

HUMMY SONG

The Wharton School
University of Pennsylvania
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ACADEMIC POSITIONS & AFFILIATIONS

	The Wharton School, University of Pennsylvania	Philadelphia, PA
2017–	Assistant Professor of Operations, Information and Decisions	
2022–	Assistant Professor of Health Care Management (secondary)	
2023–	Faculty Affiliate, Analytics at Wharton	
2016–	Senior Fellow, Leonard Davis Institute of Health Economics	
2021–2022	Claude Marion Endowed Faculty Scholar	
2016–2017	Lecturer of Operations, Information and Decisions	
	Corporal Michael J. Crescenz VA Medical Center	Philadelphia, PA
2021–	Research Associate (WOC)	

EDUCATION

2017	Ph.D., Health Policy Management, Harvard University	Cambridge, MA
2011	M.P.P., Harvard Kennedy School of Government	Cambridge, MA
2008	A.B., <i>magna cum laude</i> , Harvard College	Cambridge, MA

REFEREED PUBLICATIONS

*Authors listed alphabetically ^PPractitioner coauthor

1. *Lim JM, Song H, ^PYang JJ. 2023. The Spillover Effects of Capacity Pooling in Hospitals. *Management Science* (forthcoming).
 - 2nd Place, 2022 POMS College of Healthcare Operations Management Best Paper Competition
2. Candon M, Bergman A, Rose A, Song H, David G, Spetz J. 2023. The Relationship between Scope of Practice Laws for Task Delegation and Nurse Turnover in Home Health. *Journal of the American Medical Directors Association* 24(11): 1773-1778.E2.
3. *Bergman A, David G, Song H. 2023. “I Quit”: Schedule Volatility as a Driver of Voluntary Employee Turnover. *Manufacturing & Service Operations Management* 25(4): 1416-1435.
 - [Knowledge@Wharton](#), [LDI Blog](#)
4. ^PBressman E, ^PKohn R, Song H, ^PGreysen SR. 2023. Geographic Cohorting by Clinical Care Team: A Narrative Review. *Annals of Palliative Medicine* 12(4): 855-862.
5. *Kim S-H, Song H, Valentine M. 2023. Learning in Temporary Teams: The Varying Effects of Partner Exposure by Team Member Role. *Organization Science* 34(1): 433-455.
 - [Knowledge@Wharton](#)

6. Bergman A, Song H, David G, Spetz J, Candon M. 2022. The Role of Schedule Volatility in Home Health Nursing Turnover. *Medical Care Research and Review* 79(3): 382-393.
 - [LDI Blog](#)
7. Song H, Andreyeva E, David G. 2022. Time is the Wisest Counselor of All: The Value of Provider-Patient Engagement Length in Home Health Care. *Management Science* 68(1): 420-441.
 - [Home Health Care News](#)
8. ^PFriedman AB, ^PGervasi S, Song H, Bond AM, ^PChen AT, Bergman A, David G, ^PBailey JM, ^PBrooks R, ^PSmith-McLallen A. 2022. Telemedicine Catches On: Changes in the Utilization of Telemedicine Services During the Covid-19 Pandemic. *Am. Journal of Managed Care* 28(1): e1-e6.
 - [LDI Blog](#)
9. Song H, ^PMcKenna R, ^PChen AT, David G, ^PSmith-McLallen A. 2021. The Impact of the Non-essential Business Closure Policy on Covid-19 Infection Rates. *International Journal of Health Economics and Management* 21(4): 387-426.
 - [Reuters](#), [Philadelphia Inquirer](#), [WHYY](#), [CBS News](#), [Knowledge@Wharton](#), [Wharton Business Daily](#), [Philadelphia Inquirer](#)
10. *Armony M, Roels G, Song H. 2021. Capacity Choice Game in a Multi-Server Queue: Existence of a Nash Equilibrium. *Naval Research Logistics* 65(5): 663-678.
11. *Armony M, Roels G, Song H. 2021. Pooling Queues with Strategic Servers: The Effects of Customer Ownership. *Operations Research* 69(1): 13-29.
 - [Wall Street Journal](#), [Knowledge@Wharton](#), [INSEAD Knowledge](#)
12. Song H, Bergman A, ^PChen AT, ^PEllis D, David G, ^PFriedman AB, Bond AM, ^PBailey JM, ^PBrooks R, ^PSmith-McLallen A. 2021. Disruptions in Preventive Care: Mammograms During the Covid-19 Pandemic. *Health Services Research* 56(1): 95-101.
 - [Quartz](#), [Science News](#), [Knowledge@Wharton](#), [LDI Blog](#)
13. ^PKohn R, Harhay MO, Bayes B, Song H, ^PHalpern SD, ^PKerlin MP, ^PGreysen SR. 2021. Influence of Bedspacing on Outcomes of Hospitalised Medicine Service Patients: A Retrospective Cohort Study. *BMJ Quality & Safety* 30(2): 116-122.
14. Song H, Tucker AL, ^PGraue R, ^PMoravick S, ^PYang JJ. 2020. Capacity Pooling in Hospitals: The Hidden Consequences of Off-Service Placement. *Management Science* 66(9): 3825-3842.
 - Featured article in September 2020 issue.
 - [Knowledge@Wharton](#), [Management Science Blog](#)
15. ^PKohn R, Harhay MO, ^PWeissman GE, ^PAnesi GL, Bayes B, Song H, ^PHalpern SD, ^PGreysen SR, ^PKerlin MP. 2020. The Association of Geographic Dispersion With Outcomes Among Hospitalized Pulmonary Service Patients. *Annals of the American Thoracic Society* 17(2): 249-252.
16. Song H, Tucker AL, ^PMurrell KL, ^PVinson DR. 2018. Closing the Productivity Gap: Improving Worker Productivity through Public Relative Performance Feedback and Validation of Best Practices. *Management Science* 64(6): 2628-2649.
 - Finalist, 2019 Best OM Paper in *Management Science* Award
 - Finalist, 2015 MSOM Student Paper Competition
 - Hon. Mention, 2015 INFORMS Behavioral OM Section Best Working Paper Award

17. Song H, Ryan M, Tendulkar S, Fisher J, Martin J, Peters AS, ^PFrolkis JP, Rosenthal MB, ^PChien AT, Singer SJ. 2017. Team Dynamics, Clinical Work Satisfaction, and Patient Care Coordination Between Primary Care Providers. *Health Care Management Review* 42(1): 28-41.
 - 2nd Place, 2015 AOM Annual Meeting Health Care Management Division Best Paper Award
18. Song H, Tucker AL. 2016. Performance Improvement in Health Care Organizations. *Foundations and Trends in Technology, Information and Operations Management* 9(3-4): 153-309.
19. Song H, Tucker AL, ^PMurrell KL. 2015. The Diseconomies of Queue Pooling: An Empirical Investigation of Emergency Department Length of Stay. *Management Science* 61(12): 3032-3053.
 - 1st Place, 2018 M&SOM Service Management SIG Best Paper Award.
 - 1st Place, 2015 INFORMS Health Applications Society Best Student Paper Competition.
 - 1st Place, 2014 AcademyHealth Annual Research Meeting Organizational Behavior and Management Division's Best Abstract.
 - [*Wall Street Journal*](#), [*Knowledge@Wharton*](#), [*Wharton Magazine*](#)
20. Song H, ^PChien AT, Fisher J, Martin J, Peters AS, ^PHacker K, Rosenthal MB, Singer SJ. 2015. Development and Validation of the Primary Care Team Dynamics Survey. *Health Services Research* 50(3): 897-921.

ADDITIONAL PUBLICATIONS

*Authors listed alphabetically ^PPractitioner coauthor

21. *Kim S-H, Song H. How Digital Transformation Can Improve Hospitals' Operational Decisions. *Harvard Business Review online* January 18, 2022. <https://hbr.org/2022/01/how-digital-transformation-can-improve-hospitals-operational-decisions>.
 - [*Becker's Hospital Review*](#), [*Healthcare IT Today*](#), [*Knowledge@Wharton*](#), [*Wharton Business Daily*](#), [*LDI News*](#)
22. Song H, ^PEzaz G, ^PGreysen SR, ^PHalpern SD, ^PKohn R. How Hospitals Can Meet the Needs of Non-Covid Patients During the Pandemic. *Harvard Business Review online* July 14, 2020. <https://hbr.org/2020/07/how-hospitals-can-meet-the-needs-of-non-covid-patients-during-the-pandemic>.
 - [*Knowledge@Wharton*](#), [*Wharton Business Daily*](#), [*Penn Today*](#)
23. *Song H, Veeraraghavan S. 2018. Quality of Care: An Operations Perspective of Health Care Quality. In T. Dai and S. Tayur (Eds.), *Handbook of Healthcare Analytics: Theoretical Minimum for Conducting 21st Century Research on Healthcare Operations*.

WORKING PAPERS

*Authors listed alphabetically ^PPractitioner coauthor

24. Lekwijit S, Song H, Terwiesch C, ^PChaiyachati K. Multi-Channel Healthcare Operations: The Impact of Video Visits on the Usage of In-person Care.
25. Song H, Armony M, Roels G. Queue Configurations and Operational Performance: An Interplay between Customer Ownership and Queue Length Awareness.
26. *Jeon HH, Lucarelli C, ^PMazarati JB, ^PNgabo D, Song H. Leapfrogging for Last-mile Delivery in Health Care: Drone Delivery for Blood Products in Rwanda.
 - 2nd Place, 2023 INFORMS Public Sector OR Best Paper Competition
 - Finalist, 2023 INFORMS Health Applications Society Best Student Paper Competition

- [Bloomberg](#)

27. Song H, Huckman RS. Cohort Turnover and Operational Performance: The July Phenomenon in Teaching Hospitals.

- Finalist, 2015 POMS College of Healthcare Operations Management Best Paper Competition

AWARDS AND HONORS

Research

2nd Place, INFORMS Public Sector OR Best Paper Competition, 2023
 Finalist, INFORMS Health Applications Society Best Student Paper Competition, 2023
 Winner, POMS Early Career Research Accomplishments Award, 2022
 2nd Place, POMS College of Healthcare Operations Management Best Paper Competition, 2022
 Finalist, Best OM Paper in *Management Science* Award, 2019
 1st Place, M&SOM Service Management SIG Best Paper Award, 2018
 1st Place, INFORMS Health Applications Society Best Student Paper Competition, 2015
 Finalist, MSOM Student Paper Competition, 2015
 Hon. Mention, INFORMS Behavioral OM Section Best Working Paper Award, 2015
 Finalist, POMS College of Healthcare Operations Management Best Paper Competition, 2015
 2nd Place, AOM Annual Meeting Health Care Management Division Best Paper Award, 2015
 1st Place, AcademyHealth Organizational Behavior and Management Division Best Abstract Award, 2014
 Thomas T. Hoopes Prize for outstanding undergraduate honors thesis, Harvard College, 2008

Teaching

Poets & Quants Top 50 Undergraduate Professors, 2022
 Wharton Teaching Excellence Award, 2018, 2019, 2020, 2021, 2023
Goes Above and Beyond the Call of Duty Wharton MBA Core Teaching Award, 2018
 Harvard University Derek Bok Center Certificate of Distinction in Teaching, 2010, 2013, 2014

Service

Distinguished Service Award, *Management Science*, 2020, 2021
 Meritorious Service Award, *Management Science*, 2017
 Meritorious Service Award, *M&SOM*, 2017, 2018, 2020, 2021, 2022
 Joan P. Curhan Citizenship Award, Harvard PhD Program in Health Policy, 2015

FELLOWSHIPS AND GRANTS

Analytics at Wharton (\$15,000), 2023–2025
 Mack Institute Research Fellowship (\$13,000), 2023–2024
 Mack Institute Research Fellowship (\$4,000), 2023–2024
 Fishman-Davidson Center Research Grant (\$10,000), 2022–2023
 Wharton Dean's Research Fund (\$15,000), 2022–2024
 VA HSR&D Investigator Initiated Research (IIR) (\$1,167,902), 2021–2025
 Mack Institute Research Fellowship (\$10,000), 2021–2022
 Wharton Dean's Research Fund (\$17,000), 2020–2022
 Wharton-INSEAD Centre for Global Research and Education (€6,275), 2020–2021
 Mack Institute Research Fellowship (\$10,000), 2020–2021
 Mack Institute Research Fellowship (\$7,000), 2019–2021
 Global Initiatives Research Program (\$15,000), 2019–2021

Wharton Dean's Research Fund (\$18,760), 2019–2021
 Fishman-Davidson Center Research Grant (\$10,000), 2019–2020
 Fishman-Davidson Center Research Grant (\$10,000), 2018–2019
 Wharton Dean's Research Fund (\$12,000), 2017–2019
 Harvard Business School Doctoral Fellowship, 2011–2016
 Daniel A. Buckley Scholarship, Harvard University, 2011–2015
 Daniel A. Buckley Scholarship, Harvard Kennedy School, 2009–2011
 Cogan Family Fund for Humanitarian Studies (\$2,500), 2010
 Harvard Kennedy School Summer Internship Fund (\$2,500), 2010
 Charles Warren Center (\$2,230), 2007–2008
 Center for American Political Studies (\$1,000), 2007–2008
 Harvard College Research Program (\$2,000), 2007–2008

INVITED TALKS AT ACADEMIC INSTITUTIONS

- 2024 Deans' Distinguished Visiting Professorship Series, Perelman School of Medicine, University of Pennsylvania
- 2023 Stern School of Business, New York University
INSEAD
Johnson College of Business, Cornell University
College of Business, University of Texas at San Antonio
Institute for Mathematical and Statistical Innovation (IMSI), University of Chicago
School of Management, University College London
London Business School
MIT Sloan School of Management, MIT
- 2022 Lee Kong Chian School of Business, Singapore Management University
Gies College of Business, University of Illinois Urbana-Champaign
Center for Health Incentives & Behavioral Economics & Division of Health Policy, Perelman School of Medicine, University of Pennsylvania
Harvard Business School, Harvard University
Columbia Business School, Columbia University
Whiting School of Engineering, Johns Hopkins University
- 2021 Scheller College of Business, Georgia Institute of Technology
SNU Business School, Seoul National University
Booth School of Business, University of Chicago
- 2020 School of Management, University of College London [cancelled due to Covid-19]
CBS DRO Healthcare Conference, Columbia University [cancelled due to Covid-19]
Yale School of Management, Yale University
- 2019 McCombs School of Business, University of Texas at Austin
Symposium on Healthcare Operations, Carey Business School, Johns Hopkins University
- 2018 Stern School of Business, New York University
ISOM Workshop on Empirical Research, Goizueta Business School, Emory University
Center for Health Incentives & Behavioral Economics, University of Pennsylvania
Wisconsin School of Business, University of Wisconsin-Madison
Center for Healthcare Delivery Science, Beth Israel Deaconess Medical Center
- 2017 Duke Strategy Conference, Fuqua School of Business, Duke University
Department of Emergency Medicine, Perelman School of Medicine, University of Pennsylvania
- 2016 Emergency Department Clinical Operations Team, Hospital of the University of Pennsylvania
Carlson School of Management, University of Minnesota
Anderson School of Management, University of California, Los Angeles

Marshall School of Business, University of Southern California
 Stanford Graduate School of Business, Stanford University
 Olin School of Business, Washington University in St. Louis
 Columbia Business School, Columbia University
 The Wharton School, University of Pennsylvania
 London Business School
 INSEAD
 Ross School of Business, University of Michigan
 Haas School of Business, University of California, Berkeley
 Booth School of Business, University of Chicago
 Kenan-Flagler Business School, University of North Carolina at Chapel Hill
 MIT Sloan School of Management, MIT
 2015 Kellogg School of Management, Northwestern University
 Goizueta Business School, Emory University
 Moore School of Business, University of South Carolina
 Fisher College of Business, The Ohio State University
 Darden School of Business, University of Virginia

INVITED CONFERENCE & WORKSHOP PRESENTATIONS

2023 INFORMS Annual Meeting
 Choice Symposium
 INFORMS Healthcare Conference
 MSOM Conference Healthcare Special Interest Group
 Columbia/Wharton Management, Analytics, & Data (MAD) Conference
 2022 Singapore Management University Winter Camp [discussant]
 INFORMS Annual Meeting
 Wharton Workshop on Empirical Research in Operations Management
 ASHEcon
 MSOM Conference
 MSOM Conference Healthcare Special Interest Group
 MSOM Conference Healthcare Special Interest Group [discussant]
 AcademyHealth Annual Research Meeting
 Penn Health Policy Retreat, University of Pennsylvania
 POMS Annual Conference
 Sustainable OM Workshop
 2021 Caribbean Health Economics Symposium
 NBER Health Economics Program Meeting
 INFORMS Annual Meeting
 Wharton Workshop on Empirical Research in Operations Management
 ASHEcon
 MSOM Conference Healthcare Special Interest Group
 POMS Annual Conference
 2020 INFORMS Annual Meeting
 Penn Health Policy Retreat, University of Pennsylvania
 2019 INFORMS Annual Meeting
 INFORMS Healthcare Conference
 MSOM Conference Healthcare Special Interest Group
 Organization Theory in Health Care Conference
 ElevatingHOME & VNAA National Leadership Conference

- 2018 INFORMS Annual Meeting
 Wharton Workshop on Empirical Research in Operations Management
 MSOM Conference
 MSOM Conference Healthcare Special Interest Group
 INFORMS International Conference
 POMS Annual Conference
- 2017 INFORMS Annual Meeting
 INFORMS Healthcare Conference
 MSOM Conference Service Special Interest Group
 POMS Annual Conference
- 2016 INFORMS Annual Meeting
 Penn Health Policy Retreat, University of Pennsylvania
 POMS Annual Conference
 Learning in Social Contexts Conference, Carnegie Mellon University & University of Pittsburgh
- 2015 INFORMS Annual Meeting
 Patient-Centric Healthcare Management in the Age of Analytics Conference
 Wharton Workshop on Empirical Research in Operations Management
 AOM Annual Meeting
 INFORMS Healthcare Conference
 Behavioral Operations Conference
 Harvard Business School Program for Research in Markets & Organizations Seminar
 AcademyHealth Annual Research Meeting
 POMS Annual Conference
 Society of General Internal Medicine Annual Meeting
- 2014 AOM Annual Meeting
 Harvard Business School Program for Research in Markets & Organizations Seminar
 AcademyHealth Annual Research Meeting
- 2013 INFORMS Annual Meeting
 MSOM Conference
 INFORMS Healthcare Conference
 AOM Annual Meeting
- 2012 Unite for Sight, Global Health & Innovation Conference

TEACHING

Instructor, The Wharton School, University of Pennsylvania

OIDD 101: Introduction to Operations and Information Management (UG Core), 2017, 2018, 2019, 2021, 2023, 2024
 OIDD 615: Operations Strategy (MBA Core), 2017, 2018, 2019
 OIDD 897/HCMG 898: Healthcare and Business in Ghana (Global Modular Course), 2022, 2023, 2024
 Management Development Program (Executive Education), 2020, 2021, 2022, 2023, 2024
 Health Care Leadership and Management (Executive Education), 2024

Guest Lecturer, Various Institutions

Proseminar in Health Services Research (PhD Course), The Wharton School, 2017, 2018, 2019, 2020, 2021, 2022, 2023
 OIDD PhD Seminar (PhD Course), The Wharton School, 2018, 2020, 2021, 2022, 2023
 Empirical Methods in Operations Management (PhD Course), McCombs School of Business, The University of Texas at Austin, 2019

Empirical Technology & Operations Management (PhD Course), Harvard Business School, 2018, 2022

Teaching Fellow, Harvard University

GHHP 50: Quality of Health Care in America (UG Elective), 2013, 2014

USW 11: American Health Care Policy (UG Elective), 2010

STAT E102: Fundamentals of Biostatistics (Continuing Education), 2010

EDITORIAL SERVICE

Associate Editor

Management Science

2021-Present

Reviewer

Management Science, Manufacturing & Service Operations Management, Operations Research, Organization Science, Production and Operations Management, Service Science, Journal of Operations Management, Naval Research Logistics, Organizational Behavior and Human Decision Processes, Annals of Emergency Medicine

PROFESSIONAL SERVICE

Organization of Conferences

Cluster Co-chair, MSOM/Healthcare Cluster, INFORMS Annual Meeting 2023

Cluster Co-chair, Healthcare Economics Cluster, INFORMS Healthcare Conference 2019

Organization of Competitions

Committee Member, Bonder Scholarship for Applied OR in Health Services 2018, 2019

Judging Service for Competitions

MSOM Student Paper Competition 2017, 2018, 2019, 2020, 2021, 2022, 2023

POMS College of Healthcare OM Best Paper Competition 2017, 2020, 2021, 2022, 2023

INFORMS Public Sector OR Best Paper Competition 2022

INFORMS Behavioral OM Best Working Paper Award 2017, 2020, 2022, 2023

INFORMS Health Application Society Student Paper Competition 2019, 2023

INFORMS Health Application Society Pierskalla Award 2017

Refereeing Service for Conferences

MSOM Service SIG 2022

MSOM Healthcare SIG 2018, 2019, 2020, 2021, 2022, 2023

Academy of Management Conference 2015

Refereeing Service for Grants

Research Grants Council of Hong Kong 2018

Invited Speaking Engagements

Panelist, INFORMS Annual Meeting 2022

Panelist, Organization Theory in Health Care Conference 2019

Panelist, POMS Doctoral Consortium 2016

Organization of Sponsored/Invited Sessions in International Conferences

Session Chair, INFORMS Healthcare Conference	2017, 2019, 2021, 2023
Session Chair, INFORMS Annual Meeting	2016, 2017, 2018, 2019, 2020, 2021, 2022
Session Chair, POMS Annual Conference	2017, 2018

Professional Memberships

Institute for Operations Research and Management Sciences (INFORMS), Manufacturing and Service Operations Management Society (MSOM), Production and Operations Management (POMS), AcademyHealth

ACADEMIC SERVICE

University of Pennsylvania

LDI-Penn Medicine Research Laboratory Joint Steering Committee	2021-Present
Penn Medicine Strategic Planning	2022-2023
LDI Strategic Planning Committee	2021-2022
Speaker, Penn Center for Teaching & Learning Graduate Workshop	2018

The Wharton School

Wharton Research Data Services (WRDS) Advisory Board	2020-Present
Panelist, Wharton-INSEAD Doctoral Consortium	2017, 2022
Speaker, Wharton Undergraduate Healthcare Club Luncheon Series	2018
Panelist, Women in Business Academia Conference	2017

The Wharton School, Operations, Information, and Decisions Department

OM Seminar Committee	2021-Present
OID Seminar Committee	2016-2018, 2020-2021

Harvard Business School

Wyss Doctoral Mentoring Awards Committee	2013-2016
Doctoral Programs Student Advisory Committee	2011-2016

PhD Dissertations Supervised

Lesley Meng, graduated 2019 (Committee member)
 First placement: Assistant Professor, Yale School of Management, Yale University
 Tan (Suparek) Lekwijit, graduated 2021 (Committee member)
 First placement: Assistant Professor, Carey School of Business, Arizona State University
 Jong Myeong Lim, graduated 2022 (Co-advisor)
 First placement: Post-doctoral Fellow, Tuck School of Business, Dartmouth College
 H. Harriet Jeon, expected graduation 2025 (Advisor)

Pre-Docs Supervised

Haksoo Lee (PhD program placement: Wharton Finance)
 Catherine Wang (PhD program placement: Wisconsin Operations Management)
 Yihao Yuan (PhD program placement: Wharton Marketing)
 Bolun Xiao (Ongoing)

OTHER PROFESSIONAL EXPERIENCE

- Research, TAMTAM (Together Against Malaria), Mukono and Gulu, Uganda
- Policy Research, The Century Foundation, New York, NY
- Policy Research, Campaign for Tobacco-Free Kids, Washington, DC

OUTSIDE ACTIVITIES

- Member, Board of Directors, SmartLabs, 2021–