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**PROFESSIONAL EXPERIENCE**

**The Wharton School, University of Pennsylvania**

- Professor, 2022 – present
- Associate Professor with Tenure, 2011 – 2022
- Associate Professor, 2009 – present

**London Business School, London**

- Associate Professor with Tenure, 2008 – 2009

**Columbia University, Graduate School of Business, New York**

- Associate Professor, 2004 – 2008
- Assistant Professor, 2001 – 2004

**INSEAD, Fontainebleau, France**

- Visiting Associate Professor, 2006

**Judge Business School, University of Cambridge, Cambridge, UK**

- Denis Gilling Visiting Scholar, 2006

**IBM Corporation, Supply Chain Optimization Practice, Philadelphia**

- Associate, 1996-1999

**EDUCATION**

Ph.D. in Operations and Information Management, the Wharton School, University of Pennsylvania, 2001; Ph.D. in Physics, University of Pennsylvania, 1996

## RESEARCH INTERESTS

- Capacity and Patient Flow Management in Health Care Operations
- Performance-Based Incentives in Health Care and Education
- Crowdfunding and Online Service Platforms
- Diffusion Models for New Products and Services

## PUBLICATIONS ([Google Scholar Profile](#))

### Published and Forthcoming

1. Ho, T.-H., S. Savin, and C. Terwiesch. Managing Demand and Sales Dynamics in New Product Diffusion, *Management Science*, **48** (2002), 187-206.
2. Savin, S. and C. Terwiesch. Optimal Product Launch Times in a Duopoly: Balancing Lifecycle Revenues with Product Cost, *Operations Research*, **53** (2005), 26-47.
3. Terwiesch, C., S. Savin, and I.-H. Hann. Online Haggling at a Name-Your-Own-Price Retailer: Theory and Application, *Management Science*, **51** (2005), 339-351.
4. Savin, S., M. Cohen, N. Gans, and Z. Katalan. Capacity Management in Rental Businesses with Two Customer Bases, *Operations Research*, **53** (2005), 617-631.
5. Green, L., S. Savin, and B. Wang. Managing Patient Service in a Diagnostic Medical Facility, *Operations Research*, **54** (2006), 11-25.
6. Netessine, S., S. Savin, and W.-Q. Xiao. Dynamic Revenue Management through Cross-Selling in E-Commerce Retailing, *Operations Research*, **54** (2006), 893-913.
7. Gans, N., and S. Savin, Pricing and Capacity Rationing in Rentals with Uncertain Durations, *Management Science*, **53** (2007), 390-407.
8. Green, L., S. Savin, and M. Murray. Providing Timely Access to Care: What is the Right Patient Panel Size?, *Joint Commission Journal on Quality and Patient Safety*, **33** (2007), 211-218.
9. Marinelli, C., and S. Savin. Optimal Distributed Dynamic Advertising, *Journal of Optimization Theory and Applications*, **137** (2008), 569-591.
10. Green, L., and S. Savin. Reducing Delays for Medical Appointments: a Queueing Approach, *Operations Research*, **56** (2008), 1526-38.

11. Gozzi, F., C. Marinelli, and S. Savin. On Controlled Linear Diffusions with Delay in a Model of Optimal Advertising under Uncertainty with Memory Effects, *Journal of Optimization Theory and Applications*, **142** (2009), 291-321.
12. Besbes, O., and S. Savin. Going Bunkers: Joint Route Selection and Refueling Problem, *Manufacturing and Service Operations Management*, **11** (2009), 694-711
13. Celik, S., A. Muharremoglu, and S. Savin. Revenue Management with Costly Price Adjustments, *Operations Research*, **57** (2009), 1206-1219.
14. Jiang, H., S. Netessine, and S. Savin. Robust Newsvendor Competition Under Asymmetric Information, *Operations Research*, **59** (2011), 254-261.
15. Ho, T.-H., S. Savin, C. Terwiesch. Note: A Reply to “New Product Diffusion Decisions Under Supply Constraints,” *Management Science*, **57** (2011), 1811-1812.
16. Powell, A., S. Savin, and N. Savva. Physician Workload and Hospital Reimbursement: Overworked Servers Generate Less Revenue per Patient, *Manufacturing and Service Operations Management*, **14** (2012), 512-528.
17. Jiang, H., J. Pang, and S. Savin. Performance-Based Contracting for Outpatient Medical Services, *Manufacturing and Service Operations Management*, **14** (2012), 654-668.
18. Green, L., S. Savin and Y. Lu. Primary Care Physician Shortages Could Be Eliminated Through Use of Teams, Non-Physicians, and Electronic Communication, *Health Affairs*, **32** (2013), vol. 1, 11-19.
19. Green, L., S. Savin, and N. Savva. “Nursevendor Problem”: Personnel Staffing in the Presence of Endogenous Absenteeism,” *Management Science*, **59** (2013), 2237-2256.
20. Pac, F., S. Savin and C. Velu. When to Adopt an Innovation: Nash Equilibria in a Competitive Diffusion Framework, *European Journal of Operations Research*, **271** (2018), vol. 3, 968-984.
21. Bretthauer, K. and S. Savin. Introduction to the Special Issue on Patient-Centric Healthcare Management in the Age of Analytics, *Production and Operations Management*, **27** (2018), Vol. 12, pp. 2101–2102.
22. Bavafa, H., C. Leys, L. Örmeci, and S. Savin. Managing Portfolio of Elective Surgical Procedures: A Multidimensional Inverse Newsvendor Problem, *Operations Research*, **67** (2019), 1543–1563.
23. Bavafa, H., S. Savin, and C. Terwiesch. Managing Patient Panels with Non-Physician Providers, *Production and Operations Management* (2019), Vol. 28 (6), pp. 1577-1593.

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24. Jiang, H., Z. Pang and S. Savin. Performance Incentives and Competition in Healthcare Markets, *Production and Operations Management* (2020), Vol. 29 (5), pp. 1145-1164.
25. Bavafa, H., S. Savin, and C. Terwiesch. Customizing Primary Care Delivery Using E-Visits, forthcoming in *Production and Operations Management* (2021), Vol. 30 (11), pp. 4306-4327.
26. Bavafa, H., L. Örmeci, S. Savin, and V. Virudachalam. Surgical Case-Mix and Discharge Decisions: Does Within-Hospital Coordination Matter?, *Operations Research*, **70** (2022), 990-1007.
27. Zhang, J., S. Savin, S. Veeraraghavan. Revenue Management in Crowdfunding, forthcoming in *Manufacturing and Service Operations Management*.
28. Green, L., S. Savin, G. Greenberg, S. Hines, D. Lake, M. Minear, and R. Murphy. The impact of telehealth on primary care physician patient panel sizes: A simulation study, forthcoming in *Journal of the American Board of Family Medicine*.

#### **Submitted for Publication**

29. Virudachalam, S. Savin, and M. Steinberg. Too Much Information: When Does Additional Testing Benefit Schools?, minor revision prepared for *Management Science*, [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3884543](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3884543).
30. He, J., S. Savin, J. Goh, and C.P. Teo. Off-Platform Threats in On-Demand Services, minor revision prepared for *Manufacturing and Service Operations Management*, [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3550646](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3550646) .
31. Taiwo, E.S., F.Y. Chen, K.S. Chin, and S. Savin. Patient-Controlled use of Non-Physician Providers: Appointment Scheduling in Mixed-Provider Settings, submitted to *Production and Operations Management*, [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3884650](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3884650) .
32. Lim, J. M., K. Moon, and S. Savin. Searching for the Best Yardstick: Cost of Quality Improvements in the U.S. Hospital Industry, major revision is prepared for *Management Science*, [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3885132](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3885132).

## Working Papers

33. Savin, S., Y. Xu, and L. Zhu. Delivering Multi-Specialty Care via Online Telemedicine Platforms, [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3479544](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3479544) .

34. Taiwo, E.S., F.Y. Chen, K.S. Chin, and S. Savin. To Carve Out or Not: Managing the Routine and Same-day Appointments for Outpatient Clinics, [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3884741](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3884741) .

35. Jiang, H., Z. Pang, and S. Savin. How Should Payers Respond to Consolidation in Healthcare Markets? [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=3887843](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=3887843) .

36. Park, E., H. Ouyang, J. Wang, S. Savin, S.C. Leung, and T. Rainer. Patient Sensitivity to Emergency Department Waiting Time Announcements, [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=4047005](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=4047005) .

## BOOK CHAPTER

“Managing Patient Appointments in Primary Care”, in *Patient Flow: Reducing Delay in Healthcare Delivery*, Springer International Series in Operations Research and Management Science, edited by Randolph Hall, Springer, 2006.

## MEDIA CITATIONS

“An Open-Access Doctor’s Office” by K. Miller, *BusinessWeek*, February 12, 2007, [http://www.businessweek.com/smallbiz/content/feb2007/sb20070212\\_182930.htm](http://www.businessweek.com/smallbiz/content/feb2007/sb20070212_182930.htm).

“Calculate Your Ideal Patient Load: How to Strike the Correct Balance” by L. Stevens, *American Medical Association News*, May 12, 2008, <http://www.ama-assn.org/amednews/2008/05/12/bisa0512.htm>.

“Doctor Shortage? What Doctor Shortage?” by Sarah Kliff, *The Washington Post*, January 15, 2013, <http://www.washingtonpost.com/blogs/wonkblog/wp/2013/01/15/doctor-shortage-what-doctor-shortage/>

“Economists Outline Strategy To Counter Primary Care Shortage” by J. Lubell, *American Medical Association News*, January 18, 2013, <http://www.ama-assn.org/amednews/2013/01/14/gvds0118.htm>

## PROFESSIONAL ACTIVITIES AND AWARDS

- Departmental Editor, Healthcare Operations, *Production and Operations Management* (2009 – present)
- Associate Editor, *Operations Research* (2006 – present), *Management Science* (2009 – present), *Manufacturing and Service Operations Management* (2006 – 2020)

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- Distinguished Department Editor Service Award, *Production and Operations Management* (2019)
- Meritorious Service Award, *Manufacturing and Service Operations Management* (2007, 2009, 2010, 2014), *Management Science* (2013, 2014), *Operations Research* (2013, 2014)
- Member, Organizing Committee, 1<sup>st</sup> Informs Healthcare Conference (2011)
- Judge, INFORMS Pierskalla Best Paper Award (2011, 2013-present)
- Chair, MSOM Special Interest Group on Healthcare Operations track, Informs 2011 Conference
- Senior Editor, *Production and Operations Management* (2004 – 2009)
- Member of the Proposal Review Panel, National Science Foundation, USA (2006, 2009), Engineering and Physical Sciences Research Council, United Kingdom (2006)
- Finalist, MSOM Society student paper competition (2001)
- Judge, MSOM Society student paper competition (2003 – 2008, 2010, 2011, 2013-present)
- Wharton Teaching Excellence Award (2010, 2020, 2021)
- Teaching Award “Goes Above and Beyond the Call of Duty”, Wharton MBA program (2010, 2011)
- Class of 1984 Award, Wharton MBA program (2010)
- Finalist for the Helen Kardon Moss Anvil Award, Wharton MBA program (2010)
- PhD Student Advising:

Ben Wang (2002), member of the committee, first placement: Standard & Poor’s, China; Carlo Marinelli (2004), member of the committee, currently at the University College London, UK; Joern Meissner (2005), member of the committee, currently at Kuehne Logistics University in Hamburg, Germany; Srinivas Krishnamoorthy (2005), member of the committee, currently at the Simon Fraser University, Canada; Sabri Celik (2007), member of the committee, first placement - Credit Suisse, New York; Omar Besbes (2008), member of the committee, currently at Columbia GSB; Fazil Pac (2011), member of the committee, currently at Google; Hessam Bavafa (2014), member of the committee, currently at the University of Wisconsin-Madison; Vanitha Virudachalam (2019), advisor, currently at the University of Illinois at Urbana-Champaign; Jiding Zhang (2021), member of the committee, currently at the NYU-Shanghai; Jong Myeong Lim (2022), member of the committee, winner of 2021 MSOM student paper competition.