Nan Liu

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(Last update: February 2024)

1. ACADEMIC EMPLOYMENT

Carroll School of Management, Boston College — Chestnut Hill, MA
Department of Business Analytics
William S. McKiernan Family Faculty Fellow — 07/2021-present
Associate Professor — 07/2020-present
Assistant Professor — 2017-2020

Mailman School of Public Health, Columbia University — New York, NY
Department of Health Policy and Management
Assistant Professor — 2009-2017

2. APPOINTMENTS

Manufacturing & Service Operations Management
Associate Editor — 2021-present
Operations Research
Associate Editor — 2020-present
Production and Operations Management
Senior Editor — 2018-present
Naval Research Logistics
Associate Editor — 2019-present
Health Care Management Science
Associate Editor — 2019-present

3. EDUCATION

University of North Carolina at Chapel Hill — Chapel Hill, NC
Ph.D., Operations Research — 2009
M.S., Statistics — 2009

National University of Singapore — Singapore
M.Eng., Civil Engineering (specialized in transportation engineering) — 2004

Tsinghua University — Beijing, China
B.Eng., Civil Engineering — 2002

4. HONORS AND AWARDS

Research

- First Prize, INFORMS Service Science Best Cluster Paper Competition, 2023
- Finalist, INFORMS Public Sector Operations Research Best Paper Award, 2023
- Third Place, POMS International Conference in China Best Paper Competition, 2023
- Finalist, Sanjay and Panna Mehrotra Research Excellence Award, the INFORMS Health Applications Society, 2022
- Finalist, POMS College of Humanitarian Operations and Crisis Management Best Paper Competition, 2022
- Third Prize, Chinese Scholars Association for Management Science and Engineering (CSAMSE) Best Paper Competition, 2022

- First Prize, Chinese Scholars Association for Management Science and Engineering (CSAMSE) Best Paper Competition, 2021
- Wickham-Skinner Best Paper Award, Production and Operations Management Society, 2020
- Winner, POMS College of Healthcare Operations Management (CHOM) Best Paper Competition, 2018
- Honorable Mention, Chinese Scholars Association for Management Science and Engineering (CSAMSE) Best Paper Competition, 2017
- Calderone Junior Faculty Research Award, Mailman School of Public Health, Columbia University, 2014-2015
- Third Place, INFORMS Junior Faculty Interest Group (JFIG) Paper Competition, 2013
- Best Reviewer Award, Omega (The International Journal of Management Science), 2011
- George E. Nicholson Award (for the best performance in Ph.D. qualifying exams), Department of Statistics and Operations Research, UNC-Chapel Hill, 2006

Teaching
- Coughlin Distinguished Teaching Award, Carroll School of Management, Boston College, 2023
- Teaching Star, Carroll School of Management, Boston College, 2019, 2020, 2022

Awards given to students for supervised work
- Honorable Mention, POMS-HK International Conference Best Student Paper Competition, 2024
- The Nagesh Murthy EEDSA Award for Asia – Pacific region, Production and Operations Management Society, 2023
- Finalist, INFORMS Healthcare Applications Society (HAS) Best Student Paper Competition, 2019
- First Place, POMS-HK International Conference Best Student Paper Competition, 2019
- Winner, IBM Best Student Paper Award for INFORMS Service Science, 2018
- Third Place, INFORMS Healthcare Applications Society (HAS) Best Student Paper Competition, 2017
- Winner, POMS Emerging Economies Doctoral Student Award, 2017

5. PUBLICATIONS

Peer Reviewed Articles (students/postdoc*; clinical collaborators**)

2023
1. Shi, Y.*, N. Liu, G. Wan (2023) Treatment Planning of Victims with Heterogeneous Time-sensitivities in Mass-casualty Incidents. *Operations Research* (forthcoming).
   - Honorable Mention, POMS-HK International Conference Best Student Paper Competition, 2024
   - Finalist, INFORMS Public Sector Operations Research Best Paper Award, 2023
   - Third Place, POMS International Conference in China Best Paper Competition, 2023
   - The Nagesh Murthy EEDSA Award for Asia – Pacific region, POMS, 2023
   - Finalist, POMS College of Humanitarian Operations and Crisis Management Best Paper Competition, 2022
   - First Prize, Chinese Scholars Association for Management Science and Engineering (CSAMSE) Best Paper Competition, 2021
2. Liu, N., W. van Jaarsveld, S. Wang, and G. Xiao* (2023) Managing Outpatient Care with Strategic Walk-ins. *Management Science* 69(10): 5904-5922.

2022
3. Zacharias, C., N. Liu, and M. Begen (2022) Dynamic Inter-day and Intra-day Scheduling. *Operations Research* 72(1): 317-335.

2020

4. Kong, Q., S. Li, N. Liu, C.P. Teo, and Z. Yan* (2020) Appointment Scheduling under Time-Dependent Patient No-show Behavior. *Management Science* 66(8): 3480-3500.

5. Wang, S.*, N. Liu, and G. Wan (2020) Managing Appointment-based Services in the Presence of Walk-in Customers. *Management Science* 66(2): 667-686.
   - Winner, IBM Best Student Paper Award for INFORMS Service Science, 2018
   - Winner, POMS College of Healthcare Operations Management (CHOM) Best Paper Competition, 2018
   - Third Place, INFORMS Healthcare Applications Society (HAS) Best Student Paper Competition, 2017
   - Honorable Mention, the Chinese Scholars Association for Management Science and Engineering (CSAMSE) Best Paper Award, 2017
   - Winner, POMS Emerging Economies Doctoral Student Award, 2017

6. Liu, N., Y. Ma*, and H. Topaloglu (2020) Assortment Optimization under the Multinomial Logit Model with Sequential Offerings. *INFORMS Journal on Computing* 32(3): 835-853.

2019

7. Liu, N., P.M. van de Ven, and B. Zhang (2019) Managing Appointment Booking under Customer Choices. *Management Science* 65(9): 4280-4298.

8. Liu, N., V.A. Truong, X. Wang*, and B. Anderson** (2019) Integrated Scheduling and Capacity Planning with Considerations for Patients' Length-of-Stays. *Production and Operations Management* 28(7): 1735–1756.
   - Wickham-Skinner Best Paper Award, 2020: the best paper (out of 160+ papers) published in *Production and Operations Management* in 2019.

2018

9. Liu, N., S. Finkelstein, M. Kruk**, and D. Rosenthal** (2018) When Waiting to See a Doctor is Less Irritating: Understanding Patient Preferences and Choice Behavior in Appointment Scheduling. *Management Science* 64(5): 1975-1996.
   - Featured Article in the 2018 May issue

10. Finkelstein, S., N. Liu, D. Rosenthal**, and H. Poghosyan** (2018) When Open Access Might Not Work: Understanding Patient Attitudes in Appointment Scheduling. *Health Care Management Review* 43(4): 348-358.

2016

11. Liu, N. (2016) Optimal Choice for Appointment Scheduling Window under Patient No-show Behavior. *Production and Operations Management* 25(1): 128-142.
    - Third Place, the INFORMS JFIG Paper Competition, 2013

12. Liu, N., P. Stone**, and R. Schnall** (2016) Impact of Mandatory HIV Screening in the Emergency Department: A Queuing Study. *Research in Nursing & Health* 39(2): 121-127.

13. Zhao, Y., N. Liu, Y. Wang*, and K. Hickey** (2016) A Rolling Horizon Pharmacokinetic Pharmacodynamic Model for Warfarin Inpatients in transient Clinical States. *Personalized Medicine* 13(1): 21-32.

2015

14. Green, L. and N. Liu (2015) A Study of New York City Obstetrics Units Demonstrates the Potential for Reducing Hospital Inpatient Capacity. *Medical Care Research and Review* 72(2): 168-186.
    - Featured as the cover story of *Health Pulse | Crain's New York Business*, 4/10/2015.

15. Poghosyan, L.**, J. Shang**, J. Liu**, H. Poghosyan**, N. Liu, and B. Berkowitz** (2015) Nurse Practitioners as Primary Care Providers: Creating Favorable Practice Environments in New York State and Massachusetts. *Health Care Management Review* 40(1): 46-55.

2014

16. Feldman, J.*, N. Liu, H. Topaloglu, and S. Ziya (2014) Appointment Scheduling under Patient Preference and No-show Behavior. *Operations Research* 62(4): 794-811.

17. Liu, N. and S. Ziya. (2014) Panel Size and Overbooking Decisions for Appointment-based Services under Patient No-shows. *Production and Operations Management* 23(12): 2209-2223.

18. Schnall, R.** and N. Liu (2014) Timing Matters: HIV Testing Rates in the Emergency Department. *Nursing Research and Practice*, vol. 2014, Article ID 575130.

19. Schnall, R.**, N. Liu, J. Sperling**, R. Green**, S. Clark**, and D. Vawdrey** (2014) An Electronic Alert for HIV Screening in the Emergency Department Increases Screening but not the Diagnosis of HIV. *Applied Clinical Informatics* 5(1): 299-312.

20. Liu, N., S. Finkelstein, and L. Poghosyan** (2014) A New Model for Nurse Practitioner Utilization in Primary Care: Increased Efficiency and Implication. *Health Care Management Review* 39(1): 10-20.

21. Zhang, L. and N. Liu (2014) Health Reform and Out-of-Pocket Payments: Lessons from China. *Health Policy and Planning* 29(2): 217-226.

2013

22. Huh, T., N. Liu, and V.A. Truong (2013) Multiresource Allocation Scheduling in Dynamic Environments. *Manufacturing and Service Operations Management* 15(2): 280-291.

23. Klein, D.*, M. Laugesen, and N. Liu (2013) The Patient-Centered Medical Home: A Future Standard for American Health Care? *Public Administration Review* 73(s1): 582-592, special issue on health care reform.

    - Commentary: A Variation on the Patient-Centered Medical Home: Transforming Primary Care within the Veteran's Health Administration by Jacqueline K. Spencer, MD, Medical Director of VA Boston Healthcare System.

24. Finkelstein, S., N. Liu, B. Jani**, D. Rosenthal**, and L. Poghosyan** (2013) Appointment Reminder Systems and Patient Preferences: Patient Technology Usage and Familiarity with Other Service Providers as Predictive Variables. *Health Informatics Journal* 19(2): 79-90.

25. Schnall, R.**, J.D. Sperling**, N. Liu, R.A. Green**, S. Clark**, and D. K. Vawdrey** (2013). The Effect of An Electronic "Hard-stop" Alert on HIV Testing Rates in the Emergency Department. *Studies in Health Technology and Informatics* 192: 432-436.

2012

26. Liu, N. and T. D'Aunno (2012) The Productivity and Cost-efficiency of Models for Involving Nurse Practitioners in Primary Care: A Perspective from Queueing Analysis. *Health Services Research* 47(2): 594-613.

    - Media coverage: Patching our primary care system, *The Washington Post*, 4/3/2012.

2010

27. Liu, N., S. Ziya, and V.G. Kulkarni (2010) Dynamic Scheduling of Outpatient Appointments under Patient No-Shows and Cancellations. *Manufacturing & Service Operations Management* 12(2): 347-364.

2009

28. Liu, N. and V.G. Kulkarni (2009) Decomposition Property for Markov-modulated Queues with Applications to Warranty Management. *Probability in the Engineering and Informational Sciences* 23(3): 433-447.

Pre-2008

29. Huang, B., N. Liu, and M. Chandramouli (2006) A GIS Supported Ant Algorithm for the Linear Feature Covering Problem with Distance Constraints. *Decision Support Systems* 42(2): 1063-1075.

30. Liu, N., B. Huang, and M. Chandramouli (2006) Optimal Siting of Fire Stations using GIS and ANT Algorithm. *Journal of Computing in Civil Engineering* 20(5): 361-369.

31. Liu, N., B. Huang, and X. Pan (2005) Using the Ant Algorithm to Derive Pareto Fronts for Multiobjective Siting of Emergency Facilities. *Transportation Research Record* 1935(1): 120-129.

32. Huang, B. and N. Liu (2004) Bilevel Programming Approach to Optimizing a Logistic Distribution Network with Balancing Requirements. *Transportation Research Record* 1894(1): 188-197.

33. Huang, B. and N. Liu (2004) Mobile Navigation Guide for the Visually Disabled. *Transportation Research Record* 1885(1): 28-34.

Book Chapters

34. Liu, N. (2018) Ambulatory Care. In Dai , T. and Tayur, S. (ed.), *Handbook of Healthcare Analytics: Theoretical Minimum for Conducting 21st Century Research on Healthcare Operations*, John Wiley & Sons, Hoboken, NJ.

35. Gans, N., N. Liu, A. Mandelbaum, H. Shen, and H. Ye (2010) Service Times in Call Centers: Agent Heterogeneity and Learning with some Operational Consequences. In *Borrowing Strength: Theory Powering Applications—A Festschrift for Lawrence D. Brown*. Institute of Mathematical Statistics Collections Vol. 6 (2010): 99-123.

36. Liu, N. (2010) Limit Theorems for Renewal Processes. In Cochran, J.J. (ed.), *Wiley Encyclopedia of Operations Research and Management Science*, John Wiley & Sons, Hoboken, NJ.

Contributions to Crowd-Sourced Research Projects

37. Fišar, M., B. Greiner, C. Huber, E. Katok, A.I. Ozkes, and Management Science Reproducibility Collaboration (2023). Reproducibility in Management Science. *Management Science* (forthcoming). Note: Member of the Management Science Reproducibility Collaboration.

Select Working Papers (students*; clinical collaborators**)

38. Liu, N., G. Wan, and S. Wang (2023) Design of Patient Visit Itineraries in Tandem Systems. *Manufacturing & Service Operations Management* (conditional accept).
    - Third Prize, Chinese Scholars Association for Management Science and Engineering (CSAMSE) Best Paper Competition, 2022

39. Bai, M., N. Liu, and Z. Zhang (2023). Helping the Captive Audience: Advance Notice of Diagnostic Service for Hospital Inpatients. Under review.
    - First Prize, INFORMS Service Science Best Cluster Paper Competition, 2023

40. Liu, N., S. Wang and N. Zychlinski (2023). RL or URL: Managing Outpatient (Tele)visits with Strategic Behavior.

41. Xu, Y.*, M. Armony, and N. Liu (2022) On Withholding Capacity from Strategic Patients. Working paper.
    - Finalist, INFORMS Healthcare Applications Society (HAS) Best Student Paper Competition, 2019

42. Liu, N., S. Savin, Y. Shi*, and G. Wan (2022) Hospital Collaboration with Telemedicine. Working paper.

43. Liu, N., S. Savin, M. Steinberg, and V. Virudachalam* (2022) Education as a Coproduced Service: Incentivizing Teachers and Students. Working paper.

44. Samorani, M., N. Liu, S. Harris, and H. Lu. (2022). Implicit Racial Bias in Healthcare Scheduling delays. Working paper.

6. **TEACHING EXPERIENCE AND RESPONSIBILITIES**

Carroll School of Management, Boston College

Bachelor of Science/Bachelor of Arts 2017-present
Operations Management
Overall instructor rating (out of 5.0): 4.0, 4.2 (2018S); 4.7, 4.8, 4.3 (2019S); 4.2, 4.3, 4.5 (2020S); 4.3, 4.5 (2020F); 4.6, 4.5 (2021F); 4.6, 4.6 (2022F); 4.5 (2023F)

Master of Business Administration (MBA) 2020-present
Operations Management
Overall instructor rating (out of 5.0): 4.5 (2020F); 4.6 (2021F); 4.9 (2022F); 4.7 (2023F)

Mailman School of Public Health, Columbia University

Master of Healthcare Administration (MHA) 2015-2017
Analytics and Managerial Decision Making II
Required course for MHA students in full-time, part-time and executive programs
Overall instructor rating (out of 5.0): 4.7 (average of 5 sections)

Master of Public Health (MPH) 2009-2015
Analytic Methods for Health Services Management
Required course for MPH students in full-time and part-time programs
Overall instructor rating (out of 5.0): 4.0 (average of 9 sections)

Executive Teaching
Executive Master of Healthcare Administration (2015-2017)
Required course: Analytics and Managerial Decision Making (3-credit)
Overall instructor rating (out of 5.0): 4.9 (average of 2 sections)

Columbia Hospital Executive Leadership Education and Training Program (Aug 2016)
Module: Hospital Operations Management and Process Improvement

Peking University Third Hospital Mid-level Managers Leadership Training (Dec 2015)
Module: Hospital Operations Management in the Age of Data Analytics

Strategic Hospital Management Simulation (2013-2017)
Executive education. Past participants include executives and mid-level managers from organizations such as American Hospital Association, Association of University Programs in Health Administration, Mount Sinai Hospital, Memorial Sloan Kettering Cancer Center, and NewYork-Presbyterian Hospital.

Other Teaching (select)

Queueing Theory and Its Applications in Healthcare (2014-2017)
Guest lecture for doctoral students in Columbia Nursing School

Appointment Scheduling (2014)
Online guest lecture for graduate students of industrial engineering and management at Technion, Israel

Advanced Seminar on Modeling for Public Health and Clinical Research (2013)
Advanced elective course for doctoral students and clinicians

University of North Carolina at Chapel Hill

Undergraduate Business Program (BSBA) 2006-2007
Required course: Decision Models for Business

7. EXAMINATION, ADVISORY, AND DEFENSE COMMITTEES

Host, Weifen Zhuang, Visiting Scholar from School of Management, Xiamen University, 2023-2024

Supervisor, Yunting Shi, Visiting Doctoral Student from Antai College of Economics and Management, Shanghai Jiao Tong University, Shanghai, China, 2019-present

Doctoral Dissertation Committee Member, Yuchao Xu, Department of Information, Operations and Management Sciences, NYU Stern School of Business, 2016-2019

Supervisor, Shan Wang, Visiting Doctoral Student from Antai College of Economics and Management, Shanghai Jiao Tong University, Shanghai, China, 2015-2019

Doctoral Dissertation Committee Member, Allison A. Norful, Columbia Nursing School, 2016-2017

Research Mentor, Rebecca Schnall, Assistant Professor, Columbia School of Nursing, CTSA KL2 Award, 2012-2014

Host, Lufa Zhang, Visiting Scholar from School of International and Public Affairs, Shanghai Jiao Tong University, Shanghai, China, 2012-2013

Doctoral Dissertation Committee Member, Rose Karimi Kiwanuka, Department of Supply Chain Management and Marketing Science, Rutgers University, 2011

8. PROFESSIONAL ORGANIZATIONS, SOCIETIES, AND SERVICE

Professional Memberships

Member, INFORMS (Institute for Operations Research and the Management Sciences)

Member, INFORMS-HAS (Health Applications Society)

Member, INFORMS-M&SOM (Manufacturing & Service Operations Management Society)

Member, INFORMS-BOM (Behavioral Operations Management Section)

Member, INFORMS-PSOR (Section on Public Sector OR)

Member, POMS (Production and Operations Management Society)

Service to Professional Societies

Vice President of Meetings, POMS College of Healthcare Operations Management, 2019-2024

Secretary, POMS College of Healthcare Operations Management, 2017-2019

Editorial Service

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

Associate Editor, *Operations Research*, 2020-present

Senior Editor, *Production and Operations Management,* 2018-present

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

Associate Editor, *Naval Research Logistics*, Special Issue on Health Care Operations Management, 2018-present

Associate Editor, *Health Care Management Science*, 2019-present

Ad-hoc Review for Journals (Industrial Engineering, Operations Management, Operations Research): *Health Care Management Science, IIE Transactions, INFORMS Journal on Computing, Journal of Operations Management, Journal of the Operational Research Society, Management Science, Manufacturing & Service Operations Management, Naval Research Logistics, Omega, Operations Research, Production and Operations Management, Service Science,* among others.

Ad-hoc Review for Journals (Health Administration, Policy, and Public Health): *American Journal of Public Health, Health Affairs, Medical Care, Medical Care Research and Review, Preventive Medicine,* among others.

Ad-hoc Review of Conference Program Abstracts: the 5th INFORMS Workshop on Data Mining and Health Informatics, 2010

Referee/Judge/Panelist Service

Judge, INFORMS Nicholson Prize, 2024

Committee member, INFORMS Service Science Section Best Diversity, Equity, Inclusion, and Justice (DEIJ) Paper Award Competition, 2023

Co-chair, Best Student Paper Competition, the INFORMS Health Applications Society, 2023

Judge, INFORMS Junior Faculty Interest Group (JFIG) Paper Competition, 2023

Judge for Applied Probability Society Best Student Paper Competition, 2020, 2021

Judge for the Pierskalla Best Paper Award, the INFORMS Health Applications Society, 2019, 2020

Judge for the Best Paper Competition, POMS College of Healthcare Operations Management, 2021, 2022

Referee for the Junior Scholar Working Paper Competition, POMS College of Behavior in Operations Management, 2019

Referee for the CSAMSE Best Paper Competition, 2018, 2019, 2021, 2022

Referee for the Best Working Paper Competition, POMS College of Behavior in Operations, 2016

Judge for the INFORMS Public Sector Operations Research Section Best Paper Competition, 2015

Judge for the INFORMS Health Application Section Student Paper Competition, 2015

Review Panelist for the Service Enterprise Systems Program at the National Science Foundation, 2010

Standing External Referee for the Research Grants Council (RGC) of Hong Kong

Standing External Referee for the Health Services Research Programme, National Institute for Health Research, United Kingdom

Conference Organizer

Chair, MSOM Healthcare Operations Management Special Interest Group (SIG) Meeting, 2019

Cluster co-Chair, INFORMS Healthcare Conference-Healthcare Delivery Cluster, 2019

Track co-Chair, College of Healthcare Operations Management-Healthcare Analytics Track, the POMS Annual Conference, 2019

Track co-Chair, College of Healthcare Operations Management-Healthcare Scheduling Track, the POMS Annual Conference, 2017

Session Chair, the INFORMS Annual Meeting, 2007-2024

Session Chair, the INFORMS Healthcare Conference, 2011, 2013, 2015, 2019, 2023

Session Chair, the POMS Annual Conference, 2014-2024

External Service

Planning committee member for the annual Greater New York Hospital Association-United Hospital Fund Symposium on Health Care Services, 2011-2017

9. SERVICE ON DEPARTMENTAL AND UNIVERSITY COMMITTEES

Boston College

Chair, Mentoring Committee for Junior Faculty (Tolga Dizdarer, Dmitry Mitrofanov, and Lai Wei), 2023-2024

Mentor for Junior Faculty (Dmitry Mitrofanov), 2020-2023

Member, Faculty Recruiting Committee, 2018-2019, 2023-2024

Chair, Faculty Recruiting Committee, 2020-2022

Participant, Jesuit Institute Hospitable University Seminar, 2021-2022

Member, COVID-19 Faculty Seminar/Working Group, 2020-2021

Columbia University

Reviewer for the Departmental Admissions Committee for MPH/MHA candidates, 2010-2017

Member, the Mailman School Admissions Committee for MPH/MHA candidates, 2010-2015

Junior Faculty Representative to meet with the CEPH (Council on Education for Public Health) Accreditation Site Visit Team, Mailman School of Public Health, 2010

10. SERVICE TO COMMUNITIES

Member, the Mason-Rice Elementary School Afterschool Program Board, 2021-present

11. GRANT SUPPORT AND SCHOLARSHIP

Calderone Junior Faculty Research Award, 2014-2015

Sponsor: Mailman School of Public Health
Project title: Improving Operational Efficiency in Community Health Centers: Releasing Slack Capacity via Innovative Appointment Scheduling
Funding amount: $25,000

Role: Principal Investigator

Topic: To analyze the appointment scheduling process in community health centers, and to identify scheduling protocols to more effectively utilize healthcare resources.

Assistantship/Scholarship

Teaching & Research Assistantship, 2005-2009
Department of Statistics and Operations Research, UNC-Chapel Hill

Research Scholarship, 2002-2004
National University of Singapore

12. PRESENTATIONS

Invited Seminars

2023
Babson College (Mathematics, Analytics, Science, and Technology Division)
Brandeis University (International Business School)
Queen's University (Smith)
Southern Methodist University (Cox)
University of Alberta (Alberta School of Business)
Brandeis University (Michtom School of Computer Science)

2022
University of Illinois at Urbana-Champaign (Gies)
University of Toronto (Rotman)
University of Connecticut (School of Business)
5th Annual Research Roundtable: Data Analytics in Healthcare (organized by University of Toronto)

2021
DoorDash Inc., Data Science & Machine Learning Department
University of Rochester (Simon)

2019
University of Connecticut (School of Business)

2018

MIT (Sloan)
University of Hong Kong (Faculty of Business and Economics)
Hong Kong Polytechnic University (Faculty of Business)
City University of Hong Kong (College of Business)
Shanghai Jiao Tong University (Antai)
Xiamen University (School of Management)

2017
Western University (Ivey)
University of Texas at Dallas (Jindal)
University of Oxford (Saïd)
Indiana University (Kelley)
Purdue University (Krannert)
Boston College (Carroll)

2016
University of Illinois at Urbana-Champaign (College of Business)
Baruch College, City University of New York (Zicklin)
Johns Hopkins University (Carey)
Georgia Tech (Stewart School of Industrial and Systems Engineering)

2015
University of Southern California (Marshall)
Boston University (Questrom)
University of Texas at Austin (McCombs)
Emory University (Goizueta)
Cornell University (Weill Medical College)

2014
New England VERC (Veterans Engineering Resource Center) Seminar Series

2013
Purdue University (Weldon School of Biomedical Engineering)
University of Minnesota (Department of Industrial and Systems Engineering)

2012
IBM Watson Research Center

2011
Rutgers Business School

2009
IBM Watson Research Center
Columbia University (Mailman School of Public Health)

2008
University of Texas at Dallas (School of Management; now Naveen Jindal School of Management)
Tsinghua University (Department of Industrial Engineering)

Talks in Selective Workshops/Mini-conferences

The VII Rotman Round Table on Data Analytics in Healthcare, University of Toronto (2024)

UMiami Healthcare Analytics Workshop, University of Miami (2024)

Analytics for Improved Healthcare, Institute for Mathematical and Statistical Innovation, University of Chicago (2023)

Showcase Presentation at POMS College of Healthcare Operations Management Mini-conference (2015, 2022)

M&SOM Healthcare Special Interest Group Conference (2012, 2014, 2017, 2022)

Healthcare and Service Operations Workshop, Institute for Data and Decision Analytics (iDDA), the Chinese University of Hong Kong, Shenzhen (2019)

Behavioral Operations Conference, Main Conference Presentation at Wisconsin School of Business: the University of Wisconsin–Madison (2016)

"Patient-Centric Healthcare Management in the Age of Analytics" conference at Kelley School of Business: Indiana University (2015)

Data-Driven Decisions in Healthcare: Transition Workshop, Statistical and Applied Mathematical Sciences Institute (2013)