



DOROTHEA LA “CHON” ABRAHAM

Office

Mason School of Business
College of William and Mary
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Teaching Interests

Business Intelligence
Database Development
Healthcare Data Analytics
Healthcare Management Information Systems

Courses Taught:

Healthcare Information Technology Seminar (Undergraduate/Graduate)
Healthcare Business Intelligence (Undergraduate)
Healthcare Database Management (Undergraduate/Graduate)
Healthcare Systems Analysis and Design (Undergraduate)
Introduction to Information Technology (Undergraduate)
Introduction to Process and Information Management (Undergraduate)

Independent Studies:

Advanced Database Applications in Healthcare, (created this course for a senior in need of graduation requirements for the Process Management and Consulting major at 3 credit hours)
Data Mining with SAS in Healthcare, (created this course as requested by an Operations Research graduate student to gain hand-on experience in data mining at 3 credit hours)

Research Interests

Healthcare Information Systems and Technology
Technology Fit and Acceptance
Innovative/Emerging Technologies Design, Evaluation, and Theory

Education

Academic:

PhD, in Management Information Systems (MIS), University of Georgia, May 2004

MBA, with a MIS Concentration, Old Dominion University, May 2000
BS (Major - Political Science, Engineering Track - Systems Engineering), US Military Academy at West Point, June 1995
Industry:

Certificates of Training:

SAS Business Intelligence and Data Analytics Platform (45 hours), June 2011
SAS Analytics for Academics Workshop (45 hours), July 2011
SAS Programming Essentials and Applied Analytics for Data Mining (45 hrs), Jul 2007
Oracle 8i Database Administration (180hrs), April 2002

Research Affiliations:

Academic Research Affiliate at the Center for Excellence in Lifelong Health (CEAHL), a geriatric services provider organization, Williamsburg, VA
Faculty Sponsor at the Schroeder Center for Healthcare Policy, College of Williams and Mary

Military:

Joint Professional Military Education I: Air Combat and Staff College, Dec 2012

Information Security Training: Top Secret Clearance awarded as of Dec 2011

US Air Force Cyber Officer Basic training, Langley Air Force Bases, VA, 2011

US Air Force Company Grade Qualified Officer, Squadron Officer School, Maxwell, Air Force Base, AL, 2002

Certified Military Accountant, Department of the Army Finance Officer School and the Defense Finance Accounting Services (DFAS), Fort Jackson, SC, 1998

Branch Qualified Army Finance Officer, US Army Finance Officer Basic Course (1995) and Advanced Course (1997), Department of the Army Finance Officer School Fort Jackson, SC,

Employment History

Academic:

02/11 to Present: Tenured Associate professor, College of William & Mary, Williamsburg, VA

08/04 to 02/11: Assistant professor, College of William & Mary, Williamsburg, VA

12/08 to 07/09: Fulbright Research Scholar to Japan in Healthcare Information Systems and Visiting Assistant Professor, Keio University, Shonan Fujisawa, Japan

08/00 to 12/02: MIS Instructor, Teaching and Research Assistant, Univ. of Georgia, Athens, GA

Industry:

07/98 – 01/01 American Management Systems (now CACI), Norfolk, VA: Systems analysis

Military:

01/07 to Present: Officer (Major-04), Information Systems and Cyber Warfare Staff Reserve Officer, Headquarters Air Combat Command, Langley AFB, VA

02/04 to 12/06: Information Systems and Communications Staff Reserve Officer, Headquarters Defense Logistics Agency, Fort Belvoir, VA

10/01 to 01/04: Section Chief of Software Development Reserve Officer, Headquarters Air Force Reserve Command, Robins Air Force Base, GA

06/99 to 10/01: Information Systems Reserve Officer, Georgia Army National Guard

06/98 to 06/99: Information Systems Reserve Officer, Virginia Army National Guard

12/96 to 06/98: Active Duty Staff Accounting and Finance Officer, FT. Monroe, VA

08/96 to 12/96: Active Duty Personnel and Logistics Officer, FT. Hood, TX

03/96 to 08/96: Active Duty Officer in Charge of the Finance Office, Soto Cano, Honduras

12/95 to 03/96: Active Duty Disbursing and Cash Control Officer, FT. Hood, TX

Honors, Awards, Grants

- David and Carolyn Wakefield Distinguished Associate Professor of Business, a college-level competitive award for teaching, research, and service, 2013-2016
- Thomas and Teri Dungan BBA Teaching Fellowship for innovation and excellence in the undergraduate educational experience for innovation in teaching Healthcare Information Technology, 2010-2011
- Fulbright US Scholar Program Research Award recipient researching healthcare IT implementation policy at the national level in Japan, 2008-2009
- The College of William and Mary Schroeder Center for Healthcare Policy, Research Grant to Fund Undergraduate Research Assistantships (funding awarded directly to undergraduate research assistant), 2009
- William Geary Faculty Fellowship, Undergraduate teaching support grant for proposing and developing a new course in Healthcare Information Technology, 2008
- Alfred N. Page Award for Excellence in Undergraduate Teaching, selected by the Deans of the Business School, this award “recognizes faculty members who exhibit a mastery of their subject and superior teaching skills and who do an extraordinary job in ensuring that students learn what is most relevant in their fields,” 2008
- College of William and Mary Technology Improvement Grant Recipient to support funding requirement to attain software to use healthcare data mining in the classroom, 2007
- Mason School of Business Undergraduate Distinguished Faculty and Student Research Grant Recipient for research regarding healthcare informatics in the US and China, (funding awarded directly to undergraduate research assistant), 2007
- IBM Center for Healthcare Management Research Scholarship, 2003

- KPMG Doctoral Scholarship for Minority Students in Information Systems 2000, 2001, 2002, and 2003

Research Activities

Published and Accepted Research Articles:

- Sakurai, M., Watson, R., Abraham, C. and J. Kokuryo “Sustaining Life During the Early Stages of Disaster Relief: Learning from the Great East Japan Earthquake,” accepted at *IEEE Communications Magazine* in Aug 2013 for 2013 expected publication.
- Junglas, I., Goel, L., Abraham, C. and B. Ives “Homo Socialis – Or the Social Component of Information Systems” accepted at *Journal of the Association of Information Systems (JAIS)*, 2013 expected publication.
- Abraham, C., Boudreau, M-C., Junglas, I., and R.T. Watson (2013) “Enriching the IS Theoretical Repertoire: The Role of Evolutionary Psychology in Technology Acceptance” *European Journal of Information Systems (EJIS)*, 22, 56–75.
- Abraham, C. and I. Junglas (2011) “From Cacophony to Harmony: A Case Study about the IS Implementation Process as an Opportunity for Organizational Transformation at Sentara Healthcare,” *Journal of Strategic Information Systems (JSIS)*, 20(2): 177-197.
- Abraham, C. and E. Nishihara, (2011) “Transforming Healthcare with Information Technology in Japan: A Study of Policy, People, and Progress,” *International Journal of Medical Informatics (IJMI)*, 80(3):157-70.
- Abraham, C. (2010) “Encouraging the Inclusion of Evolutionary Psychology into IS Theoretical Repertoire,” *Journal of Emerging Trends in Computing and Information Sciences (JETCIS)*, 1(1): 69-79.
- Abraham, C., Junglas, I., and M. Willis (2011) “Systems Analysis and Design, Service Oriented Architecture (SOA), Web Services and XBRL (an Emerging Technology) at the Federal Financial Institutions Examinations Council (FFIEC),” *Journal of Emerging Trends in Computer Information Systems (JETCIS)*, 2(1): 1-15.
- Abraham, C. and B. Reese (2010) “Making Music Out of Noise: The Sentara Healthcare Experience Implementing e-Care,” *Journal of Healthcare Information Management (JHIM)*, 24(1): 44-50.
- Junglas, I., Abraham, C., and B. Ives (2009) “Mobile technology at the Frontlines of Patient Care: Understanding Fit and Human Drives in Utilization Decisions and Performance” *Decision Support Systems (DSS)*, 46(3): 634-647.
- Junglas, I., Abraham, C. and R.T. Watson (2008) “Task-Technology Fit for Mobile Locatable Information Systems” *Decision Support Systems (DSS)*, 45(4):1046-1057.
- Kull, J. and C. Abraham (2008) “XBRL and Public Sector Financial Reporting,” *Journal of Government Financial Management (JGFM)*, 57(2): 28-37.

- Abraham, C. and D. Rosenthal (2008) "Merging Home and Health via Contemporary Care Delivery: Program Management Insights of a Home TeleHealth Project" *Computer Informatics Nursing (CIN)*, 26(5): 273-281.
- Abraham, C., Watson, R.T., and M-C. Boudreau (2008) "Ubiquitous Access: On the Frontlines of Patient Care and Safety," *Communications of the Association of Computing Machinery (CACM)*, 51(6): 95-99.
- Junglas, I., Johnson, N., Steel, D., Abraham, C., and P. Mac Loughlin (2007) "Identity Formation, Learning Styles and Trust in Virtual Worlds" *Data Base*, 38(4): 90-96.
- Watson, H., Abraham, C., Preston, D., and D. Thomas (2004) "Data Warehousing ROI: Justifying and Assessing a Data Warehouse" *Business Intelligence Journal*, 9(2): 6-17.

Dissertation:

- Abraham, C. "A Grounded Theory for Ubiquitous Information Systems (IS) Access in Healthcare," 2004.
Dissertation Committee: Dr. Richard T. Watson (chair), Dr. Marie-Claude Boudreau (methods), Dr. Dale Goodhue (member), Dr. Elena Karahanna (member), Dr. Ann Buchholtz (member)

Contributions to Books:

- Abraham, C. (2012) Chapter 4: Accountable Care Organizations and Business Intelligence in *Accountable Care Organizations and Information Technology* ed. by Colin Korschack (Divurgent Inc. A Healthcare IT Consulting Firm) and Bert Reese (CIO of Sentara Healthcare).
- Abraham, C. and I. Junglas (2010) "Mobile Technology at the Frontlines of Patient Care: Extending Understanding of Fit and Human Drives in Utilization Decisions and Performance" in *Evolutionary Psychology and Information Systems Research*, edited book by Dr. Ned Kock, Texas A&M International University, Volume 24, Part 2, 217-253
- Junglas, I., Abraham, C., and R.T. Watson (2009) "U-commerce and the Fundamental Drives of IS," *Information Systems Research: Issues and Latest Development*, Wayne Wei Huang and Kanliang Wang (Eds.), Tsinghua University Press, Beijing, China, 2009 in edited book by Dr. Wayne Huang, Professor of IS/MIS, MIS Department, College of Business, Ohio University
- Abraham, C. (2008) "Reforming Nursing with Information Systems and Technology" *Encyclopedia of Healthcare Information Systems (EHIS)* 3, 1137-1146.

Published Business Research:

- Research Report:
Abraham, C. (2009) *The Role of Healthcare Information Technology in Transforming Healthcare in Japan and the US*, Fulbright/Japan US Education Committee Grantee Research Report Series, Award Year 2008-2009
- Research Report:
Abraham C. and J. Kull (2008) *XBRL and Public Sector Financial Reporting (2008)* Association of Government Accountants (AGA) publication series, 2008 featured @ <http://www.agacgfm.org/research/downloads/CPAGNo16.pdf>

- Monograph:
Abraham, C., Watson, R., Boudreau, M-C., Goodhue, D. (2004) *Patient Care and Safety at the Frontlines: Nurses' Experiences with Wireless Computing*, IBM Center for Healthcare Management Monograph Publication Series, featured @ http://www-935.ibm.com/services/us/bcs/pdf/chm_patientcarereport.pdf
- Whitepaper:
Abraham, C. (2011) "Japan" in *Electronic Health Records: A Global Perspective*, A Work Product of the HIMSS Enterprise Systems Steering Committee and the Global Enterprise Task Force by Healthcare Information Systems Society (HIMSS) Publication Series.

Proceedings Articles:

- Sakurai, M., Watson, R., Abraham, C and J. Kokuryo (2013). "Sustaining life during the early stages of disaster relief with a Frugal Information System: Learning from the Great East Japan Earthquake'," accepted in Dec 2012 for presentation in April 2013 in Kyoto Japan at the International Telecommunications Union (ITU) Conference Kaleidoscope. **Awarded Best Paper.**
- Abraham, C. "Explicating the Fit of Technology in Healthcare" (2012) Workshop on Healthcare Information Technology and Economics (WHITE), Oct 5 -7 2012.
- Holohan, P. , Brown, C. and C. Abraham (2011) "Integrating Self-Service Kiosks into Healthcare Delivery Organizations" poster presentation at ICIS 2011
- Abraham, C., Junglas, I., Watson, R.T., and M-C. Boudreau (2009) "Studying the Role of Human Nature in Technology Acceptance" *International Conference on Information Systems (ICIS) 2009 Proceedings*. Paper 130 <http://aisel.aisnet.org/icis2009/130>,
- Abraham, Chon; Junglas, Iris; and Willis, Mike, (2008) "Enabling an Agile Information Supply Chain in Service Oriented Architectures with Web Services" (2008). *Americas Conference on Information Systems (AMCIS) 2008 Proceedings*. Paper 402. <http://aisel.aisnet.org/amcis2008/402>
- Wiley-Patton, S., Malloy, A., Abraham, C. Mills, S., Pawlowski, S., Hare, K, Lane, S., Bercerra, I. (2007) "Lessons Learned in Health Care Research: Four IS Case Studies" *AMCIS 2007 Proceedings*.
- "Theory Meets Practice: A Proposal Concerning Information Systems Research in Nursing Informatics" *AMCIS 2006 Proceedings*.
- Abraham, C. and D. Rosenthal (2005) "The Implementation of Care Coordination and Home Telehealth Programs in the Veterans Health Administration (VHA) Mid-Atlantic Healthcare Network (VISN6): A Research Proposal," *Southern Association for Information Systems (SAIS) Conference 2005 Proceedings*.

- Abraham, Dorothea (Chon) (2002) "A Contingency Model for Organizational Technology Adoption Decision-Making Concerning Innovative Technologies" *AMCIS 2002 Proceedings*. Paper 273. <http://aisel.aisnet.org/amcis2002/273>
- Abraham, Dorothea (Chon) (2001) "Mobile Computing and the Diffusion of a Mobile Enterprise Business Application," (single authored) *Americas Conference on Information Systems (AMCIS) Conference 2001 Proceedings*. Paper 93. <http://aisel.aisnet.org/amcis2001/93>

Manuscripts Under Review:

- Abraham, C. and I. Junglas. "A Trifecta of Comprehension: Merging Evolutionary with Social and Cognitive Psychology Based Tenets into a frame for understanding continued Information Systems Usage" submitted to *Journal of the American Society for Information Science and Technology (JASIST)*.
- Abraham, C. and I. Junglas. "Explicating the Fit of Individual and Environmental Characteristics in Healthcare Information Technology", second round revision to *Information and Organization (I&O)*.
- Ojokoh, B., Adeola, O, Isinkaye, F. and C. Abraham. "Career Choices in Information Communication Technology: A Case Study of Southwestern Nigerian Women" in third round at the *Journal of Global Information Management (JGIM)*.
- Abraham, C. and I. Junglas, "An Enriched Conceptualization of the Contributions of Individual and Environmental Characteristics in Determining Fit of Technology for Patient Care" submitted to *Information Systems Journal (ISJ)*.

Presentations at Professional Meetings:

- Abraham, C., Junglas, I., Yang, L. (2012) "Data Quality in Organizational Information," Pre-ICIS Workshop for Special Interest Group Information Quality
- "Healthcare IT Adoption under Different Government Models: Debating the HITECH Impacts," panel member during ICIS, Dec 2010. (with Drs. Carol V. Brown, Wendy L. Currie, Elizabeth Davidson, Cynthia LeRouge, Diane M. Strong, and Miki Akiyama)
- "Transforming Healthcare with Information Technology in Japan and the US: A Case Study Regarding Policy, People, and Progress" (presentation) and "Instituting Transformational Change with a Disruptive Technology: The Sentara Healthcare Story" (poster), Workshop on Health IT and Economics (WHITE) sponsored by Smith College of Business, the University of Maryland, Oct 2010.
- "XBRL as a Technological Enabler for the Agile Information Supply Chain: Linking Operations and Data Management" to be presented at the Production and Operations Management Conference in La Jolla, CA in May 2008.
- "Home Telehealth as an Innovative Approach in Healthcare Operations" accepted at the Production and Operations Management Conference in Tokyo, Japan in May 2008.

- “Extending our Knowledge of Behavior and the Evolution of Information Systems” presented at the Human Behavior and Evolutionary Psychology Society Annual Conference at the College of William and Mary, Jun 2007.
- “Extending our Knowledge of Technology Fit: Applications in Nursing” presented at the American Nursing Informatics Association, Apr 2007.
- “eCare a Technological Change Agent for Healthcare” *MIS Quarterly Executive* workshop pre-AMCIS, Aug 2007.
- “Ubiquitous Information Systems Access and Patient care: Expanding our knowledge of Fit” 2006 Annual Meeting of the Academy of Management, Aug 2006.
- “Extending Knowledge of Behavior” Pre-conference at International Conference on Information Systems (ICIS), Dec 2005.
- “A Grounded Theory for the Impacts of Ubiquitous Information Systems Access on Task Performance: The Nurse Perspective,” Decision Sciences Institute 35th Annual Meeting, Nov 2004.
- “A Grounded Theory for the Impacts of Ubiquitous Information Systems Access on Task Performance: Multiple User Perspectives,” Austin Mobility Round Table Conference Proceedings, Mar 2004.

Other Presentations:

- “The Role of Healthcare Information Systems in Healthcare Reform in the US and Japan”, Tokyo, Japan, Fulbright Scholars Seminar, May 2009.
- “An Overview of the US Healthcare System and Healthcare Information Technology,” Japan Association of American Studies, Tokokyu University, Sendai, Japan, Feb 2009.
- Participated in a hands-on session for Nursing Informatics Systems Development and Design at the 2006 Meeting of the Association of Medical Informatics, Nov 2006.
- “A Comprehensive Overview of Healthcare Information System: E-Health to M-Health” invited presentation at Bauer School of Business, University of Houston, Oct 2006.
- “Extending Knowledge of Behavior: The Influence of Evolved Behaviors on Technology Acceptance” invited presentation at Goizueta School of Business, Emory University, Feb 2006.

Working Papers:

- Abraham, C. a book proposal titled “Cases in International Healthcare IT: *People, Progress, and Policy*” (invited by IGI Global publisher to edit a book based on editorship at *International Journal of Healthcare Information Systems and Informatics (IJHISI)* for book due in 2014
- Abraham, C. and Y. Lee “Towards Understanding the Social Networking Business Continuum” (targeted for *Sloan Management Review*)

- Abraham, C. “Home Telehealth Information Management Issues: A case of clinician led initiatives” (targeted for the *Journal of Telehealth and e-Health*)
- Nishihara, E., and Abraham, C. “Update to Healthcare Information Technology Adoption in Japan and US: People, Progress, and Policy” (targeted for the *International Journal of Medical Informatics*)
- Abraham, C. and B. Schork, “Reconciling Process and Data Management at the Defense Medical Logistics Agency”, (targeted for *MISQ Executive*)
- Holohan, P., Abraham, C., and C. Brown “Organizational IT Diffusion: The Case of Patient Self-Service Kiosks” (targeted for *Administrative Science Quarterly*)
- Abraham, C. and Poston, M. “An Educational Experience with Data Mining Using SAS”, formatting stage, targeted for *Communications of the AIS*.

Editorships, Editorial Boards, & Journal Review Activities

- Invited to Steering Committee on Telemedicine Grants at the Center for Excellence in Aging, Riverside Hospital, Williamsburg, VA, Sept 2012
- Invited to Editorial Board of *IEEE – Transactions*, starting July 2012
- Invited to Editorial Board of *International Journal of Health Information Systems and Informatics* (IJHISI), since 2011
- Guest Editor, Special Issue on Transformation of IJHISI, 2010
- Invited to Editorial Board of the *Journal of Emerging Trends in Computer Information Systems* (JETCIS), since 2010
- Associate Editor for Breakthrough Ideas track at International Conference of Information Systems (ICIS) 2010
- Special Interest Group (SIGHealth) for the Association of Information Systems, Publications Officer 2010
- HIMSS Global Electronic Health Record Task Force member – advisor on Japan initiatives, 2009
- SIGHealth Teaching Materials Coordinator, 2009
- Mini-track co-chair at AMCIS 2007 for SIG Healthcare Information Systems (HIS).
- Reviewer articles for the following outlets:
 - ECIS 2010
 - *European Journal of Information Systems*, 2009, 2010
 - *Communications of the AIS* 2010
 - International Conference of Information Systems, 2009
 - European Conference on Information Systems, 2009
 - International Committee on Information Quality Conference, 2008
 - *Decision Support Systems*, 2007
 - *Enterprise Information Systems*, Oct 2006.
 - Academy of Management 2006 Annual meeting submissions for the Organizational Communication and Information Systems (OCIS) track, Aug 2006.
 - *Information Systems Management* special issue on “IT Healthcare”, Jul 2006.
 - *European Journal of Information Systems*, Jan 2006.
 - *IEEE Transactions on Engineering Management*, Oct 2005.
 - *European Journal of Information Systems*, Oct 2004.

- Chaired session on Wireless Computing for Data Transmission at the Decision Sciences Institute 35th Annual Meeting, Nov 2004.
- KPMG alumni faculty mentor for minority doctoral students involved in the PhD Project, which provides support to promote the number of African-American, Native American, and Hispanic-American PhDs in the field of Information Systems, from Fall 2004 to present.

University Service

- W&M/EVMS collaborative research committee, Spring and Fall 2013
- Volunteer as the Mason School representative for the PhD minority promotion initiative in conjunction with Duke Univ., Fall 2012 to present
- Participant in the Associate Provost sponsored W&M Future Leaders Workshop, Fall 2012
- Faculty advisor for the Mason Healthcare Club for MBA students, 2012 to present
- Member of the W&M Equal Opportunities Committee since 2011
- Invited Moderator for the Healthcare Alumni Panel sponsored by W&M Career Services, Mar 2010
- Recruited and hosted notable guest speakers for College of William and Mary Business student and faculty networking opportunities and teaching seminars from the following organizations that were open to campus attendees:
 - The Central Intelligence Agency, Chief Information Office, Sept 2009
 - Sentara healthcare, Chief Technology Division, Aug 2009 and Nov 2009
 - SPSS Data Mining Seminar for the Southeastern Virginia Region, April 2010
- Invited to be an Affiliate Faculty of the W&M Schroeder Center for Health Policy, since 2009 to sponsor student research in healthcare IT
<http://www.wm.edu/as/publicpolicy/centers/schroedercenter/resaffiliate/index.php>
- Served as Faculty Sponsor for Student Research Project for Healthcare IS Summer Research governed by the Charles Center, Summer 2009
- Served as Faculty Sponsor for Students to attend the HIMSS Virginia Chapter Conference at Kings Mill Oct 2009. (summary appears @ <http://mason.wm.edu/news/2009/himss26oct09.php>)
- Undergraduate faculty mentor/advisor for Operations and Information Systems Management majors, Fall 2004 to present
- College of William and Mary Judicial Appeals Committee Faculty Member, Fall 2005 to Spring 2007
- Selected to represent the College of William and Mary and provide teaching lecture on Information Systems for Project Venture Scholars, sponsored by the Office of Admissions to recruit minority high school students in the Northern Virginia and Washington D.C. area, 10 Dec 2005, 11 Nov 2006
- Host for representatives from the Hampton Roads Technology Council to speak to undergraduate students across campus regarding networking, employment, and internship opportunities with IS and IT companies in the Hampton Roads area 2004-2006.

Professional Societies & Related Activities

- Alpha Kappa Alpha (AKA) Sorority, Inc. member
- Association of Graduates (AOG) of the United States Military Academy at West Point
- Association of Information Systems (AIS)
- Healthcare Information Management Systems Society (HIMSS) National Chapter and HIMSS Virginia Chapter
- KPMG PhD Project to Promote Minority PhDs in Business Alumni Group
- Special Interest Group on Healthcare Information Systems (SIGHealth)
- US Air Force Reserve