Care Management Review*.

WORKING PAPERS

Kerrissey, M, Edmondson, A. Punctuated Teaming: Meso-level Processes in Interorganizational Work. Target journal: *Organization Science*.

Satterstrom, P, **Kerrissey, M, Dibenigno, J.** Microwedges: How Moments of Upward Voice and Taking Charge Can Change Social Hierarchy on Teams. Target journal: *Academy of Management Journal*.

Kerrissey, M, Edmondson, A, Singer, S. Integrating clinic and community services: multiple boundaries in action. Targeted to a healthcare journal.

Singer, S, **Kerrissey**, M, Friedberg, M, Phillips, R. A Comprehensive Theory of Integration in Healthcare. Targeted to a healthcare journal.

OTHER PUBLICATIONS

Kerrissey, M, Clark, J, Friedberg, M, Jiang, W, Fryer, A, Freaan, M, Shortell, S, Ramsay, P, Casalino, L, Singer, S. 2016. Integrated Care from the Patient's Perspective and its Relationship to Medical Group Attributes. In John Humphreys (Ed.), *Best Paper Proceedings of the Seventy-sixth Annual Meeting of the Academy of Management*.

Hussein, T, **Kerrissey**, M. 2012. Using National Networks to Tackle Chronic Disease. *Stanford Social Innovation Review*.

CONFERENCE PRESENTATIONS

Microwedges: How Moments of Upward Voice and Taking Charge Can Change Social Hierarchy on Teams (with Patricia Satterstrom)

- Interdisciplinary Network for Group Research 2017 – *Awarded Best Conference Paper*

Joint Problem Solving under Weak Collaborative Conditions

- Organization Theory in Healthcare 2017
- Academy of Management 2017

A Comprehensive Theory of Integration

- International Conference on Integrated Care 2016

Care at the Interface with Primary Care Physicians: A Comparison of High and Low Performing Practices (with Maike Tietschert)

- Academy of Management 2017

Integrating: A Managerial Practice that Enables Implementation in Fragmented Health Care Environments

- Organization Theory in Healthcare 2015
- Academy of Management 2015
- Israeli Organizational Behavior Conference 2016

Integrated Care from the Patient's Perspective and its Relationship to Medical Group Attributes

- AcademyHealth 2015
- Academy of Management 2016 – *Awarded Best Paper Proceedings*
- International Conference on Integrated Care 2016

TEACHING EXPERIENCE

Undergraduate

- Negotiation: From the Interpersonal to the International with Daniel Shapiro (2015, head teaching fellow 2016)
- Research in Global Health and Health Policy with David Cutler (2016, 2017)

Executive Education

- Leadership & Innovation in Healthcare Organizations with Sara Singer (2015, 2016)
- Hospital Strategy with Nancy Kane (2009)

Graduate

- Social Entrepreneurship & Innovation Lab for Global Health with Gordon Bloom (2014)
- Managing Community Health Centers with Paul Campbell (2010)
- Financial Management & Control with Rick Siegrist (2009)

Guest lectures

- Harvard Medical School Center for Primary Care (2015, 2016)

AWARDS & FELLOWSHIPS

- Best Conference Paper, Interdisciplinary Network for Group Research (with Patricia Satterstrom), 2017
- Derek Bok Award for Excellence in Graduate Student Teaching of Undergraduates 2017
- Harvard Distinction in Teaching Award 2016, 2017
- Best Paper Proceedings, Academy of Management 2016
- John C. and Katharine Vogelheim Hansen Fellowship (research) 2015
- Harvard Business School Doctoral Fellowship 2013-2018
- Case Fellowship (developing case teaching materials) 2009
- Reynolds Foundation Fellowship (full merit scholarship to Harvard) 2008-2010
- Hart Leadership Fellowship (one year full research funding) 2005
- Robertson Scholarship (full merit scholarship to Duke) 2001-2005

SERVICE

Reviewing

- International Journal of Integrated Care (ad hoc)
- Academy of Management Annual Meetings (*Health Care Management*)

Professional Associations

- Academy of Management, 2013-present

Administrative

- Harvard Business School Doctoral Program Student Advisory Group representative (2016/17)
- Wyss Doctoral Mentoring Award Committee representative (2017)

PROFESSIONAL EXPERIENCE

The Bridgespan Group (Boston), Consulting Team Leader, 2010 – 2013

Reach Out Mbuya HIV/AIDS Initiative/US Centers for Disease Control and Prevention (Uganda), Program Design Specialist, 2005-2008

PERSONAL INTERESTS

Skate skiing, local politics, post-apocalyptic fiction, growing vegetables, piano, remote places

REFERENCES

Amy Edmondson, Novartis Professor of Leadership & Management, Technology and Operations Management, Harvard Business School, (617) 495-6732, ae@hbs.edu

Sara Singer, Professor, Healthcare Management and Policy, Harvard T'S Chan School of Public Health, (617) 432-7139, ssinger@hsph.harvard.edu

Tsedal Neeley, Associate Professor, Organizational Behavior, Harvard Business School, (617) 495-6776, tneeley@hbs.edu

Jonathan Clark, Assistant Professor, Department of Management, College of Business, The University of Texas at San Antonio, (210) 458-8092, jonathan.clark@utsa.edu