

Deirdre McCaughey, PhD, MBA, LSSGB
Associate Professor
Department of Community Health Sciences
Cumming School of Medicine
The University of Calgary

Office

University of Calgary
TRW Building: GD20
3280 Hospital Dr. NW,
Calgary, Alberta, T2N 4Z6

Contact

(403) 210-7541 Office
(814) 574-7571 Cell
E-mail:
deirdre.mccaughey@ucalgary.ca

Education

Ph.D. in Management (Organizational Behavior), 2008

Asper School of Business, University of Manitoba

Masters of Business Administration (Management), 2001

Asper School of Business, University of Manitoba

Bachelor of Medical Rehabilitation (Physical Therapy), 2000

Faculty of Medicine, School of Medical Rehabilitation, University of Manitoba

Lean SixSigma Green Belt (Healthcare), 2015

The Institute of Industrial and Systems Engineers

Academic Positions Held

Associate Professor (with tenure), 2017 - Current

Healthcare Quality & Safety
Department of Community Health Sciences
University of Calgary

Associate Professor (with tenure) & Inaugural Program Director, 2015 – 2017

Healthcare Management & Strategy,
Graduate Programs in Healthcare Quality & Safety
Department of Health Services Administration
Collat School of Business (Secondary appointment)
The Comprehensive Center for Healthy Aging (Research Scientist)
University of Alabama at Birmingham

Associate Professor (with tenure), 2014 – 2015

Healthcare Management & Strategy,
Department of Health Policy & Administration
Department of Public Health Sciences (Secondary appointment)
Department of Industrial and Manufacturing Engineering (Secondary appointment)
The Pennsylvania State University, State College, USA

Academic Positions Held Cont'd

Assistant Professor, 2007 – 2014

Healthcare Management & Strategy,
Department of Health Policy & Administration
Department of Public Health Sciences (Secondary appointment)
The Pennsylvania State University, State College, USA

Adjunct Instructor, 2003 - 2006

Organizational Behavior and Strategy,
The Asper School of Business, University of Manitoba, Winnipeg, Canada

Research Interests

The Intersection of Work Environments & Workforces on Patient Quality & Safety:

- *Organizational culture & climate's effect on employee and organizational outcomes.
- *The role of leadership in promoting/optimizing patient safety, organizational safety climate, and best quality outcomes as well as employee engagement, injury, and turnover.
- *Using process improvement methodology to identify interventions & training to improve outcomes for patients/residents/families.

Information Technology Utilization for Enhanced Patient Care:

- *Integration of innovative technology solutions to quality improvement processes that subsequently enhance real-time care provision and patient outcomes.

Grant Funding

McCaughey, D. (PI), Flemons, W.W., Sharma, N., et al. (2017-2018). "Analysis of Healthcare Quality & Safety Education and Training in Alberta". Campus Alberta Health Outcomes & Public Health Meeting Grants. Project Status: In Progress.

Weech-Maldonado, R., (PI), **McCaughey, D.** (Secondary Investigator), et al. (2016-2019). "UAB Site Phase 2: I/UCRC for Center for Health Organization Transformation". National Science Foundation. Project Status: Completed.

Berner, E.S., (PI), **McCaughey, D.** (Content Developer), et al., (2015-2017). "Health IT Workforce Development for Healthcare Transformation". Office of the National Coordinator of Health Information Technology. Project Status: Completed.

McCaughey, D. (PI) & Hamilton M (2015). "Examining How Lean Six Sigma Processes Reduce Hospital-Acquired Conditions". The Center for Healthcare Organization Transformation (CHOT) an Industry University Cooperative Research Center (I/UCRC). National Science Foundation. Project Status: Completed.

Grant Funding Cont'd

McCaughey, D. (PI) & Hamilton M (2014). “Understanding the Dual Effect of Hospital Safety Culture on Patients & Care Providers; Optimizing Hospital Safety Culture & Reducing Safety Events”. The Center for Healthcare Organization Transformation (CHOT); an Industry University Cooperative Research Center (I/UCRC). National Science Foundation. Project Status: Completed.

McCaughey, D. (PI) & Hamilton M (2014). “Using Lean Six Sigma to Reduce Hospital Acquired Conditions (HACs)”. The Center for Healthcare Organization Transformation (CHOT); an Industry University Cooperative Research Center (I/UCRC). National Science Foundation. Project Status: Completed.

McCaughey, D. PI (2013). “Developing Intervention Studies to Enhance the Occupational Health & Safety of Healthcare Workforces”. The Pennsylvania State University, Social Science Research Institute, Faculty Fellowship. Project completed.

McCaughey, D. PI (2012). “The Pennsylvania State University Employee Engagement and Occupational Safety Research Study”. ARAMARK Healthcare Study #2. Project completed.

Jablonski, R.A. & **McCaughey, D.** (CI) (2012) “Reducing Injury Rates of Nursing Home Direct-Care Staff by Managing Care-Resistant Behavior from Persons with Dementia”. The Pennsylvania State University, Social Science Research Institute, Level 2. Declined due to PI relocation.

Nembhard, H., **McCaughey, D.** (CI) & Tucker C. (2011). “The Center for Healthcare Organization Transformation (CHOT); an Industry University Cooperative Research Center (I/UCRC)”. Centre for Healthcare National Science Foundation. Project Status: Phase 1 completed.

McCaughey, D. PI (2011). “Support Service Workers in Hospitals: Investigating the Relationship among Workplace Safety Training, Employee Engagement, & Support Worker Injury Rates”. The John Jones Scholar in Workers Compensation Research, the Workers Compensation Research Institute Cambridge, Massachusetts. Project completed.

McCaughey, D. PI (2011). “The Pennsylvania State University Research Study on Healthcare Employee Safety”. ARAMARK Healthcare Study #1. Project completed.

McCaughey, D. (PI), Brannon, S.D., Belue, R., McGhan, G.E., Farmer, E. & Cherry, R. (2010). “Occupational Health & Safety in Hospitals: How Workplace Safety Training Effects Support Worker Perceptions of Work Climate, Job Satisfaction and Turnover”. The Pennsylvania State University, Social Science Research Institute, Level 2. Project completed.

Grant Funding Cont'd

McCaughey, D. (PI), Brannon, S.D., McGhan, G.E., & Jablonski, R.A. (2009). "Job and Organizational Characteristics Influencing Nursing Assistant Well Being: Examining the Effect of Work Climate and Injury on Job Satisfaction and Turnover". The Pennsylvania State University, Social Science Research Institute, Level 1. Project Completed.

Peer-Reviewed Publications

McCaughey, D., McGhan, G.E., Savage, G., Landry, A., & Brooks, L.N. (Forthcoming). Gender Stereotyping is Alive and Well: What are our Students Learning? *Journal of Health Administration Education*.

McGhan, G.E., **McCaughey, D.**, Landry, A., Allgood, A., & Menachemi, N. (2016). Health Administration Faculty Members in online-only and traditional universities: Do they differ in terms of demographics, professional accomplishments or satisfaction? *Journal of Health Administration Education*, 33(2), 271-283.

McCaughey, D., & McGhan, G. (2016). "Health Care Providers and Patients in Sync: Antecedents for Optimizing Provider and Patient Safety Outcomes." In Avgar, Ariel C., & Vogus, Timothy J. (Eds.), *The Evolving Healthcare Landscape: How Employees, Organizations, and Institutions Adapt and Innovate*: 307-325. Ithaca, NY: Cornell University/ILR Press.

McCaughey, D., Kimmel, A., Lukas, T., Walsh, E., Savage, G. & Halbesleben, J. (2016) Antecedents to Workplace Injury in the Health Care Industry. *Health Care Management Review*, 41(1): 42-55.

McCaughey, D., Turner, N., Kim, J., DelliFraine, J.L., & McGhan G.E. (2015). Examining Workplace Hazard Perceptions & Employee Outcomes in the Long-Term Care Industry. *Safety Science*, 78: 190-197.

McCaughey, D., Erwin, C., & DelliFraine, J.L. (2015). Improving Capacity Management in the Emergency Department: A Synthesis of the Literature, 2000-2012. *Journal of Healthcare Management*, 60(1): 63-75.

McCaughey, D., Erwin, C., & DelliFraine, J.L. (2015). Best Practices in Occupational Wellness Management: A Comparison of 3 North American Hospitals. *Advances in Health Care Management*, 17: 137-159.

*****Awarded 2016 Emerald Literati Network Awards for Excellence: Outstanding Author Contribution**

Rathert, C, Williams, E, **McCaughey, D.**, & Ishqaidif, G. (2015). Patient Perceptions of Patient-Centered Care: Empirical Test of a Theoretical Model. *Health Expectations*, 18(2):199–209.

Peer-Reviewed Publications Cont'd

McCaughey, D., Baumgardner, C., Gaudes, A., LaRochelle, D., Wu, J., & Raichura, T. (2014). Best Practices in Social Media: Utilizing a Value Matrix to Assess Social Media's Impact in Healthcare. *Social Science Computer Review*, 32(5), 575-589.

McCaughey, D., McGhan, G.E., Walsh, E., Rathert, C., & Belue, R. (2014): The Relationship of Positive Work Environments and Workplace Injury: Evidence from the National Nursing Assistant Survey. *Health Care Management Review*, 39(1):75-88.

McCaughey, D., Halbesleben, J., Savage G., Simons, T. & McGhan, G.E. (2013). Safety Leadership: Extending Workplace Safety Climate Best Practices across Health Care Workforces. *Advances in Health Care Management*, 14: 189-217.

Halbesleben, J., Leroy, H., Dierynck, B., Simons, T., Savage G., **McCaughey, D.** & Leon, M.R. (2013): Living up to Safety Values in Health Care: The Effect of Leader Behavioral Integrity on Occupational Safety. *Journal of Occupational Health Psychology*, 18(4): 395-405.

McCaughey, D., Stalley, S., & Williams, E. (2013): Examining the Effect of EVS Spending on HCAHPS Scores: A Value Optimization Matrix for Expense Management. *Journal of Healthcare Management* 58(5): 320-335.

DelliFraine, J.L., Wang, Z., **McCaughey, D.**, Langabeer III, J.R., & Erwin, C. (2013). The Use of Six Sigma in Healthcare Management: Are We Using It to Its Full Potential?. *Quality Management in Healthcare* 22(3): 210-223.

McCaughey, D., DelliFraine, J.L., McGhan, G.E., & Bruning, N.S. (2013). The Negative Effects of Workplace Injury & Illness on Workplace Safety Climate Perceptions and Health Care Worker Outcomes. *Safety Science* 51(1): 138-147.

Leroy, H., Dierynck, B., Anseel, F., Simons, T., Halbesleben, J., **McCaughey, D.** Savage G., & Sels, L. (2012). Behavioral Integrity for Safety, Priority of Safety, Psychological Safety, and Patient Safety: A Team Level Study. *Journal of Applied Psychology* 97(6): 1273-81.

McCaughey, D., McGhan, G.E., Kim, J., S.D. Brannon, Leroy, H., & Jablonski, R.A. (2012). Workforce Implications of Injury Among Home Health Workers: Evidence from the National Home Health Aide Survey. *The Gerontologist* 52(4): 493-505.

Turner N., Stride, C.B., Carter, A.J., **McCaughey, D.**, & Carroll, A.E. (2012). Job Demands-Control-Support Model and Employee Safety Performance. *Accident Analysis and Prevention* 45: 811-817.

McCaughey, D., McGhan, G.E., DelliFraine, J.L., & Brannon, S.D. (2011). Perception is Reality: How Patients Contribute to Poor Workplace Safety Perceptions. *Health Care Management Review* 36(1): 28-37, January/March 2011.

Peer-Reviewed Publications Cont'd

McCaughey, D. & Bruning, N.S. (2010). Rationality versus Reality: The Challenges of Evidence-Based Decision Making for Health Policy Makers. *Implementation Science* 5:39. *****Achieved Permanent Designation: Highly Accessed Article.**

Bruning, N.S., **McCaughey, D.**, & Milliken, E. (2006). The "Mosaic" in Practice: An Examination of Multicultural Diversity within Canadian Universities. In G. Vedder (Ed.), *Managing Equity and Diversity at Universities*. Rainer Hampp Verlag: Munchen und Mering, pp. 49-71

Stoyko, P., with Henning, G.K., & **McCaughey, D.** (2006). *Creativity at Work: A Leadership Guide*. Action-Research Roundtable on Creativity; Canada School of Public Service, Federal Government of Canada.

McCaughey, D. & Bruning, N.S. (2005). Enhancing Opportunities for Expatriate Job Satisfaction: Human Resource Strategies for Foreign Assignment Success. *Human Resource Planning*, 28, pp. 21-29.

Manuscripts under Review

Upadhyay, S, **McCaughey, D.**, Smith, D.G. Transparency in Readmission Rates and its impact on Hospital Financial Performance: A study of Washington hospitals. *Advances in Health Care Management*. Status Under review

Hearld, K.R., Hearld, L.R., Budhwani, H., **McCaughey, D.**, & Hall, H.G. Personal Health Information Transparency, Health Attitudes and Health Behaviors. *Advances in Health Care Management*. Status Under review

McCaughey, D., McGhan, G.E., Breland, B., & Savage, G.: Variations in Workplace Safety Climate Perceptions & Outcomes across Health Care Provider Positions: A Cross-Sectional Questionnaire Survey." *Advances in Health Care Management*. Status Under review

Peer-Reviewed Proceedings Publications

DiMeo, S., **McCaughey, D.**, & Baumgardner, C. (2017). The Benefits Of Retail Health Clinics For Aging Populations, *Innovation in Aging*, Volume 1, Issue suppl_1, 1 July 2017, pp. 833, <https://doi.org/10.1093/geroni/igx004.3003>.

McGhan, G.E., **McCaughey, D.**, Herald, R., Baumgardner, C. (2017). Behavioral Engagement and its Measurement: Improving Direct Care Worker Outcomes. *Innovation in Aging*, Volume 1, Issue suppl_1, 1 July 2017, pp. 703-704, <https://doi.org/10.1093/geroni/igx004.2519>

Peer-Reviewed Proceedings Publications Cont'd

DelliFraine, J., Langabeer, J., and **McCaughey, D.** (2011). The Use of Six Sigma in Healthcare Management: Are We Using It to Its Full Potential? In the *2011 Proceedings of the Southwest Academy of Management*, pp. 212-237.

McCaughey, D., Kim, J., McGhan, G.E., Jablonski, R.A., and Brannon, D. (2010). Who Needs Caring? We Do! Workplace Injury and Its Effect on Home Health Aides. In the *Best Paper Proceedings of the 2010 Academy of Management Meeting*, pp. 1-6. Montreal, Canada.

McCaughey, D. and Bruning, N.S. (2006). The Role of Cognitive Information Processing in Health Policy & Evidence Based Health Care. In the *Best Paper Proceedings of the 2006 Academy of Management Meeting*, pp. D1-D6. Atlanta, Georgia.

McCaughey, D. and Bruning, N.S. (2006). The Challenges of Canadian Health Care: Examining Environmental Influences in Health Policy Decision-Making. In the proceedings of the *Administrative Sciences Association of Canada's 34th Annual Conference*, Vol. 27, No. 28, pp. 34-50. Banff, Alberta, Canada. **Selected as Honourable Mention for Best Paper Award** (Health Care Management Division).

McCaughey, D. and Schonwetter, D. (2005). The Successful Manager is: (A) Masculine, (B) Feminine, or (C) Androgynous? Teaching Students About Becoming Successful Business Managers. In the proceedings of the *Administrative Sciences Association of Canada's 33rd Annual Conference*, Vol. 26, No. 10, pp. 85-98. Toronto, Ontario, Canada.

McCaughey, D., Bruning, N.S., Rubin, B., and Bell, M. (2005). Diversity, Ethnicity, and Values: Canadian Aboriginals, Non-Aboriginals, and Workplace Outcomes. In the proceedings of the *Administrative Sciences Association of Canada's 33rd Annual Conference*, Vol. 26, No. 11, pp. 85-98. Toronto, Ontario, Canada.

McCaughey, D. (2004). Fostering Research Utilization of the Effects of Framing on Public Policy Healthcare Decision Making. In the proceedings of the *Southern Management Association's Annual Meeting*, pp. 587-592. San Antonio, Texas. **Selected as Best Doctoral Student Paper** (Health Care Management Track).

McCaughey, D. (2003). Enhancing Opportunities for Expatriate Job Satisfaction: Corporate Strategies for Foreign Assignment Success. In the proceedings of *The Twelfth World Business Congress: Succeeding in a Turbulent Global Marketplace*, Vo. 16, pp. 372-379. Vancouver, British Columbia, Canada.

Peer-Reviewed Conference Presentations

McCaughey, D., McGhan, G., Rathert, C, Hill-Williams, J, & Herald, R. (2017). Magnetic Work Environments: Patient Experiences & Outcomes In Magnet® Vs. Non-Magnet Hospital. Paper to be presented at the *Southern Management Association's Annual Meeting*, St. Pete Beach, FL.

Peer-Reviewed Conference Presentations Cont'd

- McGhan, G. & **McCaughey, D.** (2017). Perception is Important: The Moderating Role of Resource Adequacy on Family Caregiver Outcomes. Paper presented at *the IAGG World Congress of Gerontology and Geriatrics*, San Francisco, CA.
- McCaughey, D.**, McGhan, G., Herald, R., Baumgardner, C. (2017). Behavioral Engagement and its Measurement: Improving Direct Care Worker Outcomes. Paper presented at the *IAGG World Congress of Gerontology and Geriatrics*, San Francisco, CA.
- DiMeo, S., Baumgardner, C., & **McCaughey, D.** (2016). Retail Health Clinics: A Systematic Literature Review. Paper presented at the *Southern Management Association's Annual Meeting*, Charlotte, NC.
- DiMeo, S., Baumgardner, C., & **McCaughey, D.** (2016). Retail Health Clinics: How Retail Health Clinics Affect Access to Care for Underserved and Rural Populations. Presentation at the *2016 Pennsylvania Public Health Association Conference*, Lancaster, PA.
- McCaughey, D.**, McGhan, G.E., & Rathert, C (2015). Variations in Workplace Safety Climate Perceptions and Outcomes Across Health Care Provider Positions: A Cross-Sectional Questionnaire Survey. Presentation at the *Southern Management Association's Annual Meeting*, St. Pete Beach, FL.
- McCaughey, D.** and LaRochelle, D. (2014). Identifying Your "Tweetspot": The Relationship Between Hospital Social Media Channels & HCAHPS. Presentation at the *American College of Healthcare Executives' Annual Congress on Healthcare Leadership* in Chicago, IL.
- McCaughey, D.**, Wu, J., McGhan, G.E., and Baumgartner, C., (2013). Behavioral Engagement of Direct Care Workers: Examining a Key Determinant to Improving Employee Outcomes. Presentation at the *66th Annual Scientific Meeting of the Gerontological Society of America*. New Orleans, LA.
- McCaughey, D.** and Wu, K.J. (2013). Engage Me! The Role of Employee Engagement in Enhancing Employee Safety Perceptions. Symposium presented at the *73rd Annual Meeting of the Academy of Management*. Orlando, FL.
- McCaughey, D.** and LaRochelle, D. (2013). Enhancing the Value Relationship between Resource Spending & HCAHPS Outcomes: The Value Optimization Matrix. Presented at the *American College of Healthcare Executives' Annual Congress on Healthcare Leadership* in Chicago, IL.
- McCaughey, D.**, McGhan, G.E., and Wu, J. (2012). Building an Evidence-Based Foundation for Social Media Use: Linking Social Media Channels to Hospital HCAHPS Performance. Presented at *2012 Pennsylvania Public Health Association Conference* in Pittsburgh, PA.

Peer-Reviewed Conference Presentations Cont'd

Stanowski, A. and **McCaughey, D.** (2012). The Far Reaching Impact of Employee Safety: Implications for Hospital Performance. Presented at the *American College of Healthcare Executives' Annual Congress on Healthcare Leadership* in Chicago, IL.

McCaughey, D., McGhan, G.E., and Walsh, E. (2011). Let's Get Engaged! Direct Care Workers and Organizations: How Engagement Optimizes Outcomes. Presentation at the *64th Annual Scientific Meeting of the Gerontological Society of America*. Boston, MA.

Wu, J., **McCaughey, D.**, Walsh, E., McGhan, G.E., and Stanowski, A. (2011). Behavioral Engagement: Unlocking a Key to Improved Workplace Safety in Pennsylvania. Presentation at the *2011 Pennsylvania Public Health Association Conference*, Philadelphia, PA.

McCaughey, D., McGhan, G.E., Walsh, E., and Belue, R. (2011). Ouch, That Hurts! Nursing Assistant Injury and the Negative Effects on Workers and Organizations. Paper presented at the *71st Annual Meeting of the Academy of Management*. San Antonio, TX. Nominated for the Health Care Management Division's Best Theory to Practice Award.

DelliFraine, J., Langabeer, J., and **McCaughey, D.** (2011). The Use of Six Sigma in Healthcare Management: Are We Using It to Its Full Potential? Paper presented at the *8th Annual Southwest Academy of Management Conference*. Houston, TX.

McCaughey, D., McGhan, G.E., Kim, J., and Walsh, E.M. (2010). Occupational Health and Safety Issues of Direct Care Workers: Does Training Reduce Worker Injury? Presentation at the *63rd Annual Scientific Meeting of the Gerontological Society of America*. New Orleans, LA.

McCaughey, D., Kim, J., McGhan, G.E., Jablonski, R.A., and Brannon, D. (2010). Who Needs Caring? We Do! Workplace Injury and Its Effect on Home Health Aides. Paper presented at the *70th Annual Meeting of the Academy of Management*. Montreal, Canada. Nominated for the Health Care Management Division's Best Paper Award.

McGhan, G.E. & **McCaughey, D.** (2010). Does Knowledge of Breast Cancer Predict Risk Tolerance in Treatment Decisions? Presentation at the *16th International Conference on Cancer Nursing*. Atlanta, Georgia.

McCaughey, D., Kim, J., and Brannon, D. (2009). Challenges in Long Term Care: The Role of Safety Climate and Work Overload on Employee Outcomes. Paper presented at the *69th Annual Meeting of the Academy of Management*. Chicago, Illinois.

McCaughey, D. and Bruning, N.S. (2009). Workplace Illness and Injury Experience: Influences on Health Care Workers' Workplace Safety Climate. Paper presented at the *69th Annual Meeting of the Academy of Management*. Chicago, Illinois.

Peer-Reviewed Conference Presentations Cont'd

McCaughey, D. and Bruning, N.S. (2008). Safety Climate & Stress: How Workplace Safety Perceptions Influence Health Care Provider Well-Being. Paper presented at the *68th Annual Meeting of the Academy of Management*. Anaheim, California. **Nominated for Health Care Management Division's Best International Paper Award.**

McCaughey, D. and Bruning, N.S. (2007). Workplace Safety and Job Stress: When Caring Compromises Personal Well-Being. Paper presented at the *67th Annual Meeting of the Academy of Management*. Philadelphia, Pennsylvania

McCaughey, D. and Bruning, N.S. (2007). The Front Lines of Healthcare: Does Job Safety and Stress Negatively Affect Health Workers? Paper presented at the *35th Annual Meeting of the Administrative Sciences Association of Canada*. Ottawa, Ontario, Canada.

McCaughey, D., Bruning, N.S., Rubin, B., and Bell, M. (2005). Diversity, Values, and Congruence: Does Ethnicity Influence Satisfaction with Workplace Outcomes? Paper presented at the *65th Annual Meeting of the Academy of Management*. Honolulu, Hawaii.

Peer-Reviewed Poster Presentations

McGhan, G., **McCaughey, D.** & Herald, R. (2017). Older Home Health Aides: A Viable Option. Poster presented at the *IAGG World Congress of Gerontology and Geriatrics, San Francisco, CA*.

DiMeo, S., **McCaughey, D.,** & Baumgardner, C. (2017). The Benefits Of Retail Health Clinics For Aging Populations. Poster presented at *the IAGG World Congress of Gerontology and Geriatrics, San Francisco, CA*.

Baumgardner, C., **McCaughey, D.,** & DiMeo, S. (2016). Workplace Factors that Influence the Supply of Nurses to Care for the Elderly. Will be presented at the *Annual Scientific Meeting of the Gerontological Society of America, (November) New Orleans, LAA*

DiMeo, S., Baumgardner, C., & **McCaughey, D.** (2016). Retail Health Clinics: Their Role in the Care Continuum for Aging Populations. Will be presented at the *Annual Scientific Meeting of the Gerontological Society of America, (November) New Orleans, LA*.

Baumgardner, C., **McCaughey, D.,** & DiMeo, S. (2016). Factors Influencing Nurse Workforce Engagement in Pennsylvania Healthcare Organizations. Poster presented at the *2016 Pennsylvania Public Health Association Conference, Lancaster, PA*.

McCaughey, D., McGhan, G.E., and Walsh, E. (2012). Positive Perspectives and Vibrant Caregivers: A Tale of Older Home Health Aides. Poster presented at *Annual Scientific Meeting of the Gerontological Society of America, (November), San Diego, CA*.

Peer-Reviewed Poster Presentations Cont'd

- McCaughey, D.**, LaRochelle, D., Dholakia, S., Tatum, L., Kimmel, A., and Raichura, T. (2012). Social Media & Patient Experience HCAHPS: A New Value Equation in the Era of Health Reform. Presented at the 29th *AcademyHealth Annual Research Meeting*, Orlando, FL.
- McGhan, G.E. & **McCaughey, D.** (2012). Intervention to Enhance Quality of Life for Breast Cancer Survivors with Lymphedema. Presented at the 29th *AcademyHealth Annual Research Meeting*, Orlando, FL.
- McCaughey, D.**, Walsh, E., Wu, J., & McGhan, G.E. (2011). Insights on Keeping Our Workforces Safe: It's Good for Business. Poster presented at the *NIOSH^{1st} National Conference on Eliminating Health and Safety Disparities at Work*, Chicago, IL.
- McCaughey, D.**, Walsh, E., Wu, J., & McGhan, G.E. (2011). Is Everyone Engaged? They Should Be! The Relationship Between Worker Commitment and Workplace Safety. Poster presented at the *NIOSH 1st National Conference on Eliminating Health and Safety Disparities at Work*, Chicago, IL.
- Kimmel, A., Raichura, T., **McCaughey, D.**, Tatum, L., Dholakia, S., and LaRochelle, D. (2011). Facebook, Twitter, and Blogging: Using Social Media to Disseminate Public Health Information. Poster presented at the *2011 Pennsylvania Public Health Association Conference*, Philadelphia, PA.
- Stalley, S., Charles, S., Lutz, D., **McCaughey, D.**, & Stanowski, A. (2011). Value Based Purchasing: A Matrix Model of the Value Relationship between Resource Spending & HCAHPS Outcomes. Poster presented at the *19th Annual Health Forum & the American Hospital Association Leadership Summit*. San Diego, CA
- McCaughey, D.** and McGhan, G.E. (2011). The Positive Outcomes of Health Care Provider Engagement. Poster presented at the *28th Academy of Health Annual Research Meeting*. Seattle WA.
- Kim, J., **McCaughey, D.**, Brannon, D., and McGhan, G.E. (2010): What Makes Them Leave? The Relationship Between Worker Training, Injury, and Turnover Intent of Direct Care Workers in Nursing Homes. Poster presented at the *27th Academy of Health Annual Research Meeting*. Boston, MA.
- Turner N., Stride, C.B., Carroll, A.E., **McCaughey, D.**, and Carter, A.J. (2010). Job Demands-Control-Support Model and Employee Safety Performance. Poster presented at the *9th Conference of the European Academy of Occupational Health Psychology*. Rome, Italy.
- McCaughey, D.**, Kim, J.Y., & Brannon, D. (2009). The Roles of Safety Perceptions and Work Overload on Long Term Care Worker Satisfaction and Turnover Intention. Poster presented at *2009 Pennsylvania Public Health Association Conference*. Pittsburgh, PA

Peer-Reviewed Poster Presentations Cont'd

- McCaughey, D.** (2008). Health Care Provider Stress: The Deleterious Effect of Providing Patient Care. Poster presented at *Pennsylvania State University Stress and Health Research Day*. State College, PA.
- McCaughey, D.** and Bruning, N.S. (2008). Caring and Health: Do Patients Negatively Influence Workplace Safety and Health Care Provider Well-Being? Poster presented at the 25th *Academy of Health Annual Research Meeting*. Washington, DC.
- McCaughey, D.** (2005). Beyond Evidence Based Medicine: Recognizing Non-Traditional Influences on Treatment Decisions of Cancer Patients. Poster presented at *The Centre for Knowledge Transfer: Enhancing Patient Safety Through Knowledge Transfer*. Spring Institute, 2005. Edmonton, Alberta, Canada. Selected as Best Research Poster, Spring Institute.
- McCaughey, D.** and Bruning, N.S. (2005). Cognitive Information Processing in Public Policy Decision Making. Poster presented at the *6th International Conference on the Scientific Basis of Health Services*. Montreal, Quebec, Canada.
- McCaughey, D.** (2004). The Role of Framing, Risk Propensity, and Fear in Decision Making: A Multi-Dimensional Framework for Understanding Decision Making Complexity. Paper presented at the *32nd Annual Conference of the Administrative Sciences Association of Canada*. Quebec City, Quebec, Canada.
- McCaughey, D.** (2004) Knowledge Utilization in Health Policy Making. The Role of Framing in a Hypothetical Healthcare Policy Decision. Poster presented at *The Centre for Knowledge Transfer: Knowledge Transfer in Context – Policy, Practice, and Research*. Spring Institute, 2004. Edmonton, Alberta, Canada.

Invited Presentations

- DiLisi, J.P., Eisenberg, J., **McCaughey, D.**, Mercado, S., Merryweather, P., & Shirey, M.R. (2017). Insights into the Future of Healthcare Quality. *National Association for Healthcare Quality's Annual Conference*, Cincinnati, OH.
- McCaughey, D.** (2017). Making the Link to Quality Improvement through Patient Safety. *UAB Medicine, Patient Safety Awareness Week: Seminar Series*. Birmingham, Alabama.
- McCaughey, D.** & McGhan, G.E. (2016). Healthcare Providers & Patients in Sync: Antecedents for Optimizing Both Provider & Patient Outcomes. *Labor and Employment Relations Association, (LERA) Annual Meeting*, Minneapolis, MN.
- McCaughey, D.** (2015). Provider Health, Wellness, & Safety in EMS: The Role of Safety Leadership in EMS Safety Culture. *National Association of EMS Physicians Annual Meeting*, New Orleans, LA.

Invited Presentations Cont'd

McCaughey, D. (2015). Lean & Six Sigma Tools for Quality Improvement. *The Center for Health Organization Transformation's Industry Webinar Series.*

McCaughey, D. (2015). Optimizing Hospital Safety Culture. *The Center for Health Organization Transformation's Industry Webinar Series.*

McCaughey, D. (2013). Dollars & Sense: Making the Business Case for Optimizing Hospital Safety Performance. Keynote speaker at the Association of Occupational Health Professionals 2013 National Conference, Orlando, FL.

McCaughey, D. & O'Hara (2013). Leading for Success: Using Safety Leadership to Enhance Employee Engagement & Improve Hospital Safety Performance. Keynote speaker at the Association of Occupational Health Professionals 2013 National Conference, Orlando, FL

McCaughey, D. (2012). Employee Safety Implications for Hospital Performance. Featured speaker presentation at *UL PureSafety 2012 User Summit*, Nashville TN.

McCaughey, D. (2012). Caring for the Care Providing Workforce: Evidence-based Guidelines for Safer Workplaces. Webinar for the *Department of Veterans Affairs; VA New England Healthcare System.*

McCaughey, D. (2012). Ownership & Accountability: Driving Health and Safety from the Top Down. Webinar for *Aramark Healthcare; Mid Atlantic Region Safety Ambassador Meeting.*

McCaughey, D. (2012). Building Accountability for Health and Safety from the Top Down. Webinar for *UL PureSafety; Knowledge Exchange.*

McCaughey, D., LaRochelle, D., and Gaeffler, A. (2012). Real-time Care Experience Feedback Using QR Codes. *The 29th AcademyHealth Annual Research Meeting*, Orlando, FL.

LaRochelle, D., **McCaughey, D.**, Raichura, T., Kimmel, A., Tatum, L., and Dholakia, S.(2012). Real-time Care Experience Feedback Using QR Codes. *AcademyHealth's The National Health Policy Conference*, Washington, DC.

McCaughey, D. & Stanowski, A. (2012). *Efficiency Drives Value: The Relationship between HCAHPS and Expense Control.* Presented at the 2012 Annual HIMSS Conference & Exhibition, Las Vegas, Nevada.

McCaughey, D. Kahn, R., Lawrence, C., Leahy, L., Nebblets, T., Nielson, K, and Yang, D. (2011). *The Pennsylvania State University Research Study on Healthcare Employee Safety.* Presentation to the Senior Management of ARAMARK and ARAMARK Healthcare at the 2011 ARAMARK Fellows Graduation.

Invited Presentations Cont'd

- McCaughey, D.** (2011). *Overview of the Canadian Healthcare System: Universal Access*. The Pennsylvania Association Medical Staff Services' 22nd Annual Education Conference, Gettysburg, Pennsylvania.
- McCaughey, D.** (2011). *What is Universal Healthcare?: The History and Framework of Canadian Health Insurance*. The Penn State Student Chapter of the Academy of Health's Student/Jr Faculty Colloquium, Pennsylvania State University, State College, Pennsylvania.
- McCaughey, D.** (2009). *Lifting The Fog On Health Care Reform: Policy and Transactions*. The Dickinson School of Law, Center for the Study of Mergers and Acquisitions' Health Care Reform Panel, 2009, Pennsylvania State University, State College, Pennsylvania.
- McCaughey, D.** (2008). *New Faculty Panel*. College of Health and Human Development Alumni Society Board of Directors Biannual Meeting. Pennsylvania State University, State College, Pennsylvania.
- McCaughey, D.** & Delbaere, M.A. (2005). *An Introduction to Case Study Analysis*. The Centre for Knowledge Transfer: Enhancing Patient Safety Through Knowledge Transfer. Spring Institute, 2005. University of Alberta, Edmonton, Alberta, Canada.
- McCaughey, D.** & Delbaere, M.A. (2004). *Knowledge Utilization in Health Services Research*. Western Regional Training Centre, Topics in Health Services Research. University of Manitoba, Winnipeg, Manitoba, Canada.

Awards and Honors

Faculty Awards

- Awarded 2016 Emerald Literati Network Awards for Excellence: Outstanding Author Contribution* (2016) for Best Practices in Occupational Wellness Management: A Comparison of 3 North American Hospitals. Published in *Advances in Health Care Management*.
- Awarded a **Faculty Fellowship**, from the Social Science Research Institute, The Pennsylvania State University (2013)
- Nominated for the College of Health & Human Development's *Evelyn R. Saubel Faculty Award* (Excellence in Academic Advising), The Pennsylvania State University (2013)
- Nominated for the Commission for Women's *Rosemary Schraer Mentoring Award* (Excellence in Student Mentorship), The Pennsylvania State University (2013)
- Selected as the **National Winner of AcademyHealth's The Relevant Evidence to Advance Care and Health (REACH) Challenge** (2012).
- Awarded The **John Jones Scholar in Workers Compensation Research**, from the Workers Compensation Research Institute. Cambridge, Massachusetts (2011).
- Nominated for the Health Care Management Division's **Best Theory to Practice Award**, at the Academy of Management Annual Meeting. San Antonio, Texas (2011)

Awards and Honors Cont'd

Faculty Awards Cont'd

- Nominated for the College of Health and Human Development's *Faculty Appreciation Award*, The Pennsylvania State University (2011)
- Nominated for the Health Care Management Division's *Best Paper Award*, at the Academy of Management Annual Meeting. Montreal, Canada (2010)
- Published in the *Best Paper Proceedings* of the Academy of Management Meeting. Montreal, Canada (2010)
- BioMed Central Achieved permanent *Highly Accessed Designation* (2010) for: Rationality versus Reality: The Challenges of Evidence-Based Decision Making for Health Policy Makers. Published in *Implementation Science*
- Nominated for Health Care Management Division's *Best International Paper Award*, Academy of Management Meeting. Anaheim, California (2008)

Graduate Student Awards

- Awarded Centre for Knowledge Transfer *Doctoral Fellowship* (Previously, a Centre of the Canadian Health Services Research Foundation): (2003-2007, 2005-declined)
- Inaugural recipient of the University of Manitoba's Dean of Graduate Studies *Student Achievement Award* (2006)
- Published in the *Best Paper Proceedings* of the Academy of Management Meeting. Atlanta, Georgia (2006).
- Honourable Mention, Best Paper Award* (Health Care Management Division), Administrative Sciences Association of Canada's Annual Meeting (2006).
- Awarded Social Sciences and Humanities Research Council of Canada (SSHRC): *Doctoral Fellowship* (2005)
- Best Research Poster*, The Centre for Knowledge Transfer's Spring Institute. Edmonton, Alberta, Canada (2005).
- Centre for Knowledge Transfer SSHRC *Doctoral Award* (2005)
- Asper School of Business SSHRC *Doctoral Award* (2005)
- Awarded Asper School of Business *McGiverin Fellowship* (2005)
- Best Doctoral Student Paper* (Health Care Management Track), Southern Management Association's Annual Meeting. San Antonio, Texas (2004).
- Awarded Southern Management Association *Doctoral Scholarship* (2004)
- Awarded Faculty of Management *Tuition Fellowship* (2002-2004)
- Awarded Asper School of Business SSHRC *Doctoral Award* (2003)
- Awarded Faculty of Management *Doctoral Fellowship* (2002)
- Awarded Allan Bronfman Family *Scholarship for Academic Standing* (2000)
- Faculty of Management, Dean's *MBA Honour List* (2001)

Graduate Student Supervision

Current Graduate Students

Ph.D./D.Sc. Students

Department of Health Services Administration, University of Alabama at Birmingham
Charles Hasgood (2016-ongoing), Dissertation committee member

MSHA Students

Department of Health Services Administration, University of Alabama at Birmingham
Austin Campbell (2015-2017), Faculty advisor
Jennie Malone (2015-2017), Faculty advisor

Previous Graduate Students

The Center for Integrated Healthcare Delivery Systems (CIHDS) 2012-2015

The Pennsylvania State University
CIHDS Executive Committee Member (2013-2015)
Faculty Adviser to CIHDS Scholars Program (2012-2015)

The Center for Integrated Healthcare Delivery Systems (CIHDS) 2012-2015

An interdisciplinary unit of the Clinical and Translational Sciences Institute (CTSI) focused on creating healthcare solutions through collaborative research, education, and outreach. Lead inter-disciplinary graduate student teams in completing projects.

Ph.D. Students

College of Engineering, Pennsylvania State University

David Muñoz, (2015), Dissertation committee member

College of Education, Pennsylvania State University

Catherine Baumgardner, Ph.D. (2014), Dissertation committee member

Maureen Jones, Ph.D. (2014), Dissertation committee member

Department of Health Policy & Administration, Pennsylvania State University

Tyler Towers, Ph.D. (2013), Dissertation committee member

Harry Holt, Ph.D. (2012), Dissertation committee member

Jung Yoon Kim, Ph.D. (2011), Dissertation committee member

Department of Healthcare Leadership & Management, Medical University of South Carolina

David Church, DHA (2013), Dissertation committee member

Masters Students

Department of Health Policy & Administration, Pennsylvania State University

Ashley Kimmel, MHA, (2012), Faculty advisor, independent research study

Tejal Raichura, MHA, (2012), Independent research study

Latoya Tatum, MHA, (2012), Independent research study

Shantanu Dholakia, MHA, (2012), Independent research study

Caitlin Motley, MHA, (2011), Faculty advisor

Kara Vass, MHA, (2011), Faculty advisor

Shawn Dilmore, MHA (2011), Independent research study

Jessica Havern, MHA, (2010), Faculty advisor

Graduate Student Supervision Cont'd

Masters Students Cont'd

Department of Health Policy & Administration, Pennsylvania State University

Laura Leheay, MHA, (2010), Faculty advisor, independent research study

Paola Acosta, MS (2010), Program advisor

William Burmeister, MHA (2009), Faculty advisor

Honors Undergraduate Student Supervision

Faculty Research Adviser

Department of Health Policy & Administration, Pennsylvania State University

Samantha DiMeo 2014-2015: Schreyer Honor Scholar

Amy Gwynn 2011-2015; Schreyer Honor Scholar

Jiaxin Wu 2011-2013; The Ronald E. McNair's Scholars Program

Teaching

Experienced in graduate and undergraduate teaching in healthcare management, strategy, organizational behavior, patient safety, quality improvement, and high reliability leadership.

University of Alabama at Birmingham

Department of Health Services Administration

- **Administrative Theory: Topics in Knowledge Utilization & Translational Sciences** AH6701 (Fall, 2016).
PhD seminar course examining the scientific, theoretical, and historical underpinnings of the field of knowledge utilization and translational sciences.
- ***Integrative Capstone Experience*** HQS 698 (Summer, 2016 & 2017)
Investigation of a process or safety improvement opportunity in a healthcare organization to propose a solution; application of the concepts and tools mastered in the Master's program.
- ***Leadership of High Reliability Organizations*** HQS 630 (2015-2016)
Applying concepts of high reliability organizations to create an organizational culture that supports strong, functional, and safe patient care environments resulting in quality clinical care and patient satisfaction.
- ***Evaluating and Designing Quality Improvement Models*** HQS 675 (Summer, 2016)
Application of analytical and decision tools to determine appropriate enterprise models for quality improvement, including problem identification, selection of metrics, analytical approaches, prioritization criteria, and post-implementation evaluation.
- ***Strategic Planning and Management*** HA 625 (Fall 2016 & 2017)
Learning to develop a framework for strategic management in order to develop a strategic plan for a health care organization

Teaching Cont'd

Pennsylvania State University

Department of Health Policy & Administration

- ***Health Systems Management*** HPA 332 (2007 - 2015)
An undergraduate course introducing the basic concepts and theories of organizational behavior and leadership as applied to systems management in healthcare organizations.
- ***Management of Health Services Organizations*** HPA 524 (2008 - 2012)
An MHA graduate course in leadership and the management of health organization functions. Case study method utilized for student integration of core material.
- ***Strategy Development in Health Services Organizations*** HPA 556 (2011-2014)
The MHA Capstone course requires integration of prior course work in the MHA program to develop a strategic plan for a health services organization using a real-time industry project. Projects are selected from healthcare industry partners and student teams manage projects in a consultative role; including incorporating industry/market analysis, strategic recommendations and financial pro forma.

University of Manitoba

Asper School of Business

- ***Introduction to Organizational Behavior*** (2003 - 2004)
An undergraduate course in the successful application of concepts and theories from the behavioral sciences to human behavior in organizations
- ***Administrative Policy*** (2006)
The 4th year capstone course, using the case study method, requires students to integrate the knowledge that they have acquired throughout their degree toward the successful management of complex organizations.

Certificate in Higher Education Teaching (2005)

University of Manitoba, University Teaching Services

A rigorous multi-year program to develop superior classroom teaching skills consisting of seminars, courses, and practical exercises culminating in an in-class teaching evaluation.

Selected Professional Development

Lean/Six-Sigma Black Belt (In-progress)

The Institute of Industrial and Systems Engineers

A twelve month training program in mastery of Lean and Six Sigma methodology to lead process improvement initiatives within an organization. Identifying and leading process improvement teams, calculating project ROI, and managing quality improvement initiatives. Training culminates with course capstone real-time QI project completion.

Selected Professional Development Cont'd

Simulation Training (2017)

The UAB Office of Interprofessional Simulation

Courses: Simulation 101 and Simulation Two

Two one-day courses on the design, utilization, facilitation, and integration of simulation as a tool in healthcare process improvement, teaching, and learning.

Healthcare Quality & Safety Conference (2016)

Harvard Medical School CME

A two day training program for professionals who plan, manage, and support quality and safety initiatives in healthcare. Concentrations on care delivery and redesign, process improvement, change management, leadership, analytics, and ecosystem support tools.

Lean/Six-Sigma Green Belt (2015)

The Institute of Industrial and Systems Engineers

A five-day training program to learn utilization of Lean and Six Sigma methods to identify quality improvement opportunities, conduct appropriate statistical analysis, and create relevant process improvement program to increase productivity and enhance quality.

Applied Structural Equation Modeling Intensive (2013)

University of Colorado, College of Nursing.

A four-day intensive training program in applied structural equation modeling in health sciences research.

The National Health Policy Conference (2012)

AcademyHealth, Washington, DC

A two-day conference on the nation's critical health policy issues for the upcoming year.

United States Health Policy Orientation (2011)

AcademyHealth, Washington, DC

A four-day institute to educate health services researchers in the fundamentals of health policy development, decision-making, and implementation in the United States.

National Academic Service

National Committees

- 2012-Ongoing: Communications Chair, Health Care Management Division, Academy of Management
- 2009-Ongoing: Member of the Division Executive, Health Care Management Division, Academy of Management
- 2009-2012: Newsletter Editor, Health Care Management Division, Academy of Management

National Academic Service Cont'd

Academic Conferences

- 2010-present New Member and International Member Mentor, Academy of Management Annual Conference
- 2005, 2009 Interactive Program Facilitator, Academy of Management Annual Conference

Academic Peer-Reviewer

- 2015 – 2017: Series Co-Editor, *Advances in Healthcare Management*
- 2013 - 2015: Editorial Board, *Advances in Healthcare Management*
- 2013-present: Editorial Board, *Journal of Occupational and Organizational Psychology*
- 2010- present: Ad-Hoc Reviewer, *Journal of Healthcare Management*
- 2008- present: Health Care Management Division, Academy of Management Annual Conference:

Professional Employment

TeleTracking Technologies, Inc. (2012-2013)

Research Consultant

ARAMARK Healthcare: ARAMARK International Fellowship Program (2010-2012)

Research Consultant

Asper School of Business: Asper MBA Leadership Program (2006-2007)

Research Consultant

St Boniface General Hospital (2000-2007)

Physical Therapist – Orthopedics and General Surgery

Federal Government of Canada: Canada School of Public Service (2004-2006)

Research Consultant

Southland Canada (1986-1996)

Head of Marketing, Saskatchewan (1995-1996)

Senior Consultant: Training and Human Resources, Western Canada (1992-1994)

Senior Field Consultant, Western Alberta (1986-1991)

Professional Associations

College of Physical Therapists of Manitoba

Licensed Physical Therapist

Beta Gamma Sigma

International honor society of business school graduates

Lifetime Member

Professional Associations Cont'd

Academy of Management

International professional association for scholars dedicated to creating and disseminating knowledge about management and organizations
Health Care Management and Research Methods Divisions member

Southern Management Association

Regional professional association of the Academy of Management

American College of Healthcare Executives

International professional society of healthcare executives

The Alabama Healthcare Executives Forum

State professional society of the American College of Healthcare Executives

The Healthcare Information and Management Systems Society

National organization providing global leadership for the optimal use of information technology (IT) and management systems in healthcare

The Institute of Industrial and Systems Engineers

International professional association for leadership in the application, education, training, research, and development of industrial and systems engineering in organizations

The American Society for Quality

International society of professionals in quality improvement