GAURAV JETLEY

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Education

Ph.D. in Business Administration (Information Systems)	University of South Florida, Tampa, FL	2020
M.S. in Management Information Systems	University of South Florida, Tampa, FL	2016
Grad.Cert. in Analytics & Business Intelligence	University of South Florida, Tampa, FL	2016
B.Comm. in Computing and Information Systems	Saint Mary's University, Halifax, NS	2012

Academic Positions

Assistant Professor	Computer Information Systems	College of Business, Colorado State University – Fort Collins	Summer 2020 – Current
Graduate Assistant	Doctoral	Research and Instruction	Fall 2016 – Spring 2020
Research Assistant	Pritish Mukherjee	University Rankings and Institutional Strategies	Fall 2016 – Fall 2017
Research Assistant	He Zhang (PI)	Florida HiTech Corridor – HealthAxis	Summer 2016
Teaching Assistant	Dennis Walpole	Computers in Business	Fall 2015 – Spring 2016
Research Assistant	Shivendu Shivendu (PI) & He Zhang (Co-PI)	Our Florida Promise – Long Term Care Reimbursement Methodology Development	Fall 2015 – Spring 2016
Volunteer Research Assistant	Balaji Padmanabhan	Non-Profit Valuation – Turning Point Homeless Shelter	Summer 2015

Research Interests

Healthcare IT, Healthcare Analytics, Healthcare Operations Management, Economics of Information Systems

Research Methodologies

Econometrics, NLP & Computational Linguistics, Causal Machine Learning, AI/ML/DL, Datamining

Teaching Interests

Data Analytics, Machine Learning, Deep Learning and AI, Healthcare Analytics, Core IS Courses

Journal Publications

Note: Financial Times 50 (FT50)
University of Texas Dallas List (UTD)
Association for Information Systems Senior Scholars' List of Premier Journals (AIS)
CSU COB Target Journal List (COB)
ABS Ranking List (ABS-4,4,3,2,1)*

Zhang, H., & **Jetley, G.** (2026) Beyond the Pulse: Racial Disparities in Oximetry Readings and the Influence on ICU Readmission Rates. ***Production and Operations Management (FT50, UTD, COB, ABS-4)*** *(In press)*

Jetley, G., Zhang, H. (2026) The Impacts of Electronic Health Record Note Usage by Physicians on Efficiency and Quality of Care: An Analysis using EHR Audit Logs. ***Production and Operations Management (FT50, UTD, COB, ABS-4)***

Jetley, G., Shivendu, S. (2026) Should Amazon display product Q&As more prominently? The informational role of Q&As and reviews, and the moderating effect of product involvement. ***Decision Support Systems (AIS, COB, ABS-3)***

Jetley, G., Zhang, H. (2026) Impacts of Staff Collaborations on the Service Time for Inpatient Stays: An Analysis using EHR Audit Logs and Dynamic Graphs. ***Manufacturing & Service Operations Management (FT50, UTD, COB, ABS-3)***

Vijayasarathy, L., **Jetley, G.** (2025) Analytics Competence and IT Business Value: The Role of Metric Ambidexterity. ***Journal of Business Analytics (ABS-1)***

Jetley, G., Zhang, H. (2025) Racial Bias in Pain Measurement Frequency in ICU and its Impact on Early Readmission. ***Production and Operations Management (FT50, UTD, COB, ABS-4)***

Jetley, G. and Zhang, H. (2019) Electronic Health Records in IS Research: Quality Issues, Essential Thresholds and Remedial Actions. ***Decision Support Systems (AIS, COB, ABS-3)***

Journal Manuscripts Under Review and In Preparation for Submission

Baird, A., Yusen, X., **Jetley, G.,** Saif, M. Bridging the ML Results-to-Practice Gap via Human-LLM Translation. *ACM Transactions on MIS (COB) (Under 2nd round of review)*

Jetley, G., Zhang, H. Unequal Urgency: Disposition Pathway-Dependent Impacts of Racial Bias in Emergency Room Triage. *Targeted at Manufacturing & Operations Management (FT50, UTD, COB, ABS-4)* (*Ready to submit*)

Jetley, G. From Concepts to Constructs: A Language Model Representation Level Instrument Extraction and Validation Framework for Reproducible Text-Based Psychometrics Research. *Targeted at Information Systems Research – Special Issue (FT50, UTD, COB, ABS-4*)* (*In preparation for submission - finalizing writing*)

Jetley, G., Singh, D. ICU-BERT: A Decision Support Artifact for Time-Critical Adverse-Event Prioritization Under Data Scarcity. *ACM Transactions on MIS (COB)* (*In preparation for submission - finalizing writing*)

Jetley, G., Baird, A. Physiologic Discharge Stringency and Intensive Care Unit Outcomes: Analysis of Non-Monotonic Relationships with ICU Readmissions. *(In preparation for submission - Finalizing analysis and writing)*

Working Journal Papers

Qahri-Saremi, H., **Jetley, G.**, Baird, A., Turel, O., Xia, Y. Effectiveness of Organizational Responses to Online Firestorms *(Analysis and writing stage; Author order not final)*

Kim, I., Chen, A., **Jetley, G.**, Park, W. Edges as Affordances: Interaction Paths and the Persistence of Communication Threads *(Analysis and writing stage; Author order not final)*

Jetley, G., Shivendu, S. Impact of Nursing and Physician Progress Notes on Time to Discharge. *(Analysis stage)*

Jetley, G., Zhang, H. Copy and Paste: The Role of Redundancy of Clinical Notes in Intensive Care Units in Decreasing In-Hospital Mortality. *(Analysis stage)*

Jetley, G., Vijayasarathy, L., Baird, A. Hospital Data Breaches. *(Analysis stage)*

Jetley, G., Shivendu, S. EHR Progress Notes and Post-Discharge Outcomes: The Role of Discharge Instruction Quality. *(Analysis stage)*

Zang, H., **Jetley, G.** Effects of Missingness and Data Input Inconsistencies in EHR Systems on Patient Outcomes. *(Conceptualization and analysis stage)*

Jetley, G. GraphEHR: Graphical Representation of Multi-Modal Electronic Health Records for Interpretable Predictions. *(Conceptualization stage)*

Jetley, G., and Shivendu, S. Impacts of Effectual and Visual Attributes in Professional vs Customer Video Reviews.

Jetley, G., and Shivendu, S. Question and Answer Entailment and Its Impacts on Product Sales

Conference Presentations & Proceedings

Jetley, G., Baird, A. Physiologic Discharge Stringency and ICU Outcomes: Evidence of a Non-Monotonic Relationship in Readmissions. *POMS Conference 2026*, Reno, NV.

Jetley, G., Zhang, H. Unequal Urgency: Racial Bias in Triage and Its Impact on Emergency Department Length of Stay. *POMS Conference 2026*, Reno, NV.

Jetley, G., Zhang, H. Beyond the Pulse: Racial Disparities in Oximetry Readings and the Influence on Early Readmission Rates. *Conference on Health IT and Analytics (CHITA) 2025*, Austin, TX.

Jetley, G., Zhang, H. Copy and Paste: The Impact of Redundancy of Clinical Notes on In-Hospital Mortality. *POMS Conference 2025,* Atlanta, GA.

Jetley, G., Zhang, H. The Impacts of Electronic Health Record Note Usage by Physicians on Quality of Care (Invited Paper Presentation). *POMS Conference 2025,* Atlanta, GA.

Jetley, G., Zhang, H. Racial Disparities in Health Technology and Its Impacts on Quality of Care: The Case of Biased Readings from SpO2 Sensors (Invited Paper Presentation). *POMS Conference 2025,* Atlanta, GA.

Jetley, G., H. Zhang. Racial Disparities in Health Technology and Its Impacts on Quality of Care: The Case of Biased Readings from SpO2 Sensors (Invited Paper Presentation) *INFORMS Annual Meeting 2024,* Seattle, Washington.

Jetley, G., Zhang, H. Copy and Paste: The Role of Length and Redundancy of Clinical Notes in ICU in Decreasing In-Hospital Mortality, *Conference on Health IT and Analytics (CHITA) 2024*, Washington, D.C.

Jetley, G., Zhang, H. Copy and Paste: The Role of Length and Redundancy of Clinical Notes in ICU in Decreasing In-Hospital Mortality, *Conference on Health IT and Analytics (CHITA) 2024*, Washington, D.C.

Jetley, G., Shivendu, S., " Do You Remember What Your Doctor Instructed? Impacts of Length, Readability and Diagnosticity of Discharge Instructions on Out of Hospital Mortality ", *Conference on Health IT and Analytics (CHITA) 2023*, Washington, D.C.

Jetley, G., Zhang, H., "Clinical Notes and Knowledge Transfer: The Impact of EHR Notes Usage by Care Providers on Service Time", *Conference on Health IT and Analytics (CHITA) 2022*, Washington, D.C.

Jetley, G., Zhang, H., "Impact of Collaboration in Healthcare Workflow on Patient's Length of Stay: An Analysis with Electronic Medical Records Audit Logs", *Conference on Health IT and Analytics (CHITA) 2022*, Washington, D.C.

Zhang, H., **Jetley, G.**, Kshetrajna, R., Philius, J., Houser, R., Spiro, C. Collaborative Intelligence in Healthcare: Augmenting Complex Tasks with Physician and Algorithm Fusion *Conference of Health IT and Analytics (CHITA) 2019*, Washington, D.C.

Jetley, G., and Shivendu, S. "Q&As and Reviews: Substitutes or Compliments?" *Conference on Information Systems and Technology (CIST, INFORMS annual meeting) 2018*, Phoenix, AZ

Jetley, G. and Zhang, H. "Mining Patient Care Pathways via Electronic Medical Records Audit Logs," *Conference of Health IT and Analytics (CHITA) 2018*, Washington, D.C.

Jetley, G., and Shivendu, S. "Q&As and Reviews: Substitutes or Complements?" *Americas Conference on Information Systems (AMCIS) 2018*, New Orleans, LA.

Zhang, H., **Jetley, G.**, Kshetrajna, R., Philius, J., Houser, R., Spiro, C. "Detecting post-approval Adverse Drug Events within EHR Data: A case study correlating Lipophilic Beta-Blockers with the subsequent diagnosis of Parkinson's Disease," *American Medical Informatics Association – Clinical Informatics Conference (AMIA–CIC) 2018*, Scottsdale, AZ.

Baloch, N. and **Jetley, G.** "The Online Sex Offender: An Analysis of Language and Communication Strategies used by Online Sex Offenders against Minors," *American Society of Criminology (ASC) 2018*, Atlanta, GA.

Jetley, G. and Zhang, H. Adverse Drug Reaction Detection in Noisy EHR Databases, *Muma Research Symposium 2018*, Tampa, FL.

Jetley, G., Zhang, H., Spiro, C., Phillis, J. Pharmacovigilant CDSS: New Actionable Knowledge Extraction using PhV, EHR and CDSS", *International Conference on Home Healthcare, Hospice, and Information Technology (H3IT) 2017*, Washington, D.C.

Jetley, G. and Zhang, H. "Big Data Analytics as a Prior to Clinical ADI Research: A Simple Heuristic to Detect New Adverse Drug Interactions in Imperfect EHR Systems," *Muma Research Symposium 2016*, Tampa, FL.

Workshops, Talks and Lectures

Harnessing AI in Healthcare: Opportunities for Innovation and Barriers to Success (2024), *CSU Health Network,* Fort Collins, CO

Workshop on Healthcare Data for Research (2021), *Front Range Information Systems Research Seminar*, Fort Collins, CO

Data Science Citizen: Workshop on Blockchain for Business (2018), *Jabil Inc.*, St. Petersburg, FL

Teaching Experience

Analytics and AI in Business	Undergraduate	Instructor	Spring: 25, 26 Fall: 25, 26
Business Analytics	Undergraduate	Instructor	Fall: 21, 22, 23

			Spring: 21, 22, 23, 24 Summer: 22, 23, 24
Applied Data Mining and Analytics in Business	Graduate	Instructor	Fall: 20, 21, 22, 23, 24, 25
Data Analytics with R	Undergraduate	Instructor	Spring: 19, 20
Business Data Communications	Undergraduate	Instructor	Fall: 19
Blockchain Technologies	Graduate	Teaching Associate	Spring: 18
Computers in Business	Undergraduate	Teaching Assistant	Fall: 15 Spring: 16

Honors and Awards

2026, Excellence in Undergraduate Teaching, College of Business, Colorado State University
2026, Excellence in Research Stipend, Summer Research Program, College of Business, Colorado State University
2026, CIS Summer Research Grant, College of Business, Colorado State University
2026, Spot Award, College of Business, Colorado State University
2025, CIS Summer Research Grant, College of Business, Colorado State University
2024-25, Dean's Scholar, College of Business, Colorado State University
2024, CIS Summer Research Grant, College of Business, Colorado State University
2020, Dean's Research and Teaching Grant, Muma College of Business, University of South Florida
2019, Doctoral Student Summer Research Award, Muma College of Business, University of South Florida
2017, Florida HiTech Corridor Research Award, University of South Florida

Memberships

Sigma Xi Full Member, Scientific Research Honor Society (2025-current)
Production and Operations Management Society (POMS)
Institute for Operations Research and the Management Sciences (INFORMS)

Service

Committees:
Scholarship Committee (2020-26)
Research Committee (2022-24)
Search Committee – TTF (2022, 2023, 2024)
CIS Department GPC – (2024)

Editorial Roles:
Conference: European Conference on Information Systems (2025-26)
Journal: Information Systems and e-Business Management *(role invitation accepted in Aug 2026)*

Journal Manuscript Refereeing: Manufacturing & Service Operations Management, Production and Operations Management, Management Information Systems Quarterly, Journal of Association of Information Systems, Decision Support Systems, Information Systems Frontiers, npj Health Systems, BMC Nursing, Frontiers in Systems Biology

Conference Manuscript Reviewing International Conference on Information Systems (ICIS), European Conference on Information Systems (ECIS), Institute for Operations Research and the Management Sciences (PACIS), Americas Conference on Information Systems (AMCIS), Hawaii International Conference on System Sciences (HICSS), American Medical Informatics Association – Clinical Informatics Conference (AMIA-CIC), International Conference on Health Information Technology Advancement (ICHITA)

Service to USF: University Rankings and Institutional Strategies

Advising:

Undergraduate Honors Thesis (Advisor):
- Sports Analytics – Alexa Gomolak (Fall 2026)
- AI in Healthcare Industry: A Literature Review – Blake Nemeth (Fall 2024)

Honors Option:
- Tatum Shinedling (Spring 2026)
- Christopher Warren (Spring 2021)

Master's Thesis Committee:
- Alex Garcia (MS in CS) - Advancing Retrieval-Augmented Generation (RAG) systems through vector databases storage and retrieval mechanisms (projected defense in 2026)

Mentoring:
- Mohd Saif (along with Aaron Baird) (Fall-Spring 2026)
- Masters Students in Data Analytics Project (Guided by Dr. Shivendu) (2017-18)

Course Development

Machine Learning Operations *(Current)* Graduate

Applied Data Mining and Analytics in Business Graduate

Data Analytics with R Undergraduate

Blockchain Technologies Graduate

Industry and External Collaborations and Projects

Industry: Health Axis Group, Our Florida Promise (Florida Health Care Association)

USF: Parkinson's & Movement Disorder Center, College of Medicine Neurology, Department of Criminology, Vice Provosts Office

Media Appearances

May 2024, 10 of the highest-paying IT jobs right now, Fortune (link)
Apr 2024, Business Insights, CSU College of Business Newsletter
Apr 2024, Lowered frequency in provider pain monitoring leads to higher readmission rates for Black patients, Source College of Business (link)
Aug 2023, 4 unexpected ways new AI technology will impact humanity, Source (link)
Aug 2023, How will AI impact the job market?, Source (link)