

## CURRICULUM VITAE

**JEFF LUCK, MBA, PhD**

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College of Public Health and Human Sciences  
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Corvallis, OR 97331  
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### EDUCATION

- 1996      **Ph.D.**, Public Policy Analysis  
Pardee RAND Graduate School of Policy Studies, Santa Monica, CA
- 1986      **M.B.A.**, Finance  
Anderson Graduate School of Management, University of California, Los Angeles
- 1981      **B.S.**, *Magna cum Laude*, Materials Science  
Rice University, Houston, TX

### PROFESSIONAL EXPERIENCE

- 2011–present Associate Professor, School of Social and Behavioral Health Sciences, College of Public Health and Human Sciences, Oregon State University, Corvallis, OR
- 2009–present Managing Director, Stinson Partners LLC
- 2009–2011 Senior Social Scientist, VA Center for the Study of Healthcare Provider Behavior, Sepulveda, CA
- 2003–2011 Associate Professor, Department of Health Services, School of Public Health, University of California, Los Angeles
- 2007–2009 Director, Sg2, Skokie, IL
- 1996–2003 Assistant Professor, Department of Health Services, School of Public Health, University of California, Los Angeles
- 2002–2004 Program Analyst (WOC), VA Greater Los Angeles Healthcare System, CA
- 1996–2003 Consultant, RAND, Santa Monica, CA
- 1991–1996 Graduate Fellow, RAND Graduate School of Policy Studies, Santa Monica, CA
- 1995–2002 Program Analyst, VA Medical Center, West Los Angeles, CA
- 1994–1996 Predoctoral Fellow, VA/UCLA/RAND Center for the Study of Healthcare Provider Behavior, Sepulveda, CA
- 1993 Consultant, Medical Service, VA Medical Center, San Diego, CA
- 1990–1991 Business Manager, TRW Space and Defense, Redondo Beach, CA
- 1987–1990 Subcontracts Manager, TRW Space and Defense, Redondo Beach, CA
- 1983–1985 Development Engineer, Northrop Aircraft, Hawthorne, CA
- 1983 Project Engineer, Northrop Aircraft, Hawthorne, CA
- 1981–1982 Field Engineer, Schlumberger Africa, Port Harcourt, Nigeria and Abidjan, Ivory Coast

## SERVICE AND CONSULTING

- 2012–present Member of Oregon Public Health Advisory Board
- 2012–present Member of Oregon Health Authority Metrics and Scoring Committee
- 2010–2011 Consultant, World Bank, Washington, DC
- 2009–2011 Member of Quality and Patient Safety Committee, St Francis Medical Center, Lynwood, CA
- 2009 Consultant, Institute of Medicine, Washington, DC
- 2007–2009 Member of Advisory Board, Executive MPH Program, Department of Health Services, UCLA School of Public Health
- 2005–2007 Co-Director, Informatics Shared Resource, Jonsson Comprehensive Cancer Center, David Geffen School of Medicine, University of California, Los Angeles, CA
- 2004–2007 Academic Expert for Implementation Research, VA Health Services Research & Development Service, Center for the Study of Healthcare Provider Behavior, Sepulveda, CA
- 2003–2007 Senior Research Scientist, UCLA Center for Health Policy Research
- 2002–2003 Acting Director, MPH for Health Professionals Program, Department of Health Services, UCLA School of Public Health
- 2002 Consultant, United States Agency for International Development, Philippines
- 2001–2005 Associate Director for Curriculum, MPH for Health Professionals Program, Department of Health Services, UCLA School of Public Health
- 2000–2004 Chair, Prevention & Public Health Working Group, American Medical Informatics Association
- 2000–2007 Member of InfoShare Executive Committee, UCLA Medical Center & Health Sciences Schools
- 2000–2007 Member of Oversight Committee, MPH for Health Professionals Program, Department of Health Services, UCLA School of Public Health
- 2000–2007 Fellow, Institute for Global Health, San Francisco, CA
- 1999–2003 Consultant, Information Systems Strategic Planning, Public Health Programs & Services, Los Angeles County Department of Health Services
- 1999–2008 Member of Foley & Lardner Fellowship Selection Committee, Department of Health Services, UCLA School of Public Health
- 1999–2003 Faculty Associate, UCLA Center for Health Policy Research
- 1998 Chair, Information Systems Task Force, Public Health Programs & Services, Los Angeles County Department of Health Services
- 1997 Deputy Director, UCLA School of Public Health Review of Los Angeles County Public Health Programs & Services
- 1997–1998 Technical Advisor, California Public Health Improvement Project
- 1997–1998 Member of Data & Information Committee, California Public Health Improvement Project
- 1996 Consultant, Asian Development Bank, Papua New Guinea

## **HONORS AND AFFILIATIONS**

### **UCLA**

Delta Omega Honorary Society (for public health), 1998  
2<sup>nd</sup> highest rated abstract, VA Health Services Research & Development Service Annual Meeting, 1998

### **RAND Graduate School:**

Best Poster by Predoctoral Fellow, VA Health Services Research & Development Service, 1996  
Richard P. Cooley Fellowship (for health services research), 1994-95  
General Distinction (highest score in class), Qualifying Examinations, 1993

### **TRW:**

Space & Technology Group President's Award (to AXAF subcontract management team), 1991

### **UCLA, Anderson Graduate School of Management:**

Beta Gamma Sigma Honor Society (for business administration), 1986

### **Rice University:**

Tau Beta Pi Honor Society (for engineering), 1980  
National Merit Scholarship, 1977-80  
Roy Scholarship, 1979, 1980  
Brown Engineering Scholarship, 1980  
Materials Science Department Scholarship, 1979

Oregon Public Health Association 2011-present  
Healthcare Financial Management Association, 2011-present  
American Medical Informatics Association, 2000-present  
Health Information Management Systems Society, 2000-2003, 2006-2007  
American Public Health Association, 2000-2006  
Academy Health/Association for Health Services Research, 1998-2006  
American Production and Inventory Control Society, 1992-1996  
American Society for Quality Control, 1992-1996

## **COURSES TAUGHT**

Strategic Management of Health Service Organizations, Oregon State University, H 556,  
Spring 2012  
Financial Management of Health Care Organizations, Oregon State University, H 4/557,  
Winter 2012  
Health Service Organization Policy and Strategy, UCLA School of Public Health, HS 433  
Winter 1997, Spring 1997, Winter 1998, Spring 1998, Fall 1998, Winter 1999, Fall 1999,  
Winter 2000, Fall 2000, Winter 2001, Winter 2002, Spring 2002, Winter 2003, Winter 2004,  
Winter 2005, Winter 2006, Winter 2007, Winter 2008, Winter 2009, Winter 2010, Winter 2011  
Healthcare Issues in International Perspective, UCLA School of Public Health, HS 240 (with A  
Chang) Spring 2009, Spring 2010  
Health Care Information Systems, UCLA School of Public Health, HS 440A  
Fall 1996, Spring 1997, Fall 1997, Fall 1998, Spring 1999, Fall 1999, Fall 2000, Spring 2002,  
Spring 2003, Spring 2004, Spring 2005  
Health Care Financial Management I, UCLA School of Public Health, HS 436, Winter 1998;  
Winter 2001, Fall 2001 (with F Hagigi & R Sinaiko)

Health Care Financial Management II, UCLA School of Public Health, HS 450, Spring 2000, Spring 2001, Winter 2002 (with F Hagigi & R Sinaiko)  
Health Care Process Improvement and Information Systems, UCLA School of Public Health, HS 251, Spring 2000; Spring 2001; (with P. Parkerton) Fall 2001, Fall 2002, Fall 2003, Fall 2004, Fall 2005, Fall 2006  
Public Health Informatics, UCLA School of Public Health, HS 401 (with Paul Fu), Winter 2002, Winter 2003, Winter 2004, Winter 2005  
Teaching Assistant, Microeconomics I, RAND Graduate School, Fall 1992

## **DISSERTATION COMMITTEE SERVICE**

### Chair:

Ming-Yu Cheng, "Implementation of an Adult Preventive Program in Hospitals Within the Universal Health Insurance System of Taiwan," defended February 2004.

### Member:

Candice Beathard (topic in development)

Rene Santiago, "Developing a Specific Evaluation Plan for the Medicaid Demonstration Project in L.A. County."

Randal Henry, "Determinants of Appointment Keeping by Veterans with Hypertension," defended September 2006.

Sepideh Farivar, "Evaluating Methods to Determine Minimal Important Differences in Quality of Life Measures," defended April 2005.

Lynn Soban, "The Influence of Organizational Context on Receipt of Colorectal Cancer Screening in the Veterans Health Administration," defended December 2004.

Jennifer Kincheloe, "Assessing the Validity of Self-Reported Medi-Cal Enrollment in California," defended May 2004.

Suchuan Yu, "Does Culture Make a Difference? Knowledge, Attitudes, and Hospice Care in Taiwan," defended June 2001.

Xiao-Feng Liu, "Opening Up the Black Box of Managed Care: How Do Particular Strategies Affect Utilization and Costs Under Mental Health Carve-outs?," defended September 1999.

Fred A. Hagigi, "Developing a Performance Scorecard for Public Health Programs & Services: Children's Medical Services in Los Angeles County," defended May 1999.

## **JOURNAL REVIEW SERVICE**

### *Medical Care*

*Journal of the American Medical Association*

*Journal of General Internal Medicine*

*Public Health Reports*

*Social Science & Medicine*

*Lancet*

## **CONFERENCE REVIEW SERVICE**

*American Medical Informatics Association Fall Symposium*  
*American Public Health Association Annual Meeting, Medical Care Section*

## **RESEARCH GRANT PEER REVIEW COMMITTEE SERVICE**

*Agency for Health Care Research and Quality, "Value of Health Information Technology" RFA, 30 June–2 July 2004*

## **RESEARCH GRANTS AND CONTRACTS**

Oregon Health Authority. "Public Health Policy Institute Curriculum Development." July 2012-September 2012. Agreement No. 139199. \$50,000. Principal Investigator.

World Bank. "Health Care Quality and Population Health Impacts in Ukraine." February 2010-October 2011. POs 7750220 and 7772725. \$209,590. Consultant and Co-Project Leader. .

Veterans Administration Office of Quality & Performance and Quality Enhancement Research Initiative. "Stocking the VHA Clinical Managers' "Toolkit": A Pilot Demonstration Project." Project No. TRA 09-404. September 2009-September 2011. \$400,000. Director of Evaluation.

National Cancer Institute. "UCLA Jonsson Cancer Center Support Grant." Grant No. CA16042. 12/01/02-11/30/08. \$18,000,000. Shared Resource Co-Director.

The California Endowment. "California Health Interview Survey 2005." Grant No. 20042703 3/01/05–2/28/07. \$3,383,088. Co-Principal Investigator.

California Department of Health Services. "California Health Interview Survey 2005." Contract No. 05-45192 7/01/05–6/30/07. \$3,710,000. Co-Principal Investigator.

Veterans Administration Health Services Research & Development Service. "Collaboration Support for Academic Experts in Implementation Research." Grant IMA 04-161. July 2004-June 2006. \$200,000. Co-Investigator/Academic Expert.

Robert Wood Johnson Foundation. "Local Level Health Information to Support Public Health: Expert Meeting to Identify Key Issues." I.D. 50418. 3/01/04–7/31/04. \$14,087. Co-Principal Investigator.

Veterans Administration Health Services Research & Development Service. "Can Vignettes Be Used to Improve Practice and Outcome?" Grant IIR 01 189-4. January 2004–August 2005. \$171,041 Co-Investigator.

The California Endowment. "California Health Interview Survey 2003." Grant No. 20022529. 3/01/03–2/28/05. \$3,898,989. Co-Principal Investigator.

National Cancer Institute. "California Health Interview Survey 2003." Contract No. NO2-PC-95057. 10/1/02–3/31/05. \$1,556,000. Co-Principal Investigator.

California Department of Health Services. “California Health Interview Survey 2001/2003.” Contract No. 01-15785. 7/01/01–6/30/03. \$3,710,000. Co-Principal Investigator.

The California Endowment. “California Health Interview Survey.” Grant #20002098. June 2001–August 2003 \$2,989,585. Co-Principal Investigator.

National Cancer Institute and California Department of Health Services. “California Health Interview Survey.” Contract #N02-PC-95057 (NCI) and #99-885888 (CA DHS). July 1999–June 2001. \$8,500,000. Co-Principal Investigator.

Veterans Administration Health Services Research & Development Service. “Measuring Primary Care Competency—Linking Knowledge to Clinical Behavior.” Grant # 98118-2. September 1999–March 2002. \$645,547. Co-Investigator & Project Manager.

Veterans Administration Health Services Research & Development Service. “Are Clinical Vignettes Better than Chart Abstraction to Measure Quality?” Grant # 95-014.B. July 1996–June 1999. \$270,200. Co-Investigator & Project Manager.

## PEER-REVIEWED JOURNAL ARTICLES

### Published or Accepted

**Luck, J, L Parker, FA Hagigi, EM Yano, LV Rubenstein, and J Kirchner, “A Social Marketing Approach to Implementing Evidence-based Practice in VHA QUERI: The TIDES Depression Collaborative Care Model,” *Implementation Science*, 2009, 4:64.**

**Luck, J, P Parkerton, and FA Hagigi, “What Is the Business Case for Improved Care for Patients with Complex Conditions?,” *Journal of General Internal Medicine*, 2007, 22(Supp 3):396-402.**

**Luck, J, C Chang, ER Brown, and J Lumpkin, “Using Local Health Information to Promote Public Health,” *Health Affairs*, 2006, 25(4):979-91**

**Luck, J, JW Peabody, and B Lewis, “An Automated Scoring Algorithm for Computerized Clinical Vignettes: Evaluating Physician Performance Against Explicit Quality Criteria,” *International Journal of Medical Informatics*, 2006, 75(10-11):701-7**

**Peabody, J, R Nordyke, F Tozija, J Luck, J Munoz, A Sunderland, K DeSalvo, N Ponce, and C McCulloch, “Quality of Care and Its Impact on Population Health: A Cross-Sectional Study from Macedonia,” *Social Science & Medicine*, 62(9):2216-24, 2006.**

**Peabody, JW, R Shimkada, C Tan, and J Luck, “The Burden of Disease, Economic Costs, and Clinical Consequences of Tuberculosis in the Philippines,” *Health Policy & Planning*, 20(6):347-353, 2005.**

**Peabody, J, F Tozija, J Munoz, R Nordyke, and J Luck, “Using Vignettes to Compare the Quality of Clinical Care Variation in Economically Divergent Countries,” *Health Services Research*, 39(6), Part II:1951-1970, 2004.**

Peabody, JW, **J Luck**, P Glassman, S Jain, J Hansen, M Spell, and M Lee, “Measuring the Quality of Physician Practice by Using Clinical Vignettes: A Prospective Validation Study,” *Annals of Internal Medicine*, **141**(10):771-780, 2004.

Peabody, JW, **J Luck**, S Jain, D Bertenthal, and P Glassman, “Assessing the Accuracy of Administrative Data in Health Information Systems,” *Medical Care*, **42**(11):1066-1072, 2004.

Dresselhaus, T, JW Peabody, **J Luck**, and D Bertenthal, “An Evaluation of Vignettes for Predicting Variation in the Quality of Preventive Care,” *Journal of General Internal Medicine*, **19**(10):1013-1018, 2004.

Fielding, J, **J Luck**, and G Tye, “Reinvigorating Public Health Core Functions: Restructuring Los Angeles County’s Public Health System,” **9**(1):7–15, *Journal of Public Health Management and Practice*, 2003.

**Luck**, J and JW Peabody, “When Do Developing Countries Implement Managed Care Policies and Techniques? Part II: Infrastructure, Techniques, and Reform Strategies,” *American Journal of Managed Care*, **8**(12):1093–1103, 2002.

Peabody, JW and **J Luck**, “When Do Developing Countries Implement Managed Care Policies and Techniques? Part I: Policies, Experience, and a Framework of Preconditions,” *American Journal of Managed Care*, **8**(11):997–1007, 2002.

Dresselhaus, T, **J Luck**, and JW Peabody, “The Ethical Problem of False Positives: A Prospective Evaluation of Physician Reporting in the Medical Record,” *Journal of Medical Ethics*, **28**(5): 291-4, 2002.

**Luck**, J and JW Peabody, “Using Standardised Patients to Measure Physicians’ Practice: Validation Study Using Audio Recordings,” *British Medical Journal*, **325**:679-82, 2002.

**Luck**, J, R Andersen, S Wenzel, L Arangua, D Wood, and L Gelberg, “Providers of Primary Care to Homeless Women in Los Angeles County,” *Journal of Ambulatory Care Management*, **25**(2):53–67, 2002.

Kominski, G, P Simon, A Ho, **J Luck**, Y Lim, J Fielding, “Assessing the Burden of Disease and Injury in Los Angeles County Using Disability-Adjusted Life Years,” *Public Health Reports*, **117**(2)185-191, 2002.

Dresselhaus, TR, JW Peabody, M Lee, MM Wang, and **J Luck**, “Measuring Compliance With Preventive Care Guidelines: Standardized Patients, Clinical Vignettes, and the Medical Record,” *Journal of General Internal Medicine* **15**(11):782-788, 2000.

Glassman, P, **J Luck**, E O’Gara, and JW Peabody, “Using Standardized Patients to Measure Quality: Evidence from the Literature and a Prospective Study,” *Joint Commission Journal on Quality Improvement*, **26**(11):644-653, 2000.

**Luck, J, JW Peabody, T Dresselhaus, M Lee, and P Glassman,** “How Well Does Chart Abstraction Measure Quality? A Prospective Comparison of Standardized Patients with the Medical Record,” *American Journal of Medicine*, **108**:642-649, 2000.

Peabody, JW, **J Luck**, P Glassman, T Dresselhaus, and M Lee, “Comparison of Vignettes, Standardized Patients and Chart Abstraction: A Prospective Validation Study of 3 Methods for Measuring Quality,” *Journal of the American Medical Association*, **283**(13):1715-1722, 2000.

**Luck, J., and JW Peabody,** “Improving the Public Sector: Can Reengineering Identify How to Boost Efficiency and Effectiveness at a VA Medical Center?,” *Health Care Management Review* **25**(2):34-44, 2000.

Peabody, JW and **J Luck**, “How Far Down the Managed Care Road? A Comparison of Primary Care Outpatient Services in a Veterans Affairs Medical Center and a Capitated Multispecialty Group Practice,” *Archives of Internal Medicine*, **158**(21):2291-9, 1998.

Dresselhaus, T, **J Luck**, BC Wright, R Spragg, M Lee, and SA Bozzette, “Time and Value: An Automated Random Sampling Analysis of Medical House Officer Work,” *Journal of General Internal Medicine* **13**:534-540, 1998.

#### **Submitted/In Review**

York, L, B Bruce, **J Luck**, et al. , “Crowd Sourcing Metric Driven Quality Improvement: The VA Example,” submitted to *Joint Commission Journal of Quality and Patient Safety*.

#### **In Preparation**

**Luck, J, C Bowman, N Smith, M Elenes, J Malin, and S Asch,** “Evaluating the Use of an Online Toolkit to Improve Lung Cancer Care in the Veterans Administration.”

**Luck, J, R Menon, L DeMaria, M Vujcic and JW Peabody,** “Patient and Provider Perspectives on Health System Reform: Quality, Access, and Affordability in Ukraine.”

Peabody, JW, R Menon, L DeMaria, and **J Luck**, “The Interaction Between Health Status and Quality of Care in the Ukraine.”

**Luck, J, E Mindel, W Yen, AJ Scheitler, et al.,** “Ten Years of AskCHIS: An Internet-based Query System for Access to Survey Data.”

#### **BOOK CHAPTERS**

**Luck, J, L Vriesman, and P Fu,** “Health Care Information Systems,” in Kominski, GF (Ed.), *Changing the US Health Care System: Key Issues in Health Services, Policy, and Management*, 4<sup>th</sup> Edition, Jossey-Bass, 2013 (In Press).

Fu, P, **J Luck**, and D Protti, “Information Systems in Support of Public Health in High-income Countries,” in *Oxford Textbook of Public Health*, R Detels et al. (Eds.), 5<sup>th</sup> Edition, Oxford University Press, 2009.

**Luck, J** and P Fu, “Health Care Information Systems,” in RM Andersen, TH Rice, and GF Kominski (Eds.), *Changing the US Health Care System: Key Issues in Health Services, Policy, and Management*, 3<sup>rd</sup> Edition, Jossey-Bass, 2006.

**Luck, J**, “Applications of Information Systems to Public Health,” in *Oxford Textbook of Public Health*, R Detels, J McEwen, R Beaglehole, and H Tanaka (Eds.), 4<sup>th</sup> Edition, Oxford University Press, 2002.

## **BOOK**

Peabody, JW, MO Rahman, PJ Gertler, J Mann, DO Farley, **J Luck**, D Robalino, and GM Carter, *Policy and Health: Implications for Development in Asia*, Cambridge: Cambridge University Press, 1999.

## **REPORTS AND MONOGRAPHS**

Peabody, JW, **J Luck**, and L DeMaria, “Ukraine Health System Surveys: Quantifying the Quality of Care and Its Impact on Non-Communicable Disease,” prepared by QURE Healthcare for the World Bank, 2012.

**Luck, J**, and R Shimkhada, “The Effectiveness and Impact of Measurement to Improve Health,” prepared for the Institute of Medicine *Committee on Preventing the Global Epidemic of Cardiovascular Disease: Meeting the Challenges in Developing Countries*, 2009.

**Luck, J**, N Cohen, and D Scott, “Putting Data to Work to Drive Performance,” Sg2, 2008.

Gryfakis, N, K Moser-Bliel, L Prager, **J Luck**, and JW Peabody, “Developing Clinical Quality Metrics,” Sg2, 2008.

**Luck, J**, J Moss, L Desai, D Pi, and R Garcia, “How to Execute Sg2 Performance-Based Facility Design,” Sg2, 2008.

L Wainwright, **J Luck**, D Pi, and M Warren, “Fusion of Information and Logistics Excellence: Design Forum Summary Findings,” Sg2, 2007.

**Luck, J**, J Moss, N Goburdhun and M Norbut, “Differentiate Through Measurement and Transparency,” Sg2, 2007.

Giordano, K, M Tran, L Prager, **J Luck**, and JW Peabody, “Preparing for the Cancer Quality Imperative,” Sg2, 2007.

**Luck, J**, “Information Systems,” Johnson & Johnson/UCLA HIV/AIDS Management Development Institute, 2006.

**Luck, J**, ER Brown, et al., “Enhancing the Accessibility and Use of Local-Level Health Information to Promote Public Health: Issues, Barriers and Proposed Solutions,” prepared for Robert Wood Johnson Foundation, December 2005.

**Luck, J** and C Chang, “Supporting Initiatives that Promote the Availability and Use of Local-Level Health Information, *Grantmakers in Health Bulletin*, pp. 4-5, 19 September 2005.

Peabody, JW, CA Tan, **J Luck**, and EA Leyco, “Measuring the Burden of Disease and Economic Consequences of Tuberculosis in the Philippines,” Final Report to the United States Agency for International Development, Philippine TIPS (Tuberculosis Initiatives for the Private Sector) Project, February 2003.

Brown, ER, **J Luck**, J Kincheloe, W Yen, and S Alex Lavarreda, “Medi-Cal and the Healthy Families Program,” in *The State of Health Insurance in California: Findings from the 2001 California Health Interview Survey*, ER Brown, N Ponce, T Rice, and S Alex Lavarreda (Eds.), UCLA Center for Health Policy Research, June 2002.

**Luck, J** and the Public Health Information Systems Working Team, “Information Technology Organizational Assessment and Recommendations,” prepared for Los Angeles County Department of Health Services, 2000.

Kominski, JF, **J Luck**, Y Lim, and the Los Angeles County Department of Health Services, “The Burden of Disease in Los Angeles County: A Study of the Patterns of Morbidity and Mortality in the County Population,” 2000.

Breslow, L, **J. Luck**, A. Afifi, and the UCLA School of Public Health Technical Assistance Group, “Report of Review of Public Health Programs and Services, Los Angeles County Department of Health Services,” 1997.

Carter, G.M. and **J. Luck**, “Management Issues,” in Peabody, J., MO Rahman, PJ Gertler, J Mann, DO Farley and GM Carter, *Health Policy in Asia: Options for Developing Countries*, DRR-1549-1-ADB, RAND, Santa Monica, CA, 1997.

**Luck, J.**, *Reengineering Health Care: An Analysis of Primary Care in the Veterans Administration*, RAND Graduate School dissertation, 1996.

Finegold, D., S. Schechter, **J. Luck**, et al., *International Models of Management Development: Lessons for Australia*, RAND, MR-481-IET, 1994.

Levine, A. and **J. Luck**, *The New Management Paradigm: A Review of Principles and Practices*, RAND, MR-458-AF, 1994.

## **RESEARCH BRIEFS**

L Desai and **J Luck**, “Building Information Modeling and Lean Construction,” Sg2 Facility Review, 2008.

**Luck, J**, “IDEO: Designing a New Health Care Experience,” Sg2 Design Forum Review, 2008.

**Luck, J**, D Pi, and L Wainwright, “Coproducting Health Care,” Sg2 Design Forum Review, 2008.

L Desai and **J Luck**, “Freestanding Women’s Health Facilities,” Sg2 Facility Review, 2008.

**Luck, J, D Pi, and L Wainwright**, “Toyota Motor Manufacturing Kentucky: How Can the ‘Toyota Way’ Be Applied to Health Care?,” Sg2 Design Forum Review, 2008.

Pi, D, **J Luck**, and L Wainwright, “Worldport, the Air Hub for UPS: “How Can Hospitals Harness UPS’s Best Practices in Information and Logistics?,” Sg2 Design Forum Review, 2008.

Pi, D, L Desai and **J Luck**, “Simulation Centers,” Sg2 Facility Review, 2008.

## **CASE STUDY**

### **In Preparation**

Braswell, A, **J Luck**, FA Hagigi, and U Karmarkar, “Organizational Transformation in the Veterans Health Administration.”

## **INTERNET QUERY SYSTEMS FOR RESEARCH AND POLICY ANALYSIS**

**Luck, J.**, E. Mindel, W. Yen, et al., “AskCHIS—Internet Query System for Access to California Health Interview Survey (CHIS) Results,” UCLA Center for Health Policy Research, 2002–present. <http://www.chis.ucla.edu/main/default.asp>

**Luck, J.**, E. Mindel, C. DiSogra, W. Yen, et al., Online version of “Health of California’s Adults, Adolescents, and Children: Findings from CHIS 2001,” UCLA Center for Health Policy Research, 2003. <http://www.chis.ucla.edu/ber/default.html>

## **PROFESSIONAL EDUCATION CONFERENCES ORGANIZED**

**Luck, J**, J Moss, and R Garcia, “Performance-Based Facility Design,” *Sg2 Tomorrow’s Hospital and Innovations in Operations Annual Meeting*, Atlanta, GA, 25 September 2008.

**Luck, J**, and D Pi, “Planning Focused Facilities for Tomorrow’s Service Lines,” *Sg2 Tomorrow’s Hospital Intelligence Conference*, Irving, TX, 20 September 2007.

## **INVITED PRESENTATIONS**

**Luck, J**, “Measuring and Improving the Quality of Care in a Changing Reimbursement Environment,” Oregon State University College of Health & Human Sciences, Department of Public Health, 12 April 2011.

**Luck, J**, “Annual Business & Technology Forecast Highlights,” Webcast to Frye Regional Medical Center, 18 November 2008.

**Luck, J**, “The Role of IT in Quality,” Sg2 University Physicians in Leadership Quality Course, Skokie, IL, 13 November 2008.

**Luck, J**, “Coping Today and Building for Tomorrow: Preparing for Healthcare 2020,” Flagler Hospital, Palm Coast, FL, 7 November 2008.

**Luck, J**, “Using IT and Facilities to Drive Care Process Improvement,” Quorum Health Resources Quarterly Meeting, Phoenix, AZ, 6 November 2008.

**Luck, J**, and J Moser, “Highlights from the 2008 Tomorrow’s Hospital Annual Meeting,” Edge Strategy Program Webcast, 16 October 2008.

**Luck, J**, “Information Technology to Support Systems of CARE,” Webcast to Ohio Health System-wide IT Peer Group, 9 October 2008.

**Luck, J**, “Getting Started with Sg2 Performance-Based Facility Design,” *Sg2 Tomorrow’s Hospital and Innovations in Operations Annual Meeting*, Atlanta, GA, 25 September 2008.

**Luck, J**, “Performance Imperative: Leveraging Information Technology to Maximize Returns,” *Sg2 Cardiovascular Intelligence Annual Meeting*, Westlake Village, CA, 12 June 2008 and Atlanta GA, 23 September 2008.

**Luck, J**, “Looking Toward Healthcare 2020: The Healthcare Enterprise and Patients of Tomorrow,” Ascension Health Regional CIO Council, St Louis, MO, 19 August 2008.

**Luck, J**, “Looking Toward Healthcare 2020: The Healthcare Enterprise and Patients of Tomorrow,” Sg2 Webcast for health care architecture firms, 8 July 2008, 15 July 2008, and 1 August 2008.

**Luck, J**, “Operational Performance: Maximizing Return on Capital Investments,” *Sg2 Academic Medical Center Summit*, Chicago, IL, 22 July 2008

**Luck, J**, and N Cohen, “Beyond Getting Connected: Building the Context-Aware Organization,” Sg2 Web Seminar, 30 June 2008.

**Luck, J**, “Lessons in Lean from Industry and Health Care,” *Sanford Health Leadership Summit*, Sioux Falls, SD, 5 June 2008.

**Luck, J** (Moderator), “Medical Travel/Tourism: Potential Impact on the US Provider,” *UCLA Healthcare Collaborative*, Irvine CA, 24 April 2008.

**Luck, J**, “The Health Care Economy of 2020,” *NCHL/GE Advanced Leadership Forum*, Crotonville, NY, 16 April 2008.

**Luck, J**, “From Customer Service to Customer Experience to Coproduction,” *Sg2 Design Forum Meeting*, Chicago, IL, 10 April 2008

**Luck, J**, “Design Innovations for Tomorrow’s Hospital,” University Health System, San Antonio, TX, 17 December 2007.

**Luck, J**, “How Technology & Care Delivery Innovations Will Redefine Tomorrow’s Hospital,” *Center for Health Design Webcast*, 26 November 2007.

**Luck, J,** and N Cohen, “Context-Aware Care Delivery: Leveraging Information Technology to Enhance Quality and Efficiency,” *Sg2 International Conference*, London, England, 5 November 2007.

**Luck, J,** “Health Care as an Information Industry,” *Sg2 Design Forum Meeting*, Chicago, IL, 24 October 2007.

**Luck, J,** “Disease-Focused Facilities,” University of Kentucky HealthCare, Louisville, KY, 15 October 2007.

**Luck, J,** “Insights from Innovative Asian Hospitals,” The Emory Clinic, Atlanta, GA, 10 October 2007.

**Luck, J,** “Realizing the Benefits of Focused Facilities,” *Sg2 Tomorrow’s Hospital Intelligence Conference*, Irving, TX, 20 September 2007.

**Luck, J,** “Designing Facilities that Delight Patients: New Approaches Require New Structures,” St Thomas Health Services, Nashville, TN, 6 September 2007.

**Luck, J,** “Smart Growth, Lean Management,” Community Hospital of the Monterey Peninsula, Monterey, CA, 30 August 2007.

**Luck, J,** and N Cohen, “Staying Connected: New Opportunities with Advanced Technology,” Catholic Health East (via webcast), 19 July 2007.

**Luck, J,** “The Evolving Health Care Transparency Landscape,” St Luke’s Hospital, Cedar Rapids, IA, 21 June 2007.

**Luck, J,** “Academic Medical Centers: Adding Value in a Transparent World,” *Sg2 Academic Medical Center Summit*, Los Angeles, CA, 8 June 2007.

**Luck, J,** N Cohen, and M Larson, “Highlights from HIMSS 2007,” *Sg2 Design Forum Webcast*, 8 May 2007.

**Luck, J,** and L Wainwright, “Defining Innovation,” *Sg2 Design Forum Webcast*, 24 April 2007.

**Luck, J,** “Technology and the Future of the Hospital,” *Cambridge International Health Leadership Programme*, Cambridge, England, 15 March 2007.

**Luck, J,** and J Moss, “Planning Tomorrow’s Hospital: Building Medical Facilities for the 21st Century, Georgetown Community Hospital,” Georgetown, SC, 8 March 2007.

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## **SELECTED ABSTRACTS**

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