



## **Justin T. Kistler**

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Department of Supply Chain Management  
Haslam College of Business  
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### **BIO**

**Research**—Professor Kistler’s primary research interest is healthcare supply chain management with a focus on the interface between regulatory policy and service operations. Professor Kistler’s research has been published in *Production and Operations Management*, *Journal of Purchasing and Supply Management* and *Health Behavior and Policy Review*. In addition, Dr. Kistler has authored a number of practitioner articles for use in the healthcare industry.

**Teaching and Mentoring**—Professor Kistler teaches Manufacturing and Service Operations in the undergraduate program. Professor Kistler currently serves as dissertation co-chair for a supply chain management PhD student and as an honors thesis advisor for multiple undergraduate business students.

**Professional Service**—Professor Kistler serves as an Editorial Review Board Member at *Journal of Supply Chain Management* and *Journal of Operations Management*. He was the recipient of the Best Reviewer Award for the Operations and Supply Chain Management Division at the Academy of Management’s 2021 Annual Meeting.

**Industry Experience**—Professor Kistler has accumulated industry experience in both the manufacturing and service setting. Prior to entering academia, Dr. Kistler served as a project leader of a facility maintenance group at a General Electric gas turbine testing facility, a hospital emergency department process improvement engineer, and the director of project management for a hospital management company.

**Outreach and Industry Engagement**—Professor Kistler’s research and teaching is grounded in practice through his continued engagement with industry executives. He has engaged in research and consulting projects with industry partners including Takeda Pharmaceuticals, Valere Health, and multiple academic medical centers.

## ACADEMIC WORK EXPERIENCE

### Positions Held

- 2020 - **University of Tennessee**  
present Assistant Professor of Supply Chain Management
- 2015 - **University of South Carolina**  
2020 Research and Teaching Assistant in Management Science

## EDUCATION

### Degrees

- 2020 Ph.D. in Business Administration, Concentration in Management Science  
University of South Carolina, Columbia, SC
- 2012 Master in Business Administration, Concentration in Healthcare and Operations  
Wake Forest University, Winston-Salem, NC
- 2005 Bachelor of Science in Marketing  
Clemson University, Clemson, SC

### Professional Certifications

- 2012 Certified Six Sigma Black Belt, American Society for Quality

## RESEARCH

### Research Interests

Healthcare Supply Chain Management  
Healthcare Operations and Policy  
Service Operations

### Publications: Journal Articles

1. Kistler, J., Sharma, L., Jayaram, J., & Eckerd, S. (2023). "Does History Really Repeat Itself? An Empirical Investigation of Recurring Misconduct Violations in Public Procurement" *Journal of Purchasing and Supply Management*, Article in Press.
2. Kistler, J., Janakiraman, R., Kumar, S., & Tiwari, V. (2021). "The Effect of Operational Process Changes on Preoperative Patient Flow: Evidence from Field Research" *Production and Operations Management*, 30(6), 1647-1667.

## **RESEARCH (continued)**

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

### **Publications: Other Articles**

1. Kistler, J. (2023). "A Destination for Better Healthcare: Establishing an Ecosystem to Connect Providers Across the Care Continuum".
2. Stank, T., Goldsby, T., Saunders, L., Amling, A., Merrick, J., & Kistler, J. "Caution — Bullwhip Effect Ahead," *The Wall Street Journal*, June 15, 2021.
3. Kistler, J. (2020). "Leveraging H2H Flex in the Covid-19 Era".
4. Kistler, J. (2020). "Headed for Home: Integrating People, Technology, and Analytics to Improve Acute to Post-Acute Care Transitions".

### **Invited Panel Discussions/Special Sessions/Workshops**

1. Panelist, 2023, "How to Transition from a Ph.D. Student to Full-time Faculty," Decision Sciences Institute Annual Conference Doctoral Consortium, Atlanta, GA.
2. Panelist, 2022, "Emerging Research Methods," Logistics Doctoral Symposium, Ames, IA.
3. Panelist, 2021, "The Job Search Process — Perspectives from Both Sides," Bowersox Doctoral Symposium, Annual Meeting of the Council of Supply Chain Management Professionals, Atlanta, GA.

### **Presentations: Conference Proceedings and Contributed Papers**

1. Cha, J., Paraskevas, J.P., Wiedmer, R., Kistler, J., & Tate, W. (2023). "Unraveling the Complexity: Exploring the Benefits of Supply Chain Complexity in Times of Disruption." Decision Sciences Institute Annual Conference, Atlanta, GA.
2. Kistler, J., Saunders, L., & Merrick, J. (2023). "Balancing Manufacturing, Packaging and Regulatory Approval in the Pharmaceutical Industry." Industry Studies Association Annual Conference, Columbus, OH.
3. Park, E., Kistler, J., & Janakiraman, J. (2022). "The Effect of Market Reduction on Healthcare Delivery." Decision Sciences Institute Annual Conference, Houston, TX.
4. Cha, J., Kistler, J., & Tate, W. (2022). "Actual and Knock-on Effects of Regulatory Policy on Drug Supply Chains: A Social Network Perspective." Decision Sciences Institute Annual Conference, Houston, TX.
5. Al-shwaf, L., Scott, A., & Kistler, J. (2022). "The Effect of EEOC Actions on Gender Diversity." Decision Sciences Institute Annual Conference, Houston, TX (To be presented).

## RESEARCH (continued)

6. Park, E., Kistler, J., & Janakiraman, J. (2022). "The Effect of Market Reduction on Healthcare Delivery." Annual Conference of the Production and Operations Management Society, Virtual Format.
7. Kistler, J., Sharma, L., & Goldsby, T.J. (2022). "The Responsibility of Supply Chains to the Public Health." Annual Conference of the Production and Operations Management Society, Virtual Format.
8. Kistler, J., Sharma, L., & Ferguson, M. (2021). "The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior." Healthcare Conference of the Institute for Operations Research and the Management Sciences, Virtual Format.
9. Kistler, J., Sharma, L., Schepker, D.J., & Malhotra, M. (2021). "Government Ideology and Responses from Hospitals to the Affordable Care Act Legislation." Decision Sciences Institute Annual Conference, Virtual Format.
10. Kistler, J., Janakiraman, R., Kumar, S., & Tiwari, V. (2021). "The Effect of Operational Process Changes on Perioperative Patient Flow: Evidence from Field Research." Annual Conference of the Production and Operations Management Society, Virtual Format.
11. Kistler, J., Sharma, L., & Ferguson, M. (2020). "The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior." Decision Sciences Institute Annual Conference, Virtual Format.
12. Kistler, J., Sharma, L., & Ferguson, M. (2019). "The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior." Decision Sciences Institute Annual Conference, New Orleans, LA.
13. Kistler, J., Sharma, L., & Ferguson, M. (2019). "The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior." Annual Meeting of the Institute for Operations Research and the Management Sciences, Seattle, WA.
14. Kistler, J., Sharma, L., Schepker, D.J., & Malhotra, M. (2019). "Government Ideology and Responses from Hospitals to the Affordable Care Act Legislation." Annual Meeting of the Institute for Operations Research and the Management Sciences, Seattle, WA.
15. Kistler, J., Sharma, L., & Ferguson, M. (2019). "The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior." Annual Meeting of the Academy of Management, Boston, MA.
16. Kistler, J., Sharma, L., Schepker, D.J., & Malhotra, M. (2019). "Government Ideology and Responses from Hospitals to the Affordable Care Act Legislation." Annual Meeting of the Academy of Management, Boston, MA.

## **RESEARCH (continued)**

17. Kistler, J., Sharma, L., & Ferguson, M. (2019). "The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior." Healthcare Conference of the Institute for Operations Research and the Management Sciences, Cambridge, MA.
18. Kistler, J., Sharma, L., Schepker, D.J., & Malhotra, M. (2019). "Government Ideology and Responses from Hospitals to the Affordable Care Act Legislation." Healthcare Conference of the Institute for Operations Research and the Management Sciences, Cambridge, MA.
19. Kistler, J., Sharma, L., & Ferguson, M. (2019). "The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior." Annual Conference of the Production and Operations Management Society, Washington, DC.
20. Wooten, J., Mumbower, S., Kistler, J., & Galbreth, M. (2019). "Caught Looking: How Data Visualization Impacts Intuitive Decision Making." Annual Conference of the Production and Operations Management Society, Washington, DC.
21. Kistler, J., Sharma, L., Schepker, D.J., & Malhotra, M. (2018). "Government Ideology and Responses from Hospitals to the Affordable Care Act Legislation." Decision Sciences Institute Annual Conference, Chicago, IL.
22. Kistler, J., Sharma, L., Schepker, D.J., & Malhotra, M. (2018). "The Impact of Organizational Performance on Organizational Identification: Evidence from Physician Political Donations." Annual Conference of the Production and Operations Management Society, Houston, TX.
23. Kistler, J., Janakiraman, R., Kumar, S., & Tiwari, V. (2017). "The Effect of Operational Process Changes on Perioperative Patient Flow: Evidence from Field Research." Annual Conference of the Production and Operations Management Society, Seattle, WA.
24. Kistler, J., Janakiraman, R., Kumar, S., & Tiwari, V. (2016). "The Effect of Operational Process Changes on Perioperative Patient Flow: Evidence from Field Research." Annual Meeting of the Institute for Operations Research and the Management Sciences, Nashville, TN.

## **TEACHING**

### **Undergraduate Courses Taught**

- Manufacturing and Service Operations
- Operations Management

### **Course Leadership**

- Course Champion, Manufacturing and Service Operations, 2022-present

## TEACHING (continued)

### Ph.D. Dissertation Chair

- Co-Chair, Junwoo Cha, Supply Chain Management, University of Tennessee, current

### Master's and Undergraduate Honors Thesis Committees

- Lillian Qin, Undergraduate Chancellor's Honors Program, University of Tennessee, 2022 – 2023
- Mackenzie Bond, Undergraduate Chancellor's Honors Program, University of Tennessee, 2023 – 2024
- Trey Faunce, Undergraduate Global Leaders Scholars Program, University of Tennessee, 2023 – 2024

## SERVICE

### Service to Profession: Journals—Editorial Review Board Positions

- *Journal of Operations Management*, 2023 – present
- *Journal of Supply Chain Management*, 2022 – present

### Service to Profession: Organizations/Conferences

#### *Session Chair/Facilitator*

- Annual Conference of the Decision Sciences Institute, 2019-2023
- Annual Conference of the Production and Operations Management Society, 2019

#### *Reviewer/Judge*

- Annual Conference of the Production and Operations Management Society, 2020-2021
- Annual Conference of the Decision Sciences Institute, 2020
- Annual Meeting of the Academy of Management, 2020

### Service to Department/College/University

#### *University of Tennessee*

- Departmental Library Representative, 2023-present
- Member, SCM Summer Camp Committee, 2022-present
- Member, SCM Scholars of Distinction Committee, 2021-2023

## OUTREACH

### Industry Presentations and Sessions

- Session Facilitator, “Manufacturing Operations,” Supply Chain Management Summer Camp, University of Tennessee, July 2023

## OUTREACH (continued)

- Panelist, “Thought Leadership – Lightning Round Research Summaries,” Supply Chain Forum, Global Supply Chain Institute, University of Tennessee, October 2022
- Session Facilitator, “Introduction to Supply Chain Management,” Emerald Youth Foundation, Knoxville, TN, July 2022
- Session Facilitator, “Global Supply Chain Disruptions in Today’s Healthcare Market: What is the New Normal,” Supply Chain Forum, Global Supply Chain Institute, University of Tennessee, April 2022

## INDUSTRY EXPERIENCE

- **Director of Project Management**, HCA, Charleston, SC, 2013-2015
  - 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**, HCA, Charleston, SC, 2012-2013
  - 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**, Day and Zimmermann International, Inc., Greenville, SC, 2007-2010
  - Co-managed 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