Changmi Jung, PhD

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Academic Position

Academic Program Director for MS in Information Systems		August 2023 – Present
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

- Jung C. and Mertins L. (2021). Quality and Accountability in the Online Business Education Environment. *Computer*, 54(6), 49-52.
- Kharrazi, H., Ma, X., Chang, H. Y., Richards, T. M., & Jung, C. (2021). Comparing the Predictive Effects of Patient Medication Adherence Indices in Electronic Health Record and Claims-Based Risk Stratification Models. *Population Health Management*, 24(5), 601-609.
- Ma, X., Jung, C., Chang, H. Y., Richards, T. M., & Kharrazi, H. (2020). Assessing the Population-Level Correlation of Medication Regimen Complexity and Adherence Indices Using Electronic Health Records and Insurance Claims. *Journal of Managed Care & Specialty Pharmacy*, 26(7), 860-871.
- Jung, C., Padman, R., Anwar S. (2019). The Impact of Medicare Part-D Prescription Drug Benefit Program on Generic Drug Utilization: A Study of Long-term Care Facilities. *Medicine,* 98(32), 1-8.
- Jung, C., Padman, R. (2015). Disruptive Innovation in Health Care Delivery: The Case for Patient Portals and Online Clinical Consultations. Agarwal, R., Selen, W., Roos, G., and Green, R. (Eds), *The Handbook of Service Innovation,* 297-318.

- 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., Paone, S., Shevchik, G. (2011). Who are Portal Users vs. Early e-Visit Adopters? A Preliminary Analysis. *Proceedings of AMIA 2011 Fall Symposium*, 1070-1079.

Working Papers / Work-in-Progress

- Jung C., Padman, R., Argote, L. Promoting Patient Engagement with Free Trial Consultation (2020)
- Jung C., Padman, R., Argote, L., Mehrotra, A. Learning with Structured eVisit: Impact of Individual and Organizational Usage Experience on Service Productivity (2019)
- Jung C., Padman R., Argote, L., Mehrotra, A. Operational Efficiency in Online Care Delivery – A Case of Primary Care (2017)

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 an 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)

Conference Presentations

- Jung, C., Kharrazi, H., Ma, X. Assessing the Population-level Correlation of Medication Regimen Complexity and Adherence Indices Using Electronic Health Records and Insurance Claims. American Medical Informatics Association, Washington, DC, Nov. 2019
- Jung, C., Padman R., Mehrotra A. The Impact of Trialability on the Online Care Adoption. INFORMS Healthcare, Boston, MA, Jul. 2019
- Jung, C., Ma, X., Kharrazi, H. Comparing the Distribution and Predictive Power of Medication Adherence Indexes. Boston, MA, INFORMS Healthcare, Jul. 2019
- Jung C., Organizational Learning and Knowledge Transfer in Online Medical Consultation, ICIS SIG Health Workshop, Dublin, Ireland, 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, Nov. 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, Nov. 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, Oct. 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, Oct. 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, Oct. 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, Oct. 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, Aug. 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, Cape Town, South Africa, Sep. 2010
- 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, Oct. 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, Nov. 3–7, 2007

Invited Presentations

- 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, Oct. 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

Teaching

- BU.330.780 – Data Science and Business Intelligence (MS, Flex MBA)   2021 – Present
  : MSIS required course – Data Science project with R programming

- BU.330.770 – Database Management (MS)   2020 – Present
  : MSIS elective (required in 2024-25) – Database Management with SQL

- BU.883.702 – Health Information Technology (MS, Flex MBA)   2015 – 2021
  : HCM, MSIS elective

- BU.350.620 – Information Systems (MS, Flex MBA)   2016 – 2020
  : MSIS required

- BU.920.610 – Management of Technology (GMBA)   2016 – 2018

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 – this award is given to only one employee per year after voted for the highest achievement and dedication.
- Academic Excellent Scholarship, EWHA women's university, 1994 - 1997

Professional Service

- Journal of Medical Internet Research: ad hoc Reviewer   2018 – Present
- International Journal of Medical Informatics: ad hoc Reviewer   2017 – Present
- Decision Sciences:— ad hoc reviewer   2017 – Present
- International Conference on Information Systems (ICIS): ad hoc Reviewer 2015 - Present
- American Medical Informatics Association (AMIA): Reviewer   2014 - Present
- European Conference on Information Systems (ECIS): Associate Editor   2016 - 2020
- Management Science: ad hoc Reviewer   2014, 2017-2018
- Management of Information Systems Quarterly (MISQ): Reviewer   2018
- British Medical Journal (BMJ): ad hoc Reviewer   2015 – 2017
- Pacific Asia Conference on Information Systems (PACIS): Reviewer   2015 – 2016
- Journal of Healthcare Engineering: ad hoc Reviewer   2010 – 2011

Professional Organization Memberships, Services, and Affiliation

- 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
- Member, American Medical Informatics Association (AMIA)   2011 – Present
- Member, INFORMS   2009 – Present
- Member, Association for Information Systems (AIS)   2014 – 2022
- INFORMS annual conference – Session chair   2014 – 2018
- Conference on Health IT & Analytics (CHITA) – session chair   2018
- POMS annual meeting – Session chair   2017
- INFORMS Healthcare – Session chair   2015 – 2017
- Member, AcademyHealth   2012 – 2016
- ICIS SIG Healthcare Discussion group lead   2015
- Workshop on Healthcare Information Systems and Economics: discussant   2014

Internal Service: Johns Hopkins Carey Business School

- MSIS Student Focus Group Advisor   2024 - Present
- MSIS Academic Program Director   2023 – Present
- MSIS Curriculum sub-committee   2016 – Present
- Faculty Mentorship – Online Teaching Mentor Partner   2023
- MSIS Student Organization Faculty Advisor   2019 – 2022
- Academic Ethics Board committee member   2020 – 2021