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Education

PhD in Information Studies and Technology, LIU C.W. Post (May 2013)

Master of Science in Management and Public Policy Stony Brook University (May 2001)
Advanced Certificate in Management Information Systems Stony Brook University
(August 2000)

Bachelor of Science in Medical Biology LIU C.W. Post (1982)

Dissertation: Information Seeking Behavior of Clinical Laboratory Scientists, LIU C.W.
Post May 2013, Advisor: Heting Chu

Publications

Pitocco, C., Sexton T “Using Data Analytics to Improve Nursing Home Quality
Performance” *Quality Management in Healthcare*, August,2022

Pitocco, C. “Systemic Outcome Measurement can Lead to Performance Excellence”
Featured Column, The Future Workforce. *Journal of Healthcare Management Volume*
67, Number 3 May/June 2022

Sasanuma, K., Dalasy, M. Pitocco, C. Sexton, T, Sheller-Wolff, T. A New Marginal
Analysis Framework to Incorporate the Externality Effect of Ordering Perishables
Operation Research Perspectives Volume 9 April 2022
<https://doi.org/10.1016/j.orp.2022.100230>

Pitocco, C., Sexton, T., Joseph, A. “A Novel Approach to Evaluating Cardiac Surgery
Providers: An Alternative to the RAMR” *International Journal of Health Planning and*
Management. Volume37 Issue 1 January 2022: <https://doi.org/10.1002/hpm.3345>

Pitocco, C., Lewis, H., and Liu, J. to “Performance Measurement Outcomes: An Analysis
of Healthcare Associated Infections in New York State” *Quality Management in Health*
Care, Volume 30, Issue 4, October/December 2021.

Pitocco, C. “A Guideline for Stress Management: Taking a Leadership role in
understanding and minimizing job stress especially during the COVID-19 crisis” **Part I**
Critical Values available on

April 1, 2021 at <https://criticalvalues.org/news/item/2021/04/01/a-guideline-for-stress-management-taking-a-leadership-role-in-understanding-and-minimizing-job-stress-during-the-covid-19-crisis--part-i>.

Pitocco, C. “A Guideline for Stress Management: Taking a Leadership role in understanding and minimizing job stress especially during the COVID-19 crisis” **Part II** Critical Values available on

April 21, 2021 at <https://criticalvalues.org/news/item/2021/04/22/a-guideline-for-stress-management-taking-a-leadership-role-in-understanding-and-minimizing-job-stress-during-the-covid-19-crisis--part-ii>

Pitocco, C. Sexton, T. and Stickle, K. Using Data Analytics to Improve Hospital Performance. *Journal of Healthcare Management*, Vol. 65, No. 4, p. 285-298. July/Aug 2020

Pitocco, C. and Sexton, T. Measuring Hospital Performance Using Mortality Rates: An Alternative to the RAMR, *International Journal of Health Policy and Management* (2018) Volume 7, Issue 4.

Williams, E, Jarreau, P, Zitzmann, M and Pitocco, C. “Transfusion Transmissible Diseases” Chapter 18 in *Modern Blood Banking and Transfusion Practices*, 6th Edition, F.A. Davis Publishing, edited by Denise Harmening (2013)

Pitocco, C., Lambrecht, R. and Cato, M. “Management Functions” Chapter 4 in *Principles of Laboratory Management*, 3rd Edition, D.H. Publishing and Consulting Inc, edited by Denise Harmening (2012)

Pitocco, Christine “Stress Management for Phlebotomists” *Lab Q*, ASCP Press. Chicago, Ill March (2007).

Pitocco, C. and Sexton, T. “Alleviating Blood Shortages in a Resource-Constrained Environment”, *Transfusion*, Vol. 45, July 2005.

Firestone, D and Pitocco, C. “Blood Component Therapy” Chapter 14, *Textbook of Blood Banking and Transfusion Medicine 2/E*, edited by S. V. Rudman (2004)

Firestone, D and Pitocco, C. “ Adverse Effects of Blood Transfusions” 15, *Textbook of Blood Banking and Transfusion Medicine 2/E*, edited by S. V. Rudman (2004)

Publications in Review

Sexton, T., Pitocco, C. & Lewis, H. Using Data Envelopment Analysis to measure and improve organizational performance Invited/Accepted Paper PAR symposium on "Harnessing the evolutionary advantage of emergent PM regimes" under review *Public Administration Review*

Awards

2022 Edgar C. Hayhow Award: Best Paper Award from American College of Healthcare Executives and Health Administration Press in Journal of Healthcare Management

Publications in Progress

Pitocco, C. "Forecasting the Gap between Supply and Demand for Medical Laboratory Technologists" target Journal: Laboratory Medicine.

Lewis, H., Pitocco, & Sripada, V. Performance Measurement Outcomes: An Analysis of Healthcare Associated Infections using DEA.

Pitocco, C. Sexton, T. Nutrient Profiling Using data Envelopment Analysis.

Working Papers

Pitocco, C. A Historical Analysis of the Medical Record: Medicine utilizing Business Practices

Pitocco, C. Information Seeking Behavior of Clinical Laboratory Scientists,

Professional Presentations

Using Data Envelopment Analysis to measure and improve organizational performance with Sexton, T. and Lewis, H. NEDSI 2022 Newark, N.J. April 7-9, 2022

Using DEA to determine Hospital Efficiency in reducing HAI Prevalence with Lewis, H. NEDSI 2022 Newark, N.J. April 7-9, 2022

Improving Nursing Home Quality Using Data Envelopment Analysis with Sexton, T. NEDSI 2022 Newark, N.J. April 7-9, 2022

Using Data Envelopment Analysis to measure and improve organizational performance Public Administration Review Virtual Symposium on Harnessing the evolutionary advantage of emergent PM regimes: Strengthening accountability for challenges of modern public administration and governance. Sexton, T., Pitocco, C. & Lewis, H. Virtual January 27, 2022

Using DEA to determine Hospital Efficiency in reducing HAI Prevalence INFORMS Healthcare Virtual July 21-23rd 2021

A DEA-Based DSS for Food Shoppers. NEDIS 2021, Virtual March 27, 2021

Using Data Analytics to Improve Hospital Quality Performance. Nursing Virtual Conference 2021. Nursing Congress. Virtual March 23, 2021.

Performance Measurement Outcomes: An Analysis of Healthcare Associated Infections in New York State
INFORMS 2019 Healthcare Annual Meeting, Boston MA. July, 2019

Performance Measurement Outcomes: An Analysis of Healthcare Associated Infections in New York State
INFORMS 2018 Annual Meeting, Phoenix, AZ November 4, 2018

Problem Solving Strategies for Dealing with People, Conflict and Change” ASCP Workshop, Indianapolis, Id November 2, 2018

“Nutrient Profiling Using Data Envelopment Analysis” (with Thomas Sexton)
INFORMS 2017 Annual Meeting, Houston, TX, October 22, 2017.

“Measuring Nursing Home Quality Performance Using DEA” (with Thomas Sexton) to INFORMS 2017 Annual Meeting, Houston, TX, October 23, 2017.
“Evaluating Cardiac Mortality Rates: An Alternative to the RAMR” (with Thomas Sexton and A. Joseph) to INFORMS 2017 Annual Meeting, Houston, TX, October 24, 2017.

“Analysis of Perishable Inventory with Substitution Under a Base Stock Policy” (with K. Sasanuma, M. Delasay, C. Pitocco, and A. Scheller-Wolf) to INFORMS 2017 Annual Meeting, Houston, TX, October 24, 2017.

Problem Solving Strategies for Dealing with People, Conflict and Change” ASCP Workshop, Baltimore MD June 6, 2017

Queuing Analysis of Perishable Inventory using a Base Stock Policy POMS 28th Annual Conference Seattle, WA with T. Sexton, K.Sasanuma, A. Sheller-Wolff

Safety Stock for Blood Products with Short Shelf Life INFORMS 2016 Annual Meeting. Nashville TN November 16, 2016

Hospital Performance Evaluations in NYS using DEA. INFORMS 2016 Annual Meeting. Nashville TN November 16, 2016(with Kelly Stickle and T. Sexton)

The Risks of Risk Adjusted Mortality Rates, and a Proposed Alternative Measure.
INFORMS 2016 Annual Meeting. Nashville TN November 14, 2016 (with T. Sexton)

The Risks of Risk Adjusted Mortality Rates, and a Proposed Alternative Measure. 7th Azienda Pubblica Workshop IJPA Symposium. University of Palermo, Palermo Sicily.

Superfood or Not? DEA Makes the Call. INFORMS 2015 Annual Meeting.
Philadelphia, Pa November 2, 2015 (with T. Sexton)

Superfood or Not? DEA Makes the Call. 11th International Conference on Health Policy
Statistics. Providence Rhode Island October 7-9, 2015. (With T. Sexton)

Blood Banking Challenges: Intermediate Level. Baltimore Maryland, May 2015.

Poster Presentation: Information Seeking Behavior of Clinical Laboratory Scientist's.
ASCP Annual Meeting, Tampa, FL, October 8-10th 2014

"Stress: Recognizing and Managing What's Bothering You" ASCP 2012 Annual
Meeting, Boston, MA, November 3rd, 2012

"Motivation and Making Change Less Threatening in the Workplace" to ASCLS Annual
Spring Seminar, Co-Sponsored by St. John's University, June 8, 2012.

Problem Solving Strategies for Dealing with People, Conflict and Change" ASCP
Workshop, Secaucus, New Jersey, May 8th, 2012.

"Stress Management" to ASCLS-NY Spring Seminar co-sponsored by Farmingdale
University, Farmingdale, N.Y. June 3rd, 2011

"Stress Management" to ASCP Annual Meeting/ASCP Leadership Exchange Annual
Meeting, San Francisco, CA. October 29th, 2010

"Challenges in the Blood Bank" ASCP Workshop, Indianapolis, In. September 22, 2010

Problem Solving and Challenging Cases in the Blood Bank. ASCLS Annual Meeting,
Anaheim, Ca, July 28, 2010

"Resolving Problems in the Blood Bank" ASCP Workshop, Newark, New Jersey. May
18th, 2010.

"Problem Solving Strategies for Dealing with People, Conflict and Change" ASCP
Workshop, Chicago, Ill. April 16, 2009.

"Stress Management" to ASCP Leadership Exchange Annual Meeting, Philadelphia, PA,
March 14, 2009.

"Problem Solving Strategies for Dealing with People, Conflict and Change" ASCP
Workshop, Phoenix Az. November 14, 2008.

"Challenges in the Blood Bank" ASCP Workshop, Springfield Mass. October 31, 2007

"Challenges in the Blood Bank" ASCP Workshop, Anaheim, CA. September 27, 2007

“Challenges in the Blood Bank” ASCP Workshop, Chicago, IL. April 20, 2007.

“Problem Solving Strategies for Dealing with People, Conflict and Change” ASCP Workshop, San Francisco, California. March 8, 2007.

“Motivating Employees and Making Change less Threatening in the Workplace” ASCP Teleconference, USA and Canada, June 6, 2006.

“Resolving Problems in the Blood Bank” ASCP Workshop, San Francisco, California. April 4, 2006

“Teambuilding” to ASCP Leadership Exchange Annual Meeting, Baltimore MD, March 8, 2006

“Immunohematology Review and Apheresis” to LIJ Continuing Education Program, January 2006.

“Stress Management” to ASCP Phlebotomy Annual Meeting, New York, November 2005.

Poster Presentation: “Alleviating Blood Shortages in a Resource-Constrained Environment” (with T. Sexton) to SABM Annual Meeting, Phoenix, AZ September 2005.

“Motivation and Making Change Less Threatening in the Workplace” to CLMA/ASCP Annual Meeting, Chicago, IL, March 8, 2005.

Poster Presentation: “Alleviating Blood Shortages in a Resource-Constrained Environment” (with T. Sexton) to AABB Annual Meeting, Baltimore, MD, October 2004.

“How Well do Antibody Screening Methods Work in the Real World: A Case Study Using Solid Phase Technology” (with J. Gatti) to BBANYS Annual Meeting, Buffalo, NY, June 2002.

Teaching

2014 to present: Research Professor and Undergraduate Program Director - College of Business, Stony Brook University, Stony Brook, New York. Courses taught: MBA 589 Operations Management, MBA 509 Continuous Quality Management, BUS 545 Ethics and Healthcare, BUS 372 Quality Management, BUS 346 Management and Operations, BUS 340 Information Systems Management

2016-Present: Adjunct Professor-Master’s in Public Health, School of Public Health. Stony Brook University. Course taught: Fundamentals of Health Care Management

2014-2003: Clinical Assistant Professor- Clinical Laboratory Science, Bachelor of Science in Health Science, Graduate Program Master of Science in Healthcare Policy and Management, Stony Brook University, Stony Brook, NY. Courses taught: Introduction to Health Care Management, Issues in Health Care, Contemporary Issues in Medical Informatics, Immunohematology Lab and Lecture, Clinical Laboratory Quality Management, Introduction to Clinical Laboratory Science, Introduction to Statistics, Advanced Research Seminar in Clinical Laboratory Science, Graduate course- Fundamentals of Healthcare Management, Graduate course- Clinical Information and Communications Systems

2002 – 2006: Adjunct Clinical Assistant Professor -Department of Medical Laboratory Technology, State University of New York at Farmingdale, Farmingdale, NY. Courses taught: Immunohematology- Lecture and Laboratory

University and Community Services

- Undergraduate Director of the College of Business (2020-present)
- Academic Judiciary Task Force Senate representative (2022-present)
- Member General Education Advisory Committee (2022-present)
- Member of University Senate By-Laws Ad-hoc Committee (2022-present)
- Covid-19 Task Senate representative (2020-2022)
- Member COB Curriculum Committee (2020-present)
- Member COB Assurance of Learning Committee (2020-present)
- Co-Director Advanced Certificate in Health Care Management (2015-2021)
- Chair of University Senate Subcommittee-Student Life (2012-2018)
- Member of University Senate Undergraduate Council (2017-present)
- Elected Member of University Senate Subcommittee-Student Life (2010-2012)
- Member S-Bold Judging Panel (2014- 2017)
- Member Tobacco-Free Committee (2015-2016)
- Search Committee Cluster Hire Faculty(2014)
- Search Committee Operation Management (2015)
- Member JACOOOL Committee (2012-2015)
- Representative Information Technology University Senate subcommittee (2012-2016)
- Rotating Faculty Advisor-Academic Advising Department (2004-2020)
- General Faculty Advisor-Orientation Program (2004-2021)
- Faculty Advisor for Pre-Health Professions Club (2013-2016)
- Library Advisory Committee (2010-2011)
- Homecoming King and Queen Panel Judge (2007-2017)

Professional Service

- Guest Editor: *Healthcare*. With Thomas Sexton and Herb Lewis, Special Edition: Mathematical Models for Measuring and Improving Healthcare Quality, 2023.

- Reviewer: Northeast Decision Science Institute (NEDSI), Washington D.C. The Non-Clinical Determinants of Variance in Hospital Charges: Evidence from Alcohol and Drug Abuse Cases in 2019 in US, February 2023.
- Reviewer: EJOR: Failure mode and effect analysis with heterogeneous information: A data envelopment analysis-based integrated model, March 2020
- Reviewer: International Journal of Health Planning and Management: A risk adjustment method for evaluating mortality rates of patients with acute myocardial infarction in hospitals with developed clinical pathways, April 2020.
- Reviewer: JASIST, refereed journal article (2015)
- 1199 Clinical Laboratory Science Licensure Review Course (2013-present)
- Edited: "Blood Banking and Transfusion Medicine" 1st Edition Pearson Education Press, edited Chapter 3,8,& 9,11,12,14,15,16,19,20,21
- Reviewer: Journal of Healthcare Management: Depression, Burnout, and Professional Outcomes among Physician Assistants, December 2019

Other Employment

2015-present Churchill Outcomes Research, LLC Maplewood, N.J.
Responsible for Design of Access Databases

1992 -2003 Evening Supervisor of Blood Bank

Clinical Laboratory Technologist I

1988 -1992, 2006-2013 Clinical Laboratory Technologist II

University Hospital at Stony Brook, Stony Brook, NY. Duties include: Managed personnel in implementing and utilizing blood bank procedures and technical procedure, Conducted staff performance and yearly evaluations, Created Staff scheduling, Member of Quality Assurance Committee/ Issue Audits/ Quality Assurance , Handled manual billing for the department, Performed technical laboratory techniques, Assisted in control of supplies and inventory, Assessed and addressed issues related to laboratory functions and patient requirements, Participated in in-service education for the Blood Bank Staff, Designed and implemented Blood Bank in-service education sessions for nursing staff

2002-2007 Medical Informatics Quality Control Consultant

Validation Partners, Inc. Ronkonkoma, NY. Duties include: Data conversion, Validation of computer software

1986 – 1988 Day Supervisor Immunochemistry Department

1982-1986 Medical Technologist

Mercy Hospital, Rockville Center, NY. Duties include: Created staff scheduling ,revised yearly departmental budget, served as weekend supervisor for staff of 30 individuals, Troubleshooting /maintenance of all equipment, developed/revised and implemented written procedures for the department, attended weekly in-service education sessions, facilitated in-service Immunochemistry and Serology education sessions; Immunochemistry and Serology subject matter, assisted in researching new techniques for director of laboratory, including iso-electric focusing and HPLC for Hemoglobin Variants

Professional Memberships, Certifications and License

- NYS Medical Technologist License -# 004697
- Certification: Medical Technologist, American Society of Clinical Pathologists MT (ASCP) BB-#148024,# 1642
- Member of American Society of Clinical Pathologists (ASCP)
- Member of INFORMS
- Lambda Tau Honor Society