

# BRIAN HILLIGOSS

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Health Services Management & Policy  
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## Research Interests

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- Organizational behavior, management, and leadership
- Transitions of care, coordination of care, and handoffs
- Accountable care organizations
- Organizational routines, learning, and change
- Organizing for high reliability and patient safety
- Effects of information systems and technologies on work processes
- Qualitative and ethnographic methods

## Education

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### PhD in Information

University of Michigan, School of Information (2011)

Dissertation: *Patient Handoffs between Emergency Department and Inpatient Physicians: A Qualitative Study to Inform Standardization of Practice and Organization Theory*

Committee: Michael D. Cohen (chair), Sanjay Saint, Karl Weick, Kai Zheng

### Graduate Teacher Certificate

University of Michigan, Center for Research on Learning and Teaching (2012)

### MS in Information Science

University of North Carolina at Chapel Hill, School of Information and Library Science (2001)

### BCA in Theatre

University of North Carolina at Charlotte, Department of Theatre and Dance (1989)

## Professional Experience

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2011 – present. Assistant Professor, Division of Health Services Management & Policy  
College of Public Health, The Ohio State University, Columbus, OH

## Publications

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### Journal Articles

Hilligoss, B., Moffatt-Bruce, S. D. (forthcoming). The limits of checklists: Handoff and narrative thinking. *BMJ Quality & Safety*.

Hilligoss, B. (2014). Selling patients and other metaphors: A discourse analysis of the interpretive frames that shape emergency department admission handoffs. *Social Science and Medicine*. 102. 119-128.

**Hilligoss, B.,** Zheng, K. (2013). Chart biopsy: An emerging medical practice enabled by electronic health records and its impacts on emergency department–inpatient admission handoffs. *Journal of the American Medical Informatics Association, 20*(2) 260-267.

**Hilligoss, B.,** & Cohen, M. D. (2013). The unappreciated challenges of between-unit handoffs: Negotiating and coordinating across boundaries. *Annals of Emergency Medicine, 61*(2) 155-160.

Cohen, M. D., **Hilligoss, B.,** & Amaral, A. C. K. (2012). Handoff is not a telegram: Understanding of the patient is co-constructed. *Critical Care, 16*(1), 303-309.

**Hilligoss, B.,** & Cohen, M. D. (2011). Hospital handoffs as multifunctional situated routines: Implications for researchers and administrators. *Advances in Health Care Management, 11,* 91-132.

Cohen, M. D., & **Hilligoss, P. B.** (2009). The published literature on handoffs in hospitals: Deficiencies identified in an extensive review. *Quality & Safety in Health Care, 19*(6) 493-497.

**Hilligoss, B.** & Rieh, S. Y. (2008). Developing a unifying framework of credibility assessment: Construct, heuristics, and interaction in context. *Information Processing and Management, 44*(4), 1467-1484.

**Hilligoss, B.,** Silbajoris, C. (2004) MedlinePlus goes local in NC: The development and implementation of NC Health Info. *Journal of Consumer Health on the Internet, 8*(4), 9 – 26.

### ***Published Conference Proceedings***

**Hilligoss, B.** (2013). Collaborating or Selling Patients? A Conceptual Framework of Between-Unit Handoff Negotiations. Best Paper Proceedings of the *Academy of Management Annual Meeting*, Orlando, FL. August 9-13, 2013.

**Hilligoss, B.** (2010). Dissecting the pre-handoff chart biopsy: Information seeking in the electronic health record. Paper presented at the *Annual Meeting of the American Society for Information Science & Technology*, Pittsburgh, PA. October 22-27, 2010.

Rieh, S. Y., **Hilligoss, B.,** & Yang, J. (2007). Toward an integrated framework of information and communication behavior: College students' information resources and media selection. Paper presented at the *Annual Meeting of the American Society for Information Science & Technology*, Milwaukee, WI. October 18-25.

Batcheller, A. L., **Hilligoss, B.,** Nam, K., Rader, E., Rey-Babarro, M., & Zhou, X. (2007). Testing the technology: Playing games with video conferencing. Paper presented at the *CHI 2007 Conference*, San Jose, CA. April 28 – May 3.

Haas, S. W., Travers, D. A., Waller, A. E., **Hilligoss, B.,** Cahill, M., Pearce, P. F. (2004) Defining Clinical Similarity Among ICD-9-CM Diagnosis Codes: Diagnosis Cluster Schemes. In Efthimiadis, E. N. (Ed). *Advances in Classification Research Volume 12: Proceedings of the 12th ASIST SIG/CR Classification Research Workshop.* 67–86.

### **Book Chapters**

- Hilligoss, B.** (forthcoming). Fieldwork and Challenges of Access. In Furniss, D., O’Kane, A.A., Randell, R., Taneva, S., Mentis, H., & Blandford, A. *Fieldwork for Healthcare: Case Studies Investigating Human Factors in Computing Systems*. Morgan & Claypool.
- Hilligoss, B.** (2013). Handoffs in Patient Care. In McAlearney, A.S. & Kovner, A. (Eds.), *Health Services Management: Readings, Cases, and Commentary*. 10th ed. (pp. 152-156). Chicago, IL: Health Administration Press.
- Rieh, S. Y., & **Hilligoss, B.** (2008). College students’ credibility judgments in the information seeking process. In A. J. Flanagan & M. J. Metzger (Eds.), *Digital Media, Youth, and Credibility* (pp. 49-71). Cambridge, MA: MIT Press.

### **Presentations**

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#### **Conference Presentations, Panels & Abstracts**

- Hilligoss, B.** (2013). Collaborating or Selling Patients? A Conceptual Framework of Between-Unit Handoff Negotiations. Paper presented at the *Academy of Management Annual Meeting*, Orlando, FL. August 9-13, 2013.
- Hilligoss, B.** (2013). Enabling Awareness: The Informal, Hidden Work of Coordinating between-unit Transitions of Care. Paper presented at the *2013 Annual Health Organizational Research Association Meeting*, Chicago, IL. June 13-14, 2013.
- Long, B, Kuhn, C, **Hilligoss, B.**, Broedel-Zaugg, K, Bennett, M. (2013). The Community Pharmacist’s Role in Transitions of Care: A Qualitative Thematic Analysis. In: *Journal of the American Pharmacists Association*. 53(2). e8-e117.
- Maguire, M.A., Green, C.G., Cook, S.C., Ellis, J.H., **Hilligoss, B.**, Pruchnicki, M.C. (2013). Bridge Care: Transitional Primary Care Services within an Interprofessional University Employee Health Care Clinic. In: *Journal of the American Pharmacists Association*. 53(2). e8-e117.
- Hilligoss, B.** (2012). Organizing as re-enacting: The reproduction of organizational boundaries in hospital admissions routines. Paper presented at the *Academy of Management Annual Meeting*, Boston, MA. August 3-7, 2012.
- Sarcevic, A., **Hilligoss, B.**, Paul, S. & Scupelli, P. (2011). Assessing the Practical Impact of Healthcare Research. Panel held at *iConference 2011*, Seattle, WA, February 8-11.
- Hilligoss, B.** (2005). Usability Engineering and Evaluation Models of Practice: Who Does What, When and Why? A Dynamic Group Discussion (organizer & moderator). Panel held at the *2005 Annual Meeting of the American Society of Information Science and Technology*, Charlotte, NC. October 28 – November 2.
- Hilligoss, B.** (2005). Improving Access to Health Information: Digital Libraries for the Health Sciences (organizer & moderator). Panel held at the *2005 Annual Meeting of the American Society of Information Science and Technology*, Charlotte, NC. October 28 – November 2.
- Hilligoss, B.** (2004). NC Health Info: Go Local to Health Services in Your Community. Presentation as part of the panel Digital Libraries for Consumer Health Information at the *2004 Annual*

*Meeting of the American Society of Information Science and Technology*, Providence, RI.  
November 12 – 17.

Silbajoris, C. & **Hilligoss, B.** (2004) The Power of Partnership: NC Health Info and Lessons Learned as the MedlinePlus 'Go Local' Prototype. Paper presented at the *2004 Annual Meeting of the Medical Library Association*, Washington, DC. May 21 – 26.

**Hilligoss, B.** (2001). The Role of Web Home Page Information Elements in User-Site Orientation Efforts. Paper presented as part of the panel on Award Winning Student Papers at the *2001 Annual Meeting of the American Society of Information Science and Technology*, Washington, DC. November 4 – 8.

### **Conference Posters**

**Hilligoss, B.** (2009). The Emergency Department Physician to Inpatient Physician Admission Handoff: Implications for Standardization and Improvement Efforts. Poster presented at the *15th Annual Qualitative Health Research Conference*, Vancouver, BC, October 4-6.

**Hilligoss, B.** & Rieh, S. Y. (2007). Information Credibility Assessments Framework. Poster presented as part of the Works in Progress session of the *2007 Association for Library and Information Science Education Annual Conference*, Seattle, WA, January 15 – 18.

Silbajoris, C. & **Hilligoss, B.** (2004). NC Health Info: The First Model MedlinePlus Goes Local Website. Poster presented at the *2004 Annual Meeting of the Medical Library Association*, Washington, DC, May 21 – 26.

Silbajoris, C. & **Hilligoss, B.** (2003). Mapping NC Health Info Terms to MEDLINEplus: MEDLINEplus Goes Local to NC Health Services. Poster presented at the *2003 Annual Meeting of the Medical Library Association*, San Diego, CA, May 2 – 7.

### **Workshops and Invited Talks**

**Hilligoss, B.** (2013). Handoffs in Healthcare. Invited talk as part of panel: Routines and Health Care, at *The Michael D. Cohen ICOS Symposium*, at the University of Michigan, Ann Arbor, MI. September 6, 2013.

Hoff, T, McAlearney, AS, Nembhard, IM, **Hilligoss, B.** (2013). Learning the Nuts and Bolts of Qualitative Design and Analysis. Professional Development Workshop presented at the *Academy of Management Annual Meeting*, Orlando, FL. August 9-13, 2013.

Parker, VA, Gupte, G, Weech-Maldonado, R, **Hilligoss, B.** (2013). Developing in the Teacher Role: Essentials for Managing Yourself and Your Class. Professional Development Workshop presented at the *Academy of Management Annual Meeting*, Orlando, FL. August 9-13, 2013.

Sharma, N., Cohen, M. & **Hilligoss, B.** (2010). Handovers & Handoffs: Collaborating in Turns. Workshop at *The 2010 ACM Conference on Computer Supported Cooperative Work (CSCW 2010)*, Savannah, GA. February 6-10.

**Hilligoss, B.** (2009). Tips, Tricks and Traps: Do It Yourself Questionnaires. Invited talk presented at the *Michigan Library Association Annual Conference*. Lansing, MI. November 4.

**Hilligoss, B.** (2007). *Tips, Tricks and Traps: Do It Yourself Questionnaires and Focus Groups.*  
Invited talk presented at the *Michigan Library Association Tech Escape 5.0.* Lansing, MI. Mar. 16.

## **Additional Scholarship**

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### ***Manuscripts in preparation***

**Hilligoss, B.** "Collaborating or Selling Patients? A Conceptual Framework of Between-Unit Handoff Negotiations." (under review)

**Hilligoss, B., & Vogus, T.** "Coordinating Care Transitions: A Process Model of How Physicians Create Awareness and Overcome Organizational Barriers." (under review)

Long, B.K., Kuhn, C.H., **Hilligoss, B.**, Broedel-Zaugg, K., Bennett, M.S. "The community pharmacist's role in transitions of care: A qualitative thematic analysis." (under review)

**Hilligoss, B., McAlearney, A.S., Song, P.H.** "Making Sense of Accountable Care: Narrative Analyses of the Development of Four Risk-Bearing Accountable Care Organizations in the Medicaid and Commercial Markets" (writing)

### ***Other Papers***

Cohen, M. D., & **Hilligoss, B.** (2010). *Handoffs in Hospitals: A review of the literature on information exchange while transferring patient responsibility or control.* Available from <http://hdl.handle.net/2027.42/61498>.

## **Teaching**

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Health Services Organizational Management (*PUBH-HMP 7615: grad. 3cr.*)  
2013, 2012

Quality and Patient Safety (*PUBH-HMP 7679: grad. 1.5cr.*)  
2013

Doctoral Seminar: Research Design for Engaged Scholarship (*PUBH-HMP 8899: grad. 3cr.*)  
2013

Health Care Organization I (*PUBH-HMP 800: grad. 4cr.*)  
2012

## **Grants and Funding**

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### ***Current***

Accountable Care Organizations: Testing Their Impact (Award # 70677). 03/15/2013 - 03/14/2015. Robert Wood Johnson Foundation. McAlearney, A.S. (PI), Song, P.H., Hilligoss, B. (CO-I), Rosenthal, M.

### ***Completed***

Satisfaction and cost effectiveness of providing autism services to military families. 11/01/2009 - 09/29/2012. Department of Defense. Seiber, E. (PI), Seick, C., Hilligoss, B. (Co-I).

Health Services Research Dissertation Award (R36HS018758). 5/01/2010 - 4/30/2011.  
Agency for Healthcare Research and Quality. Hilligoss, B. (PI).

ProQuest Dissertation Writing Award. 1/01/2010 - 4/30/2010. ProQuest. Hilligoss, B. (PI).

## **Awards and Honors**

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- Academy of Management, Health Care Management Division Outstanding Paper Based on a Dissertation, 2013
- CSST '10 Summer Institute participant, NSF-funded workshop of the Consortium for the Science of Sociotechnical Systems
- School of Information Graduate Student Instructor Award, 2009
- ASIS&T SIG USE Best Information Behavior Paper, 2007
- ASIS&T Pratt-Severn Best Student Research Award, 2001

## **Professional Service & Membership**

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### ***Ohio State University***

- UAB Health Administration Case Competition Faculty Advisor. 2014.
- Professional Engagement Program and Health Services Management and Policy MPH Task Force. College of Public Health. 2013-2014.
- Workload Task Force. College of Public Health. 2012.

### ***Ad Hoc Peer Reviewing***

- Academy of Management Annual Meeting
- Annals of Emergency Medicine
- BMJ Quality & Safety
- Journal of Critical Care
- Journal of Multidisciplinary Healthcare
- Organization Science
- Quality and Safety in Health Care
- Teaching and Learning in Medicine

### ***Membership***

Academy of Management: *Health Care Management Division, Managerial and Organizational Cognition Division, Organization and Management Theory Division.* 2010-present.