

Justin T. Kistler

Department of Supply Chain Management
Haslam College of Business
University of Tennessee, Knoxville
Stokely Management Center | Knoxville, TN 37996
jkistler@utk.edu

EDUCATION

University of South Carolina, Darla Moore School of Business, Columbia, SC May 2020
Ph.D. in Business Administration, Concentration in Management Science
Dissertation: Operational Drivers of Hospital and Physician Adaptation to Industry Change
Advisers: Mark Ferguson and Luv Sharma

Wake Forest University, Schools of Business, Winston-Salem, NC May 2012
Master of Business Administration, Dual Concentration in Healthcare and Operations

Clemson University, Clemson, SC May 2005
Bachelor of Science, Marketing

RESEARCH INTERESTS

Healthcare Operations and Policy
Process Improvement Strategies
Service Operations

TEACHING COMPETENCIES

Operations and Supply Chain Management
Service Operations
Business Analytics

RESEARCH PUBLICATIONS

Published and Under Review

Kistler, J., Janakiraman, R., Kumar, S., Tiwari, V. “The Effect of Operational Process Changes on Preoperative Patient Flow: Evidence from Field Research”

– Forthcoming in *Production and Operations Management*

Kistler, J., Cristaldi, K., Queenan, C., Garber, K., Wells, E., McElligott, J. “Caregiver Perceptions of Telehealth School-Based Health Centers”, *Health Behavior and Policy Review*, 2019, 6(4): 344-352

Sharma, L., Pan, M., Kistler, J. “The Role of Community Attitude in Disaster Response Effectiveness”

– Invited for 2nd round submission at *Production and Operations Management*

Kistler, J., Sharma, L., Schepker, D.J., Malhotra, M. “Impact of Government Ideology on Legislative Compliance: Evidence from the Healthcare Industry”

– Submitted to *Production and Operations Management*

Working Papers

Kistler, J., Sharma, L., Ferguson, M. “The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior”

– Finalist for 2019 *Academy of Management* Best Student Paper Award – OSCM Division

Wooten, J., Mumbower, S., Kistler, J., Galbreth, M. “Caught Looking: How Data Visualization Impacts Intuitive Decision Making”

Non-Peer Reviewed Articles

Kistler, J. “Headed for Home: Integrating People, Technology, and Analytics to Improve Acute to Post-Acute Care Transitions”, October 2020

Kistler, J. “Leveraging LifeH2H Flex in the Covid-19 Era”, November 2020

CONFERENCE PRESENTATIONS

“The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior”

- DSI 2020 Annual Conference, Virtual Format
- DSI 2019 Annual Conference, New Orleans, Louisiana
- INFORMS 2019 Annual Meeting, Seattle, Washington
- Academy of Management 2019 Annual Meeting, Boston, MA
- INFORMS Healthcare 2019, Cambridge, MA
- POMS 2019 Annual Conference, Washington, DC

“Caught Looking: How Data Visualization Impacts Intuitive Decision Making”

- POMS 2019 Annual Conference, Washington, DC

“Government Ideology and Responses from Hospitals to the Affordable Care Act Legislation”

- INFORMS 2019 Annual Meeting, Seattle, Washington
- Academy of Management 2019 Annual Meeting, Boston, MA
- INFORMS Healthcare 2019, Cambridge, MA
- DSI 2018 Annual Conference, Chicago, Illinois

“The Impact of Organizational Performance on Organizational Identification: Evidence from Physician Political Donations”

- POMS 2018 Annual Conference, Houston, Texas

“The Effect of Surgical Process Changes on Patient Flow: Evidence from Field Research”

- POMS 2017 Annual Conference, Seattle, Washington
- INFORMS 2016 Annual Meeting, Nashville, Tennessee

TEACHING EXPERIENCE

University of South Carolina, Darla Moore School of Business, Columbia, SC

Instructor of Record

- MGSC 395, Operations Management
 - Fall 2018: Ratings: 4.7/5.0
 - Spring 2018: Ratings: 4.6/5.0
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Teaching Assistant

- Business Analytics
 - Fall 2019 / Spring 2020, Data Lab Manager
 - Coordinate operations of student staffed data support center for undergraduates
- MGSC 487, Global Sourcing Strategies and Application, Dr. Jayanth Jayaram
 - Fall 2018
- MGSC 791, Operations Management (MBA), Dr. Carrie Queenan
 - Fall 2015, Fall 2016, Fall 2017
 - Hybrid classroom format with telepresence across eight locations

RESEARCH AND FACULTY DEVELOPMENT TRAINING

Academy of Management OSCM Junior Faculty and Doctoral Student Consortium, August 2019

POMS Annual Conference Doctoral Consortium, May 2017, May 2019

Preparing Future Faculty, University of South Carolina, Certificate of Completion, April 2019

Consortium for the Advancement of Research Methods and Analysis: Introduction to Structural Equation Methods, University of South Carolina, January 2017

Faculty Development in International Business: Global Supply Chain and Operations Management, University of South Carolina, June 2016

PROFESSIONAL EXPERIENCE

Director of Project Management

September 2013 – July 2015

HCA, South Atlantic Division, Charleston, SC

- Managed clinical project implementation for eleven hospitals, including graduate medical education, care coordination, trauma service line development, and telemedicine outreach
- Developed business case analysis for service line growth utilizing quantitative analytics
- Coordinated the development of Accreditation Council for Graduate Medical Education approved residency programs in internal medicine, family medicine and general surgery

Management Engineer

June 2012 – September 2013

HCA, South Atlantic Division, Charleston, SC

- Managed process metrics for nine emergency departments through collaboration with hospital administration, nursing and physician leadership, to achieve process improvements
- Coordinated project rollouts in patient intake and electronic health record implementation
- Orchestrated deployment of point of care lab testing, reducing lab turnaround time by 36%
- Conducted a Lean initiative, resulting in a 27% reduction in outpatient length of stay

Cost Analyst

April 2007 – July 2010

Day and Zimmermann International, Inc., Greenville, SC

- Project leader of 40 facility maintenance employees at a General Electric gas turbine laboratory
- Managed a \$3 million annual budget of direct labor and materials purchases
- Collaborated with client to plan, execute and control facility maintenance and capital upgrades
- Implemented SAP software payroll accounting system to eliminate client invoice errors

SERVICE

Member, Production and Operations Management Society; The Institute for Operations Research and the Management Sciences; Decision Sciences Institute

Ad Hoc Reviewer – *Journal of Operations Management*

Reviewer – 2020 DSI Annual Conference, Healthcare Operations Division; 2020 Academy of Management Conference, Operations and Supply Chain Division; POMS 2020 Annual Conference, College of Operational Excellence

Session Chair – 2020 DSI Annual Conference; 2019 DSI Annual Conference; POMS 2019 Annual Conference

Honor Council, Wake Forest University Schools of Business (2010-2012); Chairperson (2012)

Biotechnology Conference co-chair, Wake Forest University Schools of Business (2011-2012)

AWARDS AND HONORS

University of South Carolina Moore School Research Grant (\$4,210), coauthor: Luv Sharma (2017)

Darla Moore School of Business Ph.D. Program Scholarship (2015-2020)

Certified Six Sigma Black Belt (2012)

Wake Forest University Schools of Business Outstanding Healthcare Graduate Award (2012)

Warren Stephens Scholarship recipient, Wake Forest University Schools of Business (2010-2012)

Beta Gamma Sigma, International Business Honor Society for Scholastic Achievement (2012)