

Workshop on Empirical Research in Operations Management

September 30- October 1, 2021

Venue:

Zoom

Contacts:

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Sponsors:

OID Department, The Wharton School, University of Pennsylvania.

Program

Thursday, September 30, 2021

11:00 – 11:10 am	Welcome and Review of Program
Session 1: Workload in Healthcare	
Moderator: Anita Tucker	
11:10 – 11:40 am	Mirko Kremer <i>Mismanaging Diagnostic Accuracy under Congestion</i>
11:40 – 12:10	Yiwen Shen <i>The Impact of Surgeon Daily Workload and its Implications for Operating Room Scheduling</i>

12:10 – 12:30 pm Break

Session 2: Risk Management	
Moderator: Brad Staats	
12:30 – 1:00 pm	Nikolay Osadchiy <i>Have Supply Networks Become More Fragmented Over Time?</i>
1:00 – 1:30 pm	Kashish Arora <i>A Data-Driven Model of a Firm's Operations with Application to Cash Flow Forecasting</i>

1:30 – 2:15pm Break

Session 3: Retail Marketplaces	
Moderator: Vishal Gaur	
2:15 – 2:45 pm	Dayton Steele <i>Intertemporal Pricing with Resellers: An Empirical Study of Product Drops</i>
2:45 – 3:15 pm	Wenchang Zhang <i>Marketplace Expansion via Marquee Seller Adoption: Externalities and Quality Implications</i>

3:15 – 3:30 pm Break

Session 4: Nudging user's behavior	
Moderator: Christian Terwiesch	
3:30 – 4:00 pm	Joy Liu <i>Nudging Patient Choice by Messaging</i>
4:00 – 4:30 pm	Qiuping Yu <i>Delay Information in Virtual Queues: A Large-Scale Field Experiment on a Major Ride-Sharing Platform</i>

4:30 pm Closing Remarks

Program (continued)

Friday, October 1, 2021

11:00 -11:10 am	Welcome and review of 2 nd day program
Session 5: Operational Performance in Healthcare	
Moderator: Carri Chan	
11:10 – 11:40 am	Nicos Savva <i>The Power of Data: Assessing Primary Care Performance Using Routinely Collected Emergency Department Data</i>
11:40 - 12:10 pm	Fabrizio Salvador <i>Workers on Demand? Effects of On-Demand Schedules on Employee Absenteeism and Patient Dissatisfaction in a Home Healthcare Organization</i>

12:10 – 12:30 pm Break

Session 6: Worker productivity	
Moderator: Christian Terwiesch	
12:30 – 1:00 pm	RJ Niewoehner <i>Focusing Provider Attention: An Empirical Examination of Incentives and Feedback in Flu Vaccinations</i>
1:00 – 1:30 pm	Arshya Feizi <i>To Batch or Not to Batch? Impact of Admission Batching on Emergency Department Boarding Time and Physician Productivity</i>
1:30 – 2:00 pm	Enno Siemsen <i>Seeing the Bigger Picture? Ramping Up Production with the Use of Augmented Reality</i>

2:00 – 2:45 pm Break

Session 7: Employee Turnover and Performance Measurement	
Moderator: Marcelo Olivares	
2:45 – 3:15 pm	Alon Bergman <i>“I Quit” : The Role of Schedule Volatility on Employee Turnover</i>
3:15 – 3:45 pm	Jong Myeong Lim <i>Searching for the Best Yardstick</i>

3:45 pm Conference closing

Session 1. Workload in Healthcare

1. M. Kremer, F. de Vericourt. *Mismanaging Diagnostic Accuracy under Congestion*
2. Y. Shen, C. Chan, F. Zheng, M. Argenziano, P. Kurlansky. *The Impact of Surgeon Daily Workload and its Implications for Operating Room Scheduling*

Session 2. Risk Management

3. N. Osadchiy, M. Udenio, V. Gaur. *Have Supply Networks Become More Fragmented Over Time?*
4. K. Arora, V. Gaur. *A Data-Driven Model of a Firm's Operations with Application to Cash Flow Forecasting.*

Session 3. Retail Marketplaces

5. Dayton Steele, SM Emadi, S. Kesavan. *Intertemporal Pricing with Resellers: An Empirical Study of Product Drops*
6. W. Zhang, W. Elmaghraby, A. Kabra. *Marketplace Expansion via Marquee Seller Adoption: Externalities and Quality Implications*

Session 4. Nudging User's behavior

7. J. Liu, D. KC. *Nudging Patient Choice by Messaging.*
8. Q. Yu, Y. Zhang, YP. Zhou. *Delay Information in Virtual Queues: A Large-Scale Field Experiment on a Major Ride-Sharing Platform*

Session 5. Operational Performance in Healthcare

9. N. Savva, S. Sulz. *The Power of Data: Assessing Primary Care Performance Using Routinely Collected Emergency Department Data*
10. A. Momcheva, R. Bonet, F. Salvador. *Workers on Demand? Effects of On-Demand Schedules on Employee Absenteeism and Patient Dissatisfaction in a Home Healthcare Organization*

Session 6. Worker productivity

11. RJ Niewoehner, B. Staats. *Focusing Provider Attention: An Empirical Examination of Incentives and Feedback in Flu Vaccinations*
12. A. Feizi, A. Tucker, J. Berry Jaeker, WE. Baker. *To Batch or Not to Batch? Impact of Admission Batching on Emergency Department Boarding Time and Physician Productivity*
13. D. Wuttke, A. Udadyay, E. Siemsen A. Wuttke-Linnemann. *Seeing the Bigger Picture? Ramping Up Production with the Use of Augmented Reality*

Session 7. Employee Turnover and Absenteeism in Services

14. A. Bergman, G. David, H. Song. *"I Quit": The Role of Schedule Volatility on Employee Turnover*
15. JM. Lim, K. Moon, S. Savin. *Searching for the Best Yardstick*