

Jillian S. Torres, PhD, MHA
Curriculum vitae

Contact:

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EDUCATION

Tulane University, *New Orleans, LA*

Doctor of Philosophy, Health Policy & Management	<i>2024</i>
Master of Health Administration	<i>2017</i>
Bachelor of Science, Public Health / International Development	<i>2015</i>

TEACHING EXPERIENCE

Adjunct Instructor, School of Professional Advancement, Tulane University

- Appointed to develop and teach KINE 6550 Financial Management for Wellness Professionals, a required course in the Health Strategy and Financial Management track of the Master of Science in Health and Wellness Management.
- Still in development, the course will examine the importance of financial management in health-related fields as well as the skills needed to make important financial decisions that contribute to the success of a healthcare delivery organization.
- Course was initially offered in Spring 2023 and again in Fall 2023, but did not reach required enrollment to proceed.

Guest Lecturer, School of Public Health and Tropical Medicine, Tulane University

- Gave a lecture titled “How Market Intelligence and Payer Dynamics Inform Strategic Decision-making” in the Spring 2023 iteration of HPAM 6550 Dynamics of Payment Systems, Policy & Function. Conducted a how-to workshop on forecasting data in Microsoft Excel so students could predict demand for a health service of interest.
- Gave a lecture titled “People and Systems, Matching Capacity & Demand” in the Spring 2019 iteration of GHMP 6710 Quantitative Decision Models. Conducted an in-class activity analyzing real EHR data with students to collectively identify bottlenecks in patient flow and recommend solutions.

Teaching Assistant, School of Public Health and Tropical Medicine, Tulane University

- Dynamics of Payment Systems, Policy & Function (Spring 2023 and Summer 2023)
- Data Visualization and Communication (Spring 2022)

- Quantitative Decision Models (Spring 2017)
- Quality Management in Health Care (Spring 2017)
- Health Systems Management & Policy (Fall 2016)
- Foundations of Health Care Systems (Fall 2016)

PROFESSIONAL EXPERIENCE

Tulane University, *New Orleans, LA*

06/2022 – Present

Accreditation Project Manager

- Leading faculty and staff in the Department of Health Policy & Management through the self-study and reaccreditation process for the Master of Health Administration Program, in accordance with the standards set by the Commission on the Accreditation of Healthcare Management Education (CAHME).
- Soliciting feedback from key Program stakeholders and using that feedback to craft recommendations for improvement, to better align with the future strategic direction of the Program and the Department.
- Ensuring that Department leadership, faculty, and staff stay on track and make meaningful progress in preparation for the upcoming Spring 2024 site visit.

Ochsner Health, *New Orleans, LA*

06/2019 – 08/2021

Strategy Consulting Manager

- Led a team of analysts through the development and execution of extensive market intelligence research, drawing from multiple data sources including but not limited to demographics, discharges, insurance claims, disease prevalence indicators, payor mix projections, clinician supply and regional attractiveness.
- Delivered comprehensive growth recommendations for enterprise executives, in partnership with Finance and Business Development teams.
- Steered discovery and early integration of several major transactions including the Ochsner-Lafayette General Health merger, the acquisition of Rush Health Systems, and the strategic alliance with MD Anderson Cancer Center.

Mayo Clinic, *Rochester, MN*

06/2017 – 06/2019

Management Consultant

- Provided end to end business consulting and subject matter expertise in process, systems, and management engineering, including Lean and Six Sigma methodologies.
- Partnered with internal stakeholders and led interdisciplinary teams thru focused projects to improve processes, test solutions, and manage continuous change.
- Participated in the Health Systems Engineering Fellowship program as an Associate in Department Clinical Practice, before being appointed Strategic Partner to Rochester Hospital Executive Administration.

Northwell Health, *New York, NY*
Administrative Resident

12/2015 – 08/2016

- Analyzed market opportunity in Central Brooklyn and developed comprehensive recommendations to address the social determinants of health.
- Forecasted bed need and proposed bed balancing strategies based on demographic data, inpatient discharge data, and community prevalence of mental illness.

PUBLICATIONS

Peer-Reviewed Journal Articles

Walker, B., Wisniewski, J., **Torres, J.**, Sharma, R. (2023) Anticipatory impacts of the repeal of *Roe v. Wade* on female college applicants. *Economics Letters*. Vol 233, 111379, <https://doi.org/10.1016/j.econlet.2023.111379>

Manuscripts under Review or in Revision

Torres, J., Diana, M. (2024) The ‘Goldilocks’ Model of Integration: Exploring Forms of Integration That Are Associated with Patient Satisfaction in Hospital-Based Health Systems.

Walker, B., Wisniewski, J., Tinkler, S., **Torres, J.**, Sharma, R. (2024) Identity and access: How gender preferences and patient race and ethnicity shape primary care access.

Manuscripts in Preparation

Walker, B., Wisniewski, J., Tinkler, S., **Torres, J.**, Sharma, R., The role of age concordance between patients and physicians in primary care.

Torres, J., The impact of hospital acquisition on patient experience in socially vulnerable communities.

Torres, J., Winberg, D., The impact of home health agency acquisition on patient experience.

CONSULTING ENGAGEMENTS

“Centro Hispano de Salud” & West Jefferson Medical Center. Consulted on the development of several health promotion programs to ensure equitable access to high-quality care for Hispanic and Latino groups in New Orleans. With emphasis on provider-patient concordance, the project involved recruitment of several Spanish-speaking Primary Care Providers and staff and the construction of a state-of-the-art, 3,000 sq ft clinic on the West Jefferson Medical Center campus. (Aug 2021 – June 2023)

Tulane University Campus Health Process Improvement. Providing subject matter expertise in process improvement and change management, to implement interventions in the Uptown Campus Health Center to improve efficiency and boost satisfaction. (Aug 2021 – Jan 2022).

PRESENTATIONS & SPEAKING ENGAGEMENTS

“Identity and Access: How Gender Preferences and Patient Race and Ethnicity Shape Primary Care Access”

Oral Abstract Presentation at the Southern Economics Association 93rd Annual Meeting. *New Orleans, LA*. November 2023

“The ‘Goldilocks’ Model of Integration: Exploring Forms of Integration That Are Associated with Patient Satisfaction in Hospital-Based Health Systems”

Invited Poster Presentation at the AcademyHealth 2023 Annual Research Meeting. *Seattle, WA*. June 2023

“Achieving Corridor Compliance through Inventory Management”

Podium Presentation at the Healthcare Systems Process Improvement Conference (HSPI). *San Antonio, TX*. February 2019

“Improving Corridor Compliance through Inventory Analytics”

Podium Presentation at the Healthcare Information and Management Systems Society (HIMSS) Global Conference. *Orlando, FL*. February 2019

“Improving Patient Satisfaction in the Mayo Clinic Medical Supply Store”

Poster Presentation at the Mayo Clinic Quality Conference. *Rochester, MN*. March 2018

LEADERSHIP & SERVICE TO PROFESSION

Reviewer, *Healthcare*, an MDPI Open Access Journal
12/2023 – Present

Admissions Ambassador, Tulane School of Public Health & Trop Med, *New Orleans, LA*.
10/2022 – Present

Abstract Reviewer, Healthcare Systems Process Improvement Conference.
10/2019 – Present

PhD Student Representative, Dept of Health Policy & Management at Tulane. *New Orleans, LA*.
08/2021 – 08/2023

Mentor, Ochsner Health Young Leaders. *New Orleans, LA*.
09/2020 – 08/2021

Alumni Interviewer, Tulane University Undergraduate Admissions. *Upper Midwest Division*.
09/2017 – 06/2019

Board Member, Tulane University Office of Student Conduct. *New Orleans, LA*.
08/2013 – 05/2017

AWARDS & ACHIEVEMENTS

Alumni Association Public Health Leadership Award

Tulane University. April 2024

Delta Omega Honorary Society

Eta Chapter. Inducted April 2024

Silver Fellow

Mayo Clinic Quality Fellows Program. June 2018

Jeffrey H. Epstein Scholarship Award

Tulane University. May 2017

Founder's Scholarship

Tulane University. Aug 2012 – Dec 2015

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS

American College of Healthcare Executives

American Hospital Association Society for Health Care Strategy & Market Development

Healthcare Information and Management Systems Society

Institute of Industrial and Systems Engineers Society of Health Systems