

J'Aime C. Jennings, PhD, MPA
University of Louisville
Department of Health Management and Systems Sciences
School of Public Health and Information Sciences
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EDUCATION

University of Alabama at Birmingham Birmingham, AL
Doctor of Philosophy in Health Services Administration April 2015
Concentration: Strategic Management
Dissertation: *Hospital Community Orientation: Predictors and Performance Outcomes*
Dissertation Committee: Amy Y. Landry, PhD (chair), Larry R. Hearld, PhD, Patricia
Patrician, PhD, Scott Snyder, PhD, Robert Weech-Maldonado, PhD

University of West Georgia Carrollton, GA
Master of Public Administration May 2011
Thesis: *National Performance Standards Advancing Georgia's Public Health System*

The University of Georgia Athens, GA
Bachelor of Business Administration in Economics, Terry College of Business May 2009
Minor: Consumer Economics

ACADEMIC POSITIONS

University of Louisville
School of Public Health and Information Sciences
Department of Health Management and Systems Sciences
Commonwealth Institute of Kentucky
Assistant Professor July 2015- Present

University of Alabama at Birmingham
School of Health Professions
Department of Health Services Administration
Graduate Teaching Assistant 2014-2015
Advisors: Amy Y. Landry, PhD, Nancy Borkowski, DBA
Course: Health Care Marketing (Spring 2014, Spring 2015)

- Prepared and delivered course lectures pertaining to the future of healthcare marketing and measuring marketing effectiveness. Corresponded with students via an online learning management system (Blackboard) and e-mail. Graded course assignments and provided individual feedback to students.

Course: Health Policy (Spring 2015)

- Assisted in administering classroom exercises including team debates and constructing health policy briefs. Interacted with masters students regarding course assignments and related activities.

Course: Introduction to Health Care Systems (Fall 2014, 2 sections)

- Prepared and delivered course lectures for students related to the types of health care organizations. Corresponded with residential and executive masters-level students via Canvas and e-mail. Graded course assignments and provided individual feedback to students.

Graduate Research Assistant

2013-2014

Advisor: S. Robert Hernandez, DrPH

- Provided data management assistance, using statistical software such as SPSS and SAS, for Executive Doctoral students in the dissertation phase of their program

School of Public Health

Department of Health Care Organization and Policy

Graduate Teaching Assistant

Spring 2013, Spring 2014

Advisor: Michael A. Morrisey, PhD

Course: Health Insurance and Managed Care

- Met with masters and doctoral students during office hours to provide feedback regarding exam results, individual progress, and further understanding of course subject matters. Corresponded with students via e-mail. Proctored and graded course exams.

School of Business

Department of Marketing, Industrial Distribution & Economics

Graduate Research Assistant

2011-2013

Advisor: Thomas L. Powers, PhD

- Assisted with research-related activities such as identifying relevant literature for publications and editing papers prior to journal submission. Examined and performed data analysis of the e-procurement process in supply chain management. Investigated the skills required of sales managers, as well as the intersecting relationships and multi-dimensionality of factors that influence customer loyalty. Research resulted in several manuscripts.

University of West Georgia

eCore, University Systems of Georgia's Online Core Curriculum

Department of Curriculum and Instruction

Graduate Research Assistant

2009- 2011

Advisor: Christy Talley-Smith, MEd

- Researched resource materials, multimedia options, and textbooks for online undergraduate courses. Compiled and analyzed survey data regarding retention rates, student satisfaction, and effectiveness of professors. Monitored student interaction with professors and maintained an active database of faculty credentials for the Curriculum and Instruction Department.

PUBLICATIONS

Powers, T. L., Jennings, J. C., and DeCarlo, T. E. (2014). "An Assessment of Needed Sales Management Skills." *Journal of Personal Selling and Sales Management*, 34(3), 206-222.

Powers, T. L., **Jennings, J. C.**, and Jack, E. (2015). "How Perceptions of Value and Satisfaction Enhance Retail Customer Loyalty." *Journal of Business Research*, (Submitted for Review).

Powers, T. L., **Jennings, J. C.**, and Jack, E. (2015). "Satisfaction with Discount Retailers: Influences on Attitudinal and Behavioral Loyalty." *Journal of Retailing*, (Submitted for Review).

Jennings, J. C. "Performance Measurement in Health Departments: Perceptions of National Performance Standards." (Working Paper).

Jennings, J. C., Landry, A. Y., Hearld, L., Patrician, P., Snyder, S., and Weech-Maldonado, R. "Organizational and Environmental Factors Influencing Hospital Community Orientation." (Working Paper).

Jennings, J. C., Landry, A. Y., Hearld, L., Patrician, P., Snyder, S., and Weech-Maldonado, R. "Community Demographics and Hospital Readmission Rates: Moderating Role of Community Orientation." (Working Paper).

Jennings, J. C., Landry, A. Y., Hearld, L., Patrician, P., Snyder, S., and Weech-Maldonado, R. "A Stakeholder Perspective of the Relationship between Hospitals' Community Orientation and Financial Performance." (Working Paper).

PRESENTATIONS AND CONFERENCE PROCEEDINGS

Jennings, J. C. (2015). "Organizational and Environmental Factors Influencing Hospital Community Orientation." Accepted for oral presentation at the *Academy of Management Annual Meeting*, Vancouver, Canada (August 2015).

Jennings, J. C., Landry, A. Y., Hearld, L., Patrician, P., Snyder, S., and Weech-Maldonado, R. (2015). "Community Demographics and Hospital Readmission Rates: Moderating Role of Community Orientation." Podium presentation at the *Academy Health Annual Research Meeting*, Minneapolis, MN.

Jennings, J. C., Landry, A. Y., Hearld, L., Patrician, P., Snyder, S., and Weech-Maldonado, R. (2015). "Organizational and Environmental Factors Influencing Hospital Community Orientation." Poster presentation at the *Academy Health Annual Research Meeting*, Minneapolis, MN.

Powers, T. L., **Jennings, J. C.**, and Jack, E. (2015). "Price and Quality Value: Impacts on Store and Service Satisfaction." Accepted for podium presentation at the *Academy of Marketing Science Annual Conference*, Denver, CO.

Jennings, J. C., and Powers, T. L. (2014). "Satisfaction and Value Determinants of Retail Customer Loyalty." Podium presentation and published in the proceedings of the *Atlantic Marketing Association Annual Conference*, Asheville, NC.

Hopkins, R. A., Powers, T. L., and **Jennings, J. C.** (2014). "Determinants of Electronic Supply Chain Performance." Podium presentation and published in the proceedings of the *Atlantic Marketing Association Annual Conference*, Asheville, NC.

Jennings, J. C. (2014). "The Attitude Towards National Performance Standards: Georgia's Public Health System." Poster presentation at the *AcademyHealth Annual Research Meeting*, San Diego, CA.

Jennings, J. C., and Powers, T. L. (2014). "Retail Customer Loyalty: Perceived Value and Satisfaction Determinants." Oral presentation at *UAB Graduate Student Research Days*, Birmingham, AL.

Jennings, J. C. (2011). "National Performance Standards Advancing Georgia's Public Health System," Oral presentation at the *Georgia Chapter of the American Society of Public Administrators Annual Conference 2011*. Augusta, GA.

EMPLOYMENT EXPERIENCE

GUIDE, Inc. (Gwinnett United in Drug Education)

Lawrenceville, GA

Intern, Program Specialist

2011-2012

- Identified and developed peer-led, peer-focused alcohol, tobacco and other drug prevention strategies for youth.
- Gathered data for monthly, quarterly and annual reports regarding provision of services to the community.
- Researched municipality-specific alcohol ordinances for the creation of multi-lingual alcohol-vendor training programs.
- Composed monthly newsletters on health related issues (i.e., hypertension, obesity, etc.) for circulation throughout Gwinnett County.

Vision, Incorporated

Savannah, GA

Office Assistant

2004-2009

- Maintained paper and electronic system of 1,000+ patient charts, insurance claims, and medical forms.
- Served as a liaison between patients, office staff, ophthalmologist, and local area ophthalmologists.
- Managed confidentiality agreements, hospital appointments, and surgeries.

PROFESSIONAL AFFILIATIONS

- Member, Academy of Management
- Member, AcademyHealth
- Member, Ph.D. Project Management Doctoral Student Association
- Member, American Society for Public Administrators
- Inducted Member, Pi Alpha Alpha National Honor Society

ACADEMIC SERVICE

- Reviewer, Journal of Healthcare Management, 2014
- Reviewer, Academy of Management Annual Conference, since 2014
- Reviewer, European Academy of Management Conference, 2014
- Reviewer, Southern Management Association Annual Conference, since 2013

AWARDS

- Recipient, 2015 Presidential Scholarship for AcademyHealth Institute on Advocacy and Public Policy
- First Place Recipient, Social and Behavioral Sciences/Business Division, UAB Graduate Student Research Days 2014
- Recipient, Brown Scholarship for attendance at the 2014 Keeneland Conference
- Recipient, Dudley Crosson Scholarship 2011