

OLIVIA S. JUNG

Wyss House, Harvard Business School
Soldiers Field, Boston, MA 02163
www.hbs.edu/ojung | ojung@hbs.edu

EDUCATION

Harvard University

Ph.D., Harvard Business School, 2021 (expected)

- Dissertation: “Engaging Workers to Innovate When Innovating is Not Part of the Job”

- Committee: Amy Edmondson, Karim Lakhani, Michaela Kerrissey, Jay Lorsch

A.M., Harvard Business School, 2015

University of Pennsylvania

B.S., Wharton School of Business, *Magna Cum Laude*, 2012

B.A., College of Arts and Sciences, *Magna Cum Laude*, 2012

HONORS/AWARDS/FELLOWSHIPS

Wharton People Analytics Research Paper Competition, Winner (2020)

Harvard University Graduate Student Council Conference Grant (2020)

Wharton Innovation Doctoral Symposium, Best Paper Runner-up (2019)

Academy of Management Best Paper Proceedings (2017)

Academy of Management Outstanding Reviewer Award (2016)

Harvard Business School Graduate Fellowship (2012-2015, 2018-2020)

Wharton Undergraduate Research Award (2012)

Wharton Research Scholar (2012)

Wharton Social Impact Research Experience Fellowship (2011)

Summer Undergraduates Minority Research (SUMR) Scholar @ Penn (2011)

Korea University Business School Scholarship (2010)

Wharton Summer Program for Undergraduate Research Fellowship (2010)

Lola G. Duff and William H. Duff, II Scholarship (2008-2012)

Huntsman Joint Dual-Degree Program in International Studies and Business (2008-2012)

PUBLICATIONS (*AUTHORS LISTED ALPHABETICALLY)

Jung OS, Blasco A, Lakhani KR (2020). Innovation Contest: Effect of Perceived Support for Learning on Participation. *Health Care Management Review*, 45(3): 255-266.

- Included in *Best Paper Proceedings of the 2017 Academy of Management Meeting* as top 10% of submissions. Citation: Jung OS, Blasco A, Lakhani KR (2017). Organizational Support for Learning and Contribution to Improvement by Frontline Staff. In Guclu Atinc (Ed.), *Proceedings of the Seventy-seventh Annual Meeting of the Academy of Management*.

*Blasco A, ***Jung OS**, *Lakhani KR, *Menietti M (2019). Motivating Effort in Contributing to Public Goods Inside Organizations: Field Experimental Evidence. *Journal of Economic Behavior in Organizations*, 160: 214-229.

RESEARCH IN PROGRESS

Using Crowdsourcing to Activate Innovation by Frontline Workers: A Field Experiment in Community Health Centers, *job market paper, in preparation for submission.*

Managerial Recognition as an Incentive for Crowd-Sourced Innovation: A Field Experiment and Interview Study at NASA (with Jana Gallus and Karim Lakhani), *reject & resubmit, resubmitted.*

- Winner, Wharton People Analytics Research Paper Competition, 2020
- Best Paper Runner-up, Wharton Innovation Doctoral Symposium, 2019 (voted by symposium participants)
- Covered by [UCLA Anderson Review](#)

Resilience vs. Vulnerability: Psychological Safety and Reporting of Near Misses with Varying Proximity to Harm in Radiation Oncology (with Palak Kundu, Amy Edmondson, et al.), *revise & resubmit, resubmitted.*

Missing the Near Miss: Recognizing Valuable Learning Opportunities in Radiation Oncology (with Palak Kundu, Amy Edmondson, et al.), *under review.*

Getting Frontline Employees to Innovate When Innovating Is Not Part of Their Job (with Karim Lakhani, Julia Jackson, Maulik Majmudar, and Eric Isselbacher), *in preparation for submission.*

Factors Associated with Effective Implementation of Surgical Safety Checklists (with Sara Singer, Wei Jiang, Lizbeth Edmondson, Alex Haynes, Bill Berry), *in preparation for submission.*

Management Follow-Through on Employee Voice, *data analysis.*

Ideas from Crowdsourcing Community Health Center Workers, *data analysis.*

Incident Reporting System as a Non-Interpersonal Channel for Voice (with Palak Kundu), *data analysis/collection.*

Crowdsourcing to Teach Telehealth, *data collection.*

Crowdsourcing for Home Hospital Program Standards, *brainstorming/planning.*

PUBLICATIONS IN HEALTH POLICY

Fout F, Plotzke M, **Jung OS** (2019). Heterogeneity in Medicare Home Health Patients. *Home Health Care Management & Practice*, 31(1): 9-15.

Friedberg MW, Chen PG, White C, **Jung O**, Raaen L, Hirshman S, Hoch E, Stevens C, Ginsburg PB, Casalino LP, Tutty M, Vargo C, Lipinski L (2015). Effects of health care payment models on physician practice in the United States. *RAND Health Quarterly*, 5(1): 8.

Jung, OS, Guzzo T, Lee D, Mehler M, Christodouleas J, Deville C, Hollis G, Shah A, Vapiwala N, Wein A, Pauly M, Bekelman JE (2012). Out-of-Pocket Expenses and Treatment Choice for Men With Prostate Cancer. *Urology*, 80(6): 1252-1257.

PRESENTATIONS AND WORKSHOPS (*PRESENTED BY CO-AUTHOR; §POSTER PRESENTATION)

“Using Crowdsourcing to Activate Innovation by Frontline Workers: A Field Experiment in Community Health Centers”

People and Organizations Conference (roundtable discussion), virtual meeting (2020)
Organization Theory in Health Care Annual Conference, virtual meeting (2020)
HBS OB Lab, virtual meeting (2020)
Health Policy & Management Research-in-Progress Workshop, Boston, MA (2019)
Laboratory for Innovation Science at Harvard Research Meeting, Boston, MA (2019)

“Managerial Incentives for Internal Crowdsourcing: A Field Experiment at NASA” (with Jana Gallus and Karim Lakhani)

Field Experiments in Strategy, Innovation, and Entrepreneurship, Durham, NC (2020)*
Winter Strategy Conference, Park City, UT (2020)*
Wharton Innovation Doctoral Symposium, Philadelphia, PA (2019)
People and Organizations Conference (roundtable discussion), Philadelphia, PA (2019)
Advances with Field Experiments, Chicago, IL (2019)
Laboratory for Innovation Science at Harvard Research Meeting, Boston, MA (2019)

“Resilience vs. Vulnerability: Psychological Safety and Reporting of Near Misses with Varying Proximity to Harm in Radiation Oncology” (with Amy Edmondson, Palak Kundu, et al.)

Academy of Management, virtual meeting (2020)
INFORMS, Seattle, WA (2019)
INFORMS Healthcare, Boston, MA (2019)
ASCO Quality Symposium, San Diego, CA (2019)*§
ASTRO Annual Meeting, Chicago, IL (2019)*§

“Facilitating Partnerships between Health and Housing State Agencies: Results of an Evaluation of the Medicaid Innovation Accelerator Program, Promoting Community Integration through Long-Term Services and Supports” (with Sara Galantowicz, Rosanna Bertrand, Katharine Witgert, et al.)

American Public Health Association Annual Meeting & Expo, San Diego, CA (2018)
AcademyHealth Annual Research Meeting, Seattle, WA (2018)*§

“Organizational Support for Learning and Contribution to Improvement by Frontline Staff” (with Andrea Blasco and Karim Lakhani)

Academy of Management Annual Meeting, Atlanta, GA (2017)
AcademyHealth Annual Research Meeting, New Orleans, LA (2017)§

“Heterogeneity in Medicare Home Health Patients by Admission Source” (with Betty Fout and Michael Plotzke)

AcademyHealth Annual Research Meeting, New Orleans, LA (2017)*§

“Factors associated with effectiveness of delivery system innovations: lessons from Safe Surgery 2015” (with Sara Singer, et al.)

International Forum on Quality & Safety in Healthcare: International Improvement Science and Research Symposium, London, UK (2015)

PhD in Health Policy Research Seminar, Boston, MA (2015)
Work, Organizations, and Markets Seminar, Boston, MA (2014)
Academy of Management Annual Meeting, Philadelphia, PA (2014)
AcademyHealth Annual Research Meeting, San Diego, CA (2014)[§]

“Out-of-Pocket Expenses and Treatment Choice for Men with Prostate Cancer” (with Justin Bekelman, et al.)

AcademyHealth Annual Research Meeting, Baltimore, MD (2013)[§]
Penn Undergraduate Research Symposium, Philadelphia, PA (2012)
Penn Center for Undergraduate Research and Fellowship Open House Poster Presentations, Philadelphia, PA (2011)[§]

“Motivation for Microfinance”

Penn Previews Conference 60-Second Lecture, Philadelphia, PA (2011)

TEACHING

Graduate-level courses

Teaching Fellow, “Becoming a General Manager” for Professor Amy Edmondson, Harvard Business School (2019)

Teaching Assistant, “Leadership Development in Global Health: Health System Strengthening Towards Universal Health Coverage” for Frank Nyonator, Senior Leadership Fellow in the Division of Policy Translation and Leadership Development, Harvard School of Public Health (2014)

Teaching Assistant, “Leadership Development in Global Health: Health Care Delivery—Are We Moving In The Same Direction?” for Rafael Bengoa, Senior Leadership Fellow in the Division of Policy Translation and Leadership Development, Harvard School of Public Health (2013)

Undergraduate-level courses

Teaching Fellow, “Research in Global Health and Health Policy” for Professor David Cutler, Harvard College (2020)

Other

Certificate, Harvard Business School Case Method Teaching Seminar, (2019)

Teacher, Summerbridge Pittsburgh: Breakthrough Collaborative, taught literature-reading and essay-writing in a classroom of seventh-graders (2009)

SERVICE

Reviewing for conferences

Academy of Management Annual Meetings
Organizational Behavior (2020)
Health Care Management (2014-2017, 2019-2020)
Technology & Innovation (2018-2019)
Organization Development & Change (2014-2017)

AcademyHealth Annual Research Meeting
Organizational Behavior and Management (2019)

Reviewing for journals

Ad hoc review
Quality Management in Health Care (2020)
Health Services Management Research (2017-2018)
California Management Review (2017)

Other

Penn Alumni Interview Program, volunteer interviewer (2013, 2015-2020)
Crossroads Emerging Leaders Program, volunteer application reviewer (2020)

PROFESSIONAL EXPERIENCE

Laboratory for Innovation Science at Harvard (LISH), Affiliated Researcher, 2018-Present
Abt Associates, Inc., Analyst, 2015-2018
RAND Corporation, Summer Associate/Adjunct Staff, 2014-2015
Leonard Davis Institute of Health Economics, Research Assistant, 2011-2012

REFERENCES

Amy C. Edmondson

Novartis Professor of Leadership and
Management
Harvard Business School
(617) 495-6732
aedmondson@hbs.edu

Karim R. Lakhani

Charles Edward Wilson Professor of Business
Administration
Harvard Business School
(617) 495-6741
klakhani@hbs.edu

Michaela Kerrissey

Assistant Professor of Management
Harvard T.H. Chan School of Public Health
(617) 432-7139
mkerrissey@hsph.harvard.edu

Jay W. Lorsch

Louis E. Kirstein Professor of Human Relations
Harvard Business School
(617) 495-6413
jlorsch@hbs.edu