

Rivard, Peter E. (Emeritus Lecturer)

Refereed Journal Articles

Journal Article, Academic Journal

- Mull, H. J., Rosen, A. K., Charns, M., Itani, K. M., Rivard, P. E. (2017). Identifying Risks and Opportunities in Outpatient Surgical Patient Safety: A Qualitative Analysis of Veterans Health Administration Staff Perceptions. *Journal of Patient Safety*.
journals.lww.com/journalpatientsafety/Abstract/publishahead/Identifying_Risks_and_Opportunities_in_Outpatient.99426.aspx
- Chen, Q., Shin, M. H., Chan, J. A., Sullivan, J. L., Borzecki, A. M., Shwartz, M., Rivard, P. E., Hatoun, J., Rosen, A. K. (2016). Partnering with VA Stakeholders to Develop a Comprehensive Patient Safety Data Display: Lessons Learned from the Field. *American Journal of Medical Quality*, 31(2), 178-186.
- Shin, M. H., Sullivan, J. L., Rosen, A. K., Solomon, J. L., Dunn, E. J., Shimada, S. L., Hayes, J., Rivard, P. E. (2014). Examining the Validity of AHRQ's Patient Safety Indicators (PSIs): Is Variation in PSI Composite Score Attributable to Hospital Organizational Factors? *Medical Care Research and Review*, 71(6), 599-618.
- Mull, H. J., Itani, K. M.F., Pizer, S. D., Charns, M. P., Rivard, P. E., McIntosh, N., Hawn, M. T., Rosen, A. K. (2018). Development of an Adverse Event Surveillance Model for Outpatient Surgery in the Veterans Health Administration. *Health Services Research*, 53(6, Part 1), 4507-4528. onlinelibrary.wiley.com/doi/full/10.1111/1475-6773.13037
- Martelli, P., Rivard, P. E., Roberts, K. H. (2018). Caveats for High Reliability in Healthcare. *Journal of Health Organization and Management*, 32(5), 674-690.
doi.org/10.1108/JHOM-10-2017-0286
- Frank, J., Salmona, M., Rivard, P. E., Al-Amin, M. (2018). A Study of Cook Islands Nurses' Attitudes towards Electronic Medical Records Technology. *The Electronic Journal of Information Systems in Developing Countries*.
<https://onlinelibrary.wiley.com/doi/abs/10.1002/isd2.12047>
- Shin, M., Rivard, P. E., Shwartz, M., Borzecki, A., Yaksic, E., Stolzmann, K., Zubkoff, L., Rosen, A. K. (2018). Tailoring an Educational Program on the AHRQ Patient Safety Indicators to Meet Stakeholder Needs: Lessons Learned in the VA. *BMC Health Services Research*, 18(1), 1114-1125.
bmchealthservres.biomedcentral.com/articles/10.1186/s12913-018-2904-5
- Mull, H. J., Rivard, P. E., Legler, A., Pizer, S. D., Hawn, M. T., Itani, K. M., Rosen, A. K. (2017). Comparing definitions of outpatient surgery: Implications for quality measurement. *American Journal of Surgery*, 214(2), 186-192.
[www.americanjournalofsurgery.com/article/S0002-9610\(16\)31059-5/abstract](https://www.americanjournalofsurgery.com/article/S0002-9610(16)31059-5/abstract)
- Mull, H. J., Rosen, A. K., Rivard, P. E., Itani, K. M. (2016). Defining Outpatient Surgery: Perspectives of Surgical Staff in the Veterans Health Administration. *American Surgeon*, 82(11), 1142-1145.
- Sullivan, J. L., Rivard, P. E., Shin, M. H., Rosen, A. K. (2016). Assessing Hospital Performance against the High-Reliability Health Care Maturity Model: A VA Case Study. *The Joint Commission Journal on Quality and Patient Safety*, 42(9), 389-399.

- Mull, H. J., Rosen, A. K., Shimada, S. L., Rivard, P. E. (2015). Assessing the Potential Adoption and Usefulness of Concurrent, Action-Oriented, Electronic Adverse Drug Event Triggers Designed for the Outpatient Setting. *eGEMs (Generating Evidence & Methods to improve patient outcomes)*, 3(1), 27. www.ncbi.nlm.nih.gov/pmc/articles/PMC4434976/
- Singer, S. J., Rivard, P. E., Hayes, J., Shokeen, P., Gaba, D. M., Rosen, A. K. (2013). Improving Patient Care Through Leadership Engagement with Frontline Staff: A Department of Veterans Affairs Case Study. *Joint Commission Journal on Quality and Patient Safety*, 39(8), 349-360.
- Rivard, P. E., Parker, V. A., Rosen, A. K. (2013). Quality Improvement for Patient Safety: Project-Level vs. Program-Level Learning. *Health Care Management Review*, 38(1), 40-50.
- Mull, H. J., Nebeker, J. R., Shimada, S. L., Kaafarani, H. M. A., Rivard, P. E., Rosen, A. K. (2011). Consensus Building for Development of Outpatient Adverse Drug Event Triggers. *Journal of Patient Safety*, 7, 66-71.
- Rivard, P. E., Elixhauser, A., Christiansen, C. L., Zhao, S., Rosen, A. K. (2010). Testing the Association Between Patient Safety Indicators and Hospital Structural Characteristics in VA and Nonfederal Hospitals. *Medical Care Research and Review*, 67(3), 321-341.
- Kaafarani, H. M. A., Rosen, A. K., Nebeker, J. R., Shimada, S., Mull, H. J., Rivard, P. E., Savitz, L., Helwig, A., Shin, M. H., Itani, K. M. F. (2010). Development of trigger tools for surveillance of adverse events in ambulatory surgery. *Quality and Safety in Healthcare*, 19, 425-429.
- Foldy, E. G., Rivard, P. E., Buckley, T. R. (2009). Power, Safety and Learning in Racially Diverse Groups. *Academy of Management Learning and Education*, 8(1).
- Romano, P. S., Mull, H. J., Rivard, P. E., Zhao, S., Henderson, W. G. (2009). Validity of Selected AHRQ Patient Safety Indicators Based on VA National Surgical Quality Improvement Program Data. *Health Services Research*, 44(1), 182-204.
- Rivard, P. E., Luther, S. L., Christiansen, C. L., Zhao, S., Loveland, S. (2008). Using Patient Safety Indicators to Estimate the Impact of Potential Adverse Events on Outcomes. *Medical Care Research and Review*, 65(1), 67-87.
- Rivard, P. E., Rosen, A. K., Carroll, J. S. (2006). Enhancing Patient Safety through Organizational Learning: Are Patient Safety Indicators a Step in the Right Direction? *Health Services Research*, 41(4p2), 1633-1653.
- Rosen, A. K., Zhao, S., Rivard, P. E., Loveland, S., Montez, M. E. (2006). Tracking Rates of Patient Safety Indicators Over Time: Lessons From the Veterans Administration. *Medical Care*, 44(9), 850-861.
- Rosen, A. K., Rivard, P. E., Zhao, S., Loveland, S., Tsilimingras, D. (2005). Evaluating the Patient Safety Indicators: How Well Do They Perform on Veterans Health Administration Data? *Medical Care*, 43(9), 973-884.

Conference Proceedings

Conference Proceeding

- Martelli, P., Rivard, P. E., Charns, M. P., Hill, T. E., Klein, K., Mittman, B. (2015). *Implementation and Governance in Health Care: Tensions and Synergies* (1st ed., vol.

2015). Briarcliff Manor, New York: Academy of Management.
doi.org/10.5465/ambpp.2015.17302symposium

Presentations

- Rivard, Peter E., Martelli, Peter, Sawyer Business School Research Seminar, "Leveraging Front Line Expertise for High Reliability," Sawyer Business School, Suffolk University. (April 26, 2018).
- Rivard, Peter E., Martelli, Peter, Academy of Management Annual Meeting, "Panel Symposium: Implementation in Healthcare -Tensions and Synergies," Academy of Management, Vancouver, BC. (August 11, 2015).
- Katz-Navon, Tal (Presenter & Author), Rivard, Peter E. (Author Only), International Academy of Management and Business, "Employee Engagement, Organizational Culture and Healthcare Outcomes," Winner of Best Applied Paper Award, International Academy of Management and Business, Rome, Italy. (September 17, 2014).
- Rivard, Peter E. (Presenter & Author), Katz-Navon, Tal (Author Only), Academy of Management Annual Meeting, "Employee Engagement as a Moderator of the Relationship between Control-Oriented Cultures and Quality Performance," Academy of Management, Philadelphia, PA. (August 4, 2014).
- Rivard, Peter E. (Presenter & Author), Foldy, Erica Gabrielle (Author Only), Chang, Ji E (Author Only), Luckmann, Roger S (Author Only), Annual Research Meeting, "Engaging Patients in Developing a Prostate Cancer Screening Guideline," Academy Health, San Diego, CA. (June 9, 2014).
- Frank, Jonathan (Presenter & Author), Al-Amin, Mona (Presenter & Author), Rivard, Peter E. (Presenter & Author), Faculty Research, "Exploring the Role of Cultural and Infrastructural Barriers to Health Information Technology Implementations in Isolated, Resource-Poor Archipelagos," Sawyer Business School, Suffolk University, Boston. (April 24, 2014).
- Kamis, Arnold (Presenter & Author), Thomas, Dominic (Author Only), Rivard, Peter E. (Author Only), International Conference on Information Systems, "Improving Health Outcomes and Reducing System Costs through the Implementation of a Health System Innovation Maturity Model," Bocconi University, Milan, Italy. (December 15, 2013).
- Sullivan, Jennifer L (Author Only), Rivard, Peter E. (Presenter & Author), Shin, Marlina H (Author Only), Solomon, Jeffery L (Author Only), Hayes, Jennifer (Author Only), Rosen, Amy K (Author Only), Annual Research Meeting, "Examining the Features Necessary for Achieving High Reliability in Patient Safety: What do VA Medical Centers (VAMCs) have in common?," Academy Health, Baltimore, MD. (June 24, 2013).
- Singer, Sara J (Author Only), Rivard, Peter E. (Presenter & Author), Hayes, Jennifer (Author Only), Shokeen, Priti (Author Only), Gaba, David M (Author Only), Rosen, Amy K (Author Only), Annual Meeting, "Making it Stick: A Case Study of Adapting Leveraging Frontline Expertise for a Veteran Administration Medical Center," Academy of Management, Boston, MA. (August 6, 2012).
- Rivard, Peter E. (Presenter & Author), Rosen, Amy K (Author Only), Singer, Sara J (Author Only), VanDeusenLukas, Carol (Author Only), Hayes, Jennifer (Author Only), Gaba, David M (Author Only), Annual Research Meeting, "Developing and Testing a Model for Improving Veterans' Healthcare through Leadership Engagement with Frontline Staff," Academy Health, Orlando, FL. (June 2012).

Rivard, Peter E. (Presenter & Author), Parker, Victoria A (Author Only), Rosen, Amy K (Author Only), Eastern Academy of Management Annual Meeting, "Building Quality Improvement Capacity: Project-Level vs. Program-Level Organizational Learning," Eastern Academy of Management, Boston, MA. (June 2011).

Rivard, Peter E. (Presenter & Author), Shimada, Stephanie (Author Only), Nebeker, Jonathan R. (Author Only), Savitz, Lucy A. (Author Only), Shanahan, Christopher (Author Only), Gaehde, Staphan (Author Only), Rosen, Amy K. (Author Only), Annual Research Meeting, "Priorities and Preferences of Potential Ambulatory Trigger Tool Users," Academy Health, Chicago, IL. (June 28, 2009).

Rivard, Peter E., Parker, Victoria A., Rosen, Amy K., "How Managers Develop a Positive Climate for Patient Safety Improvement in VA Hospitals," Agency for Healthcare Research and Quality Annual Meeting, Bethesda, Maryland. (September 2007).

Rivard, Peter E., Parker, Victoria A., Rosen, Amy K., "Moving Patient Safety Improvement Practices to the Next Level: Closing the Organizational Learning Loop," Academy Health Annual Research Meeting, Orlando, Florida. (June 2007).

Rosen, Amy K., Rivard, Peter E., Zhao, Shibei, Tsilimingras, Dionysios, Loveland, Susan, "Identification of Patient Safety Events from VA Administrative Data: Is It Valid?," Department of Veterans Affairs Health Services Research & Development Service National Meeting, Arlington, Virginia. (February 2006).

Rivard, Peter E., Christiansen, Cindy L., Zhao, Shibei, Loveland, Susan, Rosen, Amy K., "Organizational Culture and Patient Safety Indicators in VA Hospitals," Academy Health Annual Research Meeting, Boston, Massachusetts. (June 2005).

Foldy, Erica G., Rivard, Peter E., "Reaping the richness of identity: Learning in culturally diverse groups," Academy of Management Annual Meeting, New Orleans, Louisiana. (August 2004).

Rivard, Peter E., Zhao, Shibei, Loveland, Susan, Luther, Stephen A., Christiansen, Cindy L., "Estimating Increased Mortality, Cost, and Length of Stay Associated with Safety Events: An Application of Patient Safety Indicators in the Veterans Health Administration," Academy Health Annual Research Meeting, San Diego, California. (June 2004).

Rivard, Peter E., Rudolph, Jenny W., Nielsen, Richard P., "Criticism as a Door to Mutuality: Reframing for Collaborative Inquiry," Academy of Management Annual Meeting, Denver, Colorado. (August 2002).

Rivard, Peter E., "Logics of Participation in Group Decision Making," Academy of Management Annual Meeting, Washington, District of Columbia. (August 2001).