Researcher Capability

Professor Andrew Burton-Jones

Professor of Information Systems and co-lead of The Future of Health
Research Hub (UQBS)
E: abj@business.uq.edu.au

Research interests:

IT systems in healthcare: Andrew's first area of research focuses on how
effectively organisations use IT. For example, he has been studying the effective use of
electronic health records in health authorities. His second research area focused on improving
methods to analyse and design IT systems. For example, he has examined ways to improve the
specification of user requirements. His third research stream focuses on improving theories and
methods used by researchers in the Information Systems discipline.
Health Education and HDR: Andrew is Chair of the Education Steering Committee of the
Queensland Digital Health Centre. He has also helped found the UQ's Graduate Certificate in
Clinical Informatics and Digital Health.

Associate Professor Nicole Hartley

Director of MBA and Executive Education, and co-lead of The Future of
Health Research Hub (UQBS)
E: n.hartley@business.uq.edu.au

Research interests:

Service innovation: Nicole is an internationally recognised research
academic in the field of services, digital technology, service innovation and customer decision
making. Nicole's current research agenda focuses upon exploring stakeholder perceptions and
uptake of technology and various forms of disruption in the delivery of services, particularly
healthcare, and she has an interest in digital responsibility.
Healthcare: Through her healthcare research, Nicole has worked extensively with both private
and public health care partners and has worked on projects in the fields of telehealth,
preventative healthcare, aged care, use of wearables for rehabilitation and stress, VR and
robotics in healthcare, stakeholder engagement for healthcare innovation, healthcare
communication, patient-provider interactions, digital healthcare, and patient and provider
feasibility studies.

Professor Victor Callan AM

Professor of Management and Leadership
E: v.callan@uq.edu.au

Research interests:

Leadership in health contexts: Analysis of the roles of senior leaders in
building high performing organisations and organisational cultures in the health
sector.
Change management: Monitoring and evaluating the various stages in planned organisational
change of large and complex health systems.
Health team performance: Evaluating the internal and external factors that determine the
creation and performance of high performing multi-disciplinary teams in health care.

Professor Janet McColl-Kennedy
Professor of Marketing
E: j.mccoll-kennedy@business.uq.edu.au

Research interests:

Services marketing and customer experience: Professor Janet McColl-Kennedy has made a significant research contribution to the discipline of Marketing, specifically in her research area of "Services". With over 200 publications (90 being refereed international journal articles, 21 book chapters/books, 6 industry articles, white papers, and reports, 14 workbooks and 71 refereed international conference proceedings), Professor McColl-Kennedy is not only a leading senior marketing academic in Australia, she is internationally recognised as a leading researcher in Service Science. Her research interests focus on customer experience management and measurement, and the role of digital technology, AI, customer insights and choice preferences, customer complaining behaviour and customer value co-creation. She has particular expertise in health care services.

Claire Cunningham
PhD Student
E: c.cunningham@business.uq.edu.au

Research interests:

Perceptions of AI: How organisations' perceptions of Artificial Intelligence (AI) influence the deployment of a trial in radiology, following a multi-organisation trial of a new AI product for mammography to understand the two sides of the deployment process – the collaboration process of the organisations to implement the trial and how the radiologist's workflows are influenced using AI.

Innovation: Including its potential to solve human-centred problems and enhance outcomes, especially when applied to the health industry.

Dr Anthony Davidson
Industry Fellow
E: a.davidson@business.uq.edu.au

Research interests:

Consumer preference for sustainability: He has co-authored a publication on Value Propositions: a Service Ecosystems Perspective. Further to this Anthony has researched into service dominant logic and has co-developed a multi-stakeholder engagement processes and tools for introducing and sustaining service innovations into large-scale healthcare systems.

Dr Gemma Irving
Lecturer in Strategy
E: g.irving@business.uq.edu.au

Research interests:

Physical space: Evaluating how spaces such as collaborative buildings, open-plan offices and hospital floorplans shape the day-to-day work of healthcare professionals.

Organisational and institutional change: Exploring the impact of healthcare change initiatives on professional boundaries, values and practices.

Associate Professor Robyn King
Associate Professor of Management Accounting
E: r.king@business.uq.edu.au

Research interests:

Healthcare management: Robyn has expertise in the analysis of management control system design, including systems, rules, activities and ownership structures used by health care managers to encourage health care practitioners to achieve effective and efficient organisational performance.
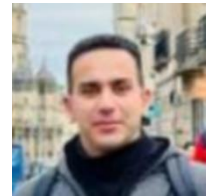
Performance measurement systems: With research expertise is in both survey and qualitative research methods, Robyn's research focus has extended to understanding the relationship between professional identity and performance measurement systems, as accountability mechanisms in healthcare.

Robyn has worked closely with a number of Queensland hospital and health services, the Australian Association of Practice Management and privately held health care businesses.

Dr Morteza Namvar
Senior Lecturer of Management and Leadership
E: m.namvar@business.uq.edu.au

Research interests:

Leveraging NLP and LLMs for enhanced theory building in health informatics: This research stream involves systematically analysing unstructured health data to uncover deeper insights into patient care, healthcare systems and health behaviour, ultimately contributing to the development of more robust and relevant theoretical constructs in the field.

Text feature engineering in healthcare using NLP and LLMs: Applying NLP and LLM techniques to enhance text feature engineering in healthcare datasets, this research focuses on extracting and refining critical features from clinical notes, patient records and other health-related texts to improve predictive models, decision-making processes and patient outcomes.

Personalisation and user experience enhancement in digital health: Exploring how personalisation strategies, powered by NLP and LLMs, can improve user experiences in digital health platforms, this research aims to tailor healthcare content, recommendations and interventions to individual patient needs, leading to more effective engagement, better health outcomes and a more user-centred approach to digital health solutions.

Associate Professor Paul Spee
Associate Professor of Strategy and Entrepreneurship
E: p.spee@business.uq.edu.au

Research interests:

Strategy and qualitative research: reflecting Paul's passion to identify the relevance of theory in practice, and how practice can inform theory. He has been part of and leading several research teams, in the context of entrepreneurship, health, reinsurance, telecommunication and the petrochemical industry.

Theory development: in particular strategy-as-practice and advancing qualitative research methodology. His work appears in a number of top-tier journals including the Academy of Management Journal, Organization Science and Organisation Studies.

Dr Eric Tan
 Senior Lecturer in Finance
E: eric.tan@uq.edu.au

Research interests:
Investments and fund managements: with a particular focus on institutional investors such as mutual funds and hedge funds.
Corporate finance: with an emphasis on the role of media coverage and political connection.

Dr Bikesh Raj Upreti
Lecturer in Business Information Systems
E: b.upreti@business.uq.edu.au

Research interests:
NLP and computational methods: Application of NLP and deep learning model to explore large-scale health data and/or build precative and predictive models for health problem.
Empirical investigation: Empirical and experimental investigation in health context.

Dr Katie Williams
Senior Lecturer and Major Convenor, Business Information Systems
E: katie.williams@uq.edu.au

Research interests:
Industry experience in the public sector: A former governance and risk KPMG Partner, Katie has a focus on business and digital transformation, data governance, business analytics and continuous auditing practices, particularly across the health and human service sectors.
Artificial intelligence: Katie's research interests include AI governance, data governance and custodianship, and Evaluating AI.

Dr Yao Zhao
Lecturer in Business Information Systems
E: yao.zhao@business.uq.edu.au

Research interests:
Healthcare geospatial disparity: Examine whether healthcare information exchange mitigates the productivity gap between rural and urban physicians using a panel dataset of US hospitals; interested in the adoption of healthcare information technologies to tackle social problem, such as diversity, equity and inclusion (DEI) related issues in the healthcare sector.

Associate Professor Saaed Akhlaghpour
Associate Professor in Information Systems
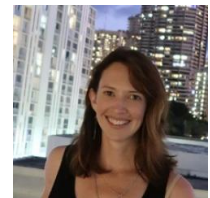E: s.akhlaghpour@business.uq.edu.au

Research interests:
- Data protection, privacy and cybersecurity (particularly, organisational response to data breaches, and managing personal health information (PHI))
- Digital health and transformation of healthcare services
- Diffusion and adoption of digital innovations (particularly, management and IT fashions)

Dr Rebekah (Bek) Eden
Senior Research Fellow in Information Systems
E: r.eden@uq.edu.au

Research interests:
Rebekah's research centres on the digital transformation of healthcare, including the impacts of the transformation, how effectively health information systems and their data are used, and areas critical to the success of the transformation such as governance and culture. To provide insights into this phenomenon, Rebekah adopts a mixed methods approach involving qualitative case studies, interviews, and focus groups, and quantitative survey-based techniques. Rebekah has published her work in a variety of forums, including MIS Quarterly Executive, Journal of Medical Internet Research, Medical Journal of Australia, Communications of the AIS, Australian Health Review, and the International Conference of Information Systems.