

The Hong Kong University of Science and Technology
Dept of Information Systems, Business Statistics
and Operations Management
Frontiers in Operations Management Workshop



Empirical and Analytical Approaches to Healthcare Operations
by
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Date : **4 December 2021 (Saturday)**
Time : **10:00 AM - 12:00 NN**
Zoom ID : **986 6220 1525 (passcode 399649)**



Abstract: Operations management research could provide great insights into healthcare operations. In this seminar, I will describe two of my most recent projects related to healthcare operations. In the first paper (with Rath and Coleman), we study collaborative care model to treat patients who suffer from Diabetes and Depression. In particular, we create a model that facilitates decision support for such collaborative care. In the second paper (with Bhatia), using inpatient discharge data from hospitals in California between 2008-2016, we create a metric for standardization of healthcare services delivered to patients. Leveraging our standardization metric, we examine the impact of a hospital's healthcare service standardization on its cost, quality, and variation in both cost and quality of service.

Bio: Jayashankar (Jay) Swaminathan is the GlaxoSmithKline Distinguished Professor of Operations at the Kenan-Flagler Business School at University of North Carolina at Chapel Hill. An internationally recognized thought leader on productivity and innovation in business operations, he is an inducted *Fellow* of The Institute for Operations Research and Management Science (*INFORMS*), Manufacturing and Service Operations Management Society (*MSOM*) and Production and Operations Management Society (*POMS*). Prof Swaminathan has published more than 65 scholarly journal articles and is the author of the edited volume "Indian Economic Superpower: Fiction or Future?" and co-author of the edited volume "Responsible Operations". He currently serves as a Department Editor for *Management Science* and *Production and Operations Management* journals. He has received numerous awards for his work, including the National Science Foundation CAREER Award, George Nicholson Prize, Schwabacher Fellowship, Weatherspoon Distinguished Research, Weatherspoon Excellence in Teaching and Roy Holsten Award for Exceptional Service. He has consulted with numerous firms over the last two decades, including AGCO, Agilent, IBM, Kaiser, Nokia, Public Health Institute, Railinc, Samsung, Siemens, Sara Lee, and UNICEF. He received his PhD and Master's degree in industrial administration from GSIA (now Tepper) at Carnegie Mellon University and his bachelor's degree in computer science and engineering from the Indian Institute of Technology, Delhi.

All interested are welcome!
Enquiries: Dept of ISOM