



Wiljeana Glover

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Professor Glover is a healthcare operations and innovation scholar. Her work takes a systems perspective to examine how improvement and innovation practices can achieve more equitable and effective outcomes in healthcare settings. She conducts research studies in various countries, including the U.S., Mexico, Israel, South Africa, and Haiti, and engages undergraduate, graduate, and executive education students in implementation-focused experiential learning. Her work is featured in leading academic and practitioner outlets including Health Care Management Review, BioMed Central (BMC) Health Services Research, International Journal of Production Economics, International Journal of Production Research, and NEJM Catalyst.

As Founding Faculty Director of the KMH Center for Health Innovation and Entrepreneurship at Babson, Professor Glover developed the Center's strategy and core programs including the Global Health Innovation Lab. She currently leads three research teams within the Center. Professor Glover received recognition as one of Poet & Quants Top 50 Undergraduate Professors in 2020, the Changemaker Award from the Institute of Social Innovation at Babson in 2018, and has won several best paper awards. She also serves on the Research Committee for the Healthcare Management Division at the Academy of Management and is a member of the National Association of Health Services Executives (NAHSE), a non-profit association for minority healthcare professionals.

Professor Glover completed her postdoctoral studies at the Sociotechnical Systems Research Center at Massachusetts Institute of Technology (MIT), PhD and M.S. in Industrial and Systems Engineering at Virginia Tech, B.S. in Industrial and Systems Engineering at Georgia Tech, and B.A. in Mathematics at Albany State University (GA).

Prior to her academic career, she worked as a consultant with Stockamp and Associates, implementing revenue cycle and process improvements in hospital settings. She is also Co-Founder and COO of Match Medical Practice Solutions, a healthcare revenue cycle management firm.