

HUMMY SONG

The Wharton School
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ACADEMIC POSITIONS & AFFILIATIONS

The Wharton School, University of Pennsylvania		Philadelphia, PA
2024-	Associate Professor of Operations, Information and Decisions	
2024-	Associate Professor of Health Care Management (secondary)	
2017-2024	Assistant Professor of Operations, Information and Decisions	
2022-2024	Assistant Professor of Health Care Management (secondary)	
2024-	Research Associate, Population Aging Research Center	
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. Lekwijit S, Song H, Terwiesch C, ^PChaiyachati K. 2026. Multi-Channel Healthcare Operations: The Impact of Video Visits on the Usage of In-person Care. *Management Science*, forthcoming.
2. ^{*}Jeon HH, Lucarelli C, ^PMazarati JB, ^PNgabo D, Song H. 2026. Last-mile Delivery in Health Care: Drone Delivery for Blood Products in Rwanda. *Manufacturing & Service Operations Management*, forthcoming.
 - 1st Place, 2025 POMS College of Sustainable Operations Best Student Paper Competition
 - 2nd Place, 2023 INFORMS Public Sector OR Best Paper Competition
 - Finalist, 2023 INFORMS Health Applications Society Best Student Paper Competition
 - [Bloomberg](#), [Science](#), [Morning Brew Daily](#), [Reasons to be Cheerful](#), [Think Global Health](#)
3. ^PBurke RE, ^PCidav T, ^PTjader A, ^PRoberts CB, ^PBenson JA, ^PManges Piazza K, ^PWaddel KJ, Song H, Wang G, ^PRose L. 2026. Changes in Post-hospital Care in Skilled Nursing Facilities for Veterans: A cohort analysis. *Journal of General Internal Medicine*, forthcoming.

4. ^PChen AT, ^PSaynisch PA, Song H, ^PSmith-McLallen A, David G, Bergman A. 2026. Inpatient to Outpatient Shifts in Surgical Care: Persistence of COVID-19 Era Changes and Socioeconomic Variations. *Medical Care Research and Review*, 83(2): 156-164.
5. Song H, Armony M, Roels G. 2024. Queue Configurations and Operational Performance: An Interplay between Customer Ownership and Queue Length Awareness. *Manufacturing & Service Operations Management* 26(6): 2284-2304.
6. *Lim JM, Song H, ^PYang JJ. 2024. The Spillover Effects of Capacity Pooling in Hospitals. *Management Science* 70(11): 7692-7711.
 - 2nd Place, 2022 POMS College of Healthcare Operations Management Best Paper Competition
7. 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.
8. *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.
 - [CNN Health](#), [Knowledge@Wharton](#), [LDI Blog](#)
9. ^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.
10. *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](#)
11. 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](#)
12. 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](#)
13. ^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](#)
14. 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](#)
15. *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.

16. *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](#)
17. 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](#)
18. ^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.
19. 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](#)
20. ^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.
21. 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
22. 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
23. 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.
24. 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](#)
25. 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

26. ^PGoerke M, ^PSkrzipale S, Song H, ^PZacherl C. 2024. Opportunities and Challenges of AI-based Resource Planning and Optimization in Hospitals. In V. Henke, G. Hülksen, H. Schneider, J. Varghese (Eds.), *Health Data Management: Key Factor for Successful Hospitals*. Springer Gabler, Wiesbaden.
27. *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](#)
28. 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](#)
29. *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*. Wiley.

WORKING PAPERS

*Authors listed alphabetically ^PPractitioner coauthor

30. Jeon HH, Kim S-H, Song H, ^PKim K, ^PCho S, ^PHong JH. To Each Their Own (Shifts): Incorporating Worker Preferences into Shift Schedules.
 - [MIT Sloan Management Review](#)
31. 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

- 1st Place, POMS College of Sustainable Operations Best Student Paper Competition, 2025
- 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

Fishman-Davidson Center Research Grant (\$81,000), 2026-2028

Mack Institute Research Fellowship (\$7,500), 2026-2028

Zicklin Center for Governance & Business Ethics (\$4,000), 2024-2026

Analytics at Wharton (\$10,000), 2024-2026

Global Initiatives Research Program (\$4,000), 2024-2026

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

- 2026 Mass General Brigham [scheduled]
 INSEAD [scheduled]
 Darden School of Business, University of Virginia [scheduled]
 Stanford Graduate School of Business, Stanford University
 Haas School of Business, University of California, Berkeley
- 2025 McDonough School of Business, Georgetown University
- 2024 Heinz College of Information Systems and Public Policy, Carnegie Mellon University
 ESMT Berlin
 Deans' Distinguished Visiting Professorship Series, Perelman School of Medicine, University of Pennsylvania
 Zicklin School of Business, Baruch College
 CORS Healthcare Operations SIG
 Miami Herbert Business School, University of Miami
 Columbia Business School, Columbia University
- 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

2026 INFORMS Healthcare Conference [scheduled]
 2025 INFORMS Annual Meeting
 MSOM Conference
 Columbia Business School Healthcare Conference: Celebrating Linda Green
 2024 INFORMS Annual Meeting
 Wharton Workshop on Empirical Research in Operations Management
 SWIMS Workshop
 MSOM Conference Healthcare Special Interest Group
 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

Undergraduate

OIDD 1010: Introduction to OIDD, 2017-2019, 2021, 2023-

MBA

OIDD 6150: Operations Strategy, 2017-2019

OIDD 8970/HCMG 8980: Healthcare and Business in Ghana, 2022-2025

OIDD 9990: Independent Study, 2024-

MGMT6560: South Korea GIP, 2025

OIDD 8970: Nigeria: Innovation and Growth in West Africa's Largest Economy, 2026-
PhD

OIDD 9410: Empirical Operations Management, 2025-
Executive Education

Management Development Program, 2020-
 Health Care Leadership and Management, 2024-
 Executive Development Program, 2025-
 Effective Decision Making, 2025-
 High Potential Leaders, 2026-

Other

Wharton Global Youth Program, 2024-

Guest Lecturer, Various Institutions

Undergraduate

WH2990: Honors Thesis, 2025

PhD

Proseminar in Health Services Research, The Wharton School, 2017-
 OIDD PhD Seminar, The Wharton School, 2018, 2020-
 Empirical Technology & Operations Management, Harvard Business School, 2018-
 Empirical Methods in Operations Management, McCombs School of Business, The University of
 Texas at Austin, 2019
 Empirical Methods in Operations Management, Kellogg School of Management, Northwestern
 University, 2025

Other

International Program, IAE Business School, 2023-2024

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

<i>Manufacturing & Service Operations Management</i>	2026-
<i>Operations Research</i>	2024-
<i>Service Science</i>	2024-
<i>Management Science</i>	2021-

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

Co-organizer, Workshop for Empirical Research in Operations Management	2024-
Cluster Co-chair, MSOM Cluster, INFORMS Annual Meeting	2025

Cluster Co-chair, MSOM/Healthcare Cluster, INFORMS Annual Meeting	2023
Cluster Co-chair, Healthcare Economics Cluster, INFORMS Healthcare Conference	2019

Organization of Competitions

Chair, MSOM Service Management SIG Best Paper Award	2025
Committee Member, Bonder Scholarship for Applied OR in Health Services	2018, 2019

Judging Service for Competitions

MSOM Student Paper Competition	2017-2025
POMS College of Healthcare OM Best Paper Competition	2017, 2020-2025
INFORMS Public Sector OR Best Paper Competition	2022
INFORMS Behavioral OM Best Working Paper Award	2017, 2020, 2022-2025
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-
Academy of Management Conference	2015

Refereeing Service for Grants

Research Grants Council of Hong Kong	2018
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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	2016-2022, 2024
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	2021-2024
Penn Medicine Strategic Planning	2022-2023
LDI Strategic Planning Committee	2021-2022
Speaker, Penn Center for Teaching & Learning Graduate Workshop	2018

The Wharton School

Speaker, Wharton Webinar Series	2026
Management Department Q-Review Committee	2025-2026
Global Initiatives Advisory Committee	2025-2026

Speaker, Wharton MBA Reunion Masterclass	2025
Faculty Advisor, Wharton Global Health Volunteers	2025-
Health Care Management Department Q-Review Committee	2024-2025
Wharton Research Data Services (WRDS) Advisory Board	2020-2024
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

OID Faculty Recruiting Committee	2025-2026
OID PhD Admissions Committee	2025-2026
OID Department Chair Search Committee	2024-2025
OM Seminar Committee	2021-2024
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: Assistant Professor, Miami Herbert Business School, University of Miami	
H. Harriet Jeon, graduated 2025 (Advisor)	
First placement: Assistant Professor, Anderson School of Management, UCLA	
Catherine Wang, expected graduation 2026 (Committee member)	
Eda Algur, expected graduation 2026 (Committee member)	
Xufei Liu, expected graduation 2027 (Committee member)	
Vishrut Rana, expected graduation 2027 (Committee member)	

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 (PhD program placement: UCLA Marketing)

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, 2021-2024