



NCOD Research Division

Journal and Academic Conference Research Papers and Posters

The following document is a summary of accepted and presented research articles, papers, and posters disseminated by NCOD through scholarly journal articles or at national and international academic conferences. For additional information on a study, please contact the lead author at NCOD Research: yhancod@va.gov

Articles and book chapters are listed in chronological and alphabetical order. NCOD contributors' names are in bold. (NOTE: Papers and presentations in preparation are not included)

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Scholarly Journal Papers (Published)

2017 Publications

Osatuke, K., Yanovsky, B., & Ramsel, D. (2017). Executive coaching: New framework for evaluation. *Consulting Psychology Journal: Practice and Research*. DOI: <http://psycnet.apa.org/?&fa=main.doiLanding&doi=10.1037/cpb0000073>

2016 Publications

Benzer, J.K., Mohr, D.A., Evans, L., Young, G., Meterko, M., **Moore, S.C.**, Nealon-Seibert, M., **Osatuke, K.**, Stolzmann, K., White, B., & Charns, M.P. (2015). Team process variation across diabetes quality of care trajectories. *Medical Care Research and Review*, 73(5), 565-589, DOI: 10.1177/1077558715617380

McCarren, H., Lewis-Smith, J., Belton, L., Yanovsky, B., Robinson, J., & Osatuke, K. (2016). The beginning of the Veterans Health Administration's journey towards a culture of servant leadership: Creation of a multi-rater feedback assessment for the development of servant leaders. *Servant Leadership: Theory & Practice*, 3(1), 12-51.

Piranveyseh, P., Motamedzade, M., **Osatuke, K.**, Mohammadfam, I., Moghimbeigi, A., & Soltanzadeh, A. (2016). Association between psychosocial, organizational and personal

factors and prevalence of musculoskeletal discomfort in office workers. *The International Journal of Occupational Safety and Ergonomics (JOSE)*. DOI: 10.1080/10803548.2015.1135568.

Teclaw, R., Osatuke, K., & Ramsel, D. (2016). Workplace perceptions of veterans and non-veterans in the Department of Veterans Affairs. *Military Psychology* (in press).

Yanchus, N.J., Periard, D., & Osatuke, K. (2016). Further examination of predictors of turnover intention among mental health professionals. *Journal of Psychiatric and Mental Health Nursing* DOI: doi: 10.1111/jpm.12354.

2015 Publications

Bologna, D.A., **Carameli, K.A.**, Furst-Holloway, S., Howe, S., Weiskircher, K., & Cominsky, C. (2015). A mixed-methods analysis of engagement driving leadership practices. *Academy of Management Annual Meeting Proceedings*, 17671, DOI: 10.5465/AMBPP.2015.275.

Chang, B.-H., Mueller, L., Resnick, S. G., **Osatuke, K.**, & Eisen, S. V. (2015). Job satisfaction of Department of Veterans Affairs peer mental health providers. *Psychiatric Rehabilitation Journal*. <http://dx.doi.org/10.1037/prj0000162>

Derickson, R., Fishman, J., Osatuke, K., Teclaw, R., & Ramsel, D. (2015). Psychological safety and error reporting within Veterans Health Administration hospitals. *Journal of Patient Safety*, 11(1), 60-66.

Hernandez, W., Luthanen, A., Ramsel, D., & Osatuke, K. (2015). The mediating relationship of self-awareness on supervisor burnout and workgroup civility and psychological safety: A multilevel path analysis. *Burnout Research*, 2(1), 36-49.

Yanchus, N., Beckstrand, J., & Osatuke, K. (2015). Examining burnout profiles in the Veterans Administration All Employee Survey narrative comments. *Burnout Research*, 2, 97-107.

Yanchus, N.J., Periard, D., Moore, S.C., Carle, A.C., & Osatuke, K. (2015). Predictors of job satisfaction and turnover intention in VHA mental health employees: A comparison between psychiatrists, psychologists, social workers, and mental health nurses. *The Human Service Organizations: Management, Leadership, & Governance*, 39(3), 219-244.

Yanchus, N.J., Shoda, E.A., Derickson, R., & Osatuke, K. (2015). Organizational change and sensemaking in the Veterans Health Administration. *Journal of Organizational Psychology*, 15, 74-89.

2014 Publications

Del Giudice, M., Yanovsky, B. I., & Finn, S. (2014). Personality assessment and feedback practices among executive coaches: In search of a paradigm. *Consulting Psychology Journal: Practice and Research*, 66(3), 155-172.

Derickson, R., Osatuke, K., Teclaw, R., & Ramsel, D. (2014). Processing large quantities of qualitative data in organizational surveys: Challenges, solutions, and applications. *Journal of Organizational Psychology*, 14(2), 93-101.

- Moore, S., Osatuke, K., & Howe, S.** (2014). Assimilation approach to measuring organizational change from pre- to post-intervention. *World Journal of Psychiatry, 4*(1)13-29. DOI: 10.5498/wjp.v4.i1.13.
- Osatuke K., Cash, M., Belton, L., & Dyrenforth, S. R.** (2014). Civility, Respect, and Engagement in the Workplace (CREW): Creating organizational environments that work for all. In C. Biron, R. Burke, & C. Cooper (Eds.) *Creating healthy workplaces: Stress reduction, improved well-being, and organizational effectiveness*. London: Gower Publishing.
- Osatuke, K., Leiter, M., Belton, L., Dyrenforth, S., & Ramsel, D.** (2013). Civility, Respect, and Engagement in the Workplace (CREW): A national organization development program at the Department of Veterans Affairs. *Journal of Management Policies and Practices, 1*(2), 25-34.
- Osatuke, K., Yanchus, N., White, S., & Ramsel, D.** (2014). Change in the Veterans Health Administration: Theory and applications. *Journal of Organizational Psychology, 14*(1), 77-95.
- Teclaw, R., & Osatuke, K.** (2014). Nurse perceptions of workplace environment: Differences across shifts. *Journal of Nursing Management*. Published online Dec. 2014. DOI: 10.1111/jonm.12270.
- Teclaw, R., Osatuke, K., Fishman, J., Moore, S., & Dyrenforth, S.** (2014). Employee age and tenure within organizations: Relationship to workplace satisfaction and workplace climate perceptions. *The Health Care Manager, 33*(1), 4-19.
- Yanchus, N., Derickson, R., Moore, S., Bologna, D., & Osatuke, K.** (2014). Communication and psychological safety in VHA clinical work environments. *Journal of Health Organization and Management, 28*(6), 754-776.
- Yanovsky, B., Osatuke, K., Shoda, E., & Ramsel, D.** (2014). Exploring leadership team behaviors and subordinate employee attitudes in VA hospitals. *World Medical & Health Policy, 6*(4), 419-445.

2013 Publications

- Naimon, E.C., Mullins, M.E., & **Osatuke, K.** (2013). The effects of personality and spirituality on workplace incivility perceptions. *Journal of Management, Spirituality, & Religion, 10*(1), 91-110.
- Osatuke, K., McNamara, B., Pohl, M., Moore, S.C., Meterko, M., Charns, M.P., & Dyrenforth, S.R.** (2013). Response rates and incentives in a national employee survey: The Case of the Veterans Administration. *Applied H.R.M. Research, 13*(1), 37-50.
- Osatuke K., Moore, S. C., & Dyrenforth, S. R.** (2013). Civility, Respect, and Engagement (CREW) in the Workplace at the Veterans Health Administration (pp. 55-68). In M. P. Leiter (Ed.) *Analyzing and theorizing the dynamics of the workplace incivility crisis*. Amsterdam: Springer.
- Yanchus, N.J., Fishman, J.L., Teclaw, R., & Osatuke, K.** (2013). Employee perceptions of job demands and resources and relationship to engagement. *Applied H.R.M. Research, 13*(1), 1-23.

2012 Publications

Osatuke, K., Draime, J., Moore, S.C., Ramsel, D., Meyer, A., Barnes, S., Belton, S., & Dyrenforth, S.R. (2012). Organization development in the Department of Veterans Affairs (pp. 21-76). In T. Miller (Ed.), *The Praeger Handbook of Veterans' Health: History, challenges, issues, and developments, Volume IV: Future directions in Veterans' healthcare*.

Schult, T.M., Awosika, E.R., Hodgson, M.J., Hirsch, P., Nichol, K.L., **Dyrenforth, S.D., & Moore, S.C.** (2012). Innovative approaches for understanding seasonal influenza vaccine declination in healthcare personnel support development of new campaign strategies. *Infection Control and Hospital Epidemiology*, 33(9), 924-931.

Singer, S.J., **Moore, S.C.**, Meterko, M. & Williams, S. (2012). Development of a short-form Learning Organization Survey: The LOS-27. *Medical Care Research and Review*, DOI: 10.1177/1077558712448135

2011 Publications

Benzer, J.K., Young, G., Stolzmann, K., **Osatuke, K.**, Meterko, M., Caso, A., White, B., & Mohr, D.C. (2011). The relationship between organizational climate and quality of chronic disease management. *HSR: Health Services Research*, 46(3). DOI: 10.1111/j.1475-6773.2010.01227.x

Teclaw, R., Price, M.C., & Osatuke, K. (2011). Demographic question placement effect in item response rates and means of a Veterans Health Administration survey. *Journal of Business Psychology*, doi 10.1007/s10869-011-9249-y

Yanovsky, B., Osatuke, K., Graff-Reed, R., & Dyrenforth, S.R. (2011). Factor structure of two different developmental assessment center rating formats. *Journal of Organizational Psychology*, 11(2), 70-80.

2010 Publications

Stolzmann, K., Shwartz, M., Pekoz, E., White, B., Mohr, D., Young, G.J, **Osatuke, K.**, & Benzer, J. (2010). Accounting for variation in technical quality and patient satisfaction: The contribution of patient, provider, team and medical center. *Medical Care*, 48(8), 676-682.

Teclaw, R., Osatuke, K., Yanovsky, B., Moore, S.C., & Dyrenforth, S.R. (2010). Comparison of paper, web, and IVR responses in the Veterans Health Administration All Employee Survey. *Survey Practice*, October: www.surveypractice.org

2009 Publications

Osatuke, K., Fishman, J.L., Moore, S.C., & Dyrenforth, S.R. (2009). Relationship between portrayals of VA hospitals in the media, and employee and patient satisfaction: An exploratory analysis. Electronic publication of a paper presented at the annual national conference of the American Association for Public Opinion Research 15 May 2009, Hollywood, FL. www.amstat.org/sections/srms/proceedings/y2009/Files/400012.pdf

Osatuke, K., Moore, S.C., Ward, C., Dyrenforth, S.R., & Belton, L. (2009). Civility, Respect, Engagement in the Workforce (CREW): Nationwide organization development intervention at Veterans Health Administration. *The Journal of Applied Behavioral Science*, 45(3), 384-410.

Academic Research Presentations (Accepted or Presented)
2015 Conferences

- Bologna, D.A., **Carameli, K.A.**, Furst-Holloway, S., Howe, S., Weiskircher, K., & Cominsky, C. (2015). *A Mixed-Methods Analysis of Engagement Driving Leadership Practices*. Paper presented at the annual national conference of the Academy of Management in Vancouver, British Columbia, August 2015.
- Hernandez, W., Yanchus, N. J., Osatuke, K.** (2015). *Investigating a Burnout Taxonomy on the Relationship between the JD-R Model and Job Satisfaction*. Poster presented at the annual national convention of the American Psychological Association, Toronto, Canada, August 2015.
- Furst-Holloway, S., **Carameli, K.A.**, Bologna, D.A., Weiskircher, K., Howe, S., Cominsky, C., **Moore, S., & Ramsel, D.** (2015). *Veteran Retention in VA: Role of Occupation, Age, and Gender*. Paper presented at the annual national conference of the Society of Industrial and Organizational Psychology, Philadelphia, PA, April 2015.
- Luthanen, A., Beckstrand, J., Yanchus, N.J., & Osatuke, K.** (2015). *Profiling Burnout: Implications for Researchers and Practitioners*. Poster accepted at the annual national conference of the Society of Industrial and Organizational Psychology, Philadelphia, PA, April 2015.
- Periard, D.A., Yanovsky, B.I., & Osatuke, K.** (2015). *Refining 360-Degree Feedback Measures: A Case Study*. Poster presented at the annual national conference of the Society of Industrial and Organizational Psychology, Philadelphia, PA, April 2015.
- Peyton, E. J. & Osatuke, K.** (2015). *Psychological Safety Mediation of the Gender and Employee Development Relationship*. Poster presented at the annual national conference of the Society of Industrial and Organizational Psychology, Philadelphia, PA, April 2015.
- Shoda, E.A., & Osatuke, K.** (2015). *An Examination of the Prevalence and Patterns of Burnout among Critical Occupations in VHA*. Paper presented at the annual national conference of the Association for Psychological Science in New York, NY, May 2015.

2014 Conferences

- Beckstrand, J., & Osatuke, K.** (2014). *Using Statistical Exploratory Graphical Analyses to Quickly Determine the Effect of Reducing the Number of Items in a Questionnaire Sub Scale*. Poster presented at the annual national conference of the American Association for Public Opinion Research (AAPOR) in Anaheim, CA, May 2014.
- Cochran, J., Draime, J., Day, J.R., Thorn, I.M., & Ramsel, D.** (2014). *The Joy of Conflict: Embracing Discord to Improve Team Performance*. Presentation for the Society of Psychologists in Management Conference in New Orleans, LA, February 2014.
- Cochran, J., Osatuke, K., & Teclaw, R.** (2014). *A Method of Determining the Typology of Surveyed Employee Groups*. Presentation for the Annual Federal Computer Assisted Survey Information Collection (FedCASIC) Workshops in Washington, D.C., March 2014.
- Furst-Holloway, S., **Carameli, K.**, Howe, S., Bologna, D., Carle, A., **Moore, S., & Ramsel, D.** (2014). *Understanding the Veteran Employment Experience: Lessons from the Veterans Administration*. Poster presented at the annual national conference of the Society for Industrial and Organizational Psychology in Honolulu, HI, May 2014.
- Hernandez, W., Luthanen, A., Osatuke, K., & Ramsel, D.** (2014). *The Mediating Effect of Self-Awareness on Supervisor Burnout and Workgroup Climate*. Poster presented at the annual national conference of the Association for Psychological Science in San Francisco, CA, May 2014.
- Hernandez, W., Osatuke, K., & Ramsel, D.** (2014). *Factorial Validity and Measurement Invariance of the MBI-HSS across Occupations*. Poster presented at the annual national convention of the American Psychological Association in Washington, DC, August 2014.
- Hernandez, W., Yanovsky, B., & Osatuke, K.** (2014). *Relationships between Supervisors' Burnout and Subordinates' Perceptions of Workplace Civility*. In M. Gloria González Morales (Moderator), *Novel Approaches to the Study of Workplace Incivility and Victimization*. Podium paper presented at the annual national conference of the Society for Industrial and Organizational Psychology in Honolulu, HI, May 2014.
- Luthanen, A., Hernandez, W., & Osatuke, K.** (2014). *The Mediating Effect of Self-Awareness on Supervisor Burnout and Performance*. Poster presented at the annual national convention of the American Psychological Association, Washington DC, August 2014.
- Shoda, E.A., Yanchus, N.J., Derickson, R., & Osatuke, K.** (2014). *Using Big Data to Inform Organizational Change within VA*. Presentation at the annual national conference of the Association for Psychological Science in San Francisco, CA, May 2014.

2013 Conferences

- Beckstrand, J., Crowe, E., Carameli, K., & Osatuke, K.** (2013). *Healthcare Employee Surveys: Reporting Methods that Improve Quality of Services*. Poster presented at the AcademyHealth annual research meeting in Baltimore, MD, June 2013.

Crowe, E., Teclaw, R., Beckstrand, J., & Osatuke, K. (2013). *Measuring Burnout and its Effects within Veterans Health Administration*. Poster presented at the AcademyHealth annual research meeting in Baltimore, MD, June 2013.

Derickson, R., Fishman, J., Beckstrand, J., & Osatuke, O. (2013). *Psychological Safety Assessment within Veterans Health Administration Hospitals*. Poster presented at the AcademyHealth annual research meeting in Baltimore, MD, June 2013.

K. Osatuke (2013). *Connecting Employee Workplace Perceptions to Social-Environmental Workplace Determinants*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in Houston, TX, April 2013.

- (1) Furst-Holloway, S., **Carameli, K.A.**, Carle, A.C., Brown, A.B., Howe, S.R., Cominsky, C., **Moore, S.C.**, & **Dyrenforth, S.R.** (2013). The spillover effects of workplace-patient civility in VHA healthcare. In **K. Osatuke** (Moderator), *Connecting Employee Workplace Perceptions to Social-Environmental Workplace Determinants*. Podium paper presented at the annual national conference of the Society for Industrial and Organizational Psychology in Houston, TX, April 2013.
- (2) **Yanovsky, B.I.**, **Crowe, E.A.**, & **Osatuke, K.** (2013). Rating discrepancies: Effects on turnover and supervisory support perceptions. In **K. Osatuke** (Moderator), *Connecting Employee Workplace Perceptions to Social-Environmental Workplace Determinants*. Podium paper presented at the annual national conference of the Society for Industrial and Organizational Psychology in Houston, TX, April 2013.
- (3) **Ohler, L.A.**, **Crowe, E.A.**, & **Teclaw, R.** (2013). Work-related injury: Impact on nurses' turnover and turnover intentions. In **K. Osatuke** (Moderator), *Connecting Employee Workplace Perceptions to Social-Environmental Workplace Determinants*. Podium paper presented at the annual national conference of the Society for Industrial and Organizational Psychology in Houston, TX, April 2013.

K. Osatuke (2013). *Workplace Civility: Longitudinal Relationships, Employee Perspectives, and Intervention Practices*. Symposium presented at the annual national convention of the American Psychological Association in Honolulu, HI, July/August 2013.

- (1) Brown, A.B., Holloway, S., Howe, S.R., Carle, A.C., Langmeyer, D., **Moore, S.C.**, & **Dyrenforth, S.R.** (2013). Civility, job satisfaction, and intention to quit. In **K. Osatuke** (Moderator), *Workplace Civility: Longitudinal Relationships, Employee Perspectives, and Intervention Practices*. Podium paper presented at the annual national convention of the American Psychological Association in Honolulu, HI, July /August 2013.
- (2) Leiter, M.P., & Day, A. (2013). Contrast of self and follower ratings of first line managers' leadership. In **K. Osatuke** (Moderator), *Workplace Civility: Longitudinal Relationships, Employee Perspectives, and Intervention Practices*. Podium paper presented at the annual national convention of the American Psychological Association in Honolulu, HI, July/August 2013.
- (3) **Osatuke, K.**, & **Judkins, S.** (2013). Intervention promoting civility: Facilitators' process perceptions in relation to outcome. In **K. Osatuke** (Moderator), *Workplace Civility: Longitudinal Relationships, Employee Perspectives, and Intervention Practices*. Podium paper presented at

the annual national convention of the American Psychological Association in Honolulu, HI, July/August 2013.

Yanovsky, B., Osatuke, O., Beckstrand, J., & Ramsel, D. (2013). *Leadership Teams and their Effects on Employee Attitudes*. Podium paper presented at the AcademyHealth annual research meeting in Baltimore, MD, June 2013.

2012 Conferences

Benzer, J.K., Young, G., Stolzmann, K., **Osatuke, K.**, Meterko, M., Caso, A., White, B., & Mohr, D.C. (2012). *Relationships between Organizational Climate and Diabetes Quality of Care*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Carameli, K., Brown, A., Furst-Holloway, S., Cominsky, C., **Moore, S.**, Carle, A., Howe, S., **Osatuke, K.**, & **Dyrenforth, S.** (2012). *Monetizing Civility in the U.S. Department of Veterans Affairs*. Podium paper presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Carameli, K., Carle, A., Furst-Holloway, S., **Moore, S.**, Brown, A., Cominsky, C., Howe, S., **Osatuke, K.**, & **Dyrenforth, S.** (2012). *Connecting Veterans' Access to Care, Employee Attitudes, and the Work Environment in the Veterans Health Administration*. Podium paper presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Derickson, R., Brassell, T., & Osatuke, K. (2012). *The Effect of Turnover Intentions on Patients' Satisfaction with Care*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Fishman, J., Brassell, T., Osatuke, K., & Dyrenforth, S. (2012). *Workplace Mass Media Coverage and Employee Psychological Safety*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Leiter, M.P., Laschinger, H.K.S., & **Osatuke, K.** (2012). *Leadership as Integral to Improved Workplace Civility*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Moore, S.C., Yanchus, N.J., & Osatuke, K. (2012). *Predictors of VHA Workplace Engagement among Administrative and Clinical Samples*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Osatuke, K. *Predictors of Turnover Intentions*. Symposium accepted at the annual national conference of the Society for Industrial and Organizational Psychology in San Diego, CA, April 2012.

- (1) **Yanchus, N.J., Brassell, T., & Osatuke, K.** (2012). Predictors of turnover intentions in VA mental health workers: An examination of psychiatrists, psychologists, social workers, and nurses. In **K. Osatuke** (Moderator), *Predictors of Turnover Intentions*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in San Diego, CA, April 2012.
- (2) Tenbrink, A. N., Weinhardt, J.M., & Griffeth (2012). The influence of burnout and shocks on turnover intentions. In **K. Osatuke** (Moderator), *Predictors of Turnover Intentions*. Symposium

presented at the annual national conference of the Society for Industrial and Organizational Psychology in San Diego, CA, April 2012.

- (3) Kwantes, C.T., & Arbour, S. (2012). Work-related injury: Impact on nurses' turnover and turnover intentions. In **K. Osatuke** (Moderator), *Predictors of Turnover Intentions*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in San Diego, CA, April 2012.
- (4) Furst-Holloway, S., Brown, A.B., Cominsky, C., Howe, S.R., Carle, A.C., **Carameli, K.A., Moore, S.C., & Dyrenforth, S.R.** (2012). The costs and timing of senior level turnover. In **K. Osatuke** (Moderator), *Predictors of Turnover Intentions*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in San Diego, CA, April 2012.

Osatuke, K. *Perspectives on Organizational Change*. Symposium accepted at the annual national conference of the Society for Industrial and Organizational Psychology in San Diego, CA, April 2012.

- (1) **Yanchus, N.J., & Osatuke, K.** (2012). Conceptual perspective on change: A review of transformational change theories. In **K. Osatuke** (Moderator), *Perspectives on Organizational Change*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in San Diego, CA, April 2012.
- (2) **Judkins, S., Osatuke, K., & Dyrenforth, S.R.** (2012). Change facilitation: The impact of process variables in the outcome of a civility-focused initiative. In **K. Osatuke** (Moderator), *Perspectives on Organizational Change*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in San Diego, CA, April 2012.
- (3) Leiter, M.P., Day, A., Spence Laschinger, H.K., & Gilin Oore, D. (2012). Inconsistency between civility and incivility as a predictor of change in workplace communities. In **K. Osatuke** (Moderator), *Perspectives on Organizational Change*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in San Diego, CA, April 2012.

Osatuke, K., Judkins, S., Teclaw, R., Leiter, M.P., Dyrenforth, S.R. (2012). *Civility, Respect, and Engagement in the Workplace (CREW) in U.S.A. Veterans Affairs: Predictors of Successful Outcomes*. Paper presented at the 10th Annual international conference of the European Academy of Occupational Health Psychology in Zurich, Switzerland, April 2012.

Teclaw, R., Osatuke, K., & Dyrenforth, S. (2012). *Do Healthcare Employees' Race, Ethnicity, and Generation Affect their Perceptions of Workplace Characteristics?* Poster presented at the AcademyHealth annual research meeting in Orlando, FL in June 2012.

Teclaw, R., Osatuke, K., & Dyrenforth, S. (2012). *Workplace Perceptions: Occupational differences during Patient Aligned Care Team implementation at the Veterans Health Administration*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Teclaw, R., Price, M., & Osatuke, K. *Demographic Question Placement and Its Effect on Item Response Rates and Means of a Veterans Health Administration Survey* (2012). Paper

presented at the annual national conference of the American Association for Public Opinion Research (AAPOR) in Orlando, FL, May 2012.

White, S., Osatuke, K., Barnes, S., Mohr, D., Benzer, J., White, B., **Dyrenforth, S.R.** (2012). *Strategies Supporting the VA Transition to Patient Aligned Care Teams*. Workshop presented at the Annual national conference of the HSR&D in Boston, MA, April 2012.

Yanchus, N.J., Derickson, R., Moore, S.C., Balogne, D., & Osatuke, K. (2012). *Perceptions of Communication in Psychologically Safe and Unsafe VHA Clinical Work Environments*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Yanchus, N. J., Osatuke, K., Leiter, M.P., **Dyrenforth, S.R.** (2012). *Changes in the Department of Veterans Affairs (VA): Employees' perspective*. Paper presented at the 10th annual international conference of the European Academy of Occupational Health Psychology in Zurich, Switzerland, April 2012.

Yanovsky, B., Dyrenforth, S. R., & Osatuke, K. (2012). *Supervisors' Expected Relationship Building Behaviors and Their Supervised Workgroups' Workplace Climate Perceptions*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

Yanovsky, B., Osatuke, K., & Dyrenforth, S. (2012). *Team Building Components in Clinical Settings: One Size Does Not Fit All*. Poster presented at the AcademyHealth annual research meeting in Orlando, FL, June 2012.

2011 Conferences

Barnes, S., White, S., Carameli, K., Yanovsky, B., & Dyrenforth, S.R. (2011). *Are Happy Teams Better Teams?* Workshop presented at the 2nd World Congress on Positive Psychology in Philadelphia, PA, July 2011.

Belton, L., Moore, S.C., Osatuke, K., & Dyrenforth, S. (2011). *Respect, Civility and Engagement at the Workplace (CREW): Nationwide initiative at the Department Veterans Affairs, Its Organizational Impact and Implementation*. Workshop presented at the 2nd World Congress on Positive Psychology in Philadelphia, PA, July 2011.

Benzer, J., Young, G., Stolzmann, K., **Osatuke, K.,** Meterko, M., Caso, A., White, B., Mohr, D. (2011). *Organizational Climate and Chronic Disease Management*. Paper presented at the annual national conference of the HSR&D, February 2011.

Carameli, K. A., Osatuke, K., Judkins, S., & Dyrenforth, S. (2011). *The Role of Perceived Organizational Support in Shaping Healthcare Employees' Job Satisfaction, Organizational Commitment, and Turnover Intentions*. Poster presented at the AcademyHealth annual research meeting in Seattle, WA, June 2011.

Carameli, K. A., Yanchus, N.J., Judkins, S., Osatuke, K., & Dyrenforth, S. (2011). *Employee Job Satisfaction: How Intrinsic and Extrinsic Determinants Differ across Healthcare Occupations*. Poster presented at the AcademyHealth annual research meeting in Seattle, WA, June 2011.

Derickson, R., Moore, S.C., Dyrenforth, S.R., & Osatuke, K. (2011). *Influence of Leader Behavior on Psychological Safety in a Healthcare Setting*. Poster presented at the annual national conference of the Association for Psychological Science in Washington, DC, May 2011.

Moore, S.C. (2011) *Complex Report Production using PROC REPORT and the slider_tagset*. Web presentation made at the VA SAS Day Conference in Austin, TX, November 2011.

Moore, S.C., McKnight, S., Derickson, R., Fishman, J., & Osatuke, K. (2011). *Psychological Safety and Adverse Patient Event Reporting*. Poster presented at the AcademyHealth annual research meeting in Seattle, WA, June 2011.

Osatuke, K. *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2nd World Congress on Positive Psychology in Philadelphia, PA, July 2011.

- (1) **Teclaw, R., & Osatuke, K.** (2011). Demographic and organizational correlates of psychological safety perceptions in a large healthcare organization. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2nd World Congress on Positive Psychology in Philadelphia, PA, July 2011.
- (2) **Osatuke, K., Fishman, J.L., Derickson, R., Moore, S.C., Price, M., & Dyrenforth, S.** (2011). Factors that influence psychological safety in healthcare settings. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2nd World Congress on Positive Psychology in Philadelphia, PA, July 2011.
- (3) **Leiter, M.P., & Laschinger, H.K.S.** (2011). Psychological safety, respect, and values: foundations of a psychologically healthy workplace. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2nd World Congress on Positive Psychology in Philadelphia, PA, July 2011.
- (4) **Dyrenforth, S., & Yanovsky, B.** (2011). Supervisors' behaviors that predict psychological safety perceptions in supervised employees. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2nd World Congress on Positive Psychology in Philadelphia, PA, July 2011.
- (5) **Carameli, K., & Dyrenforth, S.** (2011). The relationship between healthcare employees' psychological safety and patient care experiences. In **K. Osatuke** (Moderator), *Psychological Safety in the Workplace: What Does it Mean in Healthcare?* Symposium presented at the 2nd World Congress on Positive Psychology in Philadelphia, PA, July 2011.

Osatuke, K. (2011). *Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and Demographics*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.

- (1) **Naimon, E.C., Mullins, M., & Osatuke, K.** (2011). Workplace incivility and civility: Related but different? In **K Osatuke** (Moderator), *Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and Demographics*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.
- (2) **Brassell, T., Osatuke, K., Yanovsky, B., & Dyrenforth, S.** (2011). 360 degree feedback: Rater differences in rating workplace interpersonal behaviors. In **K Osatuke** (Moderator), *Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and*

Demographics. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.

- (3) **Teclaw, R., Brassell, T., Dyrenforth, S., & Osatuke, K.** (2011). Gender differences in civility perceptions in a large healthcare system. In **K Osatuke** (Moderator), *Workplace Civility Perceptions: Measurement, Effects of Organizational Roles and Demographics*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.

Osatuke, K. (2011). *CREW (Civility, Respect, and Engagement at Work): Intervention Increasing Workplace Civility*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.

- (1) **Judkins, S., Osatuke, K., & Dyrenforth, S.** (2011). Organizational intervention that fosters workplace civility: Facilitators' view. In **K Osatuke** (Moderator), *CREW (Civility, Respect, and Engagement at Work): Intervention Increasing Workplace Civility*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.
- (2) **Osatuke, K., Moore, S.C., & Dyrenforth, S.** (2011). CREW participants' view of the intervention process and relationship to outcomes. In **K Osatuke** (Moderator), *CREW (Civility, Respect, and Engagement at Work): Intervention Increasing Workplace Civility*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.
- (3) **Leiter, M.P., Laschinger, H.K.S., Day, A., Gilin-Oore, D., & Gurnham, M.E.** (2011). Sustaining gains in collegiality: 1-year follow-up of the CREW intervention. In **K Osatuke** (Moderator), *CREW (Civility, Respect, and Engagement at Work): Intervention Increasing Workplace Civility*. Symposium presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.

Osatuke, K., Moore, S. C., & Stiles, W. B. (2011). Assimilation of shared problematic experiences in organizational settings. In: M. A. Gray (Moderator), *Assimilation Model: Extending the Concepts*. Paper in panel presented at the international meeting of the Society for Psychotherapy Research in Bern, Switzerland, June 2011.

Price, M., Moore, S.C., Dyrenforth, S.R., & Osatuke, K. (2011). *Relationship of Innovation and Psychological Safety in a Healthcare Setting*. Poster presented at the annual national conference of the Association for Psychological Science in Washington, DC, May 2011.

Teclaw, R. (2011) *VA All Employee Survey*. Web presentation made at the VA SAS Day Conference in Austin, TX, November 2011.

Teclaw, R., Price, M., & Osatuke, K. (2011). *Effect of Demographic Question Placement on Item Response Rates and Item Mean Scores in a Web-Based Federal Health Care Organization Employee Survey*. Poster presented at the AcademyHealth annual research meeting in Seattle, WA, June 2011.

- Teclaw, R., Yanovsky, B., Moore, S.C., & Osatuke, K.** (2011). *Organizational Survey: Comparison of paper, Web, and IVR Response Modes*. Poster presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.
- Yanchus, N.J., Carameli, K., Derickson, R., Dyrenforth, S.R., & Osatuke, K.** (2011). *Predictors of Job Satisfaction and Turnover Intention in the Veterans Health Administration Mental Health Workforce*. Poster presented at the annual national conference of the Association for Psychological Science in Washington, DC, May 2011.
- Yanchus, N.J., Carameli, K. A., Dyrenforth, S., & Osatuke, K.** (2011). *Intrinsic and Extrinsic Attributes of Job Satisfaction in Veterans Health Administration (VHA) Employees*. Poster presented at the 2nd World Congress on Positive Psychology in Philadelphia, PA, July 2011.
- Yanchus, N.J., Derickson, R., Dyrenforth, S.R., & Osatuke, K.** (2011). *Characteristics of Patient-Centered Care in the Veterans Health Administration*. Poster presented at the annual national conference of the Association for Psychological Science in Washington, DC, May 2011.
- Yanchus, N.J., Osatuke, K., Judkins, S., & Dyrenforth, S.** (2011). *Characteristics of Patient-Centered Care in the Veterans Health Administration*. Poster presented at the AcademyHealth annual research meeting in Seattle, WA, June 2011.
- Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2011). *Factor Structure of Two Different Developmental Assessment Center Rating Formats*. Poster presented at the annual national conference of the Society for Industrial and Organizational Psychology in Chicago, IL, April 2011.

2010 Conferences

- Benzer, J., Young, G., Caso, A., Stolzmann, K., Meterko, M., **Osatuke, K.**, White, B., Mohr, D. (2010). *The Role of Primary Care Team Climate in Diabetes Care*. Paper presented at the annual national meeting of the Academy of Management in Montreal, Canada, August 2010.
- Brassell, T., Yanovsky, B., Osatuke, K., & Dyrenforth, S.** (2010). *The Effects of Demographic Dissimilarity on Performance Appraisal Expectations*. Poster presented at the AcademyHealth annual research meeting in Boston, MA, June 2010.
- Brassell, T., Yanovsky, B. Osatuke, K., & Dyrenforth, S.** (2010). *The Effects of Qualitative Feedback on Mid-Managers' Improvement on Performance Behaviors in the Veterans Health Administration*. Poster accepted for presentation at the annual national conference of the American Evaluation Association in San Antonio, TX, November 2010.
- Mohr, D., **Moore, S.C., Osatuke, K.**, Meterko, M., Nealon Seibert, M. (2010). *Primary Care Workload and Staffing Differences in VA Urban and Rural Practices*. Poster presented at the HSR&D National Meeting on Improving Health Care for Rural Veterans in Portland, ME, May 2010.
- Mohr, D., **Osatuke, K., & Brassell, T.** (2010). *Changing Nature of Healthcare Performance Measurement*. Paper accepted for presentation at the annual national conference of the American Evaluation Association in San Antonio, TX, November 2010.
- Mohr, D., **Osatuke, K., Moore, S.C., Yanovsky, B., Brassell, T., & Nagy, M.** *Organizational Survey of Workplace Climate: Differences in Representation across Response Modes*. Paper

accepted for presentation at the annual national conference of the American Evaluation Association in San Antonio, TX, November 2010.

Mohr, D., Stolzmann, K., & **Osatuke, K.** (2010). *Comparing Cancer Screening Rates in VA Divisions with and without Women's Health Clinics*. Poster presented at the annual national conference of the HSR&D on Women's Health topics in Arlington, VA, July 2010.

Moore, S.C., Osatuke, K., & Dyrenforth, S. (2010). *Civility Measure Shows Partial Factorial Invariance across Racial and Ethnic groups*. Poster presented at the 22nd annual national conference of the Association for Psychological Science in Boston, MA, May 2010.

Moore, S.C., Osatuke, K., & Dyrenforth, S. (2010). *Factor Structure and Time Invariance of a Civility Survey Instrument*. Poster presented at the annual national conference of the Society for Industrial and Organizational Psychology in Atlanta, GA, April 2010.

Naimon, E.C., Mullins, M.E., & **Osatuke, K.** (2010). *The Effects of Personality and Spirituality on Workplace Incivility Perceptions*. Poster presented at the 22nd annual national conference of the Association for Psychological Science in Boston, MA, May 2010.

Osatuke, K., McNamara, B., & Dyrenforth, S. (2010). *Workplace Civility Perceptions Relate to Equal Employment Opportunity Complaint Rates*. Paper accepted for presentation at the annual national conference of the American Evaluation Association in San Antonio, TX, November 2010.

Osatuke, K., McNamara, B., Fishman, J., & Dyrenforth, S. (2010). *Workplace Civility Perceptions Relate to Equal Employment Opportunity Complaint Rates*. Paper presented at the 116th annual national convention of the American Psychological Association in San Diego, CA, August 2010.

Osatuke, K., Mohr, D., Stolzman, K., & Dyrenforth, S. (2010). *Patient-Provider Gender Congruence: Effects on Patient Satisfaction*. Poster presented at the annual national conference of the HSR&D on Women's Health topics in Arlington, VA, July 2010.

Osatuke, K., Moore, S.C., & Dyrenforth, S. (2010). *Demographic and Occupational Characteristics as Predictors of Differences in Workplace Civility Perceptions*. Poster presented at the 22nd annual national conference of the Association for Psychological Science in Boston, MA, May 2010.

Osatuke, K., Moore, S.C., Fishman, J., Draime, J., & Dyrenforth, S. (2010). *Employee Gender, Generation, and Experience: Relationship to Workplace Climate Perceptions*. Paper in session, presented at the annual national research meeting of AcademyHealth in Boston, MA, June 2010.

Osatuke, K., Snell, A., & Dyrenforth, S. (2010). *Veterans Health Administration Polytrauma Rehabilitation: Provider Perspective on Patients' Family Involvement*. Poster presented at the AcademyHealth annual research meeting in Boston, MA, June 2010.

Osatuke, K., Yanovsky, B., Moore, S.C., Brassell, T., & Dyrenforth, S. (2010). *Evaluating Data Quality in the Veterans Health Administration All Employee Survey*. Paper accepted for presentation at the annual national conference of the American Evaluation Association in San Antonio, TX, November 2010.

Snell, A., Moore, S.C., & Osatuke, K. (2010). *Civility Score Variation across Ethnic Groups in the Veterans Health Administration*. Poster presented at the 22nd annual national conference of the Association for Psychological Science in Boston, MA, May 2010.

Stolzmann, K., Benzer, J., Meterko, M., **Osatuke, K.**, Mohr, D. (2010). *Primary Care Quality and Patient Satisfaction in Rural and Urban Veterans Health Administration Settings*. Poster presented at the HSR&D National Meeting on Improving Health Care for Rural Veterans in Portland, ME, May 2010.

Yanovsky, B., Brassell, T., Osatuke, K., & Dyrenforth, S. (2010). *An Examination of the Qualitative Comments within a 360-degree Performance Appraisal*. Poster presented at the AcademyHealth annual research meeting in Boston, MA, June 2010.