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## **PROFESSIONAL EXPERIENCE**

### **The Wharton School, University of Pennsylvania**

- Associate Professor with Tenure, 2011 – present
- 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
- Diffusion Models for New Products and Services

## PUBLICATIONS

### 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. “When to Adopt an Innovation: Nash Equilibria in a Competitive Diffusion Framework”, with F. Paç and C. Velu, *European Journal of Operations Research*, **271** (2018), vol. 3, 968-984.
21. “Introduction to the Special Issue on Patient-Centric Healthcare Management in the Age of Analytics”, with K. Bretthauer, *Production and Operations Management*, **27** (2018), Vol. 12, pp. 2101–2102.
22. “Managing Portfolio of Elective Surgical Procedures: A Multidimensional Inverse Newsvendor Problem”, with H. Bavafa, C. Leys, and L. Örmeci, forthcoming in *Operations Research*.
23. “Managing Patient Panels with Non-Physician Providers”, with H. Bavafa and C. Terwiesch, *Production and Operations Management* (2019), <https://doi.org/10.1111/poms.13002>.

### **Submitted for Publication**

24. “Performance Incentives and Competition in Healthcare Markets”, with H. Jiang and Z. Pang, major revision submitted to *Production and Operations Management*.
25. “Revenue Management in Crowdfunding”, with S. Veeraraghavan and J. Zhang, major revision prepared for *Manufacturing and Service Operations Management*.
26. “Redesigning Primary Care Delivery: Customized Office Revisit Intervals and E-Visits”, with H. Bavafa and C. Terwiesch, submitted to *Production and Operations Management*.
27. “Investing in Performance: Information and Merit-Based Incentives in K-12 Education”, with V. Virudachalam and M. Steinberg, reject-and-resubmit prepared for *Management Science*.
28. “Multi-Channel Online Retailing in Emerging Markets: Impulsive Purchases, Product Categories and Organizational Choices”, with N. Jain and N. Singh, submitted to *Information Systems Research*.
29. “Surgical Case-Mix and Discharge Decisions: Does Within-Hospital Coordination Matter?”, with H. Bavafa, L. Örmeci, and V. Virudachalam, submitted to *Operations Research*.

### **Research in Progress**

30. “Competing for Patients in the Presence of Social Learning”, with Z. Pang, and L. Qi.
31. “Performance Incentives for Teachers and Students in K-12 Education”, with N. Liu, V. Virudachalam and M. Steinberg.
32. “Incentives in Primary Care Channels: Primary Care Physicians vs. Emergency Rooms”, with N. Savva, R. Ibrahim, and D. Zhang.
33. “Crowdfunding Interventions”, with P. Cornelius and B. Gokpinar.
34. “Access to Care: Impact of Horizontal and Vertical Integration in Healthcare Markets”, with H. Jiang and Z. Pang.
35. “Pay to Reduce Waiting Time: Contract Design in An Online Healthcare Platform”, with Y. Xu.

## 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 – present), *IIE Transactions* (2006 – present)
- 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)
- Excellence in Teaching Award, Wharton MBA program (2010)
- 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)