

# Justin T. Kistler

Department of Management Science  
Darla Moore School of Business  
University of South Carolina  
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## EDUCATION

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<b>University of South Carolina, Darla Moore School of Business, Columbia, SC</b> Ph.D. in Business Administration, Concentration in Management Science	May 2020 (anticipated)
<b>Wake Forest University, Schools of Business, Winston-Salem, NC</b> Master of Business Administration, Dual Concentration in Healthcare & Operations	May 2012
<b>Clemson University, Clemson, SC</b> Bachelor of Science, Marketing	May 2005

## RESEARCH INTERESTS

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Healthcare Operations  
Process Improvement Strategies  
Service Operations

## RESEARCH

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### Works in Progress

Kistler, J., Janakiraman, R., Tiwari, V., Kumar, S. "The Effect of Surgical Process Changes on Patient Flow Time: Evidence from Field Research" – Manuscript in progress

Kistler, J., Queenan, C. "Patients as Organizational Capability" – Data Collection in Progress

Kistler, J., Queenan, C., Venkataraman, S. "Analyzing the Impact of School-based Telemedicine" – Survey data collection in progress

## CONFERENCE PRESENTATIONS

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"The Effect of Surgical Process Changes on Patient Flow Time: Evidence from Field Research"

- POMS 2017 Annual Conference, Seattle, Washington
- INFORMS 2016 Annual Meeting, Nashville, Tennessee

## Justin T. Kistler

### TEACHING EXPERIENCE

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#### University of South Carolina, Darla Moore School of Business, Columbia, SC

**Teaching Assistant**, supported course instructors with administering exams, grading, preparing lecture materials

- MGSC 791, Operations Management (MBA), Dr. Carolyn Queenan – Fall 2015, Fall 2016
- MGSC 395, Operations Management, Dr. Carolyn Queenan – Fall 2015

**Guest Lecturer**, invited to speak to students about Lean systems and Supply Chain Design

- MGSC 395, Operations Management – Spring 2016, Fall 2016, Spring 2017

### RELEVANT COURSEWORK

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#### University of South Carolina, Darla Moore School of Business, Columbia, SC

ECON 831/832	Econometrics and Regression I and II
MGMT 872	Management Research Methodology
MGSC 792	Advanced Statistics for Business and Economics
MGSC 892	Experimental Research Methods
MKTG 857	Marketing Models
STAT 771	Applied Longitudinal Data Analysis

### RESEARCH AND FACULTY DEVELOPMENT TRAINING

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Consortium for the Advancement of Research Methods and Analysis: Introduction to Structural Equation Methods, University of South Carolina, January 5 – 7, 2017

Faculty Development in International Business: Global Supply Chain and Operations Management, University of South Carolina, June 6 – 10, 2016

### PROFESSIONAL EXPERIENCE

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#### *Director of Project Management*

**September 2013 – July 2015**

**HCA, South Atlantic Division, Charleston, SC**

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- Managed clinical project implementation for eleven hospitals, including graduate medical education, care coordination, trauma service line development, and telemedicine outreach
- Developed business case analysis for service line growth utilizing quantitative analytics
- Coordinated the development of Accreditation Council for Graduate Medical Education approved residency programs in internal medicine, family medicine and general surgery
- Designed and implemented standardized reporting for annual hospital strategic planning
- Established a behavioral health patient assessment center utilizing telemedicine technology
- Implemented a cardiovascular nurse navigation program to improve patient health outcomes

## Justin T. Kistler

### ***Management Engineer***

**June 2012 – September 2013**

**HCA, South Atlantic Division, Charleston, SC**

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- Managed process metrics for nine emergency departments through collaboration with hospital administration, nursing and physician leadership, to achieve process improvements
- Produced metric dashboards and presentations to company and hospital executive leadership
- Coordinated project rollouts in patient intake and electronic health record implementation
- Educated facility leadership and staff regarding process change, data analytics, and patient flow
- Implemented patient check-in kiosks to achieve the highest utilization among seven divisions
- Orchestrated deployment of point of care lab testing, reducing lab turnaround time by 36%
- Conducted a Lean initiative, resulting in a 27% reduction in outpatient length of stay
- Applied project management tactics to initiate monthly clinical audit collection and reporting

### ***Human Capital MBA Intern***

**June 2011 – July 2011**

**BB&T, Raleigh, NC**

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- Conducted workforce analysis of 1400 employee department to guide human capital planning initiatives, which enhanced information available to leadership for succession planning
- Developed performance turnover model to analyze historical turnover trends and focus retention efforts, effectively reducing the overall human capital risk exposure to the company
- Designed and implemented surveys to evaluate employee engagement and satisfaction related to the effectiveness of a recently implemented work from home program

### ***Cost Analyst***

**April 2007 – July 2010**

**Day and Zimmermann International, Inc., Greenville, SC**

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- Project leader of 40 facility maintenance employees at a General Electric gas turbine laboratory
- Managed a \$3 million annual budget of direct labor and materials purchases
- Implemented safety training initiatives designed to achieve an accident free workplace, resulting in a reduction in first aid cases and OSHA recordable injuries
- Collaborated with client to plan, execute and control facility maintenance and capital upgrades
- Implemented SAP software payroll accounting system to eliminate client invoice errors

## **SERVICE**

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Member, Production and Operations Management Society

Member, The Institute for Operations Research and the Management Sciences

Honor Council, Wake Forest University Schools of Business (2010-2012); Chairperson (2012)

Biotechnology Conference co-chair, Wake Forest University Schools of Business (2011-2012)

## **AWARDS AND HONORS**

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Darla Moore School of Business Ph.D. Program Scholarship (2015-present)

Certified Six Sigma Black Belt (2012)

Wake Forest University Schools of Business Outstanding Healthcare Graduate Award (2012)

Warren Stephens Scholarship recipient, Wake Forest University Schools of Business (2010-2012)

Beta Gamma Sigma, International Business Honor Society for Scholastic Achievement (2012)