

Health Care Management

Program Chair: Jacqueline Zinn, Temple University

Workshop Chair: Sharon Topping, University of North Carolina

	Start	Regular Program	Shared Program
Fri-	6:00 pm	503. HCM Welcome Reception & Introductions ♦ S: Gball 3	
	7:30 pm	504. Junior Faculty Breakout Sessio ♦ S: Gball 2	
		505. HCM Break-Out sessions ♦ S: Gball 3	
Saturday	8:00 am	506. HCM Breakfast ♦ S: Gball 2	
	8:30 am	507. Research, Teaching, & Service: ♦ S: Gball 3	100. IAOM: Managerial Effectiveness in Latin America ♦ S: Alpine II
	10:15 am	508. Strategies for Success ♦ S: Gball 3	
	10:30 am		110. IAOM: Competing in Latin America ♦ S: Alpine II
	12:00 pm	509. HCM Lunch ♦ S: Gball 3	
	1:00 pm	510. Grantwriting: What You Need to ♦ S: Gball 3	
	1:30 pm		118. IAOM: Challenges & Approaches to Quality ♦ S: Alpine II
	2:00 pm		120. CAR/CM/ONE/HCM/PNS Small Division Images and Member Identities ♦ HW: Acapulco
	2:30 pm	511. HCM: The Two Journeys of Academe ♦ S: Gball 2	
		512. The Two Journeys of Academe: T ♦ S: Gball 3	
	3:00 pm		123. Management of the Tenure Proce ♦ S: Alpine II
	4:00 pm	513. Career Opportunities: Pluralis ♦ S: Gball 3	
Sun-	6:00 pm		127. IAOM: Business Meeting & Dinner ♦ S: Alpine II
	7:30 am	514. Continental Breakfast and Netw ♦ S: Gball 2	
	8:00 am	515. HCM: Faculty Forum on Emerging Topics ♦ S: Gball 3	
	10:00 am		148. CAR: Careering: A Musical Production ♦ S: WmTell
Monday	10:30 am	516. HCM: Editors on Research ♦ S: Gball 3	
	8:45 am	517. Division Welcome ♦ HW: Columbian	
	9:00 am	518. P: Hospital Financial Strategy ♦ HW: Columbian	
	1:00 pm	519. P: Balancing Physician Roles ♦ HW: Columbian	
	2:30 pm	520. P: Trust and Teamwork ♦ HW: Columbian	
	4:10 pm	521. Distinguished Speaker ♦ HW: Columbian	
	5:30 pm	522. M: Business Meeting ♦ HW: Columbian	
	6:30 pm	523. Social Hour ♦ HW: Columbian	
	8:30 am		343. JP: Culture and Control in HCOs ♦ HE: Wacker West (5)
	8:50 am	524. P: Healthcare Market Change ♦ HW: Columbian	286. JP: Dynamic Environments ♦ HE: GndBall C(N)
Tue-	10:30 am		289. JP: E-mail and E-commerce ♦ HE: Columbus E/F
	2:00 pm	525. P: Workforce Reduction and Stress ♦ HW: Columbian	
	3:40 pm	526. P: Perspectives on Managed Care ♦ HW: Columbian	
Wed	9:00 am	527. P: Professional Learning ♦ HW: Columbian	295. JP: Organizational Citizenship ♦ HE: GndBall D(N)
	10:40 am		296. JP: Turnover and Retention ♦ HE: GndBall C(N)
			366. JP: Health Services Research ♦ HE: Wacker West (3)

Friday 6:00 pm

503. HCM Welcome Reception and Introductions: Doctoral Students and Junior Faculty

- ♦ 6:00-7:30 Swiss: Gball 3

By invitation only

Coordinator: Sharon Topping, U. of North Carolina, Chapel Hill

Facilitators: Margarete Arndt, Clark U.; Barbara Bigelow, Clark U.; John D. Blair, Texas Tech U.; Kathryn H. Dansky, Pennsylvania State U.; Myron D. Fottler, U. of Alabama, Birmingham; Bruce J. Fried, U. of North Carolina, Chapel Hill; Leonard H. Friedman, Oregon State U.; David Grazman, U. of Southern California; Timothy J. Hoff, State U. of New York, Albany; Donna Malvey, U. of South Florida; Stephen J. O'Connor, U. of Wisconsin, Milwaukee; Grant T. Savage, U. of Alabama, Tuscaloosa; John Valentine, Florida Atlantic U.; Bryan Weiner, Tulane U.; Eric S. Williams, U. of Missouri, Columbia

Friday 7:30 pm

504. Junior Faculty Breakout Session: Forming Networks for Your Teaching and Research Needs

- ♦ 7:30-9:00 Swiss: Gball 2

By invitation only

Facilitators: John D. Blair, Texas Tech U.; Barbara Bigelow, Clark U.; Kathryn H. Dansky, Pennsylvania State U.; Stephen J. O'Connor, U. of Wisconsin, Milwaukee; Grant T. Savage, U. of Alabama, Tuscaloosa; Bryan Weiner, Tulane U.

505. Doctoral Students Break-Out Session: Forming Networks for Your Teaching and Research Needs

- ♦ 7:30-9:00 Swiss: Gball 3

By invitation only

Facilitators: Margarete Arndt, Clark U.; Bruce J. Fried, U. of North Carolina, Chapel Hill; Myron D. Fottler, U. of Alabama, Birmingham; David Grazman, U. of Southern California; Timothy J. Hoff, State U. of New York, Albany; Eric S. Williams, U. of Missouri, Columbia

Saturday 8:00 am

506. HCM Continental Breakfast and Networking Forum for Doctoral Students and Junior Faculty

- ♦ 8:00-8:30 Swiss: Gball 2

By invitation only

Coordinator: Sharon Topping, U. of North Carolina, Chapel Hill

Facilitators: Charles Braun, Marshall U.; Christy H. Lemak, U. of Florida; Eric S. Williams, U. of Missouri, Columbia

Saturday 8:30 am

507. Research, Teaching, & Service: A Balanced Academic Life

- ♦ 8:30-10:00 Swiss: Gball 3

By invitation only

Chair: Kathryn H. Dansky, Pennsylvania State U.

Panel: Bruce J. Fried, U. of North Carolina, Chapel Hill; Kathleen Montgomery, U. of California, Riverside; John Valentine, Florida Atlantic U.; Donna Malvey, U. of South Florida

Saturday 10:15 am

508. Strategies for Success

- ♦ 10:15-12:00 Swiss: Gball 3

By invitation only

Chair: Jon Chilingirian, Brandeis U.

Panel: David Grazman, U. of Southern California; Christy H. Lemak, U. of Florida; Barbara Bigelow, Clark U.; Margarete Arndt, Clark U.; Ann Langley, U. of Quebec, Montreal; Gary J. Young, Boston U.

Saturday 12:00 pm

509. Lunch: Pizza as a Networking Tool for Doctoral Students and Junior Faculty

- ♦ 12:00-1:00 Swiss: Gball 3

Facilitators: All Panelists & Chairs. By invitation only

Organizer: Sharon Topping, U. of North Carolina, Chapel Hill

Saturday 1:00 pm

510. Grantwriting: What You Need to Know to Get Funded

- ♦ 1:00-2:15 Swiss: Gball 3

By invitation only

Chair: Thomas D'Aunno, U. of Chicago

Panel: Mary L. Fennell, Brown U.; Grant T. Savage, U. of Alabama, Tuscaloosa; Maria A. Friedman, HCFA

Saturday 2:30 pm

511. HCM: The Two Journeys of Academe: The Dissertation Journey

- ♦ 2:30-4:00 Swiss: Gball 2

For Doctoral Students Only

Chair: Eric A. Goodman, Fort Hays State U.

Panel: Myron D. Fottler, U. of Alabama, Birmingham; Timothy J. Hoff, State U. of New York, Albany; David J. Ketchen, Jr., Louisiana State U.

512. The Two Journeys of Academe: The Promotion and Tenure Journey

- ♦ 2:30-4:00 Swiss: Gball 3

Junior Faculty Only

Chair: Jacqueline S. Zinn, Temple U.

Panel: Leonard H. Friedman, Oregon State U.; Stephen J. O'Connor, U. of Wisconsin, Milwaukee; E. Jose Proenca, Widener U.; Bryan Weiner, Tulane U.

Saturday 4:00 pm

513. Career Opportunities: Pluralism in Health Care

- ♦ 4:00-5:30 Swiss: Gball 3

By invitation only

Chair: Charles Braun, Marshall U.

Panel: John Hyde, U. of Mississippi Medical Center; Michael Calloway, Sheps Center, U. of North Carolina; Eric S. Williams, U. of Missouri, Columbia; Peter A. Weil, American College of Healthcare Executives

Sunday 7:30 am

514. Continental Breakfast and Networking Forum for Doctoral Students and Junior Faculty

- ♦ 7:30-8:00 Swiss: Gball 2

Coordinator: Sharon Topping, U. of North Carolina, Chapel Hill

Facilitators: Leonard H. Friedman, Oregon State U.; Kathleen Montgomery, U. of California, Riverside; E. Jose Proenca, Widener U.

Sunday 8:00 am

515. Faculty Forum: Emerging Topics in Health Services Research From the Interorganizational and Organizational Perspective

- ♦ 8:00-10:30 Swiss: Gball 3

By invitation only

Chair: Jane C. Banaszak-Holl, U. of Michigan

Panel: Louise F. Fitzgerald, City U., UK; Keith G. Provan, U. of Arizona; Gloria J. Bazzoli, Northwestern U.; Jeffrey A. Alexander, U. of Michigan; Thomas D'Aunno, U. of Chicago; John D. Blair, Texas Tech U.; Myron D. Fottler, U. of Alabama, Birmingham

Sunday 10:30 am

516. Advancing Your Research Career: Advice From the Editors

- ♦ 10:30-12:00 Swiss: Gball 3

By invitation only

Chair: Jon Chilingirian, Brandeis U.

Panel: Margarete Arndt, Clark U.; Barbara Bigelow, Clark U.; James P. Johnson, Editor, Journal of Healthcare Management; Rita D. Kosnik, Associate Editor, Academy of Management Journal; Sheila Puffer, Editor, Academy of Management Executive; Stephen M. Shortell, U. of California, Berkeley

Monday 8:45 am

517. Division Welcome

- ♦ 8:45-9:00 Hyatt West: Columbian

Program Chair: Jacqueline S. Zinn, Temple U.

Monday 9:00 am

518. Paper: Financial Strategy and Performance in Hospitals

- ♦ 9:00-10:20 Hyatt West: Columbian

Chair: Bruce J. Fried, U. of North Carolina, Chapel Hill
Community Control and Pricing patterns of Nonprofit Hospitals: Findings and Antitrust Implications, Gary J. Young, Boston U.; Kamal Desai, Boston U.

Published in Conference Proceedings

Does Reengineering Really Work? An Examination of the Context and Outcomes of Hospital Reengineering Initiatives, Stephen Lee Walston, Cornell U.; John R.

Kimberly, U. of Pennsylvania / INSEAD; Lawton Robert Burns, U. of Pennsylvania

Interorganizational Strategies in the Health Industry: Effects on Hospital Financial Performance, Gloria J. Bazzoli, Northwestern U.; Benjamin Chan, Health Research and Educational Trust; Stephen M. Shortell, U. of California, Berkeley

Winner of HCM Division Best Paper Award
Published in Conference Proceedings

Discussant: Lawrence Van Horn, U. of Rochester

Monday 1:00 pm

519. Paper: **The Physician as Employee, Manager, Entrepreneur: Balancing New Roles**

- ♦ 1:00-2:10 Hyatt West: Columbian

Chair: Robert C. Myrtle, U. of Southern California

The Paradox of Legitimacy: Factors Decreasing the Likelihood of Physician Executives Practicing Medicine, Timothy J. Hoff, State U. of New York, Albany

Physician Transition Journeys: Developing Dual Commitment on the Road from Private Practice to Employment, Jeffery A. Thompson, U. of Minnesota
Winner of HCM Division Best Paper Based on a Dissertation Award

Relationship Navigator or Relationship Ostrich? Linking Stakeholder Management Styles to Key Firm Resources, John D. Blair, Texas Tech U.; Starr A. Blair, Texas Tech U.; Myron D. Fottler, U. of Alabama, Birmingham; Timothy W. Nix, Texas Tech U.; Gregory Tyge Payne, Texas Tech U.; Grant T. Savage, U. of Alabama, Tuscaloosa

Discussant: Eric S. Williams, U. of Missouri, Columbia

Monday 2:30 pm

520. Paper: **Trust and Teamwork in Hospital Settings**

- ♦ 2:30-3:50 Hyatt West: Columbian

Chair: Kathryn H. Dansky, Pennsylvania State U.

Absence Culture: The Effects of Union Membership Within Work Groups and Industrial Relations Climate, Roderick D. Iverson, U. of Melbourne, Australia; Donna M. Buttigieg, Templeton College, U. of Oxford; Catherine Maguire, U. of Melbourne, Australia

Trust in Management as a Mediator of Empowerment in Health Services Employees, E. Jose Proenca, Widener U.
Selected Determinants of Performance within a Set of Health Care Teams, Karl J. McCleary, Loma; S. Robert Hernandez, U. of Alabama, Birmingham

Discussant: Timothy J. Hoff, State U. of New York, Albany

Monday 4:10 pm

521. HCM Distinguished Speaker Presentation

- ♦ 4:10-5:10 Hyatt West: Columbian

Chair: Barbara Bigelow, Clark U.

Distinguished Speaker: Patrick G. Hays, Blue Cross/ Blue Shield Association

Monday 5:30 pm

522. Meeting: **Division Business Meeting**

- ♦ 5:30-6:15 Hyatt West: Columbian

Chair: Stephen J. O'Connor, U. of Wisconsin, Milwaukee

Monday 6:30 pm

523. Social Hour

- ♦ 6:30-7:30 Hyatt West: Columbian
- Chair:* Barbara Bigelow, Clark U.

Tuesday 8:50 am

524. Paper: **Health Care Market Transformation: Theory and Evidence**

- ♦ 8:50-10:10 Hyatt West: Columbian

Chair: Margarete Arndt, Clark U.

VA Medical Centers As A Safety Net In A Changing Urban Environment, Blair D. Gifford, U. of Colorado, Denver; Diane C. Cowper, Hines VA Hospital; Larry M. Manheim, Northwestern U.

Radical Change in Alberta Health Care: The Recomposition of an Organizational Field, Trish Reay, U. of Alberta
A Critical Review of Market Level Health Care Strategy Literature, 1991-1998, Rebecca Wells, U. of Michigan; Jane C. Banaszak-Holl, U. of Michigan

Discussant: Christopher L. Shook, U. of Texas, Arlington

Tuesday 2:00 pm

525. Paper: **Workforce Reduction and Employee Stress in Hospitals**

- ♦ 2:00-3:20 Hyatt West: Columbian

Chair: Kathleen Montgomery, U. of California, Riverside
Workforce Reduction Practices and Perceptions of

Organizational Dysfunction in Canadian Hospitals, Kent Vernon Rondeau, U. of Alberta; Terry Hubert Wagar, St. Mary's U.

Predicting Who Resigns and Who Gets Laid-Off in a Hospital Environment of Repeated Downsizing: An Event History Analysis, Roderick D. Iverson, U. of Melbourne, Australia; Jacqueline A. Pullman, U. of Melbourne, Australia

The Direct and Mediating Roles of Personality and Moods in Nursing Burnout in Two Hospitals, Kelly Lee Zellars, U. of Alabama, Birmingham

Discussant: L. Michele Issel, U. of Illinois, Chicago

Tuesday 3:40 pm

526. Paper: **Three Perspectives on Performance in Managed Care**

- ♦ 3:40-5:00 Hyatt West: Columbian

Chair: John Valentine, Florida Atlantic U.

The Effects of Open Access on Member Satisfaction and Intentions to Remain in an HMO, John E. Gamble, U. of South Alabama; Marjorie L. Icenogle, U. of South Alabama; Norman B. Bryan, Georgia State U.; Daniel A. Rickert, PrimeHealth, Inc.

Winner of HCM Division Best Theory-to-Practice Paper

Strategic Factors in HMO Mergers and Acquisitions, Robert Weech-Maldonado, Pennsylvania State U., U. Park
All Care is Managed: Evidence from Mental Health Providers on the Impact of Utilization Controls, Bruce J. Fried, U. of North Carolina, Chapel Hill; Sharon Topping, U. of North Carolina, Chapel Hill; Joseph P. Morrissey, U. of North Carolina, Chapel Hill; Scott Stroup, U. of North Carolina, Chapel Hill

Discussant: Eric G. Kirby, Texas Tech U.

Wednesday 9:00 am**527. Paper: Spanning the "Knowledge Gap": Learning by Health Care Professionals**

- ♦ 9:00-10:20 Hyatt West: Columbian

Chair: Judith W. Alexander, U. of South Carolina

Comprehending Patient Service Quality Expectations for

Health Care., Stephen J. O'Connor, U. of Wisconsin, Milwaukee; Hanh Q. Trinh, U. of Wisconsin, Milwaukee;

Richard M. Shewchuk, U. of Alabama, Birmingham

Published in Conference Proceedings

**The Effectiveness of Teaching Medical and Allied**

Health Professionals Methods and Tools for Improving Practice, Diane M. Irvine, U. of Toronto; Ross G. Baker,

U. of Toronto; John Bohnen, St. Michael's Hospital;

Catherine Zahn, Toronto Hospital; Michael Murray, U. of

Toronto; Jennifer Carryer, U. of Toronto

Implementing Computerized Medical Records: Physicians'

Response to Change, Camille K. Barsukiewicz, State U. of New York, Cortland

Discussant: Jeanine Warisse Turner, Georgetown U.