

## **Hajjar, Lauren M. (Assistant Professor)**

### **Refereed Journal Articles**

#### **Journal Article, Academic Journal**

- Hajjar, L. M., Olaleye, O., Yang, J., Sullivan, E. (2025). Relational Coordination and Team Based Care: Change Initiative Overload and other Challenges in a Learning Health System. *Learning Health Systems*.
- Secordel, L., Hajjar, L., Mechanic, R., Perloff, J. (2024). Characteristics of Skilled Nursing Facility Networks by Accountable Care Organizations. *American Journal of Managed Care*.
- Hajjar, L., Meier, N., Stephens, J. P., Gittell, J., Gershenfeld, J. (2024). Seeing The Whole Together Through Relational Mapping: A Method for Engaging in Complex Systems Change in Public Administration. *American Review of Public Administration*.
- Hajjar, L., Sullivan, E., Maurer, M., Yang, J. (2024). Lessons for Tomorrow: The Role of Relationships and Mindfulness in Sustaining Services During a Crisis. *Health Care Management Review*.
- Hajjar, L., Kragen, B. (2021). Timely Communication Through Telehealth: Added Value For A Caregiver During COVID-19. *Frontiers in Public Health*.
- Hajjar, L., Cook, B. S., Domlyn, A., Alia Ray, K., Laird, D., Wandersman, A. (2020). Readiness and Relationships are Crucial for Coalitions and Collaboratives: Concepts and Evaluation Tools. *New Directions in Evaluation*(165), 103-122.  
<https://onlinelibrary.wiley.com/doi/10.1002/ev.20399>
- Hoffer Gittell, J., Hajjar, L. M. (2019). Implementing Patient-Centered Care in the VHA: How the Relational Model of Organizational Change Can Help. *Journal of General Internal Medicine*, 34(Suppl 1), S7-S10.

### **Non-Refereed Journal Articles**

- Bond, B. J., Hajjar, L. M. (2013). Measuring congruence between property crime problems and response strategies: Enhancing the problem-solving process. *Justice Quarterly*.

### **Other Intellectual Contributions**

#### **Magazine/Trade Publication**

- Hajjar, L. M. (2016). *Adoption of SPI Practices in Police Departments*. Office of Justice Programs, Bureau of Justice Assistance.

#### **Other**

- Hajjar, L. (2021). *To Avoid Reopening Disasters, Real Engagement with Parents and Teachers is Crucial*. Boston, MA: Scholars Strategy Network.  
<https://scholars.org/contribution/avoid-reopening-disasters-real-engagement>

### **Research Report**

Hajjar, L., Hoffer Gittel, J. (2019). *Organizing for Student Success: The Role of Relational Coordination in Building a Collaborative School Culture*.

Hajjar, L. M. (2019). *Central Office Transformation in a Major Urban School District: A Relational Capacity Strategy*.

Hajjar, L. M. (2018). *Care Redesign and Relational Coordination: Analysis of Interdisciplinary Team Huddles and Physician Rounds at a Large Complex Teaching Hospital*.

### **Written Case with Instructional Material**

Hajjar, L., Gittel, J., Meier, N., Gunn, W. (2023). Breaking Down Silos to Build Collaborative Systems. In Carlson, C., Kriegsman, M., & Cutcher-Gershenfeld, J. (Ed.), *The Heller Social Impact Case Collection: Reimagining Capitalism Through Case-Based Learning*. Chicago, IL: University of Chicago Press.

### **Presentations**

Hajjar, Lauren, Academy of Management, "Seeing the Whole Together: Relational Mapping for Theory, Research and Practice," Chicago, IL. (August 2024).

Hajjar, Lauren, Relational Coordination Collaborative Roundtable, "Building Relational Capacity for Resilient Communities: SBS Innovation Lab," Baltimore, MD. (October 2023).

Hajjar, Lauren (Presenter Only), Gittel, Jody Hoffer (Presenter Only), Relational Coordination Collaborative Roundtable, "Building Relationships Between Health Systems and Communities: Community Health Workers as Boundary Spanners," Baltimore, MD. (October 2023).

Hajjar, Lauren, Relational Coordination Collaborative Roundtable, "Intervening to strengthen relational coordination in user-centered models of service delivery," Baltimore, MD. (October 2023).

Hajjar, Lauren, Academy of Management, "Positive Approaches to Management Education," Boston, MA. (August 2023).

Hajjar, Lauren (Co-Chair), Bond-Fortier, Brenda (Co-Chair), Homstrup, Carsten (Presenter & Author), Nong, Thuong (Presenter & Author), Lai, Samantha (Presenter & Author), Dodd, Tracy (Author Only), Wylde, Richard (Presenter & Author), Kenwood, Claire (Presenter & Author), Relational Coordination Collaborative Annual Roundtable, "Creating Resilient Communities Through Multi-Sectoral Collaboration," The Heller School for Social Policy and Management, Suffolk University, Boston, MA. (November 2022).

Hajjar, Lauren (Presenter Only), Stephens, John Paul (Presenter Only), Relational Coordination Collaborative Annual Roundtable, "Professional Development Workshop: Relational Mapping as a Tool for Change," The Heller School for Social Policy and Management, Suffolk University, Boston, MA. (November 2022).

Graf, Meredith (Presenter & Author), Hajjar, Lauren, Yang, Julius (Author Only), Maurer, Marsha (Author Only), Relational Coordination Collaborative Annual Roundtable, "Use of Incident Command System to Improve Relational Capacity Among Providers," Boston, MA. (November 2022).

Hajjar, Lauren (Presenter & Author), Yang, Julius (Presenter & Author), Academy of Management Annual Conference, "Building Relational Coordination at the Systems

Level for Managing Capacity During the Pandemic.," Organizational Change and Development. (August 2022).

Kragen, Benjamin (Presenter & Author), Hajjar, Lauren (Presenter & Author), Frontiers in Service Conference, "Testing the Added Value of Telehealth Service Delivery: The Experience of Caregivers During COVID-19," Journal of Service Research, Boston, MA. (June 2022).

Graf, Meredith (Presenter Only), Maurer, Marsha (Presenter & Author), Hajjar, Lauren (Author Only), Relational Coordination Collaborative Roundtable, "Use of Incident Command System to Improve Capacity Among Providers: Lessons Learned from a Massachusetts Teaching Hospital," Virtual. (November 2021).

Hajjar, Lauren (Chair), Academy of Management Annual Meeting, "Relational Coordination and Stakeholder Alignment: Integrating Theory and Methods for Systems Change," Organizational Change and Development, Virtual. (July 2021).

Hajjar, Lauren (Presenter & Author), Relational Coordination Research Collaborative, "A path towards personalized learning: a mixed method study of organizational factors," Virtual. (November 5, 2020).

Hajjar, Lauren (Presenter & Author), Kragen, Benjamin (Presenter & Author), Relational Coordination Research Collaborative Annual Roundtable, "Informal caregiving and team dynamics using telehealth: an autoethnography," Virtual. (November 5, 2020).

Olaleye, Wale (Presenter & Author), Hajjar, Lauren (Presenter & Author), Relational Coordination Research Collaborative Annual Roundtable, "Advancing team based care: an interventional study at an academic medical center," Virtual. (November 5, 2020).

Hajjar, Lauren (Presenter & Author), Higgins, Monica (Presenter & Author), Labor and Employment Relations Association Annual Meeting, "A Path Towards Personalized Learning: A Mixed Methods Study of Organizational Factors," Virtual. (June 14, 2020).

Hajjar, Lauren (Presenter & Author), Olaleye, Wale (Presenter & Author), Labor and Employment Relations Association Annual Meeting, "Relational organizations and the well-being of workers at both ends of the pay scale.," Virtual. (June 14, 2020).

Hajjar, Lauren, 2020 Symposium on Innovation in Teaching and Learning, Suffolk University Center for Teaching and Scholarly Excellence. (May 12, 2020).

Hajjar, Lauren (Panelist), 2020 Virtual Symposium on Innovation in Teaching and Learning, "When Teaching is Disrupted, Innovate," CTSE, Virtual. (May 12, 2020).

Hoffer Gittell, Jody (Presenter & Author), Higgins, Monica (Presenter & Author), Watkins Liu, Callie (Presenter & Author), Hajjar, Lauren (Author Only), Loveless, Lainie (Author Only), Relational Coordination Research Collaborative Annual Roundtable, "Building a Collaborative School Culture," Denver, Colorado. (October 2019).

Hajjar, Lauren (Presenter Only), Relational Coordination Research Collaborative Annual Roundtable, "Relational Mapping: A Tool for Change," Denver, Colorado. (October 2019).

Hajjar, Lauren (Presenter & Author), Cook, Brittany (Author Only), Relational Coordination Research Collaborative Annual Roundtable, "Using Readiness and Relationships to Increase Public Safety and Youth Empowerment," Robert Wood Johnson Foundation, Denver, Colorado. (October 2019).

Hajjar, Lauren (Coordinator/Organizer), Academy of Management, "Relational Organizing for Multi-Level Systems Change," Boston, MA. (August 2019).

Olaleye, Olawale (Presenter & Author), Hajjar, Lauren (Presenter & Author), Academy of Management, "Validation of Noncore Role Identity and It's Impact on Team Functioning and Outcomes," Brandeis University, Boston, MA. (August 13, 2019).

Hajjar, Lauren (Presenter Only), Bronx Collaborative Schools, "Parent and Family Engagement: Tools for Change," New York Department of Education, New York, NY. (April 2019).

Hajjar, Lauren (Discussant), Community Visioning Day: North Columbia, SC, "Relational Mapping: A Tool for Change," Robert Wood Johnson Foundation, Columbia, South Carolina. (April 2019).

Hajjar, Lauren (Presenter Only), Bronx Collaborative Schools, "Relational Mapping: A Tool for Change," New York Department of Education, New York, NY. (February 2019).

Hajjar, Lauren M. (Presenter Only), Bronx Collaborative Schools Kick Off Meeting, "Bronx Collaborative Schools Orientation," New York State Department of Education, Bronx, NY. (February 27, 2019).

Hajjar, Lauren M. (Leader), New York State Department of Health Learning Symposium, "Creating Sustainable System Change Through Relational Coordination," New York State Department of Health: Delivery System Reform Incentive Payment Program, Saratoga Springs, NY. (February 13, 2019).

Hajjar, Lauren M. (Leader), Transition from Jails to Community TA Provider Meeting, "Using Relational Coordination to Achieve TJC Outcomes," National Institute of Corrections, Boston, MA. (November 29, 2018).

Hajjar, Lauren M. (Presenter & Author), Relational Coordination Research Collaborative Roundtable, "Using Readiness and Relational Coordination to Support Collaborative Policing and Improve Crime Outcomes," Brandeis University, Boston, MA. (September 28, 2018).

Hajjar, Lauren M. (Leader), Massachusetts Providers Council Annual Convention, "Building Relational Capacity to Achieve High Performance," Massachusetts Providers Council, Boston, MA. (September 20, 2018).

Hajjar, Lauren M. (Coordinator/Organizer), Academy of Management, "Understanding the Relational Dynamics of Multi-Level Systems Change," Brandeis University, Chicago, IL. (August 11, 2018).

Hajjar, Lauren M. (Presenter & Author), Labor and Employment Relations Association Annual Conference, "Healthcare as a Team Sport: Creating Change through Multi-stakeholder Partnerships," Brandeis University, Baltimore, MD. (June 16, 2018).

Hajjar, Lauren M. (Presenter & Author), Labor and Employment Relations Association Annual Conference, "Educating for the Future through Partnerships in Public Education," Brandeis University, Baltimore, MD. (June 15, 2018).

Hajjar, Lauren M. (Presenter Only), Greater Boston Chamber of Commerce Leadership Forum, "Building Relationships in a Multi-Generational Workforce," Greater Boston Chamber of Commerce, Boston, MA. (June 12, 2018).

Hajjar, Lauren M. (Presenter Only), Moakley Breakfast Forum, "Building Relational Capacity for High Performance," Moakley Center for Public Management, Suffolk University, Boston, MA. (May 17, 2018).

Hajjar, Lauren (Leader), Bond-Fortier, Brenda J. (Panelist), Coldren, James (Panelist), Annual Meeting of the American Society of Criminology, "Predicting the Impact of a Relational Coordination Intervention on Performance Outcomes in Police Departments," ASC, Philadelphia, PA. (November 2017).

Hajjar, Lauren M. (Presenter & Author), Relational Coordination Research Collaborative Annual Roundtable, "A relational model of organizational change and collaborative policing," Brandeis University, Copenhagen, Denmark. (October 27, 2017).

Hajjar, Lauren M. (Presenter Only), Annual PCA Quality Improvement Peer Learning Team Meeting, "Health Center Engagement: A Relational Approach," Health Resources and Services Administration (HRSA), Nashville, TN. (May 18, 2017).