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Academic Appointments

Johns Hopkins University, Carey Business School

Bernard T. Ferrari Professor of Business, 2024–present

Professor of Operations Management & Business Analytics, 2021–present

Associate Professor Operations Management & Business Analytics, 2018–2021

Assistant Professor Operations Management & Business Analytics, 2013–2018

Hopkins Business of Health Initiative (HBHI)

Co-Chair, Johns Hopkins Workgroup on AI and Healthcare, 2023–present

Core Faculty & Member of Leadership Team, 2020–present

Johns Hopkins Data Science and AI Institute

Co-Lead, Bloomberg Distinguished Professorship Cluster on Medical AI, 2024–present

Faculty Member, 2025–present

Johns Hopkins University, School of Nursing

Affiliated Faculty, 2018–present

Johns Hopkins University, Institute for Data-Intensive Engineering and Science (IDIES)

Member of Executive Committee, 2020–2024

Affiliated Faculty, 2019–present

Johns Hopkins Center for Digital Health and Artificial Intelligence (CDHAI)

Affiliated Faculty, 2022–present

Leadership and Editorial Positions

Co-Lead (with Kathy McDonald), Bloomberg Distinguished Professorship Cluster on Global Advances in Medical Artificial Intelligence, Johns Hopkins University, 2024–present

Member, Johns Hopkins University Council, 2024–present

Vice President of Marketing, Communication & Outreach, Institute for Operations Research and the Management Sciences (INFORMS), 2024–present

Associate Editor, *Management Science*, 2022–present

Operations Management Department (2022–present); Healthcare Management Department (2023–present)

Associate Editor, *Manufacturing & Service Operations Management*, 2021–present

Senior Editor, *INFORMS Journal on Data Science*, 2025–present

Editorial Board Member, *Marketing Science*, 2024–present

Associate Editor, *npj Digital Medicine*, 2024–present

Senior Editor, *Production & Operations Management*, 2019–present

Associate Editor, *Service Science*, 2024–present

Guest Editor, Special Issue on the Impact of AI on Service Design and Delivery, *Service Science*, 2024–present

Guest Editor, Special Issue on Pandemic Preparedness, *Naval Research Logistics*, 2021–2024

Associate Editor, *Naval Research Logistics*, 2019–present

Associate Editor, *Health Care Management Science*, 2020–present

Education

Carnegie Mellon University, Tepper School of Business

Ph.D. in Industrial Administration, Operations Management/Robotics, 2013
 Committee: Sridhar Tayur (chair), Katia Sycara (chair), Mustafa Akan, Soo-Haeng Cho, Kinshuk Jerath, & R. Ravi

M.S. in Industrial Administration, 2009

Hong Kong University of Science & Technology

M.Phil. in Industrial Engineering & Engineering Management, 2006

Tongji University

B.Eng. in Automation, 2004

Honors & Awards

Johns Hopkins Nexus Award (Research Category), 2024

Featured in “2024 AI and Data Science Year In Review” by American Medical Informatics Association Summit, Boston, Mar. 21, 2024

Award for Professional Excellence, Tepper School of Business, Carnegie Mellon University, 2023

Johns Hopkins Discovery Award, 2022

Management Science Distinguished Service Award, 2018, 2019, 2020, 2021, 2022

MSOM Society Service SIG Best Paper Award, Finalist, 2022

Financial Times Responsible Business Education Award, Runner-up, 2022

The World’s Best 40 Under 40 MBA Professors, *Poets & Quants*, 2021

Fellow, Luohan Academy, 2021–present

Manufacturing & Service Operations Management Meritorious Service Award, 2016, 2017, 2018, 2019, 2020, 2021
Johns Hopkins Discovery Award, 2020
Wickham Skinner Early Career Award, Runner-Up, 2020
MIT Sloan Operations Simulation Competition, Winner (Faculty Advisor), 2019, 2020
Malone Center for Engineering in Healthcare Seed Grant Award, 2019
Dean's Award for Faculty Excellence, 2016, 2017, 2018, 2019
Black & Decker Competitive Research Grant, 2018, 2019
Production & Operations Management Best Reviewer Award, 2018
POMS-HK International Conference, Best Student Paper Award, Honorable Mention (Faculty Advisor), 2018
INFORMS Public Sector Operations Research Best Paper Award, 2017
IBM Service Science Best Student Paper Award, Finalist (Faculty Advisor), 2017
POMS College of Healthcare Operations Management Best Paper Award, Runner-Up, 2016
Johns Hopkins Discovery Award, 2015
Elwood S. Buffa Doctoral Dissertation Award, Finalist, 2014
POMS College of Supply Chain Management Best Student Paper Award, Honorable Mention, 2013
POMS College of Healthcare Operations Management Best Paper Award, 2012
INFORMS Pierskalla Award for the Best Paper in Healthcare, Runner-Up, 2012
INFORMS Case Competition, Second Place, 2012
Lee B. Lusted Student Research Paper Award, Finalist, 2012
William Larimer Mellon Fund Doctoral Fellowship, Tepper School of Business, 2007–2013

Keynote and Plenary Speeches

Keynote Speaker, 2025 Supply Chain Analytics Institute Annual Conference: Resilient Supply Chain in the AI Era: Challenges and Opportunities, June 12–13, 2025 (scheduled)
Keynote Speaker, 2025 Banff Conference on Advancing Operations Management with Machine Learning and Artificial Intelligence, May 14–15, 2025
Keynote Speaker, 2024 Sieur du Lhut Creativity Conference, Oct. 29, 2024
Invited Speaker, Johns Hopkins MBA Graduation Reception, May 20, 2024
Keynote Speaker, Production and Operations Management Society (POMS) College of Behavior in Operations Management Mini Conference, Apr. 25, 2024
Keynote Speaker, Leading in the Age of Artificial Intelligence Symposium, Weatherhead School of Management, Case Western Reserve University, Mar. 1, 2024
Keynote Speaker, 2024 IEEE International Conference on AI for Medicine, Health, and Care, Laguna Hills, California, Feb. 5–7, 2024
Commencement Speaker, Doctoral Commencement and Hooding Ceremony, Tepper School of Business,

Carnegie Mellon University, May 12, 2023

Keynote Speaker, 2022 Singapore Healthcare Analytics & Operations Workshop, Dec. 19, 2022

Keynote Speaker, Neeley Analytics Initiative Data and Analytics in Health Care Conference, Mar. 25–26, 2022

Distinguished Speaker, Johns Hopkins Carey Business School Distinguished Speaker Series, Nov. 29, 2021

Keynote Speaker, Johns Hopkins Global MBA Graduation, May 25, 2021

Research Interests

Healthcare analytics

Human-AI interaction

Global supply chains

Marketing-operations interfaces

Book

Handbook of Healthcare Analytics: Theoretical Minimum for Conducting 21st Century Research on Healthcare Operations (with Sridhar Tayur), John Wiley & Sons, 2018

Endorsed by Nitin Nohria, John P. Roberts, Alvin E. Roth, and Christopher S. Tang

Publications

Journal Publications

1. “Artificial Intelligence on Call: The Physician’s Decision of Whether to Use AI in Clinical Practice” (with Shubhranshu Singh)
Journal of Marketing Research, forthcoming.
2. “Development and Commercialization Pathways of AI Medical Devices in the U.S.: Implications for Safety and Regulatory Oversight” (with Branden Lee, Shivam Patel, Crystal Favorito, Sara Sandri, & Maria Rain Jennings)
NEJM AI, forthcoming.
3. “Overdiagnosis and Undertesting for Infectious Diseases” (with Shubhranshu Singh)
Marketing Science, Vol. 44, No. 2, Mar.–Apr. 2025, pp. 353–373.

Featured by *New York Times* and *VoxEU*
Selected by *COVID Economics* as lead article of Issue 58
4. “Trust in AI-Assisted Health Systems and AI’s Trust in Humans” (with Madeline Sagona, Mario Macis, & Michael Darden)
npj Health Systems, Vol. 2, No. 10, Mar. 2025.

5. “Consternation As Congress Proposal for Autonomous Prescribing AI Coincides With the Haphazard Cuts at the FDA” (with Stephen Gilbert & Rebecca Mathias)
npj Digital Medicine, Vol. 8, No. 165, Mar. 2025.
6. “Cost-Effectiveness of AI for Pediatric Diabetic Eye Exams from a Health System Perspective” (with Mahnoor Ahmed, Roomasa Channa, Michael D. Abramoff, Harold P. Lehmann, & Risa M. Wolf)
npj Digital Medicine, Vol. 8, No. 3, Jan. 2025.
7. “De-risking Global Supply Chains: Looking Beyond Material Flows” (with Christopher S. Tang)
Asia Policy, Vol. 19, No. 4, Oct. 2024, pp. 153–176.
8. “Impact of Physician Payment Scheme on Diagnostic Effort and Testing” (with Elodie Adida)
Management Science, Vol. 70, No. 8, Aug. 2024, pp. 5408–5425.
9. “Scaling Adoption of Medical Artificial Intelligence: Reimbursement from Value-Based Care and Fee-for-Service Perspectives” (with Michael D. Abramoff & James Zou)
NEJM AI, Vol. 1, No. 5, May 2024.
10. “Qualitative Metrics from the Biomedical Literature for Evaluating Large Language Models in Clinical Decision-Making: A Narrative Review” (with Cindy N. Ho, Tiffany Tian, Alessandra T. Ayers, Rachel E. Aaron, Vidith Phillips, Risa M. Wolf, Nestoras Mathioudakis, & David C. Klonoff)
BMC Medical Informatics and Decision Making, Vol. 24, No. 1, Nov. 2024.
11. “Autonomous Artificial Intelligence Increases Real World Specialist Clinic Productivity: The B-Productive Cluster-Randomized Trial” (with Michael D. Abramoff, Noelle Whitestone, Jennifer Patnaik, Emily Rich, Munir Ahmed, Lutful Husain, Mohammad Hassan, Md. Sajidul Tanjil, Dena Weitzman, Brandie Wagner, David Cherwek, Nathan Congdon, & Khairul Islam)
npj Digital Medicine, Vol. 6, No. 184, Oct. 2023.
12. “Incorporating Artificial Intelligence into Healthcare Workflows: Models and Insights” (with Michael D. Abramoff)
INFORMS TutORials in Operations Research, 2023, pp. 133–155.
13. “Does Transportation Mean Transplantation? Impact of New Airline Routes on Sharing of Cadaveric Kidneys” (with Guihua Wang & Ronghuo Zheng)
Management Science, Vol. 68, No. 5, May 2022, pp. 3660–3679.

 Featured in Nobel laureate Al Roth’s *Market Design* blog
 Selected by *Financial Times* as a runner-up for the 2022 Responsible Business Education Awards
 Featured by *Associated Press*, *Austin’ NPR Station—KUT*, *The Conversation*, *Financial Times*, *INFORMS Press Release*, *Public Radio International*, *National Interest*, *Simple Flying*, and *Yahoo! News*
14. “Clinical Ambiguity and Conflicts of Interests in Interventional Cardiology Decision-Making” (with Xiaofang Wang & Chao-Wei Hwang)
Manufacturing & Service Operations Management, Vol. 24, No. 2, Mar.–Apr. 2022, pp. 864–882.

 Johns Hopkins Discovery Award, 2015
 Production and Operations Management Society (POMS) Best Healthcare Paper Award (Runner-Up), 2016

15. “A Theory of Interior Peaks: Activity Sequencing and Selection for Service Design” (with Yifu Li & Xiangtong Qi)
Manufacturing & Service Operations Management, Vol. 24, No. 2, Mar.–Apr. 2022, pp. 993–1001.

The Ninth POMS-HK International Conference, Best Student Paper Award, Honorable Mention, 2018
IBM Service Science Best Student Paper Award, Finalist, 2017
16. “Designing AI-augmented Healthcare Delivery Systems for Physician Buy-in and Patient Acceptance” (with Sridhar Tayur)
Production and Operations Management, Vol. 31, No. 12, Dec. 2022, pp. 4443–4451.
17. “Managing Two-Dose COVID-19 Vaccine Rollouts with Limited Supply: Operations Strategies for Distributing Time-Sensitive Resources” (with Ho-Yin Mak & Christopher S. Tang)
Production and Operations Management, Vol. 31, No. 12, Dec. 2022, pp. 4424–4442.
18. “NIH Funding of COVID-19 Research in 2020: A Cross Sectional Study” (with Logesvar Balaguru, Chen Dun, Andrea Meyer, Sanuri Hennayake, Christi M. Walsh, Christopher Kung, Brittany Cary, Frank Migliarese Jr., Ge Bai, Kathleen Sutcliffe, & Martin A. Makary)
BMJ Open, Vol. 12, No. 5, May 2022, e059041.

Featured by *New York Times*
19. “Integrating ESG Measures and Supply Chain Management: Research Opportunities in the Post-Pandemic Era” (with Christopher S. Tang)
Service Science, Vol. 14, No. 1, Mar. 2022, pp. 1–12, lead article.
20. “The Association between Timing of Elective Surgery Scheduling and Operating Theater Utilization: A Cross-Sectional Retrospective Study” (with Soo-Hoon Lee, Phillip Phan, Nehama Moran, & Jerry Stonemetz)
Anesthesia & Analgesia, Vol. 134, No. 3, Mar. 2022, pp. 455–462.
21. “Incentive Design for Operations-Marketing Multitasking” (with Rongzhu Ke & Christopher T. Ryan)
Management Science, Vol. 67, No. 4, Apr. 2021, pp. 2211–2230.
22. “Transforming COVID-19 Vaccines into Vaccination: Challenges and Opportunities for Management Scientists” (with Jing-Sheng Jeannette Song)
Health Care Management Science, Vol. 24, No. 3, Sept. 2021, pp. 455–459, lead article.

Invited *Current Opinion* article
23. “Prioritising Surgical Cases Deferred by the COVID-19 Pandemic: An Ethics-Inspired Algorithmic Framework for Health Leaders” (with Amit Jain, Christopher G. Myers, Punya Jain, & Shruti Aggarwal)
BMJ Leader, Vol. 5, No. 2, June 2021, pp. 124–126.
24. “Co-opetition in Services with Waiting-Area Entertainment” (with Xuchuan Yuan, Lucy G. Chen, & Srinagesh Gavirneni)
Manufacturing & Service Operations Management, Vol. 23, No. 1, Jan.–Feb. 2021, pp. 106–122.

Featured by INFORMS Press Release and National University of Singapore

25. “Heart Analytics: Analytical Modeling of Cardiovascular Care” (with Kelly Gleason, Chao-Wei Hwang, & Patricia Davidson)
Naval Research Logistics, Vol. 68, No. 1, Feb. 2021, pp. 30–43.

Invited review paper for the Special Issue on Health Care Operations Management

26. “Healthcare Operations Management: A Snapshot of Emerging Research” (with Sridhar Tayur)
Manufacturing & Service Operations Management, Vol. 22, No. 5, Sept.–Oct. 2020, pp. 869–887, lead article.

27. “PPE Supply Chain Needs Data Transparency and Stress Testing” (with Ge Bai & Gerard Anderson)
Journal of General Internal Medicine, Vol. 35, No. 9, Sept. 2020, pp. 2748–2749.

Featured by *CEO Daily*, *The Conversation*, *Fast Company*, and *Fortune*

Featured in the final report by the U.S. National Academies of Sciences, Engineering, and Medicine Committee on Security of America’s Medical Supply Chain

Altmetric = 230 (as of July 2020); ranked No. 2 (the 98th percentile) of the 131 tracked articles of a similar age in *Journal of General Internal Medicine* and the 98th percentile of the 219,632 articles of a similar age in all journals

28. “Covid-19 Created an Elective Surgery Backlog. How Can Hospitals Get Back on Track?” (with Amit Jain, Kristin Bibee, & Christopher G. Myers)
Harvard Business Review, Aug. 10, 2020.

29. “Conspicuous by Its Absence: Diagnostic Expert Testing under Uncertainty” (with Shubhranshu Singh)
Marketing Science, Vol. 39, No. 3, May–June 2020, pp. 540–563.

Featured by Agency for Healthcare Research and Quality, *The Hub* (Johns Hopkins University), INFORMS Podcast, and Yahoo! News

30. “Innovative Online Platforms: Research Opportunities” (with Ying-Ju Chen, C. Gizem Korpeoglu, Ersin Körpeoğlu, Ozge Sahin, Christopher S. Tang, & Shihong Xiao)
Manufacturing & Service Operations Management, Vol. 22, No. 3, May–June 2020, pp. 430–445, lead article.

31. “Jumping the Line, Charitably: Analysis and Remedy of Donor-Priority Rule” (with Ronghuo Zheng & Katia Sycara)
Management Science, Vol. 66, No. 2, Feb. 2020, pp. 622–641.

INFORMS Public Sector Operations Research Best Paper Award, 2017

Featured by UT News

32. “Salesforce Contracting under Uncertain Demand and Supply: Double Moral Hazard and Optimality of Smooth Contracts” (with Kinshuk Jerath)
Marketing Science, Vol. 38, No. 5, Sept.–Oct. 2019, pp. 852–870.

33. “Imaging Room and Beyond: The Underlying Economics behind Physicians’ Test-Ordering Behavior in Outpatient Services” (with Mustafa Akan & Sridhar Tayur)
Manufacturing & Service Operations Management, Vol. 19, No. 1, Winter 2017, pp. 99–113.

POMS College of Healthcare Operations Management Best Paper Award, 2012

34. “Automated Multilateral Negotiation on Multiple Issues with Private Information” (with Ronghuo Zheng, Katia Sycara, & Nilanjan Chakraborty)
INFORMS Journal on Computing, Vol. 28, No. 4, Fall 2016, pp. 612–628.
35. “Contracting for On-Time Delivery in the U.S. Influenza Vaccine Supply Chain” (with Soo-Haeng Cho & Fuqiang Zhang)
Manufacturing & Service Operations Management, Vol. 18, No. 3, Summer 2016, pp. 332–346, featured article.

Featured by *The Hub* (Johns Hopkins University), Washington University in St. Louis, and *Pharmacy Times*
INFORMS Pierskalla Award for the Best Paper in Healthcare, Runner-Up, 2012
POMS College of Supply Chain Management Best Student Paper Award, Honorable Mention, 2013
36. “Impact of Inventory on Quota-Bonus Contracts with Rent Sharing” (with Kinshuk Jerath)
Operations Research, Vol. 64, No. 1, Jan.–Feb. 2016, pp. 94–98.
37. “Salesforce Compensation with Inventory Considerations” (with Kinshuk Jerath)
Management Science, Vol. 59, No. 11, Nov. 2013, pp. 2490–2501.
38. “Equity-based Incentives and Supply Chain Buy-Back Contracts” (with Zhaolin Li & Daewon Sun)
Decision Sciences, Vol. 43, No. 4, Aug. 2012, pp. 661–686.
39. “An Acquisition Policy for a Multi-supplier System with a Finite Time Horizon” (with Xiangtong Qi)
Computers & Operations Research, Vol. 34, No. 9, Sept. 2007, pp. 2758–2773.

Other Publications

1. “A Prominent Role for INFORMS in the Age of AI: Bringing Together AI and OR/MS for Better Organizational and Societal Decision-Making” (with Segev Wasserkrug, Vinod Cheriyan, Juan R. Jaramillo, Sven Koenig, Ramayya Krishnan, Radhika Kulkarni, Henry Lam, Fred Oswald, Thiago Serra, Mark S. Squillante, Anjana Susarla, Pascal Van Hentenryck, & Holly Wiberg)
OR/MS Today, Vol. 52, No. 1, Mar. 2024, pp. 42–46.
2. “Embracing the Impact: Understanding the Decline of Impact Factors in INFORMS Journals and the Future of OR/MS Publishing” (with David Simchi-Levi)
OR/MS Today, Vol. 51, No. 3, Sept. 2024, pp. 34–36.
3. “Editorial: Advancing Pandemic Preparedness through Data Analytics and Operations Research” (with Ebru K. Bish & Sanjay Mehrotra)
Naval Research Logistics, Vol. 71, No. 6, Sept. 2024, pp. 890–892.
4. “Academic Branding Through Volunteering”
OR/MS Today, Vol. 51, No. 1, Mar. 2024, pp. 50–51.
5. “The Role of Artificial Intelligence in Managing Postpandemic Supply-Chain Risks”
BioProcess International, Vol. 21, No. 7–8, July-Aug. 2023, p. 56.
6. “Why AI Should Be a Required Course for Every Graduate Program”
OR/MS Today, Vol. 49, No. 6, Dec. 2022, pp. 42–43.

7. “Response to ‘Earlier Studies in *Anesthesia & Analgesia* of Case Scheduling and Cancellation Within the Week of Surgery Response’ ”
Anesthesia & Analgesia, Vol. 135, No. 1, July 2022, p. e9.
8. “A Nonprofit Public Utility Approach to Enhance Next-Generation Vaccine Manufacturing Capacity” (with Dan Liljenquist & Ge Bai)
Population Health Management, Vol. 24, No. 5, Oct. 2021, pp. 546–547.
9. “Supply Chain Failures Amid Covid-19 Signal a New Pillar for Global Health Preparedness” (with Muhammad H. Zaman, William Padula, & Patricia M. Davidson)
Journal of Clinical Nursing, Vol. 30, No. 1–2, Jan. 2021, pp. e1–e3.
10. “The Impact of the COVID-19 Pandemic on Colorectal Cancer Service Provision” (with CRC COVID Research Collaborative)
British Journal of Surgery, Vol. 107, No. 11, Oct. 2020, pp. e521–e522.
11. “CRC COVID: Colorectal Cancer Services During COVID-19 Pandemic. Study Protocol for Service Evaluation” (with Alona Courtney, Ann-Marie Howell, Najib Daulatzai, Nicos Savva, Oliver Warren, Sarah Mills, Shahnawaz Rasheed, Goel Milind, Nicholas Tekkis, Matthew Gardiner, Bashar Safar, Jonathan E Efron, Ara Darzi, Paris Tekkis, & Christos Kontovounisiosa)
International Journal of Surgery Protocols, Vol. 23, Aug. 2020, pp. 15–19.
12. “Colorectal Cancer Services during the COVID-19 Pandemic” (with CRC COVID Research Collaborative)
British Journal of Surgery, Vol. 107, No. 8, July 2020, pp. e255–e256.
13. “Impact of COVID-19: The Case for AI-Inspired Digital Transformation” (with Thorsten Wuest, Andrew Kusiak, & Sridhar Tayur)
OR/MS Today, Vol. 47, No. 3, June 2020, pp. 34–39.
14. “Incentives in U.S. Healthcare Operations”
Decision Sciences, Vol. 46, No. 2, Apr. 2015, pp. 455–463.

Articles

1. “Toward a Science of Scaling Medical Artificial Intelligence” (with Michael D. Abràmoff)
Medical Economics, June 7, 2024.
2. “History Says Tariffs Rarely Work, but Biden’s 100% Tariffs on Chinese EVs Could Defy the Trend”
The Conversation, May 17, 2024.
3. “Do No Harm — The Imperative for Purposeful AI Regulation in Health Care” (with Tej D. Azad)
Medical Economics, March 21, 2024.
4. “Surviving and Thriving in the Age of AI: How Healthcare Leaders Can Learn What They Need to Know” (with Ranil Herath)
MedCity News, Nov. 20, 2023.
5. “LEGO’s ESG Dilemma: Why an Abandoned Plan to Use Recycled Plastic Bottles Is a Wake-Up Call for Supply Chain Sustainability” (with Christopher S. Tang & Hau L. Lee)
The Conversation, Oct. 5, 2023.

6. “Prioritizing Women Supply Chain Workers in ESG Efforts” (with Lauren Murphy)
Bloomberg Law, Nov. 17, 2022.
7. “Everybody Talks About Made in America. But It Isn’t That Simple” (with Christopher S. Tang)
Wall Street Journal, Oct. 23, 2022.
8. “Making EVs Without China’s Supply Chain Is Hard, but Not Impossible – 3 Supply Chain Experts Outline a Strategy” (with Ho-Yin Mak & Christopher S. Tang)
The Conversation, Aug. 31, 2022.

Republished in *Market Watch* on Aug. 31, 2021
9. “An Agile Model of Public Communication”
OR/MS Today, May 6, 2022.
10. “Russia’s War with Ukraine Could Permanently Reshape the Global Supply Chain”
Fast Company, Mar. 15, 2022.
11. “ESG Investing Has a Blind Spot That Puts the \$35 Trillion Industry’s Sustainability Promises in Doubt: Supply Chains” (with Christopher S. Tang)
The Conversation, Nov. 9, 2021.

Republished in *Market Watch* on Nov. 10, 2021 (“Amazon Is Proof of a Major Weakness in ESG Ratings”)
12. “A 100% COVID Vaccination Rate Is Possible – We Did It: The Raigarh Success Story Shows the Power of Behavioral and Motivational Strategies” (with Ravi Mittal, Surbhi Jain, Christopher G. Myers, & Amit Jain)
MedPage Today, Oct. 22, 2021.
13. “Why Johnson & Johnson Throwing Out 15 Million COVID-19 Vaccine Doses Shouldn’t Scare You”
The Conversation, Apr. 1, 2021.
14. “Opinion: The Backlash Against Johnson & Johnson’s COVID-19 Vaccine Is Real and Risky — Here’s Exactly How To Make the Rollout a Success” (with Christopher S. Tang & Ho-Yin Mak)
Market Watch, Mar. 10, 2021.

Read more than 700,000 times across *The Conversation* and *Market Watch*, among other outlets
15. “The US Government’s \$44 Million Vaccine Rollout Website Was a Predictable Mess — Here’s How To Fix the Broken Process Behind It”
The Conversation, Feb. 3, 2021.
16. “The Simple Reason West Virginia Leads the Nation in Vaccinating Nursing Home Residents”
The Associated Press, Jan. 29, 2021.
17. “COVID-19 Diagnostic Testing and Viral Load Reporting” (with Shubhranshu Singh)
VoxEU, Dec. 23, 2020.
18. “How to Distribute the COVID-19 Vaccine: Lessons From Amazon and Walmart” (with Christopher S. Tang)
Fast Company, Dec. 16, 2020.

19. “How the Airline Industry Recovers From COVID-19 Could Determine Who Gets Organ Transplants” (with Guihua Wang & Ronghuo Zheng)
The Conversation, Sept. 28, 2020.
20. “How to Build a Coronavirus Vaccine Supply Chain” (with Christopher S. Tang)
Bloomberg Law, July 21, 2020.
21. “Influenza Vaccine Supply Chain Lessons for Coronavirus” (with Christopher S. Tang)
Bloomberg Law, July 21, 2020.

Op-Eds

1. “How Tariffs Can Hurt American Supply Chains” (with Christopher S. Tang)
Baltimore Sun, Feb. 25, 2025.
2. “What to Watch in the Coming AI Policy Shake-Up”
Deseret News, Jan. 18, 2025.
3. “Supply Chain Resilience in the Age of Climate Change”
Pharma Manufacturing, Sept. 26, 2024.
4. “To Make Effective AI Policy You Must Trust Those Who’ve Been There”
Federal News Network, June 11, 2024.
5. “The Class of 2024 and the Art of Generative AI” (with Kofi Arhin)
Innovation & Tech Today, May 1, 2024.
6. “Taking Geographical Luck Out of Emergency Care With AI: Generative AI With Vision Will Be Essential to the Future of Emergency Medicine” (with Yuna Nakayasu)
EMS1, Apr. 29, 2024.
7. “Despite Fears, Supply-Chain Crisis from Key Bridge Collapse Can Be Averted”
Baltimore Banner, Mar. 28, 2024.
8. “Relying on the Unreliable: The Hidden Costs of Facial Recognition Technology”
Cyber Defense Magazine, Mar. 4, 2024.
9. “U.S. Needs to Shore Up Medical Device Manufacture or Risk Vulnerability in Times of Crisis”
Baltimore Sun, Dec. 26, 2023.
10. “Where Have All the Container Ships Gone” (with Christopher S. Tang)
Parcel International, Vol. 30. No. 5, Nov. 2023, pp. 8-9.
11. “China Derisking Is Inevitable. To Minimize the Pain, Supply Chains Need a Revolution” (with Christopher S. Tang)
Barron’s, Sept. 6, 2023.

12. “America’s Shaky Pharmaceutical Supply Chain Is a Prescription for Disaster” (with Christopher S. Tang)
Barron’s, June 28, 2023.
13. “Generative AI Is Not Entertainment — It Is Already a Threat to Our Way of Life”
The Hill, June 10, 2023.
14. “Is It Legal for Generative AI to Use Copyrighted Material without Permission?”
CQ Researcher, Apr. 21, 2023.
15. “China’s Sudden Shift on Zero-Covid Puts Supply Chains at Risk Again” (with Christopher S. Tang)
Barron’s, Dec. 14, 2022.
16. “With Monkeypox, the U.S. Is Repeating Its Covid Supply-Chain Mistakes” (with Ho-Yin Mak & Christopher S. Tang)
Barron’s, Aug. 19, 2022. Republished in *Market Watch*.
17. “In Fight Against Monkeypox, Government Isn’t Learning From Past Experience” (with Kara Morgan)
Chicago Sun-Times, Aug. 6, 2022.
18. “The Food Safety System Is Failing” (with Kara Morgan)
Industry Week, July 13, 2022.
19. “The Baby Formula Crisis Shows the Urgent Need to Fix Supply Chain Resilience” (with Christopher S. Tang)
Barron’s, June 2, 2022.
20. “It’s the End of the Global Supply Chain as We Know It” (with Christopher S. Tang)
Newsweek, Apr. 19, 2022.
21. “The Infrastructure Bill Is Here. Can America Still Do Megaprojects?” (with Christopher S. Tang)
Barron’s, Nov. 16, 2021.
22. “Lessons Learned From Hurricane Recovery Can Improve Supply Chains” (with Sheldon H. Jacobson)
The Hill, Sept. 27, 2021.
23. “The Great Promise of a One-Dose Vaccine” (with Ho-Yin Mak & Christopher S. Tang)
Barron’s, Feb. 26, 2021. Republished in *Market Watch*.
24. “How To Fix the Mess of COVID-19 Vaccine Appointment Scheduling”
Fast Company, Feb. 23, 2021.
25. “Release Second Doses To Speed Vaccinations” (with Prashant Yadav)
USA Today, Jan. 13, 2021, p. 7A.
26. “Safety First for Online Markets, or Customers May Shop Elsewhere” (with Christopher S. Tang)
Barron’s, Aug. 25, 2020. Republished in *Market Watch*.
27. “Amazon Has a Trust Problem” (with Christopher S. Tang)
Barron’s, Aug. 7, 2020. Republished in *Market Watch*.

28. “The PPE Supply Chain Is a Black Box—That Needs to Change” (with Ge Bai & Shivaram Rajgopal)
Fortune, July 25, 2020.
29. “Too Fast, Too Furious: Is U.S. Vaccine Development Headed in the Wrong Direction?” (with Christopher S. Tang)
Barron’s, July 16, 2020. Republished in *Market Watch*.
30. “Where Does Your PPE Come From? A Lack of Transparency Is Hurting Americans.”
Fast Company, July 15, 2020.
31. “The U.S. Medical Supply Chain Isn’t Ready for a Second Wave” (with Christopher S. Tang)
Barron’s, June 23, 2020. Featured article. Republished in *Market Watch*.
32. “Needed: A PPE Industrial Commons” (with Christopher S. Tang)
EE Times, May 27, 2020.

Book Chapters and Encyclopedia Entries

1. “Natural Hazards and Supply Chain” (with Christopher S. Tang)
Oxford Research Encyclopedia of Natural Hazard Science. D. Benouar (Ed), 2024, Oxford University Press.
2. “Toward Supply-Chain-Aware ESG Measures” (with Hau L. Lee & Christopher S. Tang)
Responsible and Sustainable Operations: The New Frontier. C. S. Tang (Ed), 2024, pp. 235–252, Springer.
3. “Agent Reasoning in AI-Powered Negotiation” (with Katia Sycara & Ronghuo Zheng)
Handbook of Group Decision and Negotiation, 2nd Edition. M. Kilgour & C. Eden (Eds), 2020, pp 1–25, Springer.
4. “Health Organizational Design: Information Exchange and Accountability” (with Soo-Hoon Lee & Phillip H. Phan)
Wiley StatsRef: Statistics Reference Online, 2020, stat08229, John Wiley & Sons.
5. “Game Theory and Information Economics”
Handbook of Healthcare Analytics: Theoretical Minimum for Conducting 21st Century Research on Healthcare Operations, T. Dai & S. Tayur (Eds), 2018, pp. 337–354, John Wiley & Sons.
6. “The Evolutionary Trends of POM Research in Manufacturing” (with Sridhar Tayur)
Routledge Companion to Production and Operations Management, M. Starr & S. Gupta (Eds), 2017, pp. 647–662, Routledge.
7. “Toward a Unified Negotiation Framework: Leveraging Strengths in Behavioral and Computational Communities” (with Nazli Turan, Katia Sycara, & Laurie Weingart)
Models for Inter-Cultural Collaboration and Negotiation, M. Gelfand & K. Sycara (Eds), 2013, pp. 53–66, Springer.
8. “Agent Reasoning in Negotiation” (with Katia Sycara)
Handbook of Group Decision and Negotiation, M. Kilgour & C. Eden (Eds), 2010, pp. 437–451, Springer.

Refereed Conference Proceedings

1. "An Exploratory Study of Factors Influencing Surgery Scheduled Length, Deviations from Scheduled Length, and their Impact on Length of Stay" (with Phillip H. Phan, Soo-Hoon Lee, Nehama Moran, Vinosh Mathuranayagam, & Jerry Stonemetz)
Journal of the American College of Surgeons, Vol. 227, No. 4, Oct. 2018, p. e160.
2. "Jumping the Line, Charitably: Analysis and Remedy of Donor-Priority Rule" (with Ronghuo Zheng & Katia Sycara)
2017 MSOM Conference Healthcare SIG, Chapel Hill.
3. "Clinical Ambiguity and Conflicts of Interests in Interventional Cardiology Decision-Making" (with Xiaofang Wang & Chao-Wei Hwang)
2016 MSOM Conference Healthcare SIG, Auckland, New Zealand.
4. "Multiagent Negotiation on Multiple Issues with Incomplete Information" (with Ronghuo Zheng, Nilanjan Chakraborty, & Katia Sycara)
Proceedings of the 12th International Conference on Autonomous Agents and Multiagent Systems (AAMAS), 2013, pp. 1279–1280.
5. "Automated Bilateral Multiple-issue Negotiation with No Information about Opponent" (with Ronghuo Zheng, Nilanjan Chakraborty, Katia Sycara, & Michael Lewis)
Proceedings of the 46th Hawaii International Conference on System Sciences (HICSS), 2013, pp. 520–527.

Nominated for HICSS-46 Best Paper Award
6. "The Welfare Consequences of the Donor Priority Rule" (with Ronghuo Zheng & Katia Sycara)
Medical Decision Making, Vol. 33, No. 2, Feb. 2013, p. E39.
7. "A Mechanism Design Model to Enhance Performance in Human-Multirobot Teams" (with Ying Xu, Katia Sycara, & Michael Lewis)
Proceedings of the Annual Human Agent Robot Teamwork Workshop, Mar. 2012.

Cited by Vernol Battiste et al. of NASA as the first to propose "the idea of autonomous agents reporting problems to a central authority"
8. "A Mechanism Design Model in Multi-robot Service Queues with Strategic Operators and Asymmetric Information" (with Ying Xu, Katia Sycara, & Michael Lewis)
Proceedings of the 51st IEEE Conference on Decision and Control (CDC), 2012, pp. 6113–6119.
9. "Modeling Power Distance and Individualism/Collectivism in Negotiation Team Dynamics" (with Victor Sanchez-Anguix, Zhaleh Semnani-Azad, Katia Sycara, & Vicente Botti)
Proceedings of the 45th Hawaii International Conference on System Sciences (HICSS), 2012, pp. 628–637.
10. "A Game Theoretic Queueing Approach to Self-assessment in Decentralized Human-Robot Interaction Systems" (with Katia Sycara & Michael Lewis)
Proceedings of 2011 IEEE International Conference on Robotics and Automation (ICRA), 2011, pp. 58–63.
11. "Imaging Room and Beyond: The Underlying Economics behind Physicians' Test-Ordering Behavior in Outpatient Services" (with Mustafa Akan & Sridhar Tayur)
2011 MSOM Conference Healthcare SIG, 2011, Ann Arbor, MI.

12. “Service Level Differentiation in Multi-robots Control” (with Ying Xu, Katia Sycara, & Michael Lewis)
Proceedings of 2010 IEEE International Conference on Intelligent Robots and Systems (IROS), 2010, pp. 2224–2230.

Papers under Review or Revision

1. “Algorithmic Bias and Physician Liability” (with Shujie Luan & Shubhanshu Singh)
2. “Regulating Adaptive Medical Artificial Intelligence: Can Less Oversight Lead to Greater Compliance?” (with Jiayi Lai, Liang (Leon) Xu, & Xin Fang)
3. “Provider Payment Models for Generative AI in Healthcare” (with Elodie Adida)
4. “Using AI as Gatekeeper or Second Opinion: Designing Patient Pathways for AI-Augmented Healthcare” (with Simrita Singh)
5. “The Spillover Effect of Suspending Non-essential Surgery: Evidence from Kidney Transplantation” (with Guihua Wang & Minmin Zhang)
6. “Incentive Design and Pricing under Limited Inventory” (with Ruiting Zuo & Jussi Keppo)
7. “Wheels on the Bus: Impact of Vaccine Rollouts on Demand for Public Transportation” (with Huaiyang Zhong & Guihua Wang)
8. “You Are What You Eat: A Preference-Aware Inverse Optimization Approach” (with Farzin Ahmadi & Kimia Ghobadi)
9. “A Subscription Model for Prescription Drugs”(with Ali Fattahi & Maqbool Dada)

Teaching Materials

1. “Patient Experience Improvement at UPMC Eye Center” (with Sridhar Tayur, Joshua Rheibolt, & Robert Noecker)
Operations Management Education Review, Vol. 10, No. 1, Jan. 2016, pp. 5–36.

INFORMS Case Competition, Second Place, 2012
2. “Teaching Note for ‘Managing Inventory’ (HBP No. 8016)”
Harvard Business School Operations Management Core Curriculum, July 2018, HBP No. 8017.

Research Grants

U.S. Department of Defense Grant (2024–2026)

Co-PI, “Improving Resiliency in the U.S. Pharmaceutical Supply Chain Through Make-Buy-Invest Strategic Actions,” \$1,500,000

PI: Mariana Socal (Johns Hopkins Bloomberg School of Public Health); Other Co-PIs: Gerard Anderson (Johns Hopkins Bloomberg School of Public Health), Jeromie Ballreich (Johns Hopkins Bloomberg School of Public Health), Maqbool Dada (Johns Hopkins Carey Business School), Jeremy Greene (Johns Hopkins School of Medicine), and Joshua Sharfstein (Johns Hopkins Bloomberg School of Public Health)

The Johns Hopkins Nexus Award (2024–2025)

Co-PI, “The Johns Hopkins Drug Supply Chain Data Dashboard: Improving Data Transparency and Increasing Resilience in the U.S. Pharmaceutical Supply Chain,” \$300,000

PI: Mariana Socal (Johns Hopkins Bloomberg School of Public Health); Other Co-PIs: Gerard Anderson (Johns Hopkins Bloomberg School of Public Health), Jeromie Ballreich (Johns Hopkins Bloomberg School of Public Health), Maqbool Dada (Johns Hopkins Carey Business School), Jeremy Greene (Johns Hopkins School of Medicine), and Joshua Sharfstein (Johns Hopkins Bloomberg School of Public Health)

The Johns Hopkins Discovery Award (2022–2024)

PI, “Purposeful Design for AI-Augmented Healthcare: Harnessing Physician-in-the-Loop Systems to Improve the Patient Journey,” \$100,000

Co-PIs: Risa Wolf (Johns Hopkins School of Medicine) and Haiyang Yang (Johns Hopkins Carey Business School)

The Hopkins Business of Health Initiative Seed Grant (2022)

PI, “Incorporating AI into Day-to-Day Clinical Workflow: Impact of AI on Healthcare Operations, Physician Behavior, and Quality of Care,” \$10,000

Co-PI: Risa Wolf (Johns Hopkins School of Medicine)

National Institutes of Health (NIH) R01 (2021–2024)

Consultant, “Autonomous AI to Mitigate Disparities for Diabetic Retinopathy Screening in Youth during and after COVID-19” (1R01EY033233-01)

PI: Risa Wolf (Johns Hopkins School of Medicine)

The Johns Hopkins Discovery Award (2021–2023)

Co-PI, “Emulating How Experts Think... Under Unknown Objectives and Constraints: Augmenting Machine Learning through Inverse Optimization to Automatically Generate Personalized Treatment Plans,” \$100,000

Co-PI: Kimia Ghobadi (Johns Hopkins Center for Systems Science and Engineering)

Co-Is: Ilya Shpitser (Johns Hopkins Department of Computer Science), and Todd McNutt (Johns Hopkins School of Medicine)

Johns Hopkins Applied Physics Laboratory (APL) Grant (2020)

Co-PI, “A Survey of Supply Chain Impacts on U.S. Healthcare Delivery Resulting from the SARS-CoV2 Pandemic,” \$25,000

Co-PI: Ge Bai (Johns Hopkins Carey Business School & Bloomberg School of Public Health)

The Hopkins Business of Health Initiative Seed Grant on “COVID-19 and the Business of Health” (2020–2021)

Co-PI, “Flattening the Curve of Elective Procedures: Implications and Management of Post-Pandemic Demand Surge of Dermatologic Surgery,” \$20,000

PI: Kristin Bibee (Johns Hopkins School of Medicine); Co-Is: Ge Bai (Johns Hopkins Carey Business School & Bloomberg School of Public Health) and Jeffrey Scott (Johns Hopkins School of Medicine)

The Malone Center for Engineering in Healthcare Seed Grant Award (2020–2022)

Co-PI, “Personalized Radiation Therapy Treatment Planning,” \$49,887

Co-PIs: Kimia Ghobadi (Johns Hopkins Whiting School of Engineering) and Todd McNutt (Johns Hopkins School of Medicine)

Johns Hopkins Carey Business School Competitive Grants

Supplemental Research Funding (2019–2021)

PI for a project on access to organ transplantation, \$4,000

Black & Decker Competitive Research Grant (2019–2020)

PI for “Incentivizing Diagnostic Accuracy in the Age of Artificial Intelligence,” \$2,500

Black & Decker Competitive Research Grant (2018–2019)

PI for “Optimizing Simultaneous-Offering Mechanism of Marginal Cadaveric Organs,” \$2,500

The Johns Hopkins Discovery Award (2015–2017)

PI, “Clinical Decision Ambiguity and Conflicts of Interests on Decision-Making in the Cardiac Catheterization Laboratory: A Stochastic Decision Theoretical Approach,” \$99,370

Co-PI: Chao-Wei Hwang, M.D. (Johns Hopkins School of Medicine)

Invited Seminars

1. Virginia Tech, Pamplin College of Business, Apr. 2025
2. University of Wisconsin–Madison, Wisconsin School of Business, Apr. 2025
3. Syracuse University, Whitman School of Management, Apr. 2025
4. University of Memphis, FedEx Institute of Technology, Next Generation Supply Chain Technology Speaker Series, Feb. 2025
5. McGill University, Desautels Faculty of Management, Dec. 2024
6. Rice University, Jones Graduate School of Business, Nov. 2024
7. University of California, Irvine, Paul Merage School of Business, Nov. 2024
8. Johns Hopkins University, School of Nursing, Health Equity Seminar, Nov. 2024
9. American University, Kogod School of Business, Sept. 2024
10. Johns Hopkins University, Division of Infectious Diseases, Sept. 2024

11. University of Liverpool, Management School, June 2024
12. Georgia Institute of Technology, Scheller College of Business, Apr. 2024
13. University of Miami, Miami Herbert Business School, Healthcare Analytics Workshop, Apr. 2024
14. Lehigh University, College of Business, Apr. 2024
15. Temple University, Fox School of Business, Mar. 2024
16. University at Buffalo, School of Management, Mar. 2024
17. Case Western Reserve University, Weatherhead School of Management, Feb. 2024
18. Stanford University, Graduate School of Business, Nov. 2023
19. University of Southern California, Gould School of Law, Nov. 2023
20. Queen's University, Smith School of Business, Nov. 2023
21. University of Cincinnati, Lindner College of Business, Nov. 2023
22. University of Dubai, College of Business Administration, Nov. 2023
23. University of Alberta, Alberta School of Business, Nov. 2023
24. Johns Hopkins University, School of Nursing, Health Equity Seminar, Oct. 2023
25. Johns Hopkins University, School of Nursing, Center for Immersive Learning and Digital Innovations, May 2023
26. Institute for Mathematical and Statistical Innovation, May 2023
27. University of Southern California, Marshall School of Business, Apr. 2023
28. Johns Hopkins University, Bloomberg School of Public Health, Center for Health Services Outcomes Research, Apr. 2023
29. George Washington University, School of Business, Mar. 2023
30. Harvard University, Harvard Business School, Mar. 2023
31. University of Cambridge, Judge Business School, Mar. 2023
32. Aston University, Aston Business School, Mar. 2023
33. University of Pennsylvania, The Wharton School, Feb. 2023
34. Johns Hopkins University, School of Medicine, Department of Plastic & Reconstructive Surgery, Feb. 2023
35. University of Toronto, Rotman School of Management, Feb. 2023
36. Emory University, Goizueta Business School, Jan. 2023
37. The Ohio State University, Fisher College of Business, Dec. 2022
38. University of California, Los Angeles, UCLA Anderson School of Management, Oct. 2022
39. University of California, Riverside, School of Business, Oct. 2022
40. University of Illinois Urbana-Champaign, Gies College of Business, Sept. 2022

41. University of Maryland, Robert H. Smith School of Business, Sept. 2022
42. Johns Hopkins University, Hopkins Business of Health Initiative, May 2022
43. Johns Hopkins University, Department of Applied Mathematics and Statistics, Apr. 2022
44. Oregon State University, Supply Chain Council, Apr. 2022
45. University of Massachusetts Amherst, INFORMS Chapter, Apr. 2022
46. University of North Carolina at Chapel Hill, Kenan-Flagler Business School, Apr. 2022
47. University of Nebraska–Lincoln, College of Business, Feb. 2022
48. University of Hong Kong, Asia Global Institute, Jan. 2022
49. University of Kansas, School of Business, Dec. 2021
50. Brandeis University, International Business School, Nov. 2021
51. Johns Hopkins University, Bloomberg School of Public Health, Center for Health Services Outcomes Research, Nov. 2021
52. Temple University, Fox School of Business, Nov. 2021
53. Bilkent University, Department of Industrial Engineering, Oct. 2021
54. University of Washington, Foster School of Business, MSCM Leader Series, Aug. 2021
55. Rutgers University, Rutgers Business School, Post-Pandemic Supply Chain and Healthcare Management Conference, June 2021
56. University of Connecticut, School of Business, Apr. 2021
57. McGill University, Bensadoun School of Retail Management, Thought Leader Series, Apr. 2021
58. Duke University, Fuqua School of Business, Feb. 2021
59. Carnegie Mellon University, Tepper School of Business / INFORMS Chapter, Feb. 2021
60. Arizona State University, Center for Accelerating Operational Efficiency, Feb. 2021
61. Stanford University, Economics of Transplantation Workshop, Nov. 2020
62. City University of New York, Baruch College, Oct. 2020
63. Indiana University, Kelley School of Business, Consortium Friday Seminar Series, July 2020
64. Washington University in St. Louis, Olin Business School, Feb. 2020
65. Singapore Management University, Lee Kong Chian School of Business, Jan. 2020
66. INSEAD, Jan. 2020
67. National University of Singapore, NUS Business School, Jan. 2020
68. University of Rochester, Simon Business School, Dec. 2019
69. Johns Hopkins Medicine, JHI Partners Forum, Oct. 2019
70. University College London, UCL School of Management, Sept. 2019

71. London Business School, Sept. 2019
72. University of Cambridge, Judge Business School, Aug. 2019
73. University of Oxford, Saïd Business School, Aug. 2019
74. Sapienza University of Rome, Department of Computer, Control, and Management Engineering Antonio Ruberti, June 2019
75. University of North Carolina at Chapel Hill, Kenan-Flagler Business School Healthcare Workshop, May 2019
76. University of Wisconsin–Madison, Wisconsin School of Business, Feb. 2019
77. Cornell University, SC Johnson College of Business, Oct. 2018
78. Boston College, Carroll School of Management, Sept. 2018
79. University of Texas at Dallas, Naveen Jindal School of Management, Sept. 2018
80. University of Virginia, Darden School of Business, Mar. 2018
81. Georgia Institute of Technology, H. Milton Stewart School of Industrial and Systems Engineering, Dec. 2017
82. Carnegie Mellon University, Tepper School of Business, Nov. 2017
83. Georgetown University, McDonough School of Business, Oct. 2017
84. University of Chicago, Booth School of Business, Sept. 2017
85. Cardiff University, School of Mathematics, Aug. 2017
86. University of British Columbia, Sauder School of Business, Apr. 2017
87. Chinese University of Hong Kong, CUHK Business School, Jan. 2017
88. Hong Kong University of Science and Technology, Department of Industrial Engineering and Logistics Management, June 2016
89. City University of Hong Kong, Department of Management Sciences, June 2016
90. College of William and Mary, Department of Mathematics, Apr. 2016
91. University of Chicago, Booth School of Business, Mar. 2016
92. Clarkson University, School of Business, Oct. 2015
93. University of Waterloo, Department of Management Sciences, June 2015
94. University of Southern California, Department of Industrial and Systems Engineering, Apr. 2015
95. Johns Hopkins University, Carey Business School, Mar. 2013
96. Cornell University, Johnson Graduate School of Management, Feb. 2013
97. Stevens Institute of Technology, Howe School of Technology Management, Feb. 2013
98. University of Hong Kong, School of Business, Feb. 2013
99. University of Minnesota, Carlson School of Management, Jan. 2013
100. University of California, Berkeley, Haas School of Business, Jan. 2013

101. Yale University, Yale School of Management, Jan. 2013
102. University of Utah, David Eccles School of Business, Jan. 2013

Invited Briefings, Panels, and Lectures

1. Johns Hopkins Briefing on “What Every Reporter Should Know About AI: What the New Administration Means for AI Policy.” Invited speaker for a media training session on AI for journalists, hosted by Johns Hopkins University Communications. Featured speaker along with Prof. Gillian Hadfield (Johns Hopkins School of Government and Policy) and Prof. Suchi Saria (Johns Hopkins Whiting School of Engineering; Bayesian Health). Jan. 23, 2025.
2. Canadian Operational Research Society (CORS) Webinar. Invited talk on *The Medical AI Revolution: Research Frontiers for OR/MS Scholars*, co-presented with Prof. Risa Wolf (Johns Hopkins School of Medicine). Hosted by the CORS Healthcare Operational Research (HCOR) special interest group. Jan. 21, 2025.
3. INFORMS Panel on “Responsible Optimization, ML, and AI in Healthcare” at the INFORMS 2024 Annual Meeting, Seattle, WA. Invited panelist alongside Prof. Vishal Ahuja (Southern Methodist University), Prof. Margaret Bjarnadottir (University of Maryland), and Prof. Fernanda Bravo (UCLA Anderson School of Management). Moderated by Prof. Gian-Gabriel Garcia (University of Michigan) and Prof. Hyojung Kang (University of Illinois at Urbana-Champaign). Oct. 21, 2024.
4. INFORMS Panel on “How Do We Explain to Our Neighbors What We Do” at the INFORMS 2024 Annual Meeting, Seattle, WA. Invited panelist alongside Prof. Laura Albert (University of Wisconsin-Madison). Moderated by Prof. Sheldon Jacobson (University of Illinois at Urbana-Champaign). October 21, 2024.
5. INFORMS Panel on “Impact of AI on New Product Development” at the INFORMS 2024 Annual Meeting, Seattle, WA. Invited panelist alongside Prof. Nitin Joglekar (Boston University Questrom School of Business), Prof. Anjana Susarla (Michigan State University), Nitin Mayande (Tellagence), and Alf Wang (Amazon). Moderated by Prof. Karthik Ramachandran (Georgia Tech) and Prof. Sreekumar Bhaskaran (Southern Methodist University). Oct. 20, 2024.
6. INFORMS Panel on “Broadening the Reach of OR for Healthcare: Publishing in Non-OR/IE Journals” at the INFORMS 2024 Annual Meeting, Seattle, WA. Invited panelist alongside Prof. Brian Denton (University of Michigan), Prof. Oguzhan Alagoz (University of Wisconsin-Madison), and Prof. Margaret Brandeau (Stanford University). Moderated by Prof. Holly Wiberg (Carnegie Mellon University). Oct. 20, 2024.
7. 2024 INFORMS Annual Meeting Doctoral Student Colloquium Panel on “Academic Job Search.” Invited panelist (along with Prof. Feryal Erhun of Cambridge and Prof. Anyan Qi of UT Dallas). Seattle, Oct. 19, 2024.
8. Johns Hopkins AI Ethics and Governance Symposium. Invited panelist for Session 1: Health and Medicine, moderated by Prof. Alexis Battle (Interim Co-Director, Data Science and AI Institute, Johns Hopkins University). Other panelists included Prof. Maria De-Arteaga (University of Texas at Austin); Dr. Jess Morley (Yale University); and Dr. Caroline Emmer De Albuquerque Green (University of Oxford). Hosted by the Johns Hopkins Bloomberg Center, Washington, DC. October 7, 2024.
9. Harvard Data Science and AI Symposium Panel: “Beyond Diabetic Retinopathy: What Eye Diseases Will AI Be Commercialized for Next?” Moderator. Panelists include Michael D. Abramoff, MD, PhD (Founder and Executive Chairman, Digital Diagnostics); Awais Bajwa, MCA (Co-Founder, CEO, and CTO, Ophthalmics Inc.); Petri Huhtinen, PhD (Clinical Director, Optomed); and Kaushal Solanki, PhD (CEO and Founder, Eyenuk, Inc.). Hosted by the Harvard Medical School Department of Ophthalmology and Mass General Brigham Eye and Ear, Schepens Eye Research Institute, Boston, MA. Sept. 27, 2024.

10. *Bioprocess Online* Live Panel on “A Realistic Look at AI/ML Use in Biomanufacturing.” Invited panelist (along with Dr. Deenadayalan Bakthavatsalam, CSO of rBIO; Prof. Tugce Martagan, Eindhoven University of Technology), moderated by Tyler Menichiello, Editor at Bioprocess Online. Sept. 4, 2024.
11. Midwest Healthcare Management Conference Panel on “Healthcare Challenges and Technology-Driven Healthcare.” Invited panelist (along with Rajul Gandhi, Wellvana; Nolan Miller, Gies College of Business, University of Illinois; Diwakar Gupta, University of Texas at Austin; Bob Batt, University of Wisconsin-Madison), moderated by Sridhar Seshadri, University of Illinois. Aug. 23, 2024.
12. UCLA Center for Global Management Panel on “Global Technology Innovations in Health Care and the Use of AI: Revolutionizing Diagnostics and Treatment and Enhancing Patient Care.” Invited panelist (along with Aditi Gupta, Executive Director Digital Technology and Innovation, Amgen), moderated by Yin Hui, Global Marketing Director, Amgen. May 8, 2024.
13. POMS Panel on “Generative AI in Healthcare Delivery: The Mayo Clinic Experience” at POMS 2024 Annual Conference, Minneapolis, Apr. 2024. Moderator (along with Rachna Shah, panelists include Eric Williamson and Xiaoxi Yao of Mayo Clinic). Apr. 27, 2024.
14. POMS Panel on “Exploring the Frontier: Generative AI Research in Business” at POMS 2024 Annual Conference, Minneapolis, Apr. 2024. Invited panelist (along with Ravi Bapna of University of Minnesota, Anjana Susarla of Michigan State University, and Jayashankar Swaminathan of University of North Carolina at Chapel Hill), moderated by Sunil Wattal of Temple University. Apr. 26, 2024.
15. POMS Panel on “Behavioral Operations Management in the Artificial Intelligence (AI) Era” at POMS 2024 Annual Conference, Minneapolis, Apr. 2024. Invited panelist (along with Meng Li of University of Houston, Anjana Susarla of Michigan State University, and Jordan Tong of University of Wisconsin-Madison), moderated by Yinghao Zhang of University of Cincinnati. Apr. 25, 2024.
16. Johns Hopkins University Expert Briefing on Key Bridge Collapse — Media Q&A, Apr. 2024. Invited expert (along with James Bellingham, Rachel Sangree, Ben Schafer, and Susu Xu), Mar. 27, 2024.
17. HHBC Panel on “Digital Health: Big Data and Big Changes in Digital Health” at 2024 Hopkins Healthcare Business Conference, Baltimore, Mar. 7–8. Moderator (panelists include Julia Brown Head of Data & AI, Blackrock Neurotech; Dana Le, MHA, CEO and Founder of Wander Health; Jaja Liao, Principal of 25madison; and Scott Taylor, CEO and Co-Founder of Perx Health). Mar. 8, 2024.
18. AIMHC Panel on “AI and Medicine” at 2024 IEEE International Conference on AI for Medicine, Health, and Care, Laguna Hills, California, Feb. 5–7, 2024. Invited panelist (along with Jason Moore of Cedars-Sinai Medical Center and Donnchadh O’Sullivan of Texas Children’s Hospital), moderated by Jacob Shreve of Mayo Clinic. Feb. 6, 2024.
19. Carnegie Mellon University, Tepper School of Business, *45965: Service Management: Go-to-Market Strategy and Operations* (taught by Prof. Sridhar Tayur), guest lecture on AI/ML in healthcare. Dec. 7, 2023.
20. NASEM Panel on “AI for Responding for Public Health Emergencies” at the National Academies of Sciences, Engineering, and Medicine (NASEM) Forum on Medical and Public Health Preparedness for Disasters and Emergencies: Meeting 45, Washington DC, Nov. 8–9 2023. Invited speaker and panelist (along with Ari Chadda of IQT Labs and Thomas Wilkinson of Department of Homeland Security), moderated by W. Craig Vanderwagen, Forum Co-Chair. Nov. 8, 2023.
21. *INFORMS Panel on “Transforming Healthcare Using Artificial Intelligence”* at INFORMS 2023 Annual Meeting, Phoenix, Oct. 2023. Invited panelist (along with Prof. Idris Adjerid of Virginia Tech and Prof. Margaret Bjarnadottir of University of Maryland), moderated by Prof. Mehmet Ayvaci of University of Texas at Dallas. Oct. 16, 2023.
22. *INFORMS Panel on “Technology and Future of Work”* at INFORMS 2023 Annual Meeting, Phoenix, Oct. 2023. Invited panelist (along with Prof. Maryam Alavi of Georgia Tech, Prof. Jan Chvosta of SAS Institute, and Prof. Mohan Gopalakrishnan of Arizona State University), moderated by Prof. Morvarid Rahmani of Georgia Tech. Oct. 16, 2023.

23. INFORMS Panel on “OR/AI: Integrating Operations Research with Artificial Intelligence” at INFORMS 2023 Annual Meeting, Phoenix, Oct. 2023. Invited panelist (along with Prof. Bistra Dilkina of University of Southern California, Prof. Ramayya Krishnan of Carnegie Mellon University, Prof. Cole Smith of Syracuse University, and Prof. Nan Zhang of University of Florida), moderated by Prof. Cathy Honghui Xia of Ohio State University and Prof. Ahmed Abbasi of University of Notre Dame. Oct. 15, 2023.
24. INFORMS Early Career Teachers Network (ECTN) Workshop at INFORMS 2023 Annual Meeting, Phoenix, Oct. 2023. Invited speaker. Oct. 14, 2023.
25. INFORMS DMDA Panel on “Generative AI: Opportunities and Effects on DMDA Research” at 18th INFORMS Workshop on Data Mining & Decision Analytics at INFORMS Annual Meeting, Phoenix, Oct. 2023. Invited panelist (along with Anjana Susarla of Michigan State University and Maytal Saar-Tsechansky of University of Texas at Austin), moderated by Ying Lin of University of Houston. Oct. 14, 2023.
26. HBHI Conversations on the Business of Health, “The Transformative Power of Generative AI in Healthcare Delivery” Moderator (with Risa Wolf of Johns Hopkins Medicine, panelists include Chris Callison-Burch of University of Pennsylvania and Curtis Langlotz of Stanford University). Sept. 15, 2022.
27. Johns Hopkins Medicine’s Artificial Intelligence panel (for all the medical faculty, staff, and students), Invited panelist (along with Kadija Ferryman of Johns Hopkins Berman Institute of Bioethics, Suchi Saria of Johns Hopkins Whiting School of Engineering, and Elliot Fishman of Johns Hopkins Medicine), moderated by Dean Theodore DeWeese, Sept. 12, 2023.
28. NASEM Panel on “Innovative Approaches & Sustainable Strategies” at the National Academies of Sciences, Engineering, and Medicine (NASEM) Workshop on Supply Chain Disruptions: Impacts on Vulnerable Communities, Sept. 2023. Moderator (panelists include Carla Chinavare of Wayne Metropolitan Community Action Agency, Dima M. Qato of University of Southern California, and Christopher S. Tang of UCLA). Sept. 12, 2023.
29. The 83rd Annual Meeting of the Academy of Management, Artificial Intelligence and Machine Learning Roundtable, “Hot Methods” Professional Development Workshop (PDW). Facilitator (with Soroush Saghafian of Harvard University). Aug. 5, 2023.
30. INFORMS Healthcare Conference 2023, Keynote Panel, “Artificial Intelligence, Large Language Models, and Healthcare Delivery.” Moderator (panelists include Ritu Agarwal of Johns Hopkins University and Avi Goldfarb of University of Toronto). July 27, 2023.
31. Invited to speak three times at the **Johns Hopkins Briefing**, including the inaugural event:
 - June 2, 2023: “Prescription Drug Shortages”
 - Feb. 14, 2023: “Advances in Artificial Intelligence: Defining a New Era”
 - Mar. 30, 2022 (the inaugural event): “War in Ukraine: Perspectives on a Global Crisis”
32. The 33rd Production and Operations Management Society (POMS) Annual Conference, Special Panel on “Academia-Industry Collaborations in Research.” Panelist (along with Anita Tucker Carson, Stephanie Gravenor, and Natalia Summerville, moderated by Jonathan Helm and Pengyi Shi). May 22, 2023
33. INFORMS Congressional Webinar, “Analyzing America’s Supply Chains.” Invited panelist (along with Christopher Tang and Anna Nagurney). Apr. 10, 2023
34. NASEM Panel on “Marketing, Stockpiling, and Distribution” at the National Academies of Sciences, Engineering, and Medicine (NASEM) Workshop on Personal Protective Equipment and Personal Protective Technology Product Standardization for a Resilient Public Health Supply Chain, Mar. 2023. Moderator (panelists include Barbara DeBaun of Cynosure Health, Sean Kice of Tennessee Department of Health, Skip Skivington of Kaiser Permanente, Christopher Tang of UCLA, Anne Miller of Project N95, and Colleen Miller of NPPTL). Sept. 12, 2023.

35. Johns Hopkins Data-Intensive Social Science Speaker Series, “ChatGPT, AI, and the Future of Higher Education.” Organizer and moderator (panelists include Christian Terwiesch from the University of Pennsylvania, Jared Kaplan from Anthropic and Johns Hopkins University, Jenna Frye, and Tom Lippincott, both from Johns Hopkins University), Feb. 17, 2023
36. National Government Services Product Owner/Product Manager Monthly Meeting. Invited speaker. Feb. 21, 2023
37. HBHI Conversations on the Business of Health, “The Joys and Sorrows of Incorporating Artificial Intelligence into Healthcare Delivery” Moderator (with Andrew Ching, panelists include Avi Goldfarb of University of Toronto and Natalia Levina of New York University). Nov. 18, 2022
38. 2022 CORS/INFORMS International Conference, Plenary Panel on “Role of Operations Research in Pandemic Preparedness: Lessons Learned from COVID-19.” Moderator (panelists include John Birge of University of Chicago, Margaret Brandeau of Stanford University, and Mahesh Nagarajan of University of British Columbia). June 6, 2022
39. The 3rd Online Doctoral Workshop on Supply Chain Analytics. Invited panelist. June 1, 2022
40. The Committee for Economic Development, Trustee Briefing Series. Invited speaker. May 10, 2022
41. Johns Hopkins University Executive Seminar in Healthcare Systems Engineering (taught by Prof. Matthew Montoya), guest lecture on supply chain management and systems thinking. May 2022
42. Sydney Business School, University of Wollongong, “A Resilient Future—The Critical Role of Supply Chain Management Panel Discussion.” Invited panelist (along with Amrik Sohal and Matthew Pepper; introduced by Vice-Chancellor Patricia Davidson; moderated by Dean Colin Picker). Apr. 29, 2022
43. The 32nd Production and Operations Management Society (POMS) Annual Conference, Emerging Scholars Program, Panel on Career Planning. Invited panelist (along with Rachna Shah, moderated by Craig Froehle). Apr. 25, 2022
44. The 32nd Production and Operations Management Society (POMS) Annual Conference, Special Panel on “Operations Management in the ESG Era.” Panelist (along with Hau Lee and Charles Corbett, moderated by Christopher S. Tang). Apr. 22, 2022
45. Johns Hopkins University, Live Briefing on “War in Ukraine: Perspectives on a Global Crisis.” Invited panelist (along with Sergey Radchenko, Leonard Rubenstein, Gigi Gronvall, and Thomas Rid), Mar. 30, 2022
46. New York University School of Law, Reconfiguring Supply Chains Post COVID-19 and Legal Implications Conference. Invited speaker (along with Professor Eric Talley of Columbia Law School; Janna Sidley, former General Counsel of the Port Authority of Los Angeles; Sarah Rathke of Squire Patton Boggs, and Nick Ellis of Foley & Lardner LLP),
47. Johns Hopkins University, Bloomberg School of Public Health, *Managing Health Services Organizations* (taught by Prof. Jill A. Marsteller), guest lecture on supply chain management and logistics. Mar. 7, 2022
48. CEVA TALKS, *What Can We Learn from the Trans-pacific Supply Chain Crisis?*, invited panelist (along with Bjorn Vang Jensen, VP Advisory Services - Global Supply Chain, Sea-Intelligence), Feb. 22, 2022
49. Pennsylvania State University, Smeal College of Business, *Research Topics in Healthcare* (taught by Prof. Hui Zhao), guest lecture on organ transplantation, Jan. 19, 2022
50. INFORMS Congressional Webinar, “How Supply Chains are Impacting our Healthcare Delivery.” Invited panelist (along with Sunderesh Heragu), Jan. 13, 2022
51. Bureaucrats India Webinar on “India’s 1 Billion Vax Success: PM’s Vision & Steely Resolve of Bureaucracy.” Invited panelist. Nov. 12, 2021

52. Post-Pandemic Supply Chain and Healthcare Management Conference, Academic Roundtable on Healthcare Supply Chain, Invited panelist, June 4, 2021
53. Johns Hopkins Global MBA Class of 2021 In-Person Celebration, Keynote Speaker, May 25, 2021
54. Panel on “COVID-19 Vaccine Rollout Roundtable: Lessons from the Frontlines.” Invited panelist, Mar. 25, 2021
55. HEC Montréal, *Supply Chain Management: Fundamentals and Trends* (taught by Prof. Wenyi Xia), guest lecture on “Transforming COVID-19 Vaccines to Vaccination,” Mar. 22, 2021
56. Johns Hopkins Healthcare Business Association Spring Conference, Opening panel on “Diversity, Equity, Inclusion and Belonging in Healthcare,” Invited panelist, Mar. 12, 2021
57. *Pharmaceutical Commerce* Magazine’s webinar on “Viable Options: Packaging and Partnering for Successful Storage and Transport of Conventional Cold-Chain Vaccines for Covid-19.” Invited feature speaker., Feb. 25, 2021
58. McGill University, Desautels Faculty of Management, *Healthcare Analytics* (taught by Prof. Daniel Ding), guest lecture on “COVID-19 Vaccination Challenge,” Feb. 10, 2021
59. Johns Hopkins University Research Administration and Office of Vice Provost for Research, All Staff Meeting, “COVID-19 Vaccination.” Featured speaker. Jan. 26, 2021
60. Johns Hopkins University, Carey Business School, *Business Leadership and Human Values* (taught by Prof. Louise L. Schiavone), guest lecture on the role of artificial intelligence in shaping the multiple stages of the distribution of the Covid19 vaccines. Dec. 8, 2020
61. Johns Hopkins University, Carey Business School, “The Learning Table” Workshop. Invited faculty speaker, Oct. 2, 2020
62. Johns Hopkins University Panel on “The Economic Impacts of COVID-19 on the Healthcare Industry.” Panelist, Sept. 16, 2020
63. The Millennium Alliance Healthcare Providers & Payers Transformation Assembly, Thought Leader on “From PPE to COVID-19 Vaccines: Building More Resilient U.S. Medical Supply Chains,” Aug. 4, 2020
64. *The Atlantic* Roundtable on “How Are Large Companies Recalibrating Their Focus on Sustainability Amid COVID-19?.” Panelist, July 22, 2020
65. 2018 Manufacturing and Service Operations Management (MSOM) Conference Service Special Interest Group Workshop. Discussant, July 1, 2018
66. Johns Hopkins University, Business in Government (BIG) 2.0 Meeting. Invited speaker, Feb. 23, 2017
67. Hong Kong University of Science and Technology, Department of Industrial Engineering and Logistics Management. Invited speaker, Jan. 5, 2017
68. 2016 Annual Meeting of the Decision Sciences Institute, panel on “Business Analytics Research.” Invited panelist. Austin, Nov. 19, 2016
69. University of Pennsylvania, The Wharton School Doctoral Seminar. Invited guest. Mar. 23, 2016
70. Johns Hopkins Carey Business School, “Lunch & Learn with Faculty.” Invited faculty speaker, Jan. 29, 2016
71. 5th Annual Workshop on Health IT & Economics, “RFID-enabled Process Visualization and Analysis in Ambulatory Care” by Yi-Chin Lin and Rema Padman. Discussant. Oct. 10, 2014
72. 12th Annual Trans-Atlantic Doctoral Conference, “A Model of Mental Accounting and Reference Price Adaptation” by Manel Baucells and Woonam Hwang. Discussant. London Business School, May 10, 2012

Consulting Experience

1. Project Stanley: Humanitarian Supply Chain Optimization, 2020–present
2. Johns Hopkins Hospital, Sidney Kimmel Comprehensive Cancer Center, 2017
3. Citibank Healthcare Research, 2015
4. Frederick Memorial Hospital, Cardiology Department, 2014
5. University of Pittsburgh Medical Center (UPMC) Eye Center, 2008–2009
6. VeriSign Inc., 2005–2006

Media Coverage

Newspapers

Baltimore Business Journal

Mar. 26, 2024: “Key Bridge Collapse Cripples Port of Baltimore, Hits Local Businesses”

Baltimore Sun

Feb. 25, 2025: “How Tariffs Can Hurt American Supply Chains”

Oct. 1, 2024: “ILA Dockworkers Strike in Baltimore and East Coast, Rejecting Contract Offer”

June 10, 2024: “With Widened Channel, Port Seeks To Recover Traffic Lost After Key Bridge Collapse”

Apr. 13, 2024: “Baltimore’s Port Expected to Rebound from Key Bridge Disaster Once Channel Reopens”

Mar. 24, 2024 (p. 4): “Port of Baltimore Businesses Pivot after Key Bridge Collapse: ‘We’re Already Making Alternative Plans’”

Dec. 26, 2023 (p. 13): “U.S. Needs To Shore Up Medical Device Manufacture or Risk Vulnerability in Times of Crisis”

Jan. 29, 2023 (p. 1): “High Hopes for AI: Baltimore Researchers Say AI Could Help Reduce Disparities, Improve Access in Health Care”

May 14, 2022 (p. 1): “‘We Can’t Just Switch’: Maryland Parents Scrambling As National Baby Formula Shortage Leaves Shelves Bare”

Mar. 17, 2022 (p. 1): “Medical Supply Company Plans \$350 Million Plant at Tradepoint Atlantic in Baltimore County, Employing 2,000”

Nov. 22, 2021 (p. 1): “Holiday Shopping Rush Gets Head Start: Supply Chain Problems Push Retailers, Consumers To Get Season Underway Even Earlier”

Nov. 10, 2021 (p. 1): “Biden To Spotlight a Still Recovering Port of Baltimore As Example of Infrastructure Progress”

Oct. 10, 2021 (p. 1): “Need a COVID-19 Test in Maryland? First You Need To Find One”

June 15, 2021 (p. 1): “FDA Details Contamination Event at Baltimore Facility That Makes COVID Vaccines”

June 3, 2021 (p. 1): “Turning a Corner on Crisis, University of Maryland Medical System Donates Millions Worth of Protective Gear”

Apr. 9, 2021 (p. 1): “Johnson & Johnson COVID Vaccine Allotment Will Be ‘Relatively Low’ Until Baltimore Plant That Ruined Doses Gets FDA Approval”

Apr. 5, 2021 (p. 3): “After Baltimore Plant’s Mix-Up Ruined Millions of COVID Vaccine Doses, U.S. Puts Johnson & Johnson in Charge of Facility”

Apr. 2, 2021 (p. 1): “Mistakes Happen, but the One Made by a Baltimore COVID Vaccine Maker May Hurt for a While”

Mar. 3, 2021 (p. 1): “Lack of Eligibility Checks at Maryland’s Mass COVID Vaccination Sites Is a ‘Double-Edged Sword,’ Experts Say”

Feb. 24, 2021 (p. 1): “Maryland Will Create a Single Sign-Up, Waitlist for Mass COVID Vaccine Sites. Some Say That’s Not Enough”

Jan. 9, 2021 (p. 1): “Why Is Maryland’s COVID-19 Vaccination Rollout So Slow? Some Cite Lack of Central Planning”

Dec. 24, 2020 (p. 1): “Baltimore-Area Nursing Home Staff, Residents Inoculated Against COVID-19 As the Vaccination Program Continues”

Nov. 12, 2020 (p. 1): “Maryland Hospitals Rush to Buy Ultra-Cold Freezers to Provide COVID-19 Vaccines a Warm Welcome”

Aug. 21, 2020 (p. 1): “Who Will Get the First Doses of a Coronavirus Vaccine? Johns Hopkins Experts Have Some Ideas”

Mar. 23, 2020 (p. 1): “How Maryland Hospitals are Dashing to Meet the Call for 6,000 ‘New’ Beds for Coronavirus Surge”

Mar. 17, 2020 (p. 4): “Most Baltimore-area Hospitals Halt Elective Surgeries to Ease Strain on Resources Amid Coronavirus Outbreak”

Feb. 27, 2019 (p. 1): “LifeBridge Health to buy Bon Secours Hospital in Baltimore”

July 9, 2018: “Maryland Insurers Say Trump Administration to Cut Health Payments Destabilizes Market”

Mar. 2, 2018 (p. 1): “Johns Hopkins Plans \$469 Million Expansion and Modernization of Its Bayview Medical Center”

Dec. 29, 2017 (p. 1): “New Maryland Law Makes Contraceptives More Affordable, Easier to Get”

Jan. 7, 2016 (p. 1): “University of Maryland and St. Agnes to Partner”

Mar. 1, 2014 (p. 1): “Health Exchange Mulling Scenarios for How to Move Beyond Troubled Site”

Barron’s

Nov. 16, 2021: “The Infrastructure Bill Is Here. Can America Still Do Megaprojects?”

Feb. 26, 2021: “The Great Promise of a One-Dose Vaccine”

Aug. 25, 2020: “Safety First for Online Markets, or Customers May Shop Elsewhere”

Aug. 7, 2020: “Amazon Has a Trust Problem”

July 16, 2020: “Too Fast, Too Furious: Is U.S. Vaccine Development Headed in the Wrong Direction?”

June 23, 2020: “The U.S. Medical Supply Chain Isn’t Ready for a Second Wave”

Boston Globe

Oct. 25, 2020 (A1): “Vaccine Storage Issues Could Leave 3B People Without Access”

Chicago Sun-Times

Aug. 5, 2022: “In Fight Against Monkeypox, Government Isn’t Learning From Past Experience”

Chicago Tribune

Nov. 17, 2020: “Why Experts Say Moderna COVID-19 Vaccine Holds Advantage Over Pfizer’s Candidate”

Nov. 15, 2020 (Sunday, A1): “Chicago Has a Lot of Cold Storage Space. But Will It Be Cold Enough to Support a COVID-19 Vaccine Rollout?”

Apr. 28, 2020 (B1): “As America Stays Home, Deliveries Have Struggled to Keep Up. Here’s How the Distribution Network Could Change in Chicago and Beyond”

Dagbladet Information (Denmark)

Jan. 12, 2021: “Dansk vaccineudrulning er den bedste i EU, briterne har knækket smittekurven, og Sverige har nået et kritisk punkt”

The Daily Mail

Mar. 27, 2024: “Baltimore’s Key Bridge Collapse Wreaks Havoc on Supply Chain As Port Traffic Screeches to a Halt at a Cost of \$15M per Day”

The Detroit News

Dec. 29, 2021 (1A): “Antibody Need at Hospitals Intensifies—Omicron Spread Spurs Need for Variant Treatment”

Apr. 16, 2021 (9A): “Henry Ford Hospitals Offering Monoclonal Antibodies To Curb COVID-19 Admissions”

Mar. 6, 2021 (5A): “Duggan Welcomes J&J COVID Shots After Prior Comments Come Under Fire”

Jan. 28, 2021 (1A): “Why It’s Better but Still Hard for Michigan Residents To Get COVID-19 Vaccine”

Jan. 8, 2021 (5A): “Feds Rank Michigan Low in COVID-19 Vaccination Rates”

Jan. 1, 2021 (1A): “Happy New Year! How Will We Know When To Get Vaccine?”

Nov. 17, 2020 (4A): “Experts: Moderna Vaccine Holds Advantage Over Pfizer’s”

Nov. 10, 2020 (1A): “Why Experts Are Tempering Enthusiasm About Pfizer’s Vaccine Results”

Financial Times

Jan. 19, 2022: “Academic Research Award: Smart Ideas With Real-World Impact”

Frankfurter Rundschau (Germany)

Mar. 27, 2024: “What Consequences the Baltimore Disaster Has for the Global Economy”

The Guardian

July 24, 2024: “ ‘High Quality, Low Price and Dizzying Variety’: How the Chinese Switched to Electric Cars”

Apr. 12, 2024 (p. 7): “Bird Flu Detected among Chickens in Texas and Michigan”

Globe and Mail (Canada)

Feb. 26, 2021 (A1): “Online Booking Tools for COVID-19 Vaccine ‘At Different Levels of Readiness’ ”

Handelsblatt (Germany)

Mar. 27, 2024: “Collapsed Bridge Blocks Baltimore Harbor”

The Hill

Sept. 27, 2021: “Lessons Learned From Hurricane Recovery Can Improve Supply Chains”

Houston Chronicle

Jan. 3, 2021 (A27): “What Vaccine Distribution Planners Can Learn From Amazon and Walmart”

Oct. 20, 2021 (A8): “Gaps in Cold Storage for Vaccines Slam Poor”

Indianapolis Star

May 23, 2024: “ ‘I’ve Been Here Too Long’: Patients Feel Ransomware Attack Effects at Ascension”

International Business Times

Mar. 27, 2024: “Baltimore’s Francis Scott Key Bridge Collapse: Economic Impact and Recovery Efforts”

Investor’s Business Daily

Nov. 18, 2021: “Supply Chain Issues: Stock Winners And Losers, And What You’ll Pay This Holiday Season”

Irish Times

Mar. 29, 2024: “Baltimore Bridge Became World Famous From the Moment It Ceased To Exist”

The Johns Hopkins News-Letter

Nov. 4, 2021: “Expect Shortages This Holiday Shopping Season, According to Professor Dai”

Volume 120, Issue 4 (Sept. 17, 2015): “University Creates Young Faculty Awards”

Latin America Advisor

Mar. 25, 2020: “Will Latin America See More Supply Chain Disruption?”

Les Echos (France)

Dec. 19, 2020: “Covid-19 : le vaccin Moderna, un fruit de l’opération américaine « Warp Speed »

Maryland Daily Record

Apr. 24, 2020: “Widespread Coronavirus Testing Has Stiff Challenges of Its Own”

Feb. 17, 2014: “Carroll Hospital Looks for Partner”

Nikkei 日本経済新聞 (Japan)

Feb. 28, 2021: “米の接種管理システム混乱 利用者不在、他山の石に”

New York Times

Mar. 31, 2024: “The Morning: Life at Guantánamo Bay”

Sept. 18, 2022: “What Joe Biden Knows That No One Expected Him To”

July 30, 2022 (A11): “Demystifying Monkeypox”

Online edition title: “Three Pressing Questions About Monkeypox: Spread, Vaccination, Treatment”

July 28, 2022 (A19): “Doses to Fight Monkeypox Will Increase By 800,000”

Online edition title: “U.S. to Distribute 800,000 Doses of Monkeypox Vaccine”

June 2, 2022 (A13): “Biden Says Europe To Supply Formula In Coming Weeks”

Online edition title: “U.S. Will Airlift Baby Formula From Abroad as Shortages Grow Worse”

May 20, 2022 (A15): “Baby Formula Shortage Will Extend Into June, U.S. Says”

Online edition title: “Big Questions Remain About White House Plan to Speed Formula to Shelves”

Jan. 13, 2022 (A1): “Inflation Hits 7%, Highest Since 1982; Supply Chains Lag”

Online edition title: “Consumer Prices Popped Again in December, Casting a Shadow over the Economy”

Jan. 13, 2022 (B1): “Can’t Find a Covid Test? Why Some Workers Can”

Online edition title: “Why Some Workers Are Getting All the Covid Tests They Need”

Jan. 12, 2022: “Supply Chain Snags Continued to Drive Up Prices in December”

Jan. 6, 2022: “The Case for Less Testing”

May 4, 2021 (A5): “What Would It Take to Vaccinate the Whole World? Still Quite a Lot”

Online edition title: “What Would It Take to Vaccinate the Whole World? Let’s Take a Look”

Spanish edition: “Vacunar a todo el mundo no es fácil. Esta es la razón”

Apr. 6, 2021 (B6): “Walgreens Disregarded Guidance on Pfizer Dose Timing”

Online edition title: “Walgreens Not Following U.S. Guidance on Pfizer Vaccine Spacing”

Newsday

Nov. 29, 2020: “Vaccine Resisters Could Derail Island’s COVID-19 Recovery, Experts Say”

O Globo (Brazil)

Mar. 18, 2021: “Vaccine Nationalism Extends to Raw Materials and Threatens Global Production Chains”

Omaha World-Herald

Oct. 26, 2020 (A1): “Need For Vaccine Cold Storage May Create Next Pandemic Disparity”

The Philadelphia Inquirer

May 29, 2022 (B1): “A Digital COVID Vaccination Record Is Coming in Philly, but Is There a Need?”

Aug. 31, 2021 (A1): “Vaccine Records Testing Hospitals — A Patchwork Collection of Data Is Leaving City Medical Centers Uncertain That Some Patients Have Had the Shots”

Mar. 12, 2021 (B1): “Vaccine Scheduling Software Isn’t To Blame for Rollout Problems in Philly and Pa., Company Founder Says”

O Estado de S. Paulo (Brazil)

Apr. 17, 2022: “Alta no petróleo e nos alimentos cria onda de instabilidade mundial”

The Oregonian

Mar. 7, 2021 (A14): “ ‘Vaccine Purgatory:’ Uncertainty, Angst Cloud New COVID Vaccine Scheduling System in Portland Area”

Santé-achat (France)

Sept. 29, 2020: “Dai Tinglong (John Hopkins) : Il Faut Des « Stress Tests » Des Chaînes D’approvisionnement”

Seattle Times

Jan. 1, 2021 (A1): “Are You Eligible for a COVID-19 Vaccine? Washington State to Launch Tool, Rely on Honor System”

South China Morning Post

Apr. 25, 2024 (A4): “Baltimore Bridge Disaster Tests Supply Chains’ Resilience but Pandemic Lessons Ease Impact”

The Straits Times

Oct. 9, 2023: “Lego’s Lesson: U-Turn on Using Recycled Plastic Bottles a Wake-Up Call for Green Supply Chains”

The Sun (United Kingdom)

Oct. 16, 2021: ‘Bare Shelves: Why Are There Grocery Store Shortages?’

The Sun (United States)

Oct. 1, 2024: “Shoppers Brace for Price Hikes at Walmart and More Over Strike As Expert Warns Holiday Season Could See ‘Bare Shelves’”

Mar. 26, 2024: “Francis Scott Key Bridge Collapse ‘Will Spark Us Food & Car Supply Issues & Strengthen Calls To Cut Foreign Imports’ ”

The Sunday Independent (South Africa)

Feb. 28, 2021 (11): “Vaccine Registration Challenges”

The Tennessean

Sept. 15, 2024: “A Cure for Tennessee’s Obesity Epidemic? Weight-Loss Drugs Spur Overdoses, Competition”

The Times of Israel

Apr. 3, 2021: “Why Johnson & Johnson Throwing Out 15 Million Vaccine Doses Shouldn’t Scare You”

USA Today

Mar. 27, 2024: “Missing Workers in Baltimore’s Key Bridge Collapse Presumed Dead”

Mar. 26, 2024: “How Will the Baltimore Bridge Collapse Affect Deliveries? What to Know after Ship Collision”

Aug. 2, 2022: “Fact Check: There Were Shortages, Supply Chain Issues When Donald Trump Was President”

Nov. 14, 2021: “Could Supply Chain Issues Drive More People To Shop in Person This Holiday Season?”

Oct. 22, 2021 (1B): “Supply Chain Issues: What Are They and How Will Shortages Impact the Holiday Shopping Season?”

Oct. 20, 2021: “Holiday Shopping Is Starting Earlier Than Ever in 2021—Here’s What You Need To Know”

Oct. 15, 2021: “Grocery Store Shelves Bare? These Products May Be Hard To Find Due to Supply Chain Issues”

Mar. 2, 2021: “ ‘Vaccine Angels’ Can Only Do So Much: How Can US Make It Easier To Find COVID-19 Vaccination Appointment in Minutes, Not Hours?”

Jan. 13, 2021 (7A): “Release Second Doses To Speed Vaccinations”

Dec. 28, 2020 (1D): “How Will You Be Told When It’s Your Turn for a COVID-19 Vaccine? It’s Complicated”

Sept. 8, 2020 (1D): “ ‘Mind-Bogglingly Complex’: Here’s What We Know About How COVID Vaccine Will Be Distributed When It’s Approved”

Mar. 11, 2020: “Coronavirus Rationing: Target, Walmart Limit Purchases of Hand Sanitizer, Disinfecting Wipes, Toilet Paper”

VnExpress

May 28, 2021: “What Vietnam Needs To Produce COVID Vaccines Under License”

Wall Street Journal

- Apr. 9, 2025: “An American-Made iPhone: Just Expensive or Completely Impossible?”
- Apr. 4, 2025: “Sizing Up the Economic Impact of the Baltimore Bridge Collapse.”
- June 19, 2023: “Drug Shortages Stem From Quality Problems in Indian Factories”
- Feb. 11, 2023: “The AI Boom That Could Make Google and Microsoft Even More Powerful”
- Jan. 13, 2023: “China’s Shortage of Antivirals Puts Vulnerable People at Risk”
- Oct. 23, 2022: “Everybody Talks About Made in America. But It Isn’t That Simple”
- Apr. 1, 2021: “FDA Probes Cause of Failed Johnson & Johnson Covid-19 Vaccine Batch”

Washington Post

- Mar. 27, 2024: “See How the Key Bridge Collapse Will Disrupt the Supply of Cars, Coal and Tofu”
- Apr. 27, 2023: “Why You Shouldn’t Tell ChatGPT Your Secrets”
- Oct. 21, 2022: “Doctors Share Advice on Dealing With the Adderall Shortage”
- Apr. 6, 2022: “The Failure of Covid.gov Is Worse Than Inexcusable”
- Mar. 19, 2022: “U.S. Imports Little From Ukraine and Russia, but Food and Farming Costs Are Expected To Rise”
- Mar. 4, 2022: “Russia’s Invasion of Ukraine Leaves Global Trade in Tatters”
- Dec. 3, 2021 (A1): “Biden Pledges To Fight New Variant ‘With Science and Speed,’ As Omicron Cases Multiply and Winter Outlook Worsens”
- Mar. 12, 2021: “Hunt for Vaccine Slots Often Leads Through Scheduling Maze”
- Feb. 4, 2021 (A1): “Some States Are Racing Ahead of Others With Their Coronavirus Vaccine Rollouts. Their Secret? Keeping It Simple”
- Dec. 27, 2015, Sunday (C1): “Partners in Pot: Maryland Marijuana Businesses Seek Novel Collaborations”

TV

ABC News (WFTS-TV)

- June 1, 2020: “Some Concerned Health Care System Could Be Overwhelmed As Elective Surgeries Resume”
Also aired on ABC News 10 (San Diego), NBC 26 (Green Bay), and Fox 17 (West Michigan)

BBC News

- Mar. 26, 2024: “Baltimore Bridge Collapse”

Boston 25

- Jan. 25, 2021: “25 Investigates: Back of the Pack, Mass. Struggles To Keep Vaccine Pace With Other States”

CBS News

- Oct. 1, 2024: “Port of Baltimore Workers Are Now on Strike. Here’s When We Can Start Feeling the Effects”
- Feb. 26, 2021: “Nearly 3 Million Americans Haven’t Gotten Their Second COVID-19 Vaccination on Time”
- Jan. 20, 2021: “COVID-19 Vaccine Rollouts Are Lagging. Here’s What States Are Doing To Pick Up the Pace”

CNBC

- Mar. 11, 2021: “Congress Delivered Big COVID Relief Bills Over the Past Year — But Months of Inaction Took a Major Toll”
- Nov. 9, 2020: “Here’s How the Distribution Infrastructure Will Deploy Coronavirus Vaccine”

CNN

- May 10, 2021: “India’s COVID-19 Catastrophe Could Make Global Shortages Even Worse”
- Mar. 13, 2021: “Here’s What COVID Vaccines Are Worth to Big Pharma”

Fox Business

Nov. 9, 2020: “Pfizer’s COVID-19 Vaccine: What to Know”

NBC News

Mar. 26, 2024: “Customers From the East Coast to the Midwest Could See Costly Impact From Baltimore Bridge Collapse”

PBS NewsHour

Oct. 27, 2020: “China Dominates the Pandemic PPE Market. What Does That Mean for U.S. As Virus Surges?”

Scripps News

Jan. 26, 2023: “How Do Amazon Packages Get Delivered So Quickly?”

Sky News

Dec. 4, 2020: “Logistical Challenges in Distributing Pfizer’s COVID Vaccine”

WBAL-TV (Baltimore)

Mar. 28, 2024: “Hopkins Experts Address Bridge Protections, Changes Ahead”

WFTV (Orlando)

Feb. 2, 2021: “Americans Working Too Hard To Get COVID Vaccines, Experts Say”

WGN-TV (Chicago)

Sept. 11, 2020: “Complexities of the COVID-19 Vaccine Supply Chain”

WINK-TV (CBS Southwest Florida)

June 21, 2020: “Drug Companies Refocusing Efforts on Vaccines, Leading to Other Shortages”

WJZ (CBS Baltimore)

Apr. 25, 2024: “Nearly a \$100 Million Taxpayer Investment in PPE Company in Sparrows Point Remains Stalled”

Jan. 12, 2023: “ ‘Smart Tampon’: JHU Graduates Create New A.I. Application To Test for Cervical Cancer”

Oct. 13, 2021: “ ‘Tis The Season To Start Shopping Early’: Experts Encourage Consumers To Start Holiday Shopping Early”

June 12, 2021: “FDA Orders J&J Vaccines Made At Baltimore Emergent Plant To Be Tossed”

Apr. 19, 2021: “Johnson & Johnson COVID Vaccine Maker Emergent BioSolutions Asked To Stop Making Doses While FDA Investigation Underway”

Apr. 2, 2021: “Amid Calls For Transparency, Emergent CEO Says Workers Did Not Accidentally Mix Johnson & Johnson, AstraZeneca Vaccines”

WMAR (ABC Baltimore)

Oct. 4, 2024: “Some Question if the Port Workers’ Agreement Is Sustainable Long Term”

WTVJ-TV (Miami)

Mar. 26, 2024: “Baltimore Bridge Collapse: What We Know, Who Are the Victims, and Will It Affect Us Supply Chain?”

ZDF TV (Germany)

Mar. 27, 2024: “ZDF *heute* Sendung vom 28. März 2024”

Radio

ABC (Australian Broadcasting Corporation)

Dec. 19, 2022: “Penny Wong To Visit Chinese Counterpart in Beijing”

Austin’s NPR Station — KUT

- Sept. 28, 2020: “How The Airline Industry Recovers From COVID-19 Could Determine Who Gets Organ Transplants”
Canadian Broadcasting Corporation (CBC)
- Nov. 29, 2020: “What Transporting Ice Cream Across Canada Tells Us About Vaccine Logistics”
- Nov. 25, 2020: “Some Companies Will Make Big Money off Their COVID-19 Vaccines — But Not As Much as They Could”
- Nov. 19, 2020: “Why Trump’s Operation Warp Speed Is Credited With Helping Accelerate COVID-19 Vaccine Development”
- CBS News Radio Los Angeles (KNX 1070AM)
- Jan. 12, 2020: “The Federal Government Loosens Vaccine Guidelines”
- Iowa Public Radio
- Feb. 5, 2021: “Iowa’s Rural Areas Face Additional Challenges For Vaccine Rollout”
- Federal News Network (WFED)
- Apr. 12, 2024: “Plan for AI To Handle Tax-Return Preparation”
- KWMU, St. Louis Public Radio
- Mar. 1, 2016: “Wash U. Professor Has a Business Solution for Flu Vaccine Shortages”
- National Public Radio (NPR)
- Mar. 26, 2024: “Mercedes, GM, Stellantis Scramble; Port Jobs Are at Risk after Baltimore Disaster”
- Feb. 17, 2023: “New Horizons: Spy Balloon Mania, A-I Chatbots and Friendly Robots” (WYPR)
- Oct. 14, 2021: “How the Global Supply Chain Crisis Is Impacting the American Shopper” (WYPR)
- Apr. 1, 2021: “All Things Considered: Bad Batch Of Johnson & Johnson Vaccines Sets Back Production”
- Public Radio International (PRI) — “The World”
- Sept. 28, 2020: “Airline Industry’s Health Could Determine Success Rate for Organ Donors”

Magazines

Becker’s Hospital Review

- May 24, 2024: “With \$300K, Johns Hopkins Team To Create Drug Supply Dashboard”
- Feb. 11, 2023: “Shot-Down Chinese Balloon May Affect US Medical Supply Chain”
- Oct. 25, 2022: “3 Winter Disruptions Hospital Leaders Should Brace For”
- June 30, 2022: “13 Supply Chain Leaders on Priorities for the Rest of 2022”
- Mar. 24, 2022: “Ramping Up US Healthcare Systems’ Production Capabilities — 3 Experts Weigh In”
- Mar. 9, 2022: “Russia-Ukraine Conflict’s Impact on US Health Supply Chain — 4 Expert Takes”

BioProcess International

- Aug 17, 2023: “Managing Postpandemic Supply-Chains With Artificial Intelligence”

Carey Business Magazine

- Spring 2020: “Docs ‘Under-Test’ to Impress Peers”
- Spring 2020: “Pandemic Impact: Carey and the COVID-19 Crisis”
- Fall 2018: “By The Numbers: The Fourth Industrial Revolution”

Changing Business

- Spring 2018: “Just Chill”
- Spring 2016: “It’s Worth a Shot”

Chemistry World

Mar. 23, 2021: “Why Manufacturing COVID Vaccines at Scale Is Hard”

Communications of the ACM

Oct. 6, 2020: “The Future of the Supply Chain”

Esquire (Italy)

Mar. 12, 2021: “Dovremmo poter scegliere quale vaccino per il Covid-19 ci sarà somministrato?”

Fast Company

Mar. 15, 2022: “Russia’s War with Ukraine Could Permanently Reshape the Global Supply Chain”

Nov. 23, 2021: “ESG Investing Has a Sustainability Blind Spot: Supply Chains”

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Teaching

Johns Hopkins University

BU.920.624 **Data Science: Artificial Intelligence** (Johns Hopkins Full-time MBA core course), 2021–present

Featured in *Baltimore Sun*, Johns Hopkins Carey Business School homepage, KARE 11, *MedicalXpress*, *OR/MS Today*, *The Story Exchange*, WBAL, and WJZ

BU.920.606 **Operations Management** (Johns Hopkins Full-time MBA core course), 2021–present

Strategic Healthcare Leadership Program: Transforming the Business of Health, Johns Hopkins Carey Business School Executive Education, 2023–present

Developed and taught the Healthcare Operations and AI-augmented Healthcare modules

Academy for Health Care Leadership and Management, Johns Hopkins Carey Business School Executive Education, 2021–present

Taught the Healthcare Operations module between 2021 and 2022

BU.610.730 **Contracting: Incentive Design and Analytics**, 2020

BU.610.730 **Supply and Service Contracting**, 2015, 2016, 2017, 2018, 2019

BU.912.611 **Operations Management** (Full-time MBA core course), 2014, 2016, 2017, 2018, 2019

BU.680.620 **Operations Management** (Flexible MBA core course), 2014, 2016, 2017

National Institutes of Health (NIH)

Artificial Intelligence/Machine Learning Consortium to Advance Health Equity and Researcher Diversity (AIM-AHEAD) Professional Development Program, Healthcare Operations module, 2022–2023

University of California, Los Angeles

Econ 410 **Economics in Action**, Mini-Course on AI-Augmented Healthcare, 2023

Carnegie Mellon University

Tepper MBA Class of 2014 **BaseCamp**, 2012

70-428 **Financial Statement Analysis**, 2011

Conference Organization

Chair, The Inaugural Washington Operations Workshop (WOW), Washington DC, Jan. 17, 2024 (with Ho-Yin Mak of Georgetown University)

The one-day workshop on “Rethinking Global Supply Chains in the Era of Artificial Intelligence” featured opening remarks by Prof. Goker Aydin and Prof. Ricardo Ernst, closing remarks by Prof. Hau Lee, and four panel discussions. Panelists and moderators included Goker Aydin, Volodymyr (Vlad) Babich, Morris Cohen, Shiliang (John) Cui, Tinglong Dai, Wedad Elmaghraby, Ricardo Ernst, Michael Fu, M. Eric Johnson, Hau Lee, Ho-Yin Mak, and Doug Thomas.

The organizing committee consisted of Goker Aydin, Shiliang (John) Cui, Tinglong Dai (co-chair), Robin Dillon-Merrill, Ricardo Ernst, Kasra Ferdows, and Ho-Yin Mak (co-chair).

Attendees were from American University, George Mason University, The George Washington University, Georgetown University, Johns Hopkins University, University of Maryland, and University of Virginia.

Member of Planning Committee, **National Academies of Sciences, Engineering, and Medicine Workshop: Supply Chain Disruptions: Impacts on Vulnerable Communities. A Workshop**, 2023

Member of Planning Committee, **National Academies of Sciences, Engineering, and Medicine Workshop** on Personal Protective Equipment and Personal Protective Technology Product Standardization for a Resilient Public Health Supply Chain, 2022–2023

Chair, **Johns Hopkins Symposium on Healthcare Operations**, 2016–present

The 3rd symposium (Oct. 15, 2021): *Building Resilient Healthcare Supply Chains for the Next Pandemic*

This symposium features pioneering supply chain scholars—including Willy Shih (Harvard), David Simchi-Levi (MIT), Christopher S. Tang (UCLA), and Sridhar Tayur (Carnegie Mellon)—and government speakers from CDC (Maryann D'Alessandro), FDA (Tammy R. Beckham), and HHS (John Fredenberg and Bryan Heartsfield) to spotlight cutting-edge research in supply chain resilience and develop pandemic-proof supply chain solutions

The 2nd symposium (Apr. 26, 2019): *Health Organizational Design—Where Operations Management Meets Organizational Theory* (co-chaired with Ozge Sahin)

OM/OB speakers include Margaret Brandeau (Stanford), Kamalini Ramdas (London Business School), Hummy Song (Wharton), Kathleen M. Sutcliffe (Hopkins), Anita Tucker (Boston University), Michal Tamuz, and Senthil Veeraraghavan (Wharton); medical speakers include Drs. Allen Kachalia and Joshua Sharfstein (both of Hopkins); policy speakers include Dr. Michael J. Lipp (CMS)

Inaugural symposium (Oct. 1, 2016): *When Organ Transplantation Meets Operations Research* (co-chaired with Ozge Sahin)

OM speakers include Itai Ashlagi (Stanford), Baris Ata (Chicago Booth), Dimitris Bertsimas (MIT Sloan), Sommer Gentry (US Naval Academy), Pinar Keskinocak (Georgia Tech), Andrew Schaefer (Rice), and Sridhar Tayur (Carnegie Mellon); medical speakers include leading surgeons such as John Roberts (UCSF), Robert Montgomery (NYU Langone), and Benjamin Phillosophe (Johns Hopkins); policy speakers include Charles Alexander (Living Legacy Foundation)

Program Committee, The 3rd ACM conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO '23)

Cluster Chair, INFORMS Healthcare Conference 2023, COVID-19 Cluster, July 26–28, 2023, Toronto

Cluster Chair (with Michael Lash), INFORMS 2022 Annual Meeting, AI in Healthcare Cluster, Oct. 16–19, 2022, Indianapolis, Indiana

Cluster Chair (with So Yeon Chun), INFORMS 2021 Annual Meeting, MSOM Society Sponsored Cluster, Oct. 24–27, 2021, Anaheim, California

SIG Chair (with George Ball), 2021 MSOM Conference, Healthcare Special Interest Group (SIG), June 5–10, 2021

Cluster Chair (with Pengyi Shi), INFORMS 2021 Healthcare Conference, Healthcare Operations Management Cluster, July 21–23, 2021 (Virtual)

Committee's Choice Sessions Chair, CORS-INFORMS 2022 International Conference, June 5–8, 2022, Vancouver, Canada

Program Committee, The 2nd ACM conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO '22)

Program Committee, The Inaugural ACM conference on Equity and Access in Algorithms, Mechanisms, and Optimization (EAAMO '21)

Founding Organizer (with Ebru Bish), INFORMS HAS Distinguished Scholar Lecture Series, 2018

Cluster Chair (with Ebru Bish), INFORMS 2018 Annual Meeting, Health Applications Society Sponsored Cluster, Nov. 4–7, 2018, Phoenix

Cluster Chair (with Hui Zhao), 2018 INFORMS International Meeting, Healthcare Cluster, June 17–20, 2018, Taipei

Program Committee, Third Workshop on Conflict Resolution in Decision Making (COREDEMA 2017), in conjunction with the 26th International Joint Conference on Artificial Intelligence (IJCAI-17)

Program Committee, Quantitative Risk Analysis for Security Applications Workshop (QRASA), Pasadena, CA, July 11, 2009, in conjunction with the 21st International Joint Conference on Artificial Intelligence (IJCAI-09)

Chaired Conference Sessions

INFORMS Virtual Annual Meeting, Nov. 2020

Artificial Intelligence and Healthcare Delivery, co-chair: Hamsa Sridhar Bastani

Inverse Optimization Applications to Healthcare, co-chair: Kimia Ghobadi

INFORMS Annual Meeting, Seattle, Oct. 2019

Joint Session Interface of M&O/Practice Curated: Game Theory for Marketing-Operations Interface II

Joint Session HAS/Practice Curated: Incentive and Policy Design

INFORMS Healthcare Conference, Cambridge, MA, July 2019

Disease Modeling: From Data to Insights, co-chair: Kimia Ghobadi

Incentive and Policy Design in Healthcare, co-chair: Fernanda Bravo

Behavior, Incentive and Policy: Stochastic Modeling and Field Studies, co-chair: Can Zhang

INFORMS Annual Meeting, Phoenix, Nov. 2018

Behavioral, Incentive and Policy Issues in Healthcare, co-chair: Ozlem Yildiz

HAS Distinguished Scholar Lecture: Diwakar Gupta, co-chair: Ebru Bisi

HAS Distinguished Scholar Lecture: Sanjay Mehrotra, co-chair: Ebru Bisi

HAS Distinguished Scholar Lecture: Margaret L. Brandeau, co-chair: Ebru Bisi

HAS Distinguished Scholar Lecture: Stefan Scholtes, co-chair: Ebru Bisi

INFORMS Annual Meeting, Houston, Oct. 2017

Behavioral, Incentive and Policy Issues in Healthcare, co-chair: Song-Hee Kim

Game Theory in Supply Chains

EURO Working Group on Operational Research Applied to Health Services (ORAHS 2017), Bath, UK, July 2017

Health Policies and Decision Support

INFORMS Healthcare Conference, Rotterdam, The Netherlands, July 2017

Policy/Incentive Issues in Healthcare Operations

POMS Annual Meeting, Seattle, May 2017

Scarce Resource Allocation and Exchange, co-chair: Daniel Ding,

- Information, Or Lack Thereof, in Marketing, co-chair: Jeffrey Shulman
 Incentive Design in Marketing/Operations, co-chair: Olivier Rubel
- INFORMS Annual Meeting, Nashville, Nov. 2016
 Diagnosis Under Uncertainty, co-chair: Sarang Deo, MSOM sponsored session
 Incentive Design in Marketing and Operations, co-chair: Kinshuk Jerath, MSOM/Supply Chain sponsored session
 Dealing with Uncertainty in Hospital Operations, co-chair: Song-Hee Kim, HAS sponsored session
 Operations Analysis in Healthcare, co-chair: Daniel Ding, MSOM/Health sponsored session
- INFORMS International Meeting, Hawaii, June 2016
 Healthcare Analytics, co-chair: Haijing Hao
- POMS Annual Meeting, Orlando, May 2016
 Economic Models in Operations Management, co-chair: Haresh Gurnani
 Data Analytics in Healthcare
- INFORMS Annual Meeting, Philadelphia, Nov. 2015
 Healthcare Analytics, co-chair: Song-Hee Kim, MSOM sponsored session, joint MSOM/Health-HAS-Analytics session
 Analyzing and Managing Incentives, co-chair: Fuqiang Zhang, MSOM sponsored session
- INFORMS Healthcare Conference, Nashville, July 2015
 Operations Analysis of Health Care, co-chair: Changmi Jung
- POMS Annual Meeting, Washington DC, May 2015
 Supply and Service Contracting
 Operations Analysis of Chronic Disease Management
 OM Studies by Marketing Faculty, co-chair: Kinshuk Jerath
- INFORMS Annual Meeting, San Francisco, Nov. 2014
 Operations Analysis for Health Care, HAS sponsored session
- POMS Annual Meeting, Denver, May 2013
 Operations Analysis for Health Care, co-chair: Soo-Haeng Cho
- POMS Annual Meeting, Chicago, Apr. 2012
 Game Theoretic Applications in Healthcare Operations

Invited or Referred Conference Presentations

- Toward a Science of Scaling Medical Artificial Intelligence
 Midwest Healthcare Management Conference, University of Illinois Urbana-Champaign, Aug. 23, 2024
- AI and Incentives and Agency, Oh My!: Incentive Design in the Age of Generative Artificial Intelligence
 INFORMS 2023 Annual Meeting, Phoenix, Oct. 15–18, 2023
- Artificial Intelligence on Call: The Physician's Decision of Whether to Use AI in Clinical Practice
 2023 POMS Annual Meeting, Orlando, May 21–25, 2023
 INFORMS 2022 Annual Meeting, Indianapolis, Oct. 16–19, 2022
- Does Transportation Mean Transplantation? Impact of New Airline Routes on Sharing of Cadaveric Kidneys
 INFORMS 2021 Virtual Annual Meeting, Oct. 23–27, 2021
- Incentive Design and Pricing under Limited Inventory
 MSOM 2021 Virtual Annual Conference, Jun. 6–10, 2021

- Medical Artificial Intelligence and Patient Safety
INFORMS 2020 Virtual Annual Meeting, Nov. 7–13, 2020
- Service Design under Acclimation and Non-homogeneous Memory Decay
INFORMS 2019 Annual Meeting, Seattle, Oct. 20–23, 2019
- Incentive Design for Operations-Marketing Multitasking
2019 POMS International Conference, Brighton, UK, Sept. 2–4, 2019
2019 INFORMS Marketing Science Conference, Rome, Italy, June 20–22, 2019
2018 MSOM Conference, Dallas, July 1–3, 2018
- Pride and Prejudice: The Human Side of Interventional Cardiology
2019 INFORMS Healthcare Conference, Cambridge, MA, July 27–29, 2019
- Optimizing Simultaneous-Offering Mechanism of Marginal Cadaveric Organs
2019 INFORMS Healthcare Conference, Cambridge, MA, July 27–29, 2019
- Jumping the Line, Charitably: Analysis and Remedy of Donor-Priority Rule
2019 INFORMS Healthcare Conference, Cambridge, MA, July 27–29, 2019
INFORMS 2017 Annual Meeting, Houston, Oct. 22–25, 2017
2017 INFORMS Healthcare Conference, Rotterdam, The Netherlands, July 26–28, 2017
2017 MSOM Conference Healthcare Operations Management SIG, Chapel Hill, June 19, 2017
2017 POMS Annual Meeting, Seattle, May 5–8, 2017
2017 INFORMS Computing Society Conference, Austin, Jan. 15–17, 2017
INFORMS 2016 Annual Meeting, Nashville, Nov. 13–16, 2016
- Squeeze in: Challenging the Newsvendor Model in Operating Room Management
INFORMS 2019 Annual Meeting, Seattle, Oct. 20–23, 2019
2019 INFORMS Healthcare Conference, Cambridge, MA, July 27–29, 2019
- Salesforce Contracting under Uncertain Demand and Supply: Double Moral Hazard and Optimality of Smooth Contracts
INFORMS 2019 Annual Meeting, Seattle, Oct. 20–23, 2019
2019 INFORMS Marketing Science Conference, Rome, Italy, June 20–22, 2019
- Conspicuous by Its Absence: Diagnostic Expert Testing under Uncertainty
2019 POMS Annual Meeting, Washington, DC, May 3–6, 2019
INFORMS 2018 Annual Meeting, Phoenix, Nov. 4–7, 2018
2018 MSOM Conference, Dallas, July 1–3, 2018
INFORMS 2017 Annual Meeting, Houston, Oct. 22–25, 2017
2017 INFORMS Healthcare Conference, Rotterdam, The Netherlands, July 26–28, 2017
2017 MSOM Conference, Chapel Hill, June 20–21, 2017
2017 POMS Annual Meeting, Seattle, May 5–8, 2017
POMS-HK 2017 International Conference, Hong Kong, Jan. 7–8, 2017
- Should a Matching Platform Pay Its Users to Leave?
2019 POMS Annual Meeting, Washington, DC, May 3–6, 2019
- Organizational and Behavioral Determinants of Surgical Theater Scheduling
2019 POMS Annual Meeting, Washington, DC, May 3–6, 2019
- Too Much? Too Little? Economic Modeling of Physician Testing Decisions
INFORMS 2019 Annual Meeting, Seattle, Oct. 20–23, 2019

- 2019 POMS Annual Meeting, Washington, DC, May 3–6, 2019
- Co-opetition in Service Clusters with Waiting-Area Entertainment
 INFORMS 2017 Annual Meeting, Houston, Oct. 22-25, 2017
 2017 POMS Annual Meeting, Seattle, May 5–8, 2017
- Offer Batching for Organ Placement
 INFORMS 2017 Annual Meeting, Houston, Oct. 22-25, 2017
 2017 INFORMS Healthcare Conference, Rotterdam, The Netherlands, July 26–28 2017
 2017 POMS Annual Meeting, Seattle, May 5–8, 2017
- Clinical Ambiguity and Conflicts of Interest in Interventional Cardiology Decision-Making
 INFORMS 2019 Annual Meeting, Seattle, Oct. 20–23, 2019
 INFORMS 2017 Annual Meeting, Houston, Oct. 22-25, 2017
 2017 EURO Working Group on Operational Research Applied to Health Services, Bath, UK, July 30–Aug. 4, 2017
 INFORMS 2016 Annual Meeting, Nashville, Nov. 13–16, 2016
 2016 MSOM Conference Healthcare Operations Management SIG, Auckland, New Zealand, June 29, 2016
 INFORMS 2016 International Meeting, Hawaii, June 12–15, 2016
 2016 POMS Annual Meeting, Orlando, May 6–9, 2016
 INFORMS 2015 Annual Meeting, Philadelphia, Nov. 1–4, 2015
 INFORMS Healthcare 2015 Conference, Nashville, July 29–31, 2015
- Revenue Management under a Two-Sided Network Effect
 2016 POMS Annual Meeting, Orlando, May 6–9, 2016
- Signaling by Testing
 INFORMS 2016 Annual Meeting, Nashville, Nov. 13–16, 2016
 INFORMS 2016 International Meeting, Hawaii, June 12–15, 2016
 2016 POMS Annual Meeting, Orlando, May 6–9, 2016
 INFORMS 2015 Annual Meeting, Philadelphia, Nov. 1–4, 2015
- Salesforce Contracting under Yield Uncertainty
 2017 POMS Annual Meeting, Seattle, May 5–8, 2017
 INFORMS 2016 Annual Meeting, Nashville, Nov. 13–16, 2016
 2016 MSOM Conference, Auckland, New Zealand, June 29–July 1, 2016
 INFORMS 2016 International Meeting, Hawaii, June 12–15, 2016
 37th ISMS Marketing Science Conference, Baltimore, June 17–20, 2015
- Diagnosis Decision-making in Percutaneous Coronary Interventions
 2015 POMS Annual Meeting, Washington, DC, May 8–11, 2015
- Channel Construction in Emerging Markets.
 2015 China India Insights Conference, Cheung Kong Graduate School of Business, New York, Sept. 18–19 2015
 2015 MSOM Conference, Toronto, June 28–30, 2015
 2015 POMS Annual Meeting, Washington, DC, May 8–11, 2015
 Frank M. Bass—The 9th Frontiers of Research in Marketing Science (FORMS) Conference, Dallas, Feb. 26–28, 2015
 INFORMS Annual Meeting, San Francisco, Nov. 10, 2014
- Incentives in U.S. Healthcare Operations
 Elwood S. Buffa Doctoral Dissertation Award, 2014 Decision Sciences Institute Annual Meeting, Tampa, Nov. 22, 2014

- Impact of Inventory on Quota-Bonus Contracts with Rent Sharing
 2015 POMS Annual Meeting, Washington, DC, May 8–11, 2015
 2014 MSOM Conference, University of Washington, Seattle, June 19–21, 2014
- Imaging Room and Beyond: The Underlying Economics behind Physicians' Test-Ordering Behavior
 2012 INFORMS Annual Meeting, Phoenix, Oct. 14–17, 2012
 12th Annual Trans-Atlantic Doctoral Conference (TADC), London Business School, London, May 10–12, 2012
 2012 POMS Annual Conference, Chicago, Mar. 20–23, 2012
 INFORMS 2011 Annual Meeting, MSOM Service Management SIG, Charlotte, Nov. 13–16, 2011
 INFORMS 2010 Annual Meeting, Austin, Nov. 7–10, 2010
- Contracting for On-Time Delivery in the U.S. Influenza Vaccine Supply Chain
 INFORMS 2013 Annual Meeting, Minneapolis, Oct. 6–9, 2013
 2013 POMS Annual Conference, Denver, May 3–6, 2013
 2012 MSOM Conference, Columbia University, New York, June 17–19, 2012
 INFORMS 2011 Annual Meeting, Charlotte, Nov. 13–16, 2011
- The Welfare Consequences of Donor Priority Rule
 INFORMS 2014 Annual Meeting, INFORMS Annual Meeting, San Francisco, Nov. 9–12, 2014
 Society of Medical Decision Making 2012 Meeting, Phoenix, Oct. 17–20, 2012
 2012 POMS Annual Conference, Chicago, Mar. 20–23, 2012
- A Mechanism Design Model in Multi-robot Service Queues with Strategic Operators and Asymmetric Information
 IEEE Conference on Decision and Control (CDC), Maui, Dec. 10–13, 2012
- A Game-Theoretic Queueing Approach to Self-Assessment in Human-Robot Interaction Systems
 IEEE Conference on Robotics and Automation (ICRA), Shanghai, China, May 9–13, 2011
- Toward a Unified Negotiation Framework: Leveraging Strengths in Behavioral and Computational Communities
 The 21st International Joint Conference on Artificial Intelligence (IJCAI-09) Workshop on Modeling Intercultural Collaboration and Negotiation (MICON), Pasadena, CA, July 13, 2009

Scholarly Service

Professional Societies

INFORMS

Vice President of Marketing, Communication & Outreach, 2024–present

INFORMS Artificial Intelligence (AI) Ad Hoc Committee, 2024–present

INFORMS Advocacy Governance Committee, 2022–present

INFORMS Diversity, Equity, and Inclusion Ambassador, 2021

Project: “A Safe Platform for INFORMS Minority Groups” (with Christopher S. Tang)

Production and Operations Management Society (POMS)

Vice President (Awards), College of Healthcare Operations Management (CHOM), 2023–present

Manufacturing and Service Operations Management Society (MSOM)

MSOM Diversity and Inclusion Committee, 2020–2021

INFORMS Health Applications Society (HAS)

Chair, Committee on Strategic Initiatives with Academic Journals, 2019

Communications and Outreach Coordinator, 2017–2018

Chair, INFORMS *Service Science* Editor-in-Chief Search Committee, 2023

Committee: Tinglong Dai (chair), Johns Hopkins University; Ozlem Ergun, Northeastern University; Kinshuk Jerath, Columbia University, INFORMS Publications Committee Liaison; Greys Sošić, University of Southern California; Brian Tomlin, Dartmouth College; and Matthew Walls, INFORMS Director of Publications.

Chair, POMS Chelliah Sriskandarajah Early Career Research Accomplishments Award, 2022

Award committee: Tinglong Dai (chair), Johns Hopkins University; Karan Girotra, Cornell University; Pinar Keskinocak, Georgia Institute of Technology; Hau Lee, Stanford University; and Serguei Netessine, University of Pennsylvania

Competition Chair

Chair, Production and Operations Management Society Best Healthcare Paper Competition, 2024

Chair, Production and Operations Management Society Best Healthcare Paper Competition, 2023

Chair (with Ebru Bish), INFORMS Health Applications Society Student Paper Competition, 2020–2021

Chair, INFORMS Public Sector Operations Research Best Paper Competition, 2018

Panel Review Committee

Reviewer, University Grants Committee (UGC), Research Grants Council (RGC), Hong Kong, 2025

Reviewer, University of Strasbourg Institute for Advanced Study (USIAS), 2024

Reviewer, Dutch Research Council, 2023

Reviewer, U.S.-Israel Binational Science Foundation, 2023

Panelist, National Science Foundation (NSF), 2020

Panelist, Health Resources and Services Administration (HRSA), 2019

Panelist, National Science Foundation (NSF), 2014

Journal Reviewer

Management Science, Manufacturing & Service Operations Management, Marketing Science, Operations Research, Nature, Nature Communications, NEJM AI, Journal of Marketing Research, Journal of Health Economics, Production and Operations Management, Contemporary Accounting Research, Naval Research Logistics, Medical Decision Making, IISE Transactions, NEJM Catalyst Service Science, Scientific Reports, PNAS Nexus, PLOS One, Decision Sciences, California Management Review, Autonomous Agents and Multi-Agent Systems, Networks, Journal of Diabetes Science and Technology, Vaccine, Games, Journal of the Operational Research Society, European Journal of Operational Research, Socio-Economic Planning Sciences, Group Decision & Negotiation, Annals of Operations Research, Operations Research for Health Care, SIAM Undergraduate Research Online, International Journal for Quality in Health Care, Therapeutic Innovation & Regulatory Science, International Transactions in Operational Research, Journal of Systems Science and Systems Engineering

Award Committee

Member of Award Committee, INFORMS Health Application Society Sanjay and Panna Mehrotra Research Excellence Award (along with Susan F. Lu of Purdue University and Sridhar Seshadri, University of Illinois Urbana-Champaign), 2024

Member of Judging Panel, SAS Practice Prize (along with Kelly Brough of Accenture, Feryal Erhun of Cambridge University, Craig Jennings of SAS, Brooke Miller of Lineage Logistics, and Gabriel Weintraub of Stanford University), Melbourne Business Analytics Conference, 2024

Judge

SAS Practice Prize, Melbourne Business School, University of Melbourne, 2024
 The Inaugural Wally Hopp Best Healthcare Paper Award, 2023
 CSAMSE Best Paper Competition, 2021, 2022
 INFORMS Health Application Society Best Student Paper Competition, 2017, 2023
 INFORMS JFIG Paper Competition, 2019, 2020
 INFORMS Public Sector Operations Research Best Paper Competition, 2020
 INFORMS Technology, Innovation Management and Entrepreneurship Section (TIMES) Best Working Paper Award, 2020, 2021, 2022
 MSOM Healthcare SIG Conference, 2017, 2018, 2019, 2020, 2022, 2023, 2024
 MSOM Interface of Finance, Operations, and Risk Management (iFORM) SIG Conference, 2018
 MSOM Service SIG Conference, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024
 MSOM Supply Chain Management SIG Conference, 2020, 2022, 2024
 MSOM Technology, Innovation and Entrepreneurship SIG Conference, 2023
 POMS College of Healthcare Operations Management Best Paper Competition, 2013, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2024

External Evaluator for Faculty Tenure and Promotion Cases

Carnegie Mellon University, School of Computer Science
 Carnegie Mellon University, School of Drama
 Carnegie Mellon University, Tepper School of Business
 City University of Hong Kong, College of Business
 European School of Management and Technology (ESMT Berlin)
 George Mason University, Costello College of Business
 George Mason University, Department of Systems Engineering and Operations Research
 George Washington University, School of Business
 HEC Paris
 Hofstra University, Zarb School of Business
 Hong Kong Polytechnic University, Faculty of Business
 Indiana University, Kelley School of Business
 INSEAD
 New York University, Grossman School of Medicine
 Rutgers University, Rutgers Business School
 Stony Brook University, College of Business
 University of Alberta, Alberta School of Business
 University of Calgary, Haskayne School of Business
 University of California, Los Angeles, Anderson School of Management
 University of Hong Kong, HKU Business School
 University of Houston-Clear Lake, College of Business

University of Michigan, Stephen M. Ross School of Business
University of New South Wales, UNSW Business School
University of North Carolina at Chapel Hill, Kenan-Flagler Business School
University of Notre Dame, Mendoza College of Business
University of Oxford, Saïd Business School
University of Sydney Business School
University of Tennessee, Haslam College of Business
University of Wisconsin–Madison, Department of Industrial & Systems Engineering
University of Wisconsin–Madison, Wisconsin School of Business
Vanderbilt University, School of Medicine
Washington State University, Carson College of Business

Faculty Mentor

POMS Doctoral Consortium, POMS 26th Annual Conference, Washington DC, 2015

Reviewer for Conferences, Books, and Teaching Materials

Book proposal reviewer for *AI and Health*, CRC Press, 2019
Reviewer, Harvard Business School Operations Management Core Curriculum, 2012, 2013, 2016
Ad-hoc reviewer, Annual Meeting of the Society for Medical Decision Making (SMDM), 2013–2015, 2018
Ad-hoc reviewer, 2nd Biennial Asia-Pacific Conference, SMDM, 2015
Models for Inter-Cultural Collaboration and Negotiation, Springer, 2013
Ad-hoc reviewer, IEEE Conference on Automation Science and Engineering (CASE), 2011

Doctoral Dissertation Committees

Minmin Zhang	Ph.D. Candidate in Operations Management (2019–2025) Naveen Jindal School of Management, University of Texas at Dallas Dissertation proposal (Apr. 2024) Dissertation defense (Apr. 2025)
Victor Antony*	Ph.D. Candidate in Human-Robot Interaction Department of Computer Science, Johns Hopkins University Graduate Board Oral Examination (Apr. 2025)
Karim Ould-Kaci*	Doctor of Public Health (DrPH) Candidate Johns Hopkins Bloomberg School of Public Health Dissertation proposal (Mar. 2025)
Farzin Ahmadi	Ph.D. Candidate in Systems Engineering Department of Civil & Systems Engineering, Johns Hopkins Whiting School of Engineering Ph.D. dissertation examination (Jan. 2025)
GuiXin Huang	JHU-Tsinghua Doctor of Public Health Johns Hopkins Bloomberg School of Public Health Dissertation proposal (May 2024)
Karsten Schroer	Ph.D. Candidate at the Chair of Information Systems for Sustainable Society (2018–2023) Faculty of Management, Economics and Social Sciences, University of Cologne Dissertation defense (July 2023)
Lidia Betcheva	Ph.D. Candidate in Operations & Technology Management (2018–2023) Judge Business School, University of Cambridge Ph.D. dissertation examination (Mar. 2023)
Kyra Gan	Ph.D. Candidate in Operations Management (2017–2022) Tepper School of Business, Carnegie Mellon University Dissertation proposal (Nov. 2020); dissertation defense (Apr. 2022) First placement: Assistant Professor, Cornell Tech

*Committee Chair

School and University Service

University-Wide Committee

Member, Johns Hopkins University Council (JHUC), 2024–present

Member of Leadership Team, Hopkins Business of Health Initiative (HBHI), 2020–present

Member of Executive Committee (in representation of the Carey Business School), Johns Hopkins University Institute of Data Intensive Engineering and Science (IDIES), 2020–present

Member of Ad-hoc Faculty Promotion Committee, Johns Hopkins Bloomberg School of Public Health, 2023–2024

MPH Capstone Advisor for Yuna Nakayasu, Johns Hopkins Bloomberg School of Public Health. Thesis: "Evaluating a Large Language Model's Performance on the Japanese Emergency Medicine Board Certification Examinations"

Member of Johns Hopkins Sheridan Libraries Advisory Board, 2019–2022

Faculty Search Committee

Co-Chair, Tenure-Track Faculty in Operations Management & Business Analytics, 2023–2024

Member, Tenure-Track Faculty in Information Systems, 2023–2024

Member, Carey Distinguished Professorships / Business of Health Search Committee, 2021–2023

Co-Chair, Tenure-Track Faculty in Operations Management & Business Analytics, 2022–2023

Member, Tenure-Track Faculty in Operations Management & Business Analytics, 2021–2022

Member, Tenure-Track Faculty in Operations Management & Business Analytics, 2018–2019

Chair, Practice-Track Faculty in Operations Management & Business Analytics, 2017–2018

Diversity Advocate, Practice-Track Faculty in Operations Management & Business Analytics, 2017–2018

Member, Tenure-Track Faculty in Operations Management & Business Analytics, 2017–2018

Member, Tenure-Track Faculty in Operations Management, 2016–2017

Member, Senior Tenured Faculty in Operations Management, 2015–2016

Diversity Advocate, Senior Tenured Faculty in Operations Management, 2015–2016

Seminar Series Coordinator, Operations Management/Information Systems Area , 2016–2019

Faculty Promotion Review

Evaluator, Faculty Promotion Case in Operations Management & Business Analytics, 2019

Member, Associate Professor in Operations Management & Business Analytics, 2018

Award Judge

Johns Hopkins Data Science and AI Institute Demonstration Projects, 2024

Johns Hopkins Discovery Award, 2016, 2017, 2018, 2019, 2020, 2022, 2023, 2024

Johns Hopkins Catalyst Award, 2017, 2019, 2022, 2024

Danaher Virtual Case Competition, 2020

School-Wide Committee

Member, Carey Faculty Advisory Council (CFAC), 2024–present

Member (with Daniel Polsky), Courtesy Appointment Review Committee, 2022–present

Member, Diversity Initiatives in Faculty Hiring Committee, 2024–present

Member, Business of Health (BoH) Taskforce, 2023–present

Member, PhD Program Feasibility Committee, 2023–2024

Co-Chair (with Mario Macis), Faculty Reputation Workgroup, 2022–2023

Member, Teaching Evaluation Task Force, 2019–2022

Member, Library E-Resources Acquisition Committee, 2019–2022

Member, Business in Government (BIG) Working Group, 2017–2020

Member, Strategic IT Committee, 2018–2019

Member, Health Technology & Innovation MBA Curriculum Committee, 2018–2019

Member, Diversity and Inclusion Committee, 2016–2017

Faculty Advisor, American Production and Inventory Control Society (APICS) Hopkins Chapter, 2015–2016

Professional Affiliations

Institute for Operations Research and the Management Sciences (INFORMS), 2005–present
INFORMS Health Applications Society (HAS), 2012–present
INFORMS Manufacturing and Service Operations Management Society (MSOM), 2011–present
INFORMS Society for Marketing Science (ISMS), 2013–present
Production and Operations Management Society (POMS), 2012–present
American Economic Association, 2017–present
Operational Research Applied to Health Services (ORAHS), 2012–present
Academy of Management, 2023–2024
Institute for Healthcare Improvement (IHI) Carnegie Mellon Chapter, 2011–2013

Miscellaneous

Naturalized U.S. Citizen