

Changmi Jung, PhD

changmi@jhu.edu

Carey Business School Johns Hopkins University
100 International Drive, Office 1323
Baltimore, MD 21202
Phone: (410) 234-9267

Academic Position

Assistant Professor Johns Hopkins University August 2014 – Present

Education

- Doctor of Philosophy: Healthcare Information Systems and Management
Carnegie Mellon University, Pittsburgh PA 2015
- M.S. (Information Systems Management), Carnegie Mellon University
Graduated with highest distinction 2005
- B.S. (Statistics), Ewha Womans University, Seoul, South Korea
Graduated Magma cum laude, 1st in class, with highest distinction 1997

Publications / Papers under Review

- Jung, C., Padman, R., Anwar S. The Impact of Medicare Part-D Prescription Drug Benefit Program on Generic Drug Utilization: A Study of Long-term Care Facilities. (under 2nd round review)
- Jung, C., Padman, R. (2015) Disruptive Innovation in Health Care Delivery: The Case for Patient Portals and Online Clinical Consultations. *The Handbook of Service Innovation*
- Jung, C., Padman, R. (2014) Virtualized Healthcare Delivery: Understanding users and their usage patterns of Online Medical Consultation. *International Journal of Medical Informatics* 83(12):901-914.
- Jung, C., Padman, R., Argote, L. Impact of Individual and Organizational Usage Experience with Structured eVisits on Service Efficiency: A Preliminary Analysis. *Proceedings of INFORMS Workshop on Data Mining and Health Informatics, 2013*
- Jung, C., Padman, R., Paone, S., Shevchik, G. Who are Portal Users vs. Early e-Visit Adopters? A Preliminary Analysis. *Proceedings of AMIA 2011 Fall Symposium, 2011: 1070-1079*

Working Papers / Work-in-Progress

- Jung C., Ma X., Kharrazi H. Comparing the Distribution and Prediction Power of Medication Adherence Indexes
- Jung C. and Ayabakan, S. The Interplay Among Health Information Technology, Continuity of Care and Patient Health Outcome (work-in-progress)
- Jung C. and Zhang, Y. The adoption and usage behavior of physicians of EMR functionalities (work-in-progress)
- Jung C., Padman, R., Argote, L. Promoting Patient Engagement with Free Trial Consultation (work-in-progress)
- Jung C., Padman R., Argote, L., Mehrotra, A. Operational Efficiency in Online Care Delivery – A Case of Primary Care
- Jung C., Padman, R., Argote, L., Mehrotra, A. Learning with Structured eVisit: Impact of Individual and Organizational Usage Experience on Service Productivity

Industry Experience

2000 – 2004: Senior software engineer/Manager at Samsung Data System, Seoul, South Korea

- Managed domestic and overseas card real-time approval system (with VISA, Master, and American Express card)
- Project leader of the Samsung-American Express card project and developed the online credit card approval system with American Express Card
- Expanded Samsung Card online transaction system with several VAN companies

1997 – 2000: Software engineer at Hyundai Securities Co. Ltd, Seoul, South Korea

- Developed and managed online stock trading system and was responsible for the transactions with the Korean Stock Exchange center
- Developed Templeton Mutual Fund trading system
- Worked on system and data migration project (system: IBM to Tandem, data: Korea Securities Computer Corp. to Hyundai)

Teaching

- BU.883.702 – Emerging Frontiers in Health Technologies and Strategies (2015-2019)
- BU.920.610 – Management of Technology (2017-2018, GMBA)
- BU.350.620 – Information Systems (2016)
- BU.790.043 – Digital Marketplaces (2015, Executive MBA class)

Conference Presentation

- Jung, C., Padman R., Mehrotra A. The Impact of Trialability on the Online Care Adoption. INFORMS Healthcare 2019
- Jung, C., Ma, X., Kharrazi, H. Comparing the Distribution and Predictive Power of Medication Adherence Indexes. INFORMS Healthcare 2019
- Jung C. Organizational Learning and Knowledge Transfer in Online Medical Consultation, ICIS SIG Health Workshop, Dec. 2016
- Jung C., Padman R., Mehrotra A. Promoting Patient Engagement: Does Free Trial Opportunity Increase Patient eVisit Adoption? WITS, Dublin, Ireland Dec. 2016
- Jung C., Padman R., Argote L., Mehrotra A. Organizational Learning in Practice Operational Efficiency – Case of Online Medical Consultation. Workshop on Health IT and Economics, Washington DC, Oct. 2015
- Jung C., Padman R., Argote L., Mehrotra A. Physician Productivity in Online Medical Consultation. INFORMS, San Francisco CA Nov. 2014
- Jung C., Padman R. Argote, L., Mehrotra, A. Volume Based Learning in Structured eVisits: Impact of Individual and Organizational Experience on Service Efficiency. American Medical Informatics Association Annual Symposium, Washington DC, November 16-20, 2013
- Jung C., Padman R. Argote, L., Mehrotra, A. Volume Based Learning in Structured eVisits: Impact of Individual and Organizational Usage Experience on Service Efficiency. Workshop on Health IT and Economics, Washington DC, November 15-16, 2013
- Jung C., Padman R. Argote, L., Mehrotra, A. Volume Based Learning in Structured eVisits: Impact of Individual and Organizational Usage Experience on Service Efficiency. INFORMS, Minneapolis MN, October 6-9, 2013
- Jung C., Padman R. Mehrotra, A. Digital Innovation in Primary Care Delivery: eVisit Trial and Adoption. INFORMS Healthcare, Chicago IL, June 23-26, 2013
- Jung C., Padman R. Early Adoption of Innovation in Primary Care Delivery: Analysis of Structured eVisit, INFORMS Annual Meeting, Phoenix AZ, October 13-17, 2012
- Jung C., Padman R. Digital Innovation in Primary Care Delivery: eVisit Trial and Adoption Workshop on Health IT and Economics, Washington DC, October 5-6, 2012
- Jung C., Padman R. Analysis of the Structured e-Visit service Model: Deployment and Adoption Characteristics, Academy Health Annual Research Meeting, Orlando FL, June 5-6, 2012

- Jung C, Padman R, Shevchik G, Paone S. Who are Early e-Visit Adopters vs. Portal-only Users? A Preliminary Study, AMIA Annual Symposium, Washington DC, October 22–26, 2011
- Jung C, Padman R, Shevchik G, Paone S. On Structured e-Visits: Analysis of Early Adopters and Adoption, Mayo Clinic Conference on Systems Engineering and Operations Research in Health Care, Rochester, MN, August 10–12, 2011
- Jung C, Padman R. Impact of Medicare Part-D and Generic Drugs on Brand Name Competitors: Long-term Care Center Study, poster presentation, MEDINFO 2010, Sep 12 – 15, Cape Town, South Africa
- Jung C, Padman R. The Impact of Medicare Part-D Prescription Drug Benefit Program Generic Drug Utilization: A Study in Long-term Care Center Facilities, INFORMS Annual Meeting, San Diego, CA, October 11–14, 2009
- Jung C, Johnson MP, Williams JC. How Should We Rebuild New Orleans? A Math Programming Model Models for Post-Disaster Reconstruction, INFORMS Annual Meeting, Seattle, WA, November 3–7, 2007

Invited Presentation

- Jung C., Ayabakan S. Does HIT Change the Prospect of Continuity of Care? INFORMS, Nashville TN, Nov. 2016
- Jung C., Padman R., Argote L., Mehrotra A. Organizational Learning in Practice Operational Efficiency – Case of Online Medical Consultation. INFORMS Healthcare, Nashville TN, Jul. 2015
- Jung C., Padman R. Argote, L., Mehrotra, A. Volume Based Learning in Structured eVisits: Impact of Individual and Organizational Usage Experience on Service Efficiency. INFORMS, Minneapolis MN, October 6-9, 2013
- Jung C, Johnson MP, Williams JC. Mathematical Models for Post-Disaster Reconstruction Planning in Urban Areas, Tulane Engineering Forum, New Orleans, LA, May 11, 2007

Honors/Awards

- Best Student Paper, Service Science, INFORMS, 2014
- Best Poster Award at Mayo clinic conference on Systems Engineering and Operations Research in health care, 2011
- Outstanding Teaching Assistant Award for the school of Public Policy and Management, Carnegie Mellon University, 2010
- Winner of Pioneer Prize, Samsung Data System, 2001
- Academic Excellent Scholarship, EWHA women’s university, 1994 - 1997

Professional Service

- European Conference on Information Systems (ECIS): Associate Editor 2016 - Present

- International Journal of Medical Informatics: Reviewer 2017 – Present
- Decision Sciences - Reviewer 2017 – Present
- International Conference on Information Systems (ICIS): Reviewer 2015 - Present
- American Medical Informatics Association (AMIA): Reviewer 2014 - Present
- Journal of Medical Internet Research: Reviewer 2018 – Present
- Management Science: Reviewer 2014, 2017-2018
- Management of Information Systems Quarterly (MISQ): Reviewer 2018
- British Medical Journal (BMJ): Reviewer 2015, 2017
- Pacific Asia Conference on Information Systems (PACIS): Reviewer 2015
- Journal of Healthcare Engineering: Reviewer 2010

Professional Organization Memberships, Services, and Affiliation

- Member, American Medical Informatics Association (AMIA) 2011 – present
- Member, Association for Information Systems (AIS) 2014 - present
- Member, INFORMS 2009 – present
- Member, AcademyHealth 2012 – 2016
- Advisory Board Member for Aevus Precision Medicine 2018 - Present
- Advisory Committee for KOICA (Korean International Cooperation Agency) 2017 – Present
- Research and marketing committee member for IRIENCE 2017 - Present
- POMS annual meeting – Session chair 2017
- INFORMS Healthcare – Session chair 2015 - Present
- INFORMS annual conference – Session chair 2014 – Present
- ICIS SIG Healthcare Discussion group lead 2015
- Workshop on Healthcare Information Systems and Economics: discussant 2014

Internal Services

- Library E-Resource Acquisition Committee 2015 – Present
- Sheridan Library Advisory Committee 2015 – Present
- MSIS Curriculum sub-committee 2016 – Present