

## **GEOFFREY A. SILVERA**

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Auburn, AL 36849  
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Curriculum vitae  
September 2019

### **CURRENT POSITION AND FOCUS**

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#### **ASSISTANT PROFESSOR** (January 2016-Present)

Auburn University  
Health Administration Program  
Department of Political Science  
College of Liberal Arts & Sciences

#### **RESEARCH INTERESTS:**

Primary: Hospital Strategic Management, Patient Quality and Experience & Health Information Technology  
Secondary: Organizational Diversity Management and Inclusion

### **EDUCATION**

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#### **Ph. D.**, Health Policy & Administration, Management and Organizations Track, 2015

The Pennsylvania State University  
Committee: Jonathan R. Clark (Chair), Naleef Fareed, Jessica N. Mittler, and Donald Hambrick

#### **M.H.A.**, Health Services Research, Management, & Policy, 2010

University of Florida

#### **B.S.**, Psychology, 2006

University of Florida

### **RESEARCH CONTRIBUTIONS** (\* GRADUATE STUDENT)

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#### PEER-REVIEWED PUBLICATIONS

11. **Silvera, G.A.** & Clark, J.R. (2019). Women at the Helm: CEO Gender and Patient Experience in the Hospital Industry. *Health Care Management Review* (Forthcoming)
10. Haun, C.N.\*, Mahafza Z.B.\*, Cook C.L.\* & **Silvera, G.A.** (2018). A Study Examining the Influence of Proximity to Nurse Education Resources on Quality of Care Outcomes in Nursing Homes. *INQUIRY: The Journal of Health Care Organization, Provision, and Financing*, 55, 1–9, DOI:10.1177/0046958018787694
9. Fisk, J.M., **Silvera, G.A.**, & Haun, C.N.\* (2018). Developing and Defining Diversity, *Public Integrity*, 21(3), 286–300, DOI:10.1080/10999922.2018.1471324
8. Ford, E. W., Lowe, K. B., **Silvera, G.**, Babik, D., & Huerta, T. R. (2018). Insider versus outsider executive succession: The relationship to hospital efficiency. *Health Care Management Review*, 43(1), 61-68.

7. **Silvera, G.A.** (2017). The Moderating Role of Hospital Size on the Relationship between Patient Experience & Patient Safety. *Quality Management in Health Care (QMHC)*, 26 (4), 210-217.
6. **Silvera, G.A.**, Haun, C.N.\* & Wolf, J.A. (2017). Patient Experience: The Field & Future, *Patient Experience Journal (PXJ)*, 4(1), 7-22.
5. **Silvera, G.A.** & Clark, J.R. (2016). Patient Evaluations of the Interpersonal Care Experience (ICE) in U.S. Hospitals: A Factor Analysis of the HCAHPS Survey, *Patient Experience Journal (PXJ)*, 3(1), 101-109.
4. Ford, E.W., **Silvera, G.A.**, Kazley, A.S., Diana, M.L., & Huerta, T.R. (2016). Assessing the Relationship between Patient Safety Culture & EHR Strategy. *International Journal of Health Care Quality Assurance*. 29(6), 614-627.
3. **Silvera, G.A.** & Wolf, J.A. (2015). Patient Experience Established: One Year Later. *Patient Experience Journal (PXJ)*, 2(1), 4-10.
2. Huerta, T.R., **Silvera, G.**, Pettit, L., & Ford, E.W. (2014). EMR Implementation Speed: Patient Safety Culture Paradox: Part 2. *Journal of Healthcare Information Management (JHIM)*, 4(28), 40-45.
1. Ford, E.W., Pettit, L., **Silvera, G.**, & Huerta, T.R. (2014). EMR Implementation Speed: Patient Safety Culture Paradox. *Journal of Healthcare Information Management (JHIM)*, 3(28), 24-31.

#### OTHER PUBLICATIONS

4. Fisk, J.M., **Silvera, G.A.**, Haun, C.N.\*, Downes, J., Eberline, N., Smith-Hanes, P. (2019). Managing Diversity and Inclusion. PM Magazine. [Link to Article](#)
3. **Silvera, G.A.** (2018). The Other Side of the Publishing Veil: Insights from an Associate Editor. *RWJF New Connections Blog*. [Link to Blog](#)
2. **Silvera, G.A.** (2016). A Call to Excellence in Patient Experience. *Patient Experience Journal (PXJ)*, 3(1), 5-6.
1. Lehrman, W.G., **Silvera, G.A.**, & Wolf, J.A. (2014). The Patient Experience Movement Moment. *Patient Experience Journal (PXJ)*, 1(2), 9-11.

#### CONFERENCE PRESENTATIONS (PRESENTER BOLDED)

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- Bhussar, M.S.\***, Adams, G.L., Zorn, M.L., & Silvera, G.A., When Experiences Clash: The Role of Acquirer and Target CEO Characteristics in Deal Failure. *Academy of Management Annual Meeting*. Boston, MA. August 2019.
- Heath, M.\***, Porter, T & Silvera, G., Hospital Characteristics Associated with HIPAA Breaches. *Midwest Management Association (MMA) Conference*. St. Louis, MO. October 2018.
- Haun, C.N.\*** Fisk, J.M., Silvera, G.A. Developing and Assessing Diversity: The Essential Characteristics of Cultural Competency. *Auburn University College of Liberal Arts Diversity Research Symposium*. Auburn, AL. January 2018.
- Haun, C. N.\*** & Silvera, G.A. A Pilot Study Examining the Influence of Proximity to Nurse Staffing Resources on Quality of Care Outcomes. *Southern Management Association Conference*. St. Petersburg Beach, FL. October 2017.
- Winner: Outstanding Student Paper Award –Healthcare Management and Hospitality Track
- Fisk, J.M., **Haun, C.N.\***, & Silvera, G.A. “Developing and Assessing Diversity: The Essential Characteristics of Cultural Competency.” *Annual Meeting of Southeastern Conference of Public Administration (SECOPA)*. Hollywood Beach, FL. October 2017
- Silvera, G.A.** Relational Orientation in the Upper Echelons: An Executive Job Demand-Moderated Model. *Academy of Management Annual Meeting*. Anaheim, CA. August 2016.

- Silvera, G.A.** & Clark, J.R. The Moderating Role of Hospital Size on the Relationship between Patient Experience & Patient Safety. *Academy of Management Annual Meeting*. Anaheim, CA. August 2016.
- Silvera, G.A., **Ford, E.W.**, Diana, M.L., Kazley, A.S., & Huerta, T.R. Assessing the Relationship between Patient Safety Cultures & EHR Strategy. *HIMSS Annual Conference*. Chicago, IL. April 2015.
- Silvera, G.A.**, Ford, E.W., Lowe, K.B., & Huerta, T.R. Insider versus Outsider CEO Succession & Competitive Advantage. *Southern Management Association Conference*. Savannah, GA. November 2014.  
Winner: Outstanding Student Paper Award –Strategy Track
- Silvera, G.A.**, Ford, E.W., Diana, M.L., Kazley, A.S., & Huerta, T.R. Assessing the Relationship between Patient Safety Culture & EHR Strategy. *Academy of Management Annual Meeting*. Philadelphia, PA. August 2014.
- Silvera, G.A.** & Clark, J.R. Empathy Revealed: A Factor Analysis of Hospital Consumer Assessment of Healthcare Providers & Systems (HCAHPS) Surveys. *AcademyHealth Annual Research Meeting*. Baltimore, MD. June 2013.  
Winner: Best Student Poster Award
- Ashour, O.M.**, Silvera, G., Kremer, G., & Reddy, M. (2012). Exploration of Group Technology Applications: Triage in the Emergency Department. In *Proc of the 2012 Industrial & Systems Engineering Research Conference*. Orlando, FL. May 2012.

## TEACHING

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### **Auburn University**, Asst. Professor 2016- Present

- Gateway to Health Care (HADM 3000)
- Health Policy (HADM 3300)
- Health Insurance (HADM 4200)
- Medical Terminology (HADM 2103)

### **The Pennsylvania State University**, Graduate Teaching Assistant (2012-2015)

- Physician Practice Management, Instructor: R. Shurgalla
- Healthcare Systems Management, Instructor: J. Clark, PhD
- Comparative International Health Systems, Instructor: C. Newcomb

### **Dissertation and Thesis Committees**

- Dissertation Committee Chair
  - Courtney N. Haun, PhD in Public Administration and Public Policy, Auburn University, 2016- present
- Dissertation Committee Member
  - Manjot “MJ” S. Bhussar, PhD in Business-Management, Auburn University, 2017-2018

## AWARDS & HONORS

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| 2019    | Best Reviewer for Track 2: Health Care/ Hospitality Management/ Public Administration, Southern Management Association Conference |
| 2018-19 | SEC Visiting Faculty Travel Grant to collaborate with T. Vogus at Vanderbilt University Owens Graduate School of Management       |

2018	Auburn University Conversations in Celebration of Teaching (CCT): Silvera, G. A., <i>You Have the Floor: The Use of Open Dialogue as a Student Engagement Technique.</i>
2017-19	Robert Wood Johnson Foundation (RWJF) <i>New Connections</i> Scholar
2017	Outstanding Student Paper, Southern Management Association, Healthcare Management Track*
2017	Outstanding Conference Reviewer, Academy of Management, Health Care Management Division
2016-17	New Faculty Scholars, Auburn University Biggio Center
2014	Outstanding Student Paper, Southern Management Association, Strategic Management Track
2013	Best Student Poster, AcademyHealth Annual Research Meeting
2013	Outstanding Conference Reviewer, Academy of Management, Health Care Management Division
2012-13	Center for Integrated Healthcare Delivery Systems Scholar, Penn State University
2011-15	Bunton-Waller Graduate Fellowship, Penn State University
2010	Alumni Fund Scholar, University of Florida College of Health & Human Performance
2005-06	Ronald E. McNair Achievement Program Scholar, U.S. Department of Education
2003	National Achievement Merit Scholar, National Merit Foundation
2003	Academic Top Scholars Award (Bright Futures), FL Dept. of Education

## SERVICE

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### Service to Auburn University

- Faculty Senate Salary and Welfare Committee, 2018-Present
- Intramural Grants Program (IGP) Peer Reviewer, 2018-2019
- Auburn Global Health Case Competition, Team Mentor, 2018
- Biggio Center for Teaching and Learning
  - Course (Re)Design Facilitator, 2018- Present
  - New Faculty Scholars Mentor, 2018- 2019

### Service to Department

- Scholarship Committee, Health Service and Administration Program, 2016- Present
- Health and Hospital Administration Organization (*HHAO*), Faculty Advisor, 2017- Present
- Ad-hoc Strategic Management Committee member, Department of Political Science, 2018
- Faculty Search Committee member, Department of Political Science, 2017, 2019

### Service to the Profession

#### *Patient Experience Journal (PXJ)*

- Associate Editor and Editorial Board Member, 2016-Present

#### *Academy of Management (AOM)*

##### Health Care Management (HCM) Division

- Academic-at-Large and Executive Committee Member, 2018-Present
  - Best Theory to Practice Paper Committee, 2019
  - Best Graduate Student Paper Committee, 2019

- Teaching Committee Member, 2019-Present
- Discussant, Annual Conference
  - “The Leadership Influence on Employee and Patient Experience”, 2018
- Moderator, Professional Development Workshop
  - “Successful Academic Careers in Health Care Management: A Moderated Panel of Senior Scholars”, 2019
- Panelist, Professional Development Workshop
  - “Combating Isolationism: Strategies for Improving Your Personal and Academic Well-being”, 2018
- Facilitator, Professional Development Workshop
  - “HCM Teaching Incubator”, 2019
  - “Everything You Ever Wanted to Know about Reviewing but were Afraid to Ask”, 2018
- Session Chair, Annual Conference
  - "Integrating New Technologies in Health Care", 2019
  - “The Leadership Influence on Employee and Patient Experience”, 2018
  - “Patient Centered Care and Service Orientation”, 2017
  - “Efficiency”, 2013
- Conference Reviewer, 2013-Present

#### Strategic Management (STR) Division

- Conference Reviewer, 2013-Present
- Session Chair, Annual Conference
  - “Capability in Network”, 2014

#### *Southern Management Association (SMA)*, Health Care/Hospitality Management Track

- Conference Reviewer, 2015-Present
- Session Facilitator
  - “Information and Data Management in Health Care Systems”, 2017
- Best Paper in Track Committee, 2017 & 2018

#### *Organization Theory in Health Care Association* (Formerly HORA),

- Conference Reviewer, 2018

#### *AcademyHealth*, Org. Behavior & Management Division

Conference Reviewer, 2013-2017

#### Ad-Hoc Peer Reviewer

- British Medical Journal (*BMJ*) of Quality & Safety
- British Medical Journal (*BMJ*) Health & Care Informatics
- Health Care Management Review (*HCMR*)
- Health Services Research (*HSR*)
- Health Services Management Research (*HSMR*)
- Inquiry: The Journal of Health Care Organization, Provision, and Financing (*Inquiry*)

- Journal of Healthcare Management (*JHM*)
- Patient Experience Journal (*PXJ*)

## **PROFESSIONAL EXPERIENCE**

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2013	HIMMS, Project Analysts, Health IT Value Suite
2011	Dorn VA Medical Center, Volunteer Assistant Administrator
2010	UF Community Health/Family Practice Residency, Project Manager
2009	Surgical Group of Gainesville, Administrative Intern
2009	University of Florida, Orthopaedics & Sports Medicine Institute
2006	University of Florida, Department Neuroscience

## **PROFESSIONAL MEMBERSHIPS**

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Academy of Management  
Southern Management Association  
Association of University Programs in Health Administration (AUPHA)  
Healthcare Information Management Systems Society (HIMSS)  
AcademyHealth  
American College of Healthcare Executives (ACHE)