

GEOFFREY A. SILVERA

Auburn University
7080 Haley Center
Auburn, AL 36849
GSilvera@Auburn.edu

Curriculum vitae
March 2021

CURRENT POSITION AND RESEARCH INTERESTS

ASSISTANT PROFESSOR (January 2016-Present)

Auburn University
Health Services Administration (HADM) Program
Department of Political Science
College of Liberal Arts & Sciences

RESEARCH INTERESTS:

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

EDUCATION

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)

PEER-REVIEWED PUBLICATIONS

16. Heath, M., Porter, T & **Silvera, G.A.** (2021). Hospital Characteristics Associated with HIPAA Breaches, *International Journal of Healthcare Management (IJHM)*
DOI:10.1080/20479700.2020.1870349
15. **Silvera, G.S.**, Hamadi, H.Y., & Tafili, A.T.* (2021). Hands and Gloves: The Relationship between CEOs and Organizational Context in U.S. Hospitals, *International Journal of Healthcare Management (IJHM)* DOI:10.1080/20479700.2020.1870351
14. Fisk, J.M., Morris, J.C., **Silvera, G.A.**, Chen, X. Chen, X., Crayton, M.M, & Hume, J.C. (2021) Toward the Roux: Explaining the Adoption of Inclusionary Practices in Local Governments, *State and Local Government Review (SLGR)* DOI:10.1177/0160323X20986845
13. Louis, C.J., Landry A.Y., **Silvera, G.A.**, Robbins, J., Shay, P.D., Lee, H., Felix, J. Cave, S. & Fishman, P.A., The COVID-19 Impact on Health Administration Education: Understanding

- Student Perspectives on the Transition from In-person to Remote Course Instruction, *Journal of Health Administration Education (JHAE)* (forthcoming)
12. Hamadi, H., Martinez, D., Xu, J. **Silvera, G.A.**, Mallea, J.M., Li, X., Li, Y., & Zhao, M. (2020). The Impact of Post-Discharge Telemonitoring on 30-Day COPD Readmissions and Mortality. *Telemedicine and Telecare*. DOI: 10.1177/1357633X20970402
 11. **Silvera, G.A.** & Clark, J.R. (2019). Women at the Helm: Chief Executive Officer Gender and Patient Experience in the Hospital Industry. *Health Care Management Review (HCMR)*. DOI: 10.1097/hmr.0000000000000252
 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 (HCMR)*, 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

5. Wolf, J.A. & **Silvera, G.A.** (2020). A Commitment to Hope. *Patient Experience Journal (PXJ)*, 7(2), 1-4.
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.

WORKING PAPERS (student researcher*)

UNDER REVIEW

Haun, C.N.* & **Silvera, G.A.**, A Bird in Hand: An Examination of the Influence of Nurse Staffing Availability on Hospital Quality of Care.

Shakeel, N.*, Canar, J., **Silvera G.A.**, Garman, A., & Butler, P. The Association between the Level of Executive Leadership Involvement in Governing Boards and Hospital and Health System Performance.

IN PREPARATION

Silvera, G.A. & Wolf, J.A., The Role of Subjective Observers: The Influence of COVID Visitation Restrictions on Patient Experience and Safety Outcomes

Silvera, G.A. & Haun, C.N., Technology About Me Without Me: An Examination of the Relationship between Patient-facing Health Information Technology and Patient Evaluations of the Interpersonal Care Experience

Chen, X.*, **Silvera, G.A.**, Haun, C.N. & Fisk, J.M., Help Wanted: Hiring for Inclusive Values in Local Government

Silvera, G.A., Cole, A.B.* & Haun, C.N., The Influence of Inclusive Hiring Practices on Patient Experiences in Top Performing Hospitals

Silvera, G.A., Vogus, T. J. & Clark, J.R., Doctors at the Helm: An Examination of the Influence of Physician CEOs on Patient Safety Outcomes

Borkowski, N.M., **Silvera, G.A.**, Hearld, K.R., & Choi, S.. The Performance and Sustainability of Chief Experience Officers (CXOs) in U. S. Hospitals

Silvera, G.A., Landry A.Y., Robbins, J., Shay, P.D., Lee, H.*, Felix, J., Cave, S., Fishman, P.A., & Louis, C.J., The COVID-19 Impact: Understanding Health Care Management Faculty Perspectives on the Shift from In-person to Online Course Instruction

CONFERENCE PRESENTATIONS (PRESENTERS BOLD)

Louis, C., Landry, A., Silvera, G., Robbins, J., Shay, P., **Lee, H.**, Felix, J. Cave, S., & Fishman, P. (2020). The COVID-19 impact on health administration education: Understanding student perspectives on the transition from in-person to remote learning. Presented in *Teaching in the Time of COVID-19, Academy of Management Health Care Management Division's Extraordinary Measures for Extraordinary Times Series*. Nov. 20th, 2020. (via webinar).

Silvera, G.A., Vogus, T. J. & Clark, J.R., Physician CEOs & Patient Safety. Academy of Management Annual Meeting. Vancouver, BC, Canada. August 2020. (Virtual due to COVID)

- Fisk, J.M., Morris, J.C., Silvera, G.A., Chen, X.*, Chen, X.*, Crayton, M.*, Haun, C.*, Hume, J.***, Diversity and City Hall: Cultural Competency and Local Governments Symposium. *American Society for Public Administration (ASPA) National Conference*. Anaheim, CA. April 2020. (Cancelled due to COVID)
- Fisk, J.M., Morris, J.C., Silvera, G.A., Chen, X.*, Chen, X.*, Crayton, M.*, Haun, C.*, Hume, J.***, Diversity and City Hall. *Auburn University College of Liberal Arts Diversity Research Symposium*. Auburn, AL. November 2019.
- Clary, M. & Silvera, G.A.** Teaching Innovations: Effective Strategies for Teaching, Learning, & Classroom Management. Auburn University Department of Political Science PhD Program Brown Bag, October 2019.
- 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

Auburn University, Asst. Professor 2016- Present

The American Patient (Special Topics) [HADM 7890]
Designing Care Organizations [Healthcare Management] (HADM 4000)
Gateway to Health Care [Intro to U.S. Health Systems] (HADM 3000)
Health Policy (HADM 3300)
Health Insurance & Reimbursement (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- 2019

Dissertation Committee Member

- Ying Schwarte, PhD in Business-Management, Auburn University 2019-2020
- Manjot “MJ” S. Bhussar, PhD in Business-Management, Auburn University, 2017-2018

AWARDS & HONORS

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

SERVICE

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- 2020
 - New Faculty Scholars Mentor, 2018- 2019
 - Clary, M. Curtiss, A., Garcia, E., Tan, L., and **Silvera, G.A.**, Teaching in Survival Mode: Less can be More. *Auburn University Biggio Center Fall Wellness Series*. Oct. 14th, 2020 (via webinar).

Service to Department

- Scholarship Committee, Health Service and Administration Program, 2016- Present
- Health and Hospital Administration Organization (*HHAO*), Faculty Advisor, 2017- Present
- Ad-hoc Remote Teaching Committee co-chair, 2020 (during COVID-19 pandemic)
- Ad-hoc Strategic Management Committee member, 2018
- Faculty Search Committee member, 2017, 2019

Service to the Profession

Patient Experience Journal (PXJ)

- Associate Editor and Editorial Board Member, 2016-Present ([Link to PXJ Editorial Board](#))

Health Care Management Review (HCMR)

- Editorial Board Member 2020-Present ([Link to HCMR Editorial Board](#))

Academy of Management (AOM)

Health Care Management (HCM) Division

- Executive Committee Member, 2018-Present
- Academic-at-Large, 2018-2020
 - Best Paper Committee, 2020
 - Best Theory to Practice Paper Committee, 2019
 - Best Graduate Student Paper Committee, 2019
- Teaching Committee Member, 2019-2020
- Webinar Series Organizing Committee Member, 2020
 - “Teaching in the Time of COVID-19”, Nov 20th, 2020 (via webinar)
- Moderator, Professional Development Workshop
 - “Integration of Research and Teaching in HCM”, 2020
 - “Successful Academic Careers in Health Care Management: A Moderated Panel of Senior Scholars”, 2019
- Panelist, Professional Development Workshop

- “Navigating the Health Care Job Market”, 2020
- “Combating Isolationism: Strategies for Improving Your Personal and Academic Well-being”, 2018
- Discussant, Annual Conference
 - “The Leadership Influence on Employee and Patient Experience”, 2018
- Facilitator, Professional Development Workshop
 - “HCM Teaching Incubator: Becoming More Effective Instructors”, 2019-2020
 - “Everything You Ever Wanted to Know about Reviewing but were Afraid to Ask”, 2018
- Session Chair, Annual Conference
 - “New Studies in Patient Engagement and the Patient Experience”, 2020
 - "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
 - “Exploring CEO Values and Upbringing”, 2020
 - “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

Association of University Programs in Health Administration (AUPHA)

- Webinar Panelist: *Faculty Perspectives on Remote Learning*, 2020 ([Link to Webinar](#))

Organization Theory in Health Care Association (Formerly HORA)

- Conference Reviewer, 2018

AcademyHealth, Org. Behavior & Management Division

- Conference Reviewer, 2013-2017

Mid-South Management Research Consortium (MMRC)

- Research Roundtable Facilitator, Healthcare Management and Governance, 2020

Book Proposal Reviewer

- Palgrave-Macmillan

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*)
- Human Relations
- Inquiry: The Journal of Health Care Organization, Provision, and Financing (*Inquiry*)
- Journal of Healthcare Management (*JHM*)
- Journal of Health Care for the Poor and Underserved (JHCPU)
- Patient Experience Journal (*PXJ*)
- Quality Management in Healthcare (*QMHC*)

EXPERT OPINION

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| 2020 | Auburn University CLA Newsletter: “Auburn Health Administration Experts take on COVID-19 Series”, by C. Erwin, H. Ali, G. Silvera , and L. Redding. Link to News Article |
| 2019 | Auburn University CLA Newsletter: “Study by Silvera finds female hospital CEOs better for patient experience”, by Vicky Santos, published September 17, 2019 Link to News Article |
| 2019 | WLTZ News Interview: “Auburn University Study Finds Female CEOs Better for Patient Experience”, by Marlena Mumm, published October 23, 2019 Link to News Article |
| 2019 | Radio Interview: “Dr. Geoffrey Silvera Chats about the Benefits of Female CEOs in Healthcare”, by Zac Blackerby and Brett Smith, Aired November 6, 2019 Link to On Air Interview |

PROFESSIONAL EXPERIENCE

- | | |
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| 2013 | HIMSS, 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

- 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)