Shannon M. Provost — Curriculum Vitae — January 2019

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EDUCATION

Doctor of Philosophy, Information Systems
> The University of Texas at Austin, McCombs School of Business, Austin, Texas

Master of Business Administration
> The University of Texas at Austin, McCombs School of Business, Austin, Texas

Bachelor of Arts, History, *Cum laude*
> Washington and Lee University, Lexington, Virginia

ACADEMIC EXPERIENCE

THE UNIVERSITY OF TEXAS AT AUSTIN, McCombs School of Business, Department of Information, Risk, & Operations Management

Lecturer:
> Introduction to Information Technology Management, Spring 2019

BOSTON COLLEGE, Carroll School of Management, Department of Information Systems

Visiting Assistant Professor:
> Digital Technologies: Strategy and Use, Fall 2016, Spring 2017, Fall 2017, Fall 2018
> Managing for Social Impact, Spring 2018

THE UNIVERSITY OF TEXAS AT AUSTIN, McCombs School of Business, Department of Information, Risk, & Operations Management

Assistant Instructor:
> Business Statistics, Fall 2014, Fall 2015
> **Fred Moore Assistant Instructor Award for Teaching Excellence, 2015 – 2016**
> **Faculty Honor Roll, Fall 2015**

Teaching Assistant:
> Business Statistics, Fall 2013, Spring 2014, Spring 2016
> Managing Complexity, Fall 2011, Fall 2012, Fall 2013
> Information and Knowledge Management, Spring 2012

OTHER EXPERIENCE

Carnegie Foundation Fellow for Networked Improvement Communities, 2017

Adjunct Faculty, Institute of Healthcare Improvement, from May 2012

Visiting Researcher, James M. Anderson Center for Health Systems Excellence, Cincinnati Children's Hospital Medical Center, 2013 – 2015

Data Analyst, NHS Safety Thermometer Programme, Salford Royal Foundation Trust, National Health Service, England, 2013

Researcher, Regional Resource Network project, Institute for Healthcare Improvement and Robert Wood Johnson Foundation, Summer 2012

Analyst, Results & Evaluation Team, Institute for Healthcare Improvement, Summer 2011

Analyst and Intern, Project Fives Alive! with the Institute for Healthcare Improvement, Tamale, Ghana, Summer 2010

Improvement Advisor, Associates in Process Improvement, Austin, 2008 – 2011

Executive Assistant, Cipriani International, New York, 2004 – 2008

Operations Director, Austin Music Network, Austin, 2002—2004

Marketing Intern, *Texas Monthly* magazine, Austin, 2002

PUBLICATIONS

Provost S, Gloor P, Seid M, & Margolis P. (2016). Digital Social Network Analysis as a Strategy for Understanding Variation in the Participation of Patients in Healthcare Quality Improvement. *BMJ Quality & Safety,* 25: 12. 10.1136/bmjqs-2016-IHIabstracts.16

Provost SM, Lanham HJ, Leykum LK, McDaniel Jr RR., & Pugh J. (2015). Health care huddles: Managing complexity to achieve high reliability. *Health Care Management Review*, *40*: 1.

Provost, SM & Jarvenpaa, SL. (2014, January). Creativity at the Margins: Exploring Social and Technical Marginality in Novel Idea Generation. In *System Sciences (HICSS), 2014 47th Hawaii International Conference on System Sciences* (pp. 191-200). IEEE.

Grippa F, Provost SM, Gloor P, McKean M, and Thakkar S. (2014). Recognizing Communication Patterns in Chronic Care Innovation Networks. *Proceedings of the American Society for Engineering Management 2014 International Annual Conference.* S. Long, E-H NG, and C. Downing, eds.

Leykum LK, Lanham HJ, Provost SM, McDaniel RR, Pugh J. (2014). Improving outcomes of hospitalized patients: The Physician Relationships, Improvising, and Sensemaking intervention protocol. *Implementation Science*, *9*: 171. 26 November 2014.

SELECT PRESENTATIONS

"Learning from Data for Improvement," Ohio Health System Care Innovation and Transformation Meeting. March 2018.

"Learning Statistical Thinking Through Games," 29th National Forum on Quality Improvement in Health Care. Orlando, FL. December 2017.

"Statistical Process Control and Planned Experimentation," Lavelle Industries. Burlington, WI. August 2017.

"Understanding Variation," Sewell Automotive Companies. Dallas, TX. April 2017.

"Managing NIC Health: A Development Framework for Networked Improvement Communities," The Carnegie Foundation Summit on Improvement in Education. San Francisco, CA. March 2017.

"Digitally-enabled social network analysis as a strategy for understanding variation in the participation of patients and families in health care innovation and improvement initiatives," Scientific Symposium, 28th National Forum on Quality Improvement in Health Care. Orlando, FL. December 2016.

"Learning from Networks to Improve Health Outcomes," 27th National Forum on Quality Improvement in Health Care. Orlando, FL. December 2015.

"Social Network Analysis and Collaborative Innovation Networks: Opportunities for Learning and Improvement in Health Care Systems," The Health Foundation. London, England. August 2015.

"Collective leadership in health care innovation teams: A longitudinal social network analysis," INFORMS Healthcare. Nashville, TN. July 2015.

"Using Data for Quality Improvement," Texas Children's Hospital, Advanced Quality Improvement and Patient Safety Education Program. Houston, TX. June 2015.

"Learning at scale in a collaborative chronic care network: Insights from a discrete choice experiment," Scientific Symposium at the 26th National Forum on Quality Improvement in Health Care. Orlando, FL. December 2014.

"Innovation insights from dynamic social network analysis in a collaborative chronic care network," Academy for Healthcare Improvement Annual Meeting. Baltimore, MD. May 2014. **Awarded Best Student Presentation**.

"Learning from dynamic social network analysis in a collaborative chronic care network," Production and Operations Management Society Annual Conference. Atlanta, GA. May 2014.

"Doing better and feeling worse? Moderate emotionality and innovation team performance," XXXIV Sunbelt Social Networks Conference of the International Network for Social Network Analysis. St. Petersburg, FL. February 2014.

"Creativity at the margins: Exploring social and technical marginality in novel idea generation," 47th Hawaii International Conference on System Sciences. Waikoloa, HI, January 2014.

"Virtual mirroring of innovation workgroups: A semantic and social network analysis," XXXIV Sunbelt Social Networks Conference of the International Network for Social Network Analysis. Hamburg, Germany. May 2013.

"Quality Improvement: Basic Training," Center for Medicare & Medicaid Innovation, Learning & Diffusion Group, Centers for Medicare and Medicaid Services. Baltimore, MA. September 2013.

"The Science of Networks," **Keynote**, Institute for Healthcare Improvement Faculty Mindwalk. IHI 24th National Forum on Quality Improvement in Health Care. Orlando, FL. December 2012.

PROFESSIONAL ACTIVITIES

- Digital Innovation Workshop, Department of Information Systems, Boston College, May 2017.
- Presenting Data and Information, one-day course with Edward Tufte, Boston, MA, March 2017.
- The Carnegie Foundation Summit on Improvement in Education. San Francisco, CA. March 2017.
- Early Literacy Meta-Network Convening, Carnegie Foundation for the Advancement of Teaching, Stanford, CA, February 2017.
- 37th International Conference on Information Systems, Dublin, Ireland, December 2016.
- Learning Network Community Conference, Cincinnati Children's Hospital, February 2016.
- Network Analytics Expert Convening, Carnegie Foundation for the Advancement of Teaching, Stanford, CA, January 2016.
- Bayesian Statistics in Health Care Quality Improvement, Workshop, The Health Foundation, London, November 2015.
- National Forum on Quality Improvement in Healthcare, 2009 – 2017.
- ImproveCareNow Network Community Conference, Chicago, IL. 2013, 2014.
- Summer Statistics Institute, The University of Texas at Austin, 2012, 2014.

SERVICE ACTIVITIES

- Reviewer for Carnegie Foundation Summit on Improvement in Education, 2017
- Facilitator for student-led research seminar series, Department of Information, Risk, & Operations Management, McCombs School of Business, Spring 2016
- Nomination Committee Leader, National Register of Historic Places, Lions Municipal Golf Course, 2016
- Multiple Mini Interview facilitator, Dell Medical School admissions, January 2016
- Seton Forum member, from 2014
- Reviewer for Hawaiian International Conference on Systems Sciences conference, 2012 – 2015
- Graduate student representative, UT Systems Engineering Healthcare Initiative, 2012 – 2016
- Contributor to McCombs School of Business Health Care Initiative, from 2011
- Reviewer for Decision Support Systems, 2011 – 2012
- Intellectual Entrepreneurship Graduate Student Mentor, McCombs School of Business, 2012
- Doctoral Student Advisor, MBA Healthcare Association, McCombs School of Business, 2011 – 2012
- Reviewer for Academy Health Annual Conference, 2011
- Women in Business Leadership Conference, McCombs School of Business, Local Outreach Chair, 2011
- MBA Graduate Business Council, Social Chair, McCombs School of Business, 2010 – 2011