

Name: Vincent Omachonu, Ph.D.

Title, Department: Professor, Department of Industrial Engineering

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Bio:

Dr. Omachonu is a Professor of Industrial Engineering at the University of Miami. He holds a secondary appointment in the Department of Healthcare Management & Policy at the University of Miami. He received his Ph.D in Industrial Engineering from the New York University Polytechnic, NY; a Master's degree in Operations Research from Columbia University, NY; a Master's degree in Industrial Engineering from the University of Miami, FL, and a Bachelor's degree in Industrial Engineering from the University of Miami, FL. He is the author of four books - "Access to Healthcare and Patient Safety (co-authored with M. Taveras); Total Quality and Productivity in Healthcare Organizations, Healthcare Performance Improvement, and Principles of Quality (co-authored with J. Ross). One of his books was translated into the Spanish language (Principios de Calidad Total) in 2014. Dr. Omachonu's publications have appeared in Health Services Research, European J. of Operational Research, Population Health Management, Healthcare Management Science, and Journal of Computers & Industrial Engineering. He has served as the Evaluator for Federal and State funded projects (SAMHSA, OMH, Department of Health, and Ryan White.) He has served on the boards of hospitals, and has given seminars to healthcare executives and organizations. He is a Master Blackbelt in Six Sigma.

Specialties:

Healthcare Quality Management, Process Improvement, Lean Six Sigma, Culture of Innovation, Customer Experience, Patient Experience, Survey Science, Physician-Patient Communication, and Quality Gaps.

Research Interests:

Service Quality Gaps, the Management of Chronic Conditions, and population Health.

Selected Publications:

1. Barbara Guerard, Vincent Omachonu, Blake Perez, Bisakha Sen, "The Effectiveness of a Comprehensive Wellness Assessment (CWA) on Medication Adherence in a Medicare Advantage Plan Diabetic Population," *Journal of Healthcare Management*, Accepted Paper, October, 2016.
2. Shi, Chuan and Omachonu, Vincent, 2016. A Conceptual Framework for Analyzing Quality Gaps in Consulting Services, Accepted Paper, *Universal Journal of Management*: http://www.hrpub.org/journals/article_info.php?aid=3951.
3. Barbara Guerard, Vincent Omachonu, Robert Hernandez, B. Sen, "Chronic Conditions and Self-Reported Health in a Medicare Advantage Plan Population." *Population Health Management Journal*, vol. 20, no. 2, April 2017.
4. Barbara Guerard, S. Rahurkar, Vincent Omachonu, Ray Harvey, Bisakha Sen, 2016. "Nurse Practitioners in Physician Practices: Implications for Member Satisfaction. *Hospital & Medical Management*, vol. 1, no. 16, pp. 1-9.
5. Barbara Guerard, Vincent Omachonu, Blake Perez, Bisakha Sen, "Improvement in Oral Diabetes Medication Adherence after a Comprehensive Wellness Assessment in a Dual Eligible Population" *Population Health Management*, vol. 19, no. 6, 2016.
6. Barbara Guerard, Vincent Omachonu, Ray Harvey, Robert Hernandez, B. Sen, "The influence of respondent characteristics on the validity of self-reported survey responses," *Health Services Research*, (In Press), Accepted September 2015. Forthcoming, *Health Services Research*. Epub ahead of print: <http://onlinelibrary.wiley.com/doi/10.1111/1475-6773.12356/abstract>. doi: 10.1111/1475-6773.12356
7. Asem M. Othman, Vincent K. Omachonu, Shihab S. Asfour, "Identification and Analysis of Quality Gaps for Online Service Retailers", *International Journal of Innovation in the Digital Economy*, Vol. 7, No. 2; pp. 48-6. 2016.
8. Fischgrund, J. and Omachonu, V. Quality in Construction: Identifying the Gaps. *International Journal of Construction Engineering and Management*, vol. 3, no. 2, 2014.
9. Vincent K. Omachonu, Howard Gitlow, "Improving the Efficiency of an Emergency Department", *International Journal of Innovation in the Digital* vol. 4, No. 4, pp. 18-35, 2013.

10. Vincent Omachonu, Kaytee Shatlock, "Implementation of Electronic Health Record System at a Community Health Care Organization", International Journal of Innovation in the Digital Economy, 3, pp. 27-39, 2012.
11. Michael Bell, Vincent Omachonu, "Quality System Implementation Process for Business Success", International Journal of Quality & Reliability Management, 28, nos. 6 and 7, pp. 723-734, March 2011.
12. Omachonu, V.K. and Einspruch, N.G. "Innovation in Health Care Delivery Systems: A Conceptual Framework," The Innovation Journal, 15(1), November 2010.
13. Omachonu, V.K. and Einspruch, N.G. "Innovation: Implications for Goods and Services." International Journal of Innovation and Technology Management, Vol. 7, No. 2 (2010) 1-18.

Teaching/Professional Experience

Taught courses in Statistical Analysis & Decision-Making, Quality Management in Service Organization, Statistical Quality Control & Management, Operations Management, and Project Management.

Honors and Awards:

Alexander Orr Teacher of the Year Award, College of Engineering, Teaching Awards, Teaching Awards, University of Miami School of Business; IBM Faculty Award, 2012, University-Wide Freshman Teaching Award.

Degrees:

Ph.D. in Industrial Engineering

M.S. Operations Research

M.S. Industrial Engineering

B.S. Industrial Engineering