

# Tinglong Dai

FERRARI PROFESSOR OF BUSINESS  
JOHNS HOPKINS UNIVERSITY

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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 of Operations Management & Business Analytics, 2018--2021

Assistant Professor of 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 Center for Innovative Leadership

Core Faculty, 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

Faculty Co-Chair, Johns Hopkins University Council, 2025--present (member since 2024)

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

Founding Department Editor (with Maxime Cohen), “AI in Operations,” *Manufacturing & Service Operations Management*, 2026--present

Associate Editor, *Management Science*, 2022--present

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

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

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

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

Guest Editor, Special Issue on AI, *Service Science*, 2024--present

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

Associate Editor, *Manufacturing & Service Operations Management*, 2021--2025

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

Associate Editor, *Service Science*, 2024--2026

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

Associate Editor, *Health Care Management Science*, 2020--2025

## Education

Carnegie Mellon University, Tepper School of Business

Ph.D. in Industrial Administration, Operations Management/Robotics, 2013

Committee: Sridhar Tayur (advisor), Katia Sycara (advisor), Mustafa Akan, Soo-Haeng Cho, Kinshuk Jerath, & R. Ravi

M.S. in Industrial Administration, Operations Management/Robotics, 2009

Hong Kong University of Science & Technology

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

Tongji University

B.Eng. in Automation, 2004

## Honors & Awards

Springer Nature Editor of Distinction Award (*npj Digital Medicine*), 2026

Elected Member, Supply Chain Thought Leaders Group, 2025--present

MSOM Society Best Associate Editor Award (*Manufacturing & Service Operations Management*), 2025

MSOM Society Best Associate Editor Award (*Management Science*), Honorable Mention, 2025

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, 53rd International Conference on Computers & Industrial Engineering (CIE53), Abu Dhabi, Oct. 20--23, 2026 (scheduled)

Keynote Speaker, Johns Hopkins MBA Graduation Reception, May 18, 2026

Plenary Speaker, MIT Operations Research Center IAP Seminar, “GenAI Meets OR: New Tools for Modeling, Optimization, and Decisions,” Jan. 28, 2026

Keynote Speaker, Analytics for X 2025, Singapore, Sept. 26--27, 2025

Keynote Speaker, Teaching Innovation Showcase, Johns Hopkins Carey Business School, Sept. 11, 2025

Keynote Speaker, 2025 Supply Chain Analytics Institute Annual Conference: Resilient Supply Chain in the AI Era, June 12--13, 2025

Keynote Speaker, Johns Hopkins MBA Graduation Reception, May 19, 2025

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

Keynote 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

## Books

1. *AI in Supply Chains: Perspectives from Global Thought Leaders* (with Maxime C. Cohen)  
Springer, Cham, Switzerland, 2026. ISBN: 978-3-032-07053-1.

2. *Handbook of Healthcare Analytics: Theoretical Minimum for Conducting 21st Century Research on Healthcare Operations* (with Sridhar Tayur)  
John Wiley & Sons, Hoboken, NJ, 2018. ISBN: 978-1-119-30094-6.

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

## Publications

### *Journal Publications*

1. “Global Advances in Health Artificial Intelligence: A Workforce Imperative” (with Kathryn M. McDonald & Daniel C. Baumgart)  
*The Lancet*, online ahead of print, June 2026.
2. “Assured Autonomy: How Operations Research Powers and Orchestrates Generative AI Systems” (with David Simchi-Levi, Michelle Xiao Wu, & Yao Xie)  
*Production and Operations Management*, online ahead of print, June 2026.
3. “The Spillover Effect of Suspending Non-Essential Surgery: Evidence from Kidney Transplantation” (with Guihua Wang & Minmin Zhang)  
*Management Science*, ePub ahead of print, May 2026.
4. “Supply Chain Management in the AI Era: A Vision Statement from the Operations Management Community” (with Maxime C. Cohen, Georgia Perakis, Narendra Agrawal, Gad Allon, Robert N. Boute, Gérard P. Cachon, Zhe Chen, Morris A. Cohen, Rares Cristian, Vinayak Deshpande, Francis de Véricourt, Jan C. Fransoo, Joren Gijsbrechts, Pavithra Harsha, Ming Hu, Pinar Keskinocak, Caleb Kwon, Hau L. Lee, Sheng Liu, Konstantina Mellou, Ishai Menache, Jason Miller, Serguei Netessine, Tava Lennon Olsen, Jeevan Pathuri, Robert Peels, Yongzhi Qi, Ananth Raman, Anne Robinson, Zuo-Jun Max Shen, Masha Shunko, David Simchi-Levi, Hannah Smalley, Jing-Sheng Jeannette Song, Jayashankar M. Swaminathan, Christopher S. Tang, Sridhar R. Tayur, Maximiliano Udenio, Jan A. Van Mieghem, Yuqian Xu, & Dennis Zhang)  
*Manufacturing & Service Operations Management*, Vol. 28, No. 3, May–June 2026, pp. 687–705, lead article.
5. “Financial Incentives Increase Uptake and Perceived Effectiveness of Autonomous Medical AI, Yet Patients Still Seek Human Reconfirmation” (with Haiyang Yang & Risa M. Wolf)  
*npj Digital Medicine*, May 2026.
6. “Incentive Design and Pricing under Limited Inventory” (with Ruiting Zuo & Jussi Keppo)  
*Manufacturing & Service Operations Management*, accepted for publication, May 2026.
7. “Expert Perspectives on the Ecosystem of Medical AI Oversight in the GenAI Era” (with Stephen Gilbert)  
*npj Digital Medicine*, Vol. 9, Article No. 395, May 2026.
8. “Expert Perspectives on US Regulatory Approaches to Large Language Models in Healthcare” (with Stephen Gilbert)  
*npj Digital Medicine*, Vol. 9, Article No. 382, May 2026.
9. “Expert Perspectives on Recent US Digital Medicine Regulation Policy Changes and the TEMPO Pilot” (with Stephen Gilbert)  
*npj Digital Medicine*, Vol. 9, Article No. 380, May 2026.
10. “Balancing Opportunities and Risks of Artificial Intelligence in Drug Policy and Regulation” (with Pineal Bareamichael, Mariana P. Socal, & Gerard Anderson)  
*American Journal of Health-System Pharmacy*, Apr. 2026, p. zxag124.
11. “Protecting Clinical Value Judgment in the Age of AI” (with Shefali V. Patil & Christopher G. Myers)  
*npj Digital Medicine*, Vol. 9, Article No. 269, Mar. 2026.

12. “Wheels on the Bus: Impact of Vaccine Rollouts on Demand for Public Transportation” (with Huaiyang Zhong & Guihua Wang)  
*Production and Operations Management*, Vol. 35, No. 3, Mar. 2026, pp. 799–816, lead article.
13. “Potential Impact of Tariffs on Active Pharmaceutical Ingredients on the Price of U.S.-Made Generic Drugs” (with Mariana P. Socal, Yunxiang Sun, Jeromie Ballreich, Joy Acha, Mohammad Ali Yazdi, & Maqbool Dada)  
*Health Affairs Scholar*, Vol. 4, No. 2, Feb. 2026, p. qxaf247.
14. “FDA-Cleared Artificial Intelligence Medical Devices in Orthopaedic Surgery” (with Branden Lee, Mitchell Jay, Henry Fox, James Padley, & Adam Levin)  
*JAAOS: Global Research and Reviews*, Vol. 10, No. 2, Feb. 2026, p. e25.00170.
15. “Evaluating Commercial Multimodal AI for Diabetic Eye Screening and Implications for an Alternative Regulatory Pathway” (with Matthew Hunt & Michael D. Abramoff)  
*npj Digital Medicine*, Vol. 9, Article No. 42, Jan. 2026.
16. “Synergizing Artificial Intelligence and Operations Research: Perspectives from INFORMS Fellows on the Next Frontier” (with Holly Wiberg, Henry Lam, & Radhika Kulkarni)  
*INFORMS Journal on Data Science*, Vol. 5, No. 1, Jan.–Mar. 2026, pp. 14–23.
17. “Artificial Intelligence and Operations: A Foundational Framework of Emerging Research and Practice” (with Jayashankar M. Swaminathan)  
*Production and Operations Management*, ePub ahead of print, Dec. 2025.
18. “Policy Brief: Ambient AI Scribes and the Coding Arms Race” (with Joseph C. Kvedar & Daniel Polsky)  
*npj Digital Medicine*, Vol. 8, Article No. 780, Dec. 2025.
19. “Synergizing Artificial Intelligence and Operations Research for Advancements in Biomanufacturing” (with Tugce Martagan)  
*Health Care Management Science*, Vol. 28, No. 4, Dec. 2025, pp. 930–935.
20. “Using Artificial Intelligence as Gatekeeper or Second Opinion: Designing Patient Pathways for Artificial Intelligence Augmented Healthcare” (with Simrita Singh)  
*Production and Operations Management*, ePub ahead of print, Nov. 2025.
21. “Artificial Intelligence on Call: The Physician’s Decision of Whether to Use AI in Clinical Practice” (with Shubhranshu Singh)  
*Journal of Marketing Research*, Vol. 62, No. 5, Oct. 2025, pp. 854–875.
22. “US Antibiotic Importation and Supply Chain Vulnerabilities” (with Mariana P. Socal, Yunxiang Sun, Jeromie M. Ballreich, Jennifer Dailey Lambert, & Maqbool Dada)  
*JAMA Health Forum*, Vol. 6, No. 10, p. e253871, Oct. 2025.
23. “Key Drivers and Mitigation Strategies of Oncology Drug Shortages 2023 to 2025” (with Mariana P. Socal, Joy Acha, Chia-Yu Yang, Yunxiang Sun, Maqbool Dada, Gerard Anderson, & Jeromie Ballreich)  
*The Cancer Journal*, Vol. 31, No. 5, Sept./Oct. 2025, p. e0791.
24. “Early Recalls and Clinical Validation Gaps in Artificial Intelligence–Enabled Medical Devices” (with Branden Lee, Patrick Kramer, Sara Sandri, Ritika Chanda, Crystal Favorito, Olivia Nasef, Joseph S. Ross, & Joshua Sharfstein)  
*JAMA Health Forum*, Vol. 6, No. 8, p. e253172, Aug. 2025.
25. “Peer Perceptions of Clinicians Using Generative AI in Medical Decision-Making” (with Haiyang Yang, Nestoras Mathioudakis, Amy M. Knight, Yuna Nakayasu, & Risa M. Wolf)  
*npj Digital Medicine*, Vol. 8, Article No. 530, Aug. 2025.
26. “Development and Commercialization Pathways of AI Medical Devices in the United States: Implications for Safety and

- Regulatory Oversight” (with Branden Lee, Shivam Patel, Crystal Favorito, Sara Sandri, & Maria Rain Jennings)  
*NEJM AI*, Vol. 2, No. 7, July 2025.
27. “Prescription for Made in America? Tariffs and U.S. Drug Manufacturing” (with Mariana P. Socal & Maqbool Dada)  
*Health Affairs Scholar*, Vol. 3, No. 7, p. qxaf122, July 2025.
  28. “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
  29. “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.
  30. “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, Article No. 165, Mar. 2025.
  31. “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, Article No. 3, Jan. 2025.
  32. “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.
  33. “De-Risking Global Supply Chains: Looking beyond Material Flows” (with Christopher S. Tang)  
*Asia Policy*, Vol. 19, No. 4, Oct. 2024, pp. 153--176.
  34. “Impact of Physician Payment Scheme on Diagnostic Effort and Testing” (with Elodie Adida)  
*Management Science*, Vol. 70, No. 8, Aug. 2024, pp. 5408--5425.
  35. “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.
  36. “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, Article No. 184, Oct. 2023.
  37. “Incorporating Artificial Intelligence into Healthcare Workflows: Models and Insights” (with Michael D. Abramoff)  
*INFORMS TutORials in Operations Research*, 2023, pp. 133--155.
  38. “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’s NPR Station---KUT*, *The Conversation*, *Financial Times*, *INFORMS Press Release*, *Public Radio International*, *National Interest*, *Simple Flying*, and *Yahoo! News*

39. “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.  
  
Production and Operations Management Society (POMS) Best Healthcare Paper Award (Runner-Up), 2016  
Among seven papers selected to 2016 MSOM Conference Healthcare SIG, Auckland, New Zealand
40. “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
41. “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.
42. “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.
43. “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*
44. “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.
45. “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.
46. “Incentive Design for Operations-Marketing Multitasking” (with Rongzhu Ke & Christopher T. Ryan)  
*Management Science*, Vol. 67, No. 4, Apr. 2021, pp. 2211--2230.
47. “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
48. “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.
49. “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

50. “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

51. “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.

52. “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

53. “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.

54. “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

55. “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.

56. “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

Among seven papers selected to 2017 MSOM Conference Healthcare SIG, Chapel Hill, NC

Featured by UT News

57. “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.

58. “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

Among six papers selected to 2011 MSOM Conference Healthcare SIG, Ann Arbor, MI

59. “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.

60. “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
61. “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.
62. “Salesforce Compensation with Inventory Considerations” (with Kinshuk Jerath) *Management Science*, Vol. 59, No. 11, Nov. 2013, pp. 2490--2501.
63. “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.
64. “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.

### Teaching Materials

1. “The Future in Sight: LumineticsCore and the First Autonomous AI for Diagnostics” (with Michael L. Li) *Harvard Business School Teaching Case*, July 2025. Product #: 626019-PDF-ENG.
2. “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
3. “Teaching Note for ‘Managing Inventory’ (HBP No. 8016)” *Harvard Business School Operations Management Core Curriculum*, July 2018, HBP No. 8017.

### Papers under Review or Revision

1. “Regulating Adaptive New Products: Can Less Oversight Lead to Better Development Practices?” (with Jiayi Lai, Liang (Leon) Xu, & Xin Fang)
2. “Democratizing Optimization with Generative AI” (with David Simchi-Levi, Ishai Menache, & Michelle Xiao Wu)
3. “Algorithm Design and Physician Liability” (with Shujie Luan & Shubhranshu Singh)
4. “Designing Enterprise AI Systems: Hallucination, Creativity, and Moral Hazard” (with Terry Taylor)
5. “Power Couple? AI Growth and Renewable Energy Investment” (with Luyi Gui)
6. “Provider Payment Models for Transformative Technologies in Healthcare” (with Elodie Adida)
7. “You Are What You Eat: A Preference-Aware Inverse Optimization Approach” (with Farzin Ahmadi & Kimia Ghobadi)
8. “A Subscription Model for Prescription Drugs” (with Ali Fattahi & Maqbool Dada)

*Other Publications*

1. "The Hidden Costs of Outsourcing Judgment to AI Suppliers" (with Shefali Patil & Christopher G. Myers)  
*California Management Review Insights*, Mar. 2026.
2. "How Can AI Speed Life-Saving Cures to Patients?" (with Chirantan Chatterjee)  
*BioProcess International*, Vol. 23, No. 10, Oct. 2025, et.
3. "A New Hope? Insights from the 2025 Edition of INFORMS Journals' Impact Factors" (with David Simchi-Levi)  
*OR/MS Today*, Vol. 52, No. 3, Sept. 2025, pp. 60--62.
4. "Unlearning in Medical AI: A New Frontier for Privacy, Regulation, and Trust" (with Risa M. Wolf & Haiyang Yang)  
*Health Affairs Forefront*, August 26, 2025.
5. "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.
6. "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.
7. "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.
8. "Academic Branding through Volunteering"  
*OR/MS Today*, Vol. 51, No. 1, Mar. 2024, pp. 50--51.
9. "The Role of Artificial Intelligence in Managing Postpandemic Supply-Chain Risks"  
*BioProcess International*, Vol. 21, No. 7--8, July-Aug. 2023, p. 56.
10. "Why AI Should Be a Required Course for Every Graduate Program"  
*OR/MS Today*, Vol. 49, No. 6, Dec. 2022, pp. 42--43.
11. "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.
12. "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.
13. "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.
14. "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.
15. "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.

16. “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.
17. “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.
18. “Incentives in U.S. Healthcare Operations”  
*Decision Sciences*, Vol. 46, No. 2, Apr. 2015, pp. 455--463.

### *Press Articles and 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. “Toward a Science of Scaling Medical Artificial Intelligence” (with Michael D. Abramoff)  
*Medical Economics*, June 7, 2024.
6. “History Says Tariffs Rarely Work, but Biden’s 100% Tariffs on Chinese EVs Could Defy the Trend”  
*The Conversation*, May 17, 2024.
7. “The Class of 2024 and the Art of Generative AI” (with Kofi Arhin)  
*Innovation & Tech Today*, May 1, 2024.
8. “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.
9. “Despite Fears, Supply-Chain Crisis from Key Bridge Collapse Can Be Averted”  
*Baltimore Banner*, Mar. 28, 2024.
10. “Do No Harm --- The Imperative for Purposeful AI Regulation in Health Care” (with Tej D. Azad)  
*Medical Economics*, Mar. 21, 2024.
11. “Relying on the Unreliable: The Hidden Costs of Facial Recognition Technology”  
*Cyber Defense Magazine*, Mar. 4, 2024.
12. “U.S. Needs to Shore Up Medical Device Manufacture or Risk Vulnerability in Times of Crisis”  
*Baltimore Sun*, Dec. 26, 2023.
13. “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.
14. “Where Have All the Container Ships Gone” (with Christopher S. Tang)  
*Parcel International*, Vol. 30, No. 5, Nov. 2023, pp. 8--9.

15. “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.
16. “China Derisking Is Inevitable. To Minimize the Pain, Supply Chains Need a Revolution” (with Christopher S. Tang)  
*Barron’s*, Sept. 6, 2023.
17. “America’s Shaky Pharmaceutical Supply Chain Is a Prescription for Disaster” (with Christopher S. Tang)  
*Barron’s*, June 28, 2023.
18. “Generative AI Is Not Entertainment — It Is Already a Threat to Our Way of Life”  
*The Hill*, June 10, 2023.
19. “Is It Legal for Generative AI to Use Copyrighted Material without Permission?”  
*CQ Researcher*, Apr. 21, 2023.
20. “China’s Sudden Shift on Zero-Covid Puts Supply Chains at Risk Again” (with Christopher S. Tang)  
*Barron’s*, Dec. 14, 2022.
21. “Prioritizing Women Supply Chain Workers in ESG Efforts” (with Lauren Murphy)  
*Bloomberg Law*, Nov. 17, 2022.
22. “Everybody Talks about Made in America. But It Isn’t That Simple” (with Christopher S. Tang)  
*Wall Street Journal*, Oct. 23, 2022.
23. “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 *MarketWatch* on Aug. 31, 2022
24. “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 *MarketWatch*.
25. “In Fight against Monkeypox, Government Isn’t Learning from Past Experience” (with Kara Morgan)  
*Chicago Sun-Times*, Aug. 6, 2022.
26. “The Food Safety System Is Failing” (with Kara Morgan)  
*Industry Week*, July 13, 2022.
27. “The Baby Formula Crisis Shows the Urgent Need to Fix Supply Chain Resilience” (with Christopher S. Tang)  
*Barron’s*, June 2, 2022.
28. “An Agile Model of Public Communication”  
*OR/MS Today*, May 6, 2022.
29. “It’s the End of the Global Supply Chain as We Know It” (with Christopher S. Tang)  
*Newsweek*, Apr. 19, 2022.
30. “Russia’s War with Ukraine Could Permanently Reshape the Global Supply Chain”  
*Fast Company*, Mar. 15, 2022.
31. “The Infrastructure Bill Is Here. Can America Still Do Megaprojects?” (with Christopher S. Tang)  
*Barron’s*, Nov. 16, 2021.
32. “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 *MarketWatch* on Nov. 10, 2021 (“Amazon Is Proof of a Major Weakness in ESG Ratings”)

33. “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.
34. “Lessons Learned from Hurricane Recovery Can Improve Supply Chains” (with Sheldon H. Jacobson)  
*The Hill*, Sept. 27, 2021.
35. “Why Johnson & Johnson Throwing Out 15 Million COVID-19 Vaccine Doses Shouldn’t Scare You”  
*The Conversation*, Apr. 1, 2021.
36. “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)  
*MarketWatch*, Mar. 10, 2021.

Read more than 700,000 times across *The Conversation* and *MarketWatch*, among other outlets

37. “The Great Promise of a One-Dose Vaccine” (with Ho-Yin Mak & Christopher S. Tang)  
*Barron’s*, Feb. 26, 2021. Republished in *MarketWatch*.
38. “How to Fix the Mess of COVID-19 Vaccine Appointment Scheduling”  
*Fast Company*, Feb. 23, 2021.
39. “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.
40. “The Simple Reason West Virginia Leads the Nation in Vaccinating Nursing Home Residents”  
*The Associated Press*, Jan. 29, 2021.
41. “Release Second Doses to Speed Vaccinations” (with Prashant Yadav)  
*USA Today*, Jan. 13, 2021, p. 7A.
42. “COVID-19 Diagnostic Testing and Viral Load Reporting” (with Shubhranshu Singh)  
*VoxEU*, Dec. 23, 2020.
43. “How to Distribute the COVID-19 Vaccine: Lessons from Amazon and Walmart” (with Christopher S. Tang)  
*Fast Company*, Dec. 16, 2020.
44. “How the Airline Industry Recovers from COVID-19 Could Determine Who Gets Organ Transplants” (with Guihua Wang & Ronghuo Zheng)  
*The Conversation*, Sept. 28, 2020.
45. “Safety First for Online Markets, or Customers May Shop Elsewhere” (with Christopher S. Tang)  
*Barron’s*, Aug. 25, 2020. Republished in *MarketWatch*.
46. “Amazon Has a Trust Problem” (with Christopher S. Tang)  
*Barron’s*, Aug. 7, 2020. Republished in *MarketWatch*.
47. “The PPE Supply Chain Is a Black Box---That Needs to Change” (with Ge Bai & Shivaram Rajgopal)  
*Fortune*, July 25, 2020.
48. “How to Build a Coronavirus Vaccine Supply Chain” (with Christopher S. Tang)  
*Bloomberg Law*, July 21, 2020.

49. “Influenza Vaccine Supply Chain Lessons for Coronavirus” (with Christopher S. Tang)  
*Bloomberg Law*, July 21, 2020.
50. “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 *MarketWatch*.
51. “Where Does Your PPE Come from? A Lack of Transparency Is Hurting Americans.”  
*Fast Company*, July 15, 2020.
52. “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 *MarketWatch*.
53. “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*, 2<sup>nd</sup> 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, stato8229, 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. “Abstract 4345594: Emergence and Applications of FDA-Cleared Artificial Intelligence in Cardiovascular Care” (with Shivam Patel, Sarah Sparks, Danica Dong, & Branden Lee)  
*Circulation*, Vol. 152, No. Suppl. 3, Nov. 2025, Abstract 4345594.
2. “Identifying the Global Sources of Antibiotics for the U.S. Market: An Important Step to Mitigate Drug Shortages” (with Mariana P. Socal, Yunxiang Sun, Jeromie M. Ballreich, & Maqbool Dada)  
*American Public Health Association (APHA) Annual Meeting*, Trade and Health Forum, Nov. 2, 2025.

3. “Identifying the Global Sources of Insulin for the U.S. Market: An Important Step to Promote Competition” (with Mariana P. Socal, Yunxiang Sun, Jeromie M. Ballreich, & Maqbool Dada)  
*American Public Health Association (APHA) Annual Meeting, Trade and Health Forum*, Nov. 2, 2025.
4. “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.
5. “Jumping the Line, Charitably: Analysis and Remedy of Donor-Priority Rule” (with Ronghuo Zheng & Katia Sycara)  
*2017 MSOM Conference Healthcare SIG*, Chapel Hill.
6. “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.
7. “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.
8. “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
9. “The Welfare Consequences of the Donor Priority Rule” (with Ronghuo Zheng & Katia Sycara)  
*Medical Decision Making*, Vol. 33, No. 2, Feb. 2013, p. E39.
10. “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”
11. “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.
12. “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.
13. “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.
14. “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.
15. “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.

## Research Grants

### National Institute for Health Care Management (NIHCM) Foundation Research Grant (2026)

PI, “Ambient AI Documentation and Billing Intensity: Evidence from Commercial Claims,” \$55,000

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

Description: Provides a multi-site, independent evaluation of ambient AI digital scribe adoption and its effects on (i) billing/coding intensity and (ii) hospital quality outcomes. Links a physician survey capturing go-live timing to national commercial claims, and uses difference-in-differences and event-study designs.

### National Institute of Standards and Technology (NIST) Grant (2025--2026)

Co-PI, “Evaluation of AI Benefits for Informed AI Adoption at Scale,” \$317,500

PI: Chien-Ming Huang (Johns Hopkins Department of Computer Science); Co-PI: Michael Oberst (Johns Hopkins Department of Computer Science)

Program: Measurement Science and Engineering (Award ID: 60NANB25D119)

Description: Develops an evaluation framework to measure the multi-dimensional benefits of human-AI teaming at both individual and organizational levels. The project studies the adoption of an AI healthcare scribe at Johns Hopkins Medicine to refine principles for informed, large-scale AI adoption.

### 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

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-CoV-2 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

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

Johns Hopkins Carey Business School Competitive Grants

Supplemental Research Funding (2019--2021)

PI, “Access to Organ Transplantation,” \$4,000

Black & Decker Competitive Research Grant (2019--2020)

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

Black & Decker Competitive Research Grant (2018--2019)

PI, “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. University of Utah, David Eccles School of Business, Mar. 2027 (scheduled)
2. Cornell University, SC Johnson College of Business, OTIM Symposium, June 2026 (scheduled)
3. Pontificia Universidad Católica de Valparaíso, Department of Industrial Engineering, June 2026 (scheduled)
4. HEC Paris, Apr. 2026
5. INSEAD, Apr. 2026
6. University of Notre Dame, Mendoza College of Business, Apr. 2026
7. Johns Hopkins University, Armstrong Institute for Patient Safety and Quality, Feb. 2026
8. University of Colorado Boulder, Leeds School of Business, Leeds AI Research Forum, Feb. 2026
9. Dartmouth College, Tuck School of Business, Feb. 2026
10. Blue Cross Blue Shield Association, Washington, D.C., Jan. 2026
11. Moorfields Eye Hospital & UCL Institute of Ophthalmology, Dec. 2025
12. Johns Hopkins University, School of Nursing, Health Equity Seminar, Nov. 2025
13. INFORMS Service Science Online Forum Series, Nov. 2025
14. University of Minnesota, Carlson School of Management, Oct. 2025
15. Johns Hopkins University, Bloomberg School of Public Health, Center for Health Services Outcomes Research, Oct. 2025
16. London Business School, Oct. 2025
17. University College London, UCL School of Management, Oct. 2025
18. Nanyang Technological University, Nanyang Business School, Sept. 2025
19. Virginia Tech, Pamplin College of Business, Apr. 2025
20. University of Wisconsin--Madison, Wisconsin School of Business, Apr. 2025
21. Syracuse University, Whitman School of Management, Apr. 2025
22. University of Memphis, FedEx Institute of Technology, Next Generation Supply Chain Technology Speaker Series, Feb. 2025
23. McGill University, Desautels Faculty of Management, Dec. 2024
24. Rice University, Jones Graduate School of Business, Nov. 2024
25. University of California, Irvine, Paul Merage School of Business, Nov. 2024
26. Johns Hopkins University, School of Nursing, Health Equity Seminar, Nov. 2024
27. American University, Kogod School of Business, Sept. 2024
28. Johns Hopkins University, Division of Infectious Diseases, Sept. 2024
29. University of Liverpool, Management School, June 2024
30. Georgia Institute of Technology, Scheller College of Business, Apr. 2024
31. University of Miami, Miami Herbert Business School, Healthcare Analytics Workshop, Apr. 2024
32. Lehigh University, College of Business, Apr. 2024
33. Temple University, Fox School of Business, Mar. 2024
34. University at Buffalo, School of Management, Mar. 2024
35. Case Western Reserve University, Weatherhead School of Management, Feb. 2024
36. Stanford University, Graduate School of Business, Nov. 2023

37. University of Southern California, Gould School of Law, Nov. 2023
38. Queen's University, Smith School of Business, Nov. 2023
39. University of Cincinnati, Lindner College of Business, Nov. 2023
40. University of Dubai, College of Business Administration, Nov. 2023
41. University of Alberta, Alberta School of Business, Nov. 2023
42. Johns Hopkins University, School of Nursing, Health Equity Seminar, Oct. 2023
43. Johns Hopkins University, School of Nursing, Center for Immersive Learning and Digital Innovations, May 2023
44. Institute for Mathematical and Statistical Innovation, May 2023
45. University of Southern California, Marshall School of Business, Apr. 2023
46. Johns Hopkins University, Bloomberg School of Public Health, Center for Health Services Outcomes Research, Apr. 2023
47. George Washington University, School of Business, Mar. 2023
48. Harvard University, Harvard Business School, Mar. 2023
49. University of Cambridge, Judge Business School, Mar. 2023
50. Aston University, Aston Business School, Mar. 2023
51. University of Pennsylvania, The Wharton School, Feb. 2023
52. Johns Hopkins University, School of Medicine, Department of Plastic & Reconstructive Surgery, Feb. 2023
53. University of Toronto, Rotman School of Management, Feb. 2023
54. Emory University, Goizueta Business School, Jan. 2023
55. The Ohio State University, Fisher College of Business, Dec. 2022
56. University of California, Los Angeles, UCLA Anderson School of Management, Oct. 2022
57. University of California, Riverside, School of Business, Oct. 2022
58. University of Illinois Urbana-Champaign, Gies College of Business, Sept. 2022
59. University of Maryland, Robert H. Smith School of Business, Sept. 2022
60. Johns Hopkins University, Hopkins Business of Health Initiative, May 2022
61. Johns Hopkins University, Department of Applied Mathematics and Statistics, Apr. 2022
62. Oregon State University, Supply Chain Council, Apr. 2022
63. University of Massachusetts Amherst, INFORMS Chapter, Apr. 2022
64. University of North Carolina at Chapel Hill, Kenan-Flagler Business School, Apr. 2022
65. University of Nebraska--Lincoln, College of Business, Feb. 2022
66. University of Hong Kong, Asia Global Institute, Jan. 2022
67. University of Kansas, School of Business, Dec. 2021
68. Brandeis University, International Business School, Nov. 2021
69. Johns Hopkins University, Bloomberg School of Public Health, Center for Health Services Outcomes Research, Nov. 2021
70. Temple University, Fox School of Business, Nov. 2021
71. Bilkent University, Department of Industrial Engineering, Oct. 2021
72. University of Washington, Foster School of Business, MSCM Leader Series, Aug. 2021
73. Rutgers University, Rutgers Business School, Post-Pandemic Supply Chain and Healthcare Management Conference,

June 2021

74. University of Connecticut, School of Business, Apr. 2021
75. McGill University, Bensadoun School of Retail Management, Thought Leader Series, Apr. 2021
76. Duke University, Fuqua School of Business, Feb. 2021
77. Carnegie Mellon University, Tepper School of Business / INFORMS Chapter, Feb. 2021
78. Arizona State University, Center for Accelerating Operational Efficiency, Feb. 2021
79. Stanford University, Economics of Transplantation Workshop, Nov. 2020
80. City University of New York, Baruch College, Oct. 2020
81. Indiana University, Kelley School of Business, Consortium Friday Seminar Series, July 2020
82. Washington University in St. Louis, Olin Business School, Feb. 2020
83. Singapore Management University, Lee Kong Chian School of Business, Jan. 2020
84. INSEAD, Jan. 2020
85. National University of Singapore, NUS Business School, Jan. 2020
86. University of Rochester, Simon Business School, Dec. 2019
87. Johns Hopkins Medicine, JHI Partners Forum, Oct. 2019
88. University College London, UCL School of Management, Sept. 2019
89. London Business School, Sept. 2019
90. University of Cambridge, Judge Business School, Aug. 2019
91. University of Oxford, Saïd Business School, Aug. 2019
92. Sapienza University of Rome, Department of Computer, Control, and Management Engineering Antonio Ruberti, June 2019
93. University of North Carolina at Chapel Hill, Kenan-Flagler Business School Healthcare Workshop, May 2019
94. University of Wisconsin--Madison, Wisconsin School of Business, Feb. 2019
95. Cornell University, SC Johnson College of Business, Oct. 2018
96. Boston College, Carroll School of Management, Sept. 2018
97. University of Texas at Dallas, Naveen Jindal School of Management, Sept. 2018
98. University of Virginia, Darden School of Business, Mar. 2018
99. Georgia Institute of Technology, H. Milton Stewart School of Industrial and Systems Engineering, Dec. 2017
100. Carnegie Mellon University, Tepper School of Business, Nov. 2017
101. Georgetown University, McDonough School of Business, Oct. 2017
102. University of Chicago, Booth School of Business, Sept. 2017
103. Cardiff University, School of Mathematics, Aug. 2017
104. University of British Columbia, Sauder School of Business, Apr. 2017
105. Chinese University of Hong Kong, CUHK Business School, Jan. 2017
106. Hong Kong University of Science and Technology, Department of Industrial Engineering and Logistics Management, June 2016
107. City University of Hong Kong, Department of Management Sciences, June 2016
108. College of William and Mary, Department of Mathematics, Apr. 2016
109. University of Chicago, Booth School of Business, Mar. 2016

110. Clarkson University, School of Business, Oct. 2015
111. University of Waterloo, Department of Management Sciences, June 2015
112. University of Southern California, Department of Industrial and Systems Engineering, Apr. 2015
113. Johns Hopkins University, Carey Business School, Mar. 2013
114. Cornell University, Johnson Graduate School of Management, Feb. 2013
115. Stevens Institute of Technology, Howe School of Technology Management, Feb. 2013
116. University of Hong Kong, School of Business, Feb. 2013
117. University of Minnesota, Carlson School of Management, Jan. 2013
118. University of California, Berkeley, Haas School of Business, Jan. 2013
119. Yale University, Yale School of Management, Jan. 2013
120. University of Utah, David Eccles School of Business, Jan. 2013

## Invited Briefings, Panels, and Lectures

1. Leeds AI Research Forum Panel on “AI and the Research Ecosystem” at the University of Colorado Boulder, Leeds School of Business, Boulder, CO, Feb. 13, 2026.  
Invited panelist alongside Prof. Alix Barasch and Prof. Christophe Spaeniers (both University of Colorado Boulder) and Prof. Felipe Csaszar (University of Michigan).  
Moderated by Prof. Nathan Marshall (University of Colorado Boulder).
2. 2026 Utah Winter Operations Conference Panel on “AI: Should It Change How We Do Research?” at the David Eccles School of Business, University of Utah, Salt Lake City, UT, Feb. 6, 2026.  
Invited panelist alongside Prof. Phil Kaminsky (University of California, Berkeley and Amazon), Prof. Ken Moon (Cornell University), and Prof. Georgia Perakis (MIT).  
Moderated by Prof. Tava Olsen (University of Melbourne).
3. Expert Panel on “Modern Challenges to Managing the Unexpected” at the *Managing the Unexpected Conference 2025*, Johns Hopkins Carey Business School, Baltimore, Nov. 14, 2025.  
Invited panelist alongside Gianni De Nicolò (Johns Hopkins), Alfred Marcus (University of Minnesota), Jack Speer (NPR), and Klaus Weber (Northwestern University).  
Moderated by Prof. Michelle Barton (Johns Hopkins).  
Panel held in honor of Prof. Kathleen Sutcliffe (Johns Hopkins).
4. Briefing on “The Rise and Fall of INFORMS Journal Impact Factors (2021–2024): Analysis and Insights” at the Association of Chairs of OR Departments (ACORD) Business Meeting, 2025 INFORMS Annual Meeting, Atlanta, Oct. 27, 2025.  
Co-presented with Prof. David Simchi-Levi (MIT).
5. INFORMS Panel on “K-12 Outreach: Collaboration across INFORMS Societies” at the 2025 INFORMS Annual Meeting, Atlanta, Oct. 27, 2025.  
Invited panelist alongside Prof. Laura Albert (University of Wisconsin–Madison), Prof. Ken Murphy (University of California, Irvine), and Prof. Julie Ivy (University of Michigan).  
Moderated by Prof. Fenglian Pan (UNC Charlotte).
6. Panel on “Enterprise Agentic AI Governance: Models and Processes” at the INFORMS Roundtable, Atlanta, GA, Oct. 26, 2025.  
Invited panelist alongside Kelly Anderson (Procter & Gamble) and Derek Zhang (Honeywell).  
Moderated by Jie Yu (Johnson & Johnson).
7. 2025 MSOM Conference iFORM SIG Mini-Conference (SIG Day) at the 2025 MSOM Conference, London, UK, June 27, 2025.  
Discussant for the paper “Fair to Fare Well: How Equity and Revenue Shape Ridesharing Platforms” (Paper Session FB).

8. 2025 MSOM Conference Service Management SIG Mini-Conference (SIG Day) at the 2025 MSOM Conference, London, UK, June 27, 2025.  
Discussant for the paper “Telemedicine versus In-Person Visits: The Role of Dynamic Learning and Information Quality” (Paper Session FA).
9. POMS Panel on “Role of AI in Current and Future Healthcare Analytics Research” at the 35th Annual POMS Conference, Atlanta, May 10, 2025.  
Invited panelist alongside Prof. Anita Carson (Boston University), Prof. Diwas KC (Emory University), and Prof. Ujjwal Mukherjee (University of Illinois Urbana-Champaign).  
Chaired by Prof. Rachna Shah (University of Minnesota).
10. POMS Panel on “AI for Social Good” at the 35th Annual POMS Conference, Atlanta, May 10, 2025.  
Invited panelist alongside Prof. Balaji Padmanabhan (University of South Florida), Prof. M. S. Krishnan (University of Michigan), and Prof. Heng Xu (University of Florida).  
Chaired by Prof. Anjana Susarla (Michigan State University).
11. POMS Panel on “AI for Health and Wellbeing” at the 35th Annual POMS Conference, Atlanta, May 10, 2025.  
Panel co-chair and co-organizer, with Prof. Pinar Keskinocak (Georgia Tech).  
Panelists included Dr. Lakshmi Dasi (Founder & CTO, DASI Simulations), Dr. Tariq Qureshi (VP Neurosciences, Grady Health System), Dr. Nabile Safdar (Chief AI Officer, Emory Healthcare), and Rosalia Tungaraza (AVP, AI, Baptist Health South Florida).
12. Panel on “Global Advances in Medical Artificial Intelligence”, Johns Hopkins University Alumni Event, Brown Advisory Offices, Boston, MA, May 7, 2025.  
Invited panelist alongside Prof. Kathryn McDonald (Bloomberg Distinguished Professor of Nursing and Medicine, Johns Hopkins School of Nursing and School of Medicine).  
Moderated by Dean Alexander Triantis (Johns Hopkins Carey Business School).  
Sponsored by the Carey Business School Business of Health Alumni Network, the Johns Hopkins School of Nursing, the Bloomberg School of Public Health, and the Johns Hopkins School of Medicine.
13. Panel on “AI in Education” at the conference *Driving Positive Impact Through Human-Centric and Responsible Use of AI*, hosted by the University of Pittsburgh, April 11, 2025.  
Invited panelist alongside Prof. Diane Litman, Prof. Michael Madison, and John Radzilowicz (all University of Pittsburgh).  
Moderated by Prof. R. Venkatesh and Prof. Mark Haney (both University of Pittsburgh).
14. Johns Hopkins Briefing on “What Every Reporter Should Know About AI: What the New Administration Means for AI Policy,” Jan. 23, 2025.  
Invited speaker for a media training session on AI for journalists, hosted by Johns Hopkins University Communications.  
Featured speaker alongside Prof. Gillian Hadfield (Johns Hopkins School of Government and Policy) and Prof. Suchi Saria (Johns Hopkins Whiting School of Engineering; Bayesian Health).
15. Canadian Operational Research Society (CORS) Webinar, Jan. 21, 2025.  
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.
16. INFORMS Panel on “Responsible Optimization, ML, and AI in Healthcare” at the INFORMS 2024 Annual Meeting, Seattle, WA, Oct. 21, 2024.  
Invited panelist alongside Prof. Vishal Ahuja (Southern Methodist University), Prof. Margret 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 Urbana-Champaign).
17. INFORMS Panel on “How Do We Explain to Our Neighbors What We Do” at the INFORMS 2024 Annual Meeting, Seattle, WA, Oct. 21, 2024.  
Invited panelist alongside Prof. Laura Albert (University of Wisconsin--Madison).  
Moderated by Prof. Sheldon Jacobson (University of Illinois Urbana-Champaign).
18. INFORMS Panel on “Impact of AI on New Product Development” at the INFORMS 2024 Annual Meeting, Seattle, WA, Oct. 20, 2024.  
Invited panelist alongside Prof. Nitin Joglekar (Villanova University), Prof. Anjana Susarla (Michigan State University), Nitin Mayande (Tellagence), and Alf Wang (Amazon).  
Moderated by Prof. Karthik Ramachandran (Georgia Institute of Technology) and Prof. Sreekumar Bhaskaran (Southern Methodist

- University).
19. INFORMS Panel on “Broadening the Reach of OR for Healthcare: Publishing in Non-OR/IE Journals” at the INFORMS 2024 Annual Meeting, Seattle, WA, Oct. 20, 2024.  
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).
  20. 2024 INFORMS Annual Meeting Doctoral Student Colloquium Panel on “Academic Job Search” in Seattle, WA, Oct. 19, 2024.  
Invited panelist alongside Prof. Feryal Erhun (University of Cambridge) and Prof. Anyan Qi (University of Texas at Dallas).  
Moderated by Prof. Pelin Pekgun (Wake Forest University).
  21. Johns Hopkins AI Ethics and Governance Symposium Panel on “Health and Medicine” at the Johns Hopkins Bloomberg Center, Washington, DC, Oct. 7, 2024.  
Invited panelist alongside Prof. Maria De-Arteaga (University of Texas at Austin), Dr. Jess Morley (Yale University), and Dr. Caroline Emmer De Albuquerque Green (University of Oxford).  
Moderated by Prof. Alexis Battle (Johns Hopkins University).
  22. Harvard Data Science and AI Symposium Panel on “Beyond Diabetic Retinopathy: What Eye Diseases Will AI Be Commercialized for Next?” at the Harvard Medical School Department of Ophthalmology and Mass General Brigham Eye and Ear, Schepens Eye Research Institute, Boston, MA, Sept. 27, 2024.  
Moderator; panelists included Michael D. Abramoff (Digital Diagnostics), Awais Bajwa (Ophthalmics), Petri Huhtinen (Optomed), and Kaushal Solanki (Eyenuk).
  23. *Bioprocess Online* Live Panel on “A Realistic Look at AI/ML Use in Biomanufacturing”, Sept. 4, 2024.  
Invited panelist alongside Dr. Deenadayalan Bakthavatsalam (rBIO) and Prof. Tugce Martagan (Eindhoven University of Technology).  
Moderated by Tyler Menichiello (*Bioprocess Online*).
  24. Midwest Healthcare Management Conference Panel on “Healthcare Challenges and Technology-Driven Healthcare”, Aug. 23, 2024.  
Invited panelist alongside Rajul Gandhi (Wellvana), Nolan Miller (University of Illinois), Diwakar Gupta (University of Texas at Austin), and Bob Batt (University of Wisconsin--Madison).  
Moderated by Sridhar Seshadri (University of Illinois).
  25. POMS Panel on “Beyond Good Intentions: Operationalizing DEI in Academia” at the 2024 POMS International Conference, İTÜ Maçka Campus, Beşiktaş, İstanbul, Türkiye, June 26, 2024.  
Invited panelist alongside Prof. Vishal Agrawal (Georgetown University), Prof. Wedad Elmaghraby (University of Maryland), Prof. İtir Karaesmen (American University), and Prof. Beril Toktay (Georgia Institute of Technology).  
Chaired by Prof. Feryal Erhun (University of Cambridge).
  26. 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”, May 8, 2024.  
Invited panelist alongside Aditi Gupta (Amgen).  
Moderated by Yin Hui (Amgen).
  27. POMS Panel on “Generative AI in Healthcare Delivery: The Mayo Clinic Experience” at the POMS 2024 Annual Conference, Minneapolis, Apr. 27, 2024.  
Moderator alongside Prof. Rachna Shah (University of Minnesota).  
Panelists included Eric Williamson and Xiaoxi Yao (Mayo Clinic).
  28. POMS Panel on “Exploring the Frontier: Generative AI Research in Business” at the POMS 2024 Annual Conference, Minneapolis, Apr. 26, 2024.  
Invited panelist alongside Prof. Ravi Bapna (University of Minnesota), Prof. Anjana Susarla (Michigan State University), and Prof. Jayashankar Swaminathan (University of North Carolina at Chapel Hill).  
Moderated by Prof. Sunil Wattal (Temple University).
  29. POMS Panel on “Behavioral Operations Management in the Artificial Intelligence (AI) Era” at the POMS 2024 Annual Conference, Minneapolis, Apr. 25, 2024.  
Invited panelist alongside Prof. Meng Li (University of Houston), Prof. Anjana Susarla (Michigan State University), and Prof. Jordan Tong (University of Wisconsin--Madison).  
Moderated by Prof. Yinghao Zhang (University of Cincinnati).

30. Johns Hopkins University Expert Briefing on Key Bridge Collapse --- Media Q&A, Mar. 27, 2024.  
Invited expert alongside James Bellingham, Rachel Sangree, Ben Schafer, and Susu Xu.
31. HHBC Panel on “Digital Health: Big Data and Big Changes in Digital Health” at the 2024 Hopkins Healthcare Business Conference, Baltimore, Mar. 8, 2024.  
Moderator; panelists included Julia Brown (Blackrock Neurotech), Dana Le (Wander Health), Jaja Liao (25madison), and Scott Taylor (Perx Health).
32. AIMHC Panel on “AI and Medicine” at the 2024 IEEE International Conference on AI for Medicine, Health, and Care, Laguna Hills, CA, Feb. 6, 2024.  
Invited panelist alongside Jason Moore (Cedars-Sinai Medical Center) and Donnchadh O’Sullivan (Texas Children’s Hospital).  
Moderated by Jacob Shreve (Mayo Clinic).
33. 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.
34. NASEM Panel on “AI for Responding to 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, 2023.  
Invited speaker and panelist alongside Ari Chadda (IQT Labs) and Thomas Wilkinson (U.S. Department of Homeland Security).  
Moderated by W. Craig Vanderwagen (Forum Co-Chair).
35. *INFORMS Panel on “Transforming Healthcare Using Artificial Intelligence”* at the INFORMS 2023 Annual Meeting, Phoenix, AZ, Oct. 16, 2023.  
Invited panelist alongside Prof. Idris Adjerid (Virginia Tech) and Prof. Margret Bjarnadottir (University of Maryland).  
Moderated by Prof. Mehmet Ayvaci (University of Texas at Dallas).
36. INFORMS Panel on “Technology and Future of Work” at the INFORMS 2023 Annual Meeting, Phoenix, AZ, Oct. 16, 2023.  
Invited panelist alongside Prof. Maryam Alavi (Georgia Institute of Technology), Prof. Jan Chvosta (SAS Institute), and Prof. Mohan Gopalakrishnan (Arizona State University).  
Moderated by Prof. Morvarid Rahmani (Georgia Institute of Technology).
37. INFORMS Panel on “OR/AI: Integrating Operations Research with Artificial Intelligence” at the INFORMS 2023 Annual Meeting, Phoenix, AZ, Oct. 15, 2023.  
Invited panelist alongside Prof. Bistra Dilkina (University of Southern California), Prof. Ramayya Krishnan (Carnegie Mellon University), Prof. Cole Smith (Syracuse University), and Prof. Nan Zhang (University of Florida).  
Moderated by Prof. Cathy Honghui Xia (The Ohio State University) and Prof. Ahmed Abbasi (University of Notre Dame).
38. INFORMS Early Career Teachers Network (ECTN) Workshop at INFORMS 2023 Annual Meeting, Phoenix, Oct. 2023. Invited speaker. Oct. 14, 2023.
39. INFORMS DMDA Panel on “Generative AI: Opportunities and Effects on DMDA Research” at the 18th INFORMS Workshop on Data Mining & Decision Analytics, INFORMS Annual Meeting, Phoenix, AZ, Oct. 14, 2023.  
Invited panelist alongside Prof. Anjana Susarla (Michigan State University) and Prof. Maytal Saar-Tsechansky (University of Texas at Austin).  
Moderated by Prof. Ying Lin (University of Houston).
40. HBHI Conversations on the Business of Health Panel on “The Transformative Power of Generative AI in Healthcare Delivery”, Sept. 15, 2022.  
Moderator alongside Risa Wolf (Johns Hopkins Medicine).  
Panelists included Chris Callison-Burch (University of Pennsylvania) and Curtis Langlotz (Stanford University).
41. Johns Hopkins Medicine Panel on Artificial Intelligence (for medical faculty, staff, and students), Sept. 12, 2023.  
Invited panelist alongside Kadija Ferryman (Johns Hopkins Berman Institute of Bioethics), Suchi Saria (Johns Hopkins Whiting School of Engineering), and Elliot Fishman (Johns Hopkins Medicine).  
Moderated by Dean Theodore DeWeese (Johns Hopkins Medicine).
42. 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. 12, 2023.  
Moderator; panelists included Carla Chinavare (Wayne Metropolitan Community Action Agency), Dima M. Qato (University of Southern California), and Christopher S. Tang (UCLA).

43. The 83rd Annual Meeting of the Academy of Management, Artificial Intelligence and Machine Learning Roundtable, “Hot Methods” Professional Development Workshop (PDW), Aug. 5, 2023.  
Facilitator with Prof. Soroush Saghafian (Harvard University).
44. INFORMS Healthcare Conference 2023 Keynote Panel on “Artificial Intelligence, Large Language Models, and Healthcare Delivery”, July 27, 2023.  
Moderator; panelists included Ritu Agarwal (Johns Hopkins University) and Avi Goldfarb (University of Toronto).
45. 2023 MSOM Conference Service Management SIG Mini-Conference (SIG Day) at the 2023 MSOM Conference, Montreal, QC, Canada, June 24, 2023.  
Discussant in Service Management SIG paper sessions.
46. 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”
47. 33<sup>rd</sup> Production and Operations Management Society (POMS) Annual Conference Special Panel on “Academia-Industry Collaborations in Research”, May 22, 2023.  
Panelist alongside Anita Tucker Carson, Stephanie Gravenor, and Natalia Summerville.  
Moderated by Jonathan Helm and Pengyi Shi.
48. INFORMS Congressional Webinar on “Analyzing America’s Supply Chains”, Apr. 10, 2023.  
Invited panelist alongside Christopher Tang and Anna Nagurney.
49. 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 included Barbara DeBaun (Cynosure Health), Sean Kice (Tennessee Department of Health), Skip Skivington (Kaiser Permanente), Christopher Tang (UCLA), Anne Miller (Project N95), and Colleen Miller (NPPTL).
50. Johns Hopkins Data-Intensive Social Science Speaker Series Panel on “ChatGPT, AI, and the Future of Higher Education”, Feb. 17, 2023.  
Organizer and moderator.  
Panelists included Christian Terwiesch (University of Pennsylvania), Jared Kaplan (Anthropic and Johns Hopkins University), and Jenna Frye and Tom Lippincott (both Johns Hopkins University).
51. National Government Services Product Owner/Product Manager Monthly Meeting. Invited speaker. Feb. 21, 2023
52. HBHI Conversations on the Business of Health Panel on “The Joys and Sorrows of Incorporating Artificial Intelligence into Healthcare Delivery”, Nov. 18, 2022.  
Moderator alongside Andrew Ching.  
Panelists included Avi Goldfarb (University of Toronto) and Natalia Levina (New York University).
53. 2022 CORS/INFORMS International Conference Plenary Panel on “Role of Operations Research in Pandemic Preparedness: Lessons Learned from COVID-19”, June 6, 2022.  
Moderator; panelists included John Birge (University of Chicago), Margaret Brandeau (Stanford University), and Mahesh Nagarajan (University of British Columbia).
54. 3rd Online Doctoral Workshop on Supply Chain Analytics, June 1, 2022.  
Invited panelist.
55. The Committee for Economic Development, Trustee Briefing Series. Invited speaker. May 10, 2022
56. 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
57. Sydney Business School, University of Wollongong Panel on “A Resilient Future---The Critical Role of Supply Chain Management”, Apr. 29, 2022.  
Invited panelist alongside Amrik Sohal and Matthew Pepper.  
Introduced by Vice-Chancellor Patricia Davidson; moderated by Dean Colin Picker.
58. 32<sup>nd</sup> Production and Operations Management Society (POMS) Annual Conference Emerging Scholars Program Panel on Career Planning, Apr. 25, 2022.

- Invited panelist alongside Prof. Rachna Shah (University of Minnesota).  
Moderated by Prof. Craig Froehle (University of Cincinnati).
59. 32<sup>nd</sup> Production and Operations Management Society (POMS) Annual Conference Special Panel on “Operations Management in the ESG Era”, Apr. 22, 2022.  
Panelist alongside Hau Lee and Charles Corbett.  
Moderated by Christopher S. Tang.
  60. Johns Hopkins University Live Briefing on “War in Ukraine: Perspectives on a Global Crisis”, Mar. 30, 2022.  
Invited panelist alongside Sergey Radchenko, Leonard Rubenstein, Gigi Gronvall, and Thomas Rid.
  61. New York University School of Law, *Reconfiguring Supply Chains Post COVID-19 and Legal Implications Conference*.  
Invited speaker alongside Professor Eric Talley (Columbia Law School), Janna Sidley (former General Counsel, Port Authority of Los Angeles), Sarah Rathke (Squire Patton Boggs), and Nick Ellis (Foley & Lardner LLP).
  62. 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
  63. CEVA TALKS on “What Can We Learn from the Trans-pacific Supply Chain Crisis?”, Feb. 22, 2022.  
Invited panelist alongside Bjorn Vang Jensen (Sea-Intelligence).
  64. Pennsylvania State University, Smeal College of Business, *Research Topics in Healthcare* (taught by Prof. Hui Zhao), guest lecture on organ transplantation, Jan. 19, 2022
  65. INFORMS Congressional Webinar on “How Supply Chains Are Impacting Our Healthcare Delivery”, Jan. 13, 2022.  
Invited panelist alongside Sunderesh Heragu.
  66. Bureaucrats India Webinar on “India’s 1 Billion Vax Success: PM’s Vision & Steely Resolve of Bureaucracy”, Nov. 12, 2021.  
Invited panelist.
  67. Post-Pandemic Supply Chain and Healthcare Management Conference Academic Roundtable on Healthcare Supply Chain, June 4, 2021.  
Invited panelist.
  68. Johns Hopkins Global MBA Class of 2021 In-Person Celebration, Keynote Speaker, May 25, 2021
  69. Panel on “COVID-19 Vaccine Rollout Roundtable: Lessons from the Frontlines”, Mar. 25, 2021.  
Invited panelist.
  70. 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
  71. Johns Hopkins Healthcare Business Association Spring Conference Opening Panel on “Diversity, Equity, Inclusion and Belonging in Healthcare”, Mar. 12, 2021.  
Invited panelist.
  72. *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
  73. McGill University, Desautels Faculty of Management, *Healthcare Analytics* (taught by Prof. Daniel Ding), guest lecture on “COVID-19 Vaccination Challenge,” Feb. 10, 2021
  74. Johns Hopkins University Research Administration and Office of Vice Provost for Research, All Staff Meeting, “COVID-19 Vaccination.” Featured speaker. Jan. 26, 2021
  75. 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 COVID-19 vaccines. Dec. 8, 2020
  76. Johns Hopkins University, Carey Business School, “The Learning Table” Workshop. Invited faculty speaker, Oct. 2, 2020
  77. Johns Hopkins University Panel on “The Economic Impacts of COVID-19 on the Healthcare Industry”, Sept. 16, 2020.  
Panelist.
  78. 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

79. *The Atlantic* Roundtable on “How Are Large Companies Recalibrating Their Focus on Sustainability Amid COVID-19?”, July 22, 2020.  
Panelist.
80. 2018 MSOM Conference Service SIG Mini-Conference at the 2018 MSOM Conference, Dallas, TX, July 1, 2018.  
Discussant in Service SIG paper sessions.
81. Johns Hopkins University, Business in Government (BIG) 2.0 Meeting. Invited speaker, Feb. 23, 2017
82. Hong Kong University of Science and Technology, Department of Industrial Engineering and Logistics Management. Invited speaker, Jan. 5, 2017
83. 2016 Annual Meeting of the Decision Sciences Institute Panel on “Business Analytics Research”, Austin, Nov. 19, 2016.  
Invited panelist.
84. University of Pennsylvania, The Wharton School Doctoral Seminar. Invited guest. Mar. 23, 2016
85. Johns Hopkins Carey Business School, “Lunch & Learn with Faculty.” Invited faculty speaker, Jan. 29, 2016
86. 5th Annual Workshop on Health IT & Economics, Oct. 10, 2014.  
Discussant for “RFID-enabled Process Visualization and Analysis in Ambulatory Care” by Yi-Chin Lin and Rema Padman.
87. 12th Annual Trans-Atlantic Doctoral Conference at London Business School, May 10, 2012.  
Discussant for “A Model of Mental Accounting and Reference Price Adaptation” by Manel Baucells and Woonam Hwang.

## 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, 2026: “Key Bridge Rebuild Picks up While Design, Cost Remain in Progress”

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

#### *Baltimore Sun*

May 1, 2026: “‘Capacity Equals Cargo, Cargo Equals Jobs’: \$1B Container Terminal Could Reshape Port of Baltimore”

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

Dec. 4, 2024: “Trump Proposes Tariffs to Stem Illegal Immigration, Drug Flow, but Could Pose Problem for Baltimore’s Port”

Nov. 18, 2024: “ILA Dockworker Negotiations Stall, Raising Chance of a January Strike at Baltimore’s Port”

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”
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- Aug. 24, 2021: “#174: Who Sits Where and Why and How... with the Data?” (With Full Transcript)

### *Conversations With Chesa*

- Mar. 14, 2020: “How the Coronavirus Is Affecting Our Food Supply: When to Stock up, What to Buy, Why Shelves Are Empty, and How to React to It All” (With Full Transcript)

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## Teaching

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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*, *Poets&Quants*, *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 Second Washington Operations Workshop (WOW 2.0): AI in Supply Chains**, Washington, DC, Dec. 8, 2025 (with Maxime Cohen of McGill University)

Co-organized a one-day workshop on “AI in Supply Chains,” featuring four panels on the intelligence, execution, strategy, and infrastructure layers of AI and supply chains and hackathon-style research breakouts.

*Panel I: The Intelligence Layer of AI and Supply Chains:* Pavithra Harsha (IBM), Ming Hu (University of Toronto), Georgia Perakis (MIT), Sridhar Tayur (Carnegie Mellon University), Dennis Zhang (Washington University in St. Louis); Moderator: Maxime Cohen (McGill University)

*Panel II: The Execution Layer of AI and Supply Chains:* Vinayak Deshpande (University of North Carolina at Chapel Hill), Timothy DeStefano (Georgetown University), Nikolay Osadchiy (Emory University), Jan Van Mieghem (Northwestern University), Masha Shunko (University of Washington); Moderator: Leann Thayaparan (Johns Hopkins University)

*Panel III: The Strategy Layer of AI and Supply Chains:* Keler Marku (Charles River Associates), Lisa Pinheiro (Analysis Group), Anne Robinson (Robinson Insights), Jayashankar M. Swaminathan (University of North Carolina at Chapel Hill); Moderator: Tinglong Dai (Johns Hopkins University)

*Panel IV: The Infrastructure Layer of AI and Supply Chains:* Gad Allon (University of Pennsylvania), Wedad Elmaghraby (University of Maryland), Jan Fransoo (Tilburg University); Moderator: Şafak Yücel (Georgetown University)

*Hackathon-style Breakouts: Developing and Executing Impactful Research Ideas:* Hands-on “vibe researching” sessions in which participants brainstormed, coded, prototyped, and drafted early write-ups onsite, led by Caleb Kwon (University of Texas at Austin), Sheng Liu (University of Toronto), Maxi Udenio Castro (KU Leuven), and Yuqian (Lillian) Xu (University of North Carolina at Chapel Hill).

The workshop drew colleagues from DC-area institutions and more than 20 universities across North America and Europe, as well as participants from industry and policy circles.

**Chair, 2025 POMS Doctoral Consortium**, Atlanta, May 10, 2025 Organized and chaired the flagship doctoral event of the Production and Operations Management Society (POMS), attended by PhD students from around the world. The half-day program featured four panels with leading scholars from top institutions, and offered a comprehensive look at academic life---from entering the job market to building a long-term career.

Panel I: Passion and Craft---Navigating the Academic Job Market: Christian Kaps (Harvard University), Alys Liang (McGill University), Ilan Morgenstern (Yale/UC Berkeley); Moderator: Tinglong Dai

Panel II: The Art of Teaching and Research: Vishal Agrawal (Georgetown University), Chris Ryan (University of British Columbia), Karen Zheng (MIT); Moderator: Chris Ryan

Panel III: Securing Tenure and Building Academic Reputation: Ravi Anupindi (University of Michigan), M. Eric Johnson (Vanderbilt University); Moderator: Gizem S. Nemetlu (Brandeis University)

Panel IV: A Long View on Academic Careers: Charles Corbett (UCLA), Hau Lee (Stanford University), Mohan Sodhi (City, University of London); Moderator: Tinglong Dai

The consortium began with opening remarks by POMS President Subodha Kumar and concluded with closing reflections by Jayashankar Swaminathan (University of North Carolina at Chapel Hill).

**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 Philosphé (Johns Hopkins); policy speakers include Charles Alexander (Living Legacy Foundation)

Program Committee, The 3<sup>rd</sup> 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 2<sup>nd</sup> 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

Regulating Adaptive Medical Artificial Intelligence: Can Less Oversight Lead to Greater Compliance?  
 2025 ISMS Marketing Science Conference, June 12--15, 2025  
 2025 POMS Annual Meeting, Atlanta, May 8--12, 2025

Enterprise AI Design: Hallucination, Creativity, and Moral Hazard  
 Michigan Ross Workshop on Unstructured Data and Language Models, Ann Arbor, Michigan, May 22--23, 2025  
 INFORMS 2024 Annual Meeting, Seattle, Oct. 20--23, 2024

Algorithmic Bias and Physician Liability  
 2024 POMS International Conference, İstanbul, Türkiye, June 25--27, 2024  
 2024 POMS Annual Meeting, Minneapolis, April 25--29, 2024

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, Communications & Outreach, 2024--present

Chair, U.S. Federal Research Engagement Committee, 2026--present

Artificial Intelligence (AI) Ad Hoc Committee, 2024--present

Advocacy Governance Committee, 2022--present

Diversity, Equity, and Inclusion Ambassador, 2021

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

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

Swiss National Science Foundation (SNSF), 2025  
 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, Production and Operations Management, JAMA Health Forum, Science Advances, Contemporary Accounting Research, Naval Research Logistics, Medical Decision Making, IISE Transactions, NEJM Catalyst, Journal of Health Economics, 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, SLAM 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, Award Committee, 2026 MSOM Young Scholar Prize (with Jan Fransoo, Tilburg University; Yash Kanoria, Columbia University; Bora Keskin, Duke University; Sridhar Seshadri, University of Illinois Urbana--Champaign), 2026  
 Member, Award Committee, POMS Milind Dawande Dissertation Award (with Felipe Caro, UCLA; Stephen M. Gilbert, University of Texas at Austin; Stephen C. Graves, MIT; and Tharanga Rajapakshe, University of Florida; committee chair: Ganesh Janakiraman, University of Texas at Dallas), 2025  
 Member, Award Committee, INFORMS Health Applications Society Sanjay and Panna Mehrotra Research Excellence Award (with Susan F. Lu, Purdue University; and Sridhar Seshadri, University of Illinois Urbana--Champaign), 2024  
 Member, Award Committee, SAS Practice Prize (with Kelly Brough, Accenture; Feryal Erhun, University of Cambridge; Craig Jennings, SAS; Brooke Miller, Lineage Logistics; and Gabriel Weintraub, Stanford University), Melbourne Business Analytics Conference, 2024  
 Member, Award Committee, Inaugural Wally Hopp Best Healthcare Paper Award (with Sergei Savin, University of Pennsylvania; and Sridhar Tayur, Carnegie Mellon University; committee chair: Wally Hopp, University of Michigan), 2023

#### Judge

SAS Practice Prize, Melbourne Business School, University of Melbourne, 2024  
 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  
 Johns Hopkins University, School of Medicine  
 Kühne Logistics University – KLU  
 McGill University, Desautels Faculty of Management  
 New York University, Grossman School of Medicine  
 The Ohio State University, Fisher College of Business  
 Purdue University, Daniels School of Business  
 Queen's University, Smith School of Business  
 Rutgers University, Rutgers Business School  
 Santa Clara University, Leavey School of Business  
 Singapore Management University, Lee Kong Chian School of Business  
 Stony Brook University, College of Business  
 Texas A&M University, Mays Business School

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 Maryland, College Park, Robert H. Smith School 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 Rochester, Simon 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  
 Western University, Ivey Business School

#### 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

H. Satyam Verma

Ph.D. Candidate in Operations Management (2022--2027)  
 Tepper School of Business, Carnegie Mellon University  
 Dissertation proposal (Nov. 2025)

Chen Dun\*

Ph.D. Candidate in Biomedical Informatics and Data Science  
 School of Medicine, Johns Hopkins University  
 Doctoral Board Oral Examination (May 2025)

	First placement: Faculty Member, School of Medicine, Johns Hopkins University
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) First placement: Postdoctoral Fellow, Harvard Kennedy School
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) First placement: Amazon Web Services (AWS)
Lidia Betscheva	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--2024

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," 2024

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--2024

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