

The Hong Kong University of Science and Technology

Department of Information Systems, Business Statistics and Operations Management

Seminar Announcement

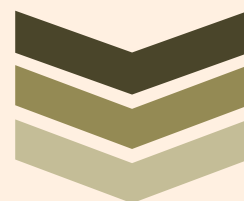


Healthcare across Boundaries: Urban-Rural Differences in the Financial and Healthcare Consequences of Telehealth Adoption

by

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Date : **Wednesday, 17 March 2021**
Time : **9:00 am - 10:30 am (Hong Kong Time)**
[Click here to join Zoom](#)
Zoom Details : **Meeting ID: 986 8553 3950**
Passcode: 441593



Abstract: We study the effect of telehealth adoption on geographic competition among urban and rural healthcare providers, and associated quality of care impacts. To causally identify the effects of telehealth adoption, we consider a quasi-natural experiment: states' entry into the interstate medical licensure compact (IMLC), wherein participating states coordinate to streamline licensing for physicians wishing to provide tele-health services across state lines. We first show that affected physicians receive more state licenses and earn higher compensations, thereby establishing the IMLC entry shock's validity and its positive effect on telehealth adoption. We then examine the heterogeneous effects on provider earnings and quality of care, across urban and rural areas. First, we report evidence that urban, specialist and high-quality providers are systematically more likely to deliver telehealth services, as they benefit the most by expanding their service scopes to a wider geographic market. Second, as the urban providers begin to offer their services to rural patients, rural providers experience a drop in their in-patient visits, and in turn a drop in earnings. We consider the implications for patient quality of care, and we discuss the implications for healthcare providers and the government.

Bio: I am an Associate Professor of Information & Decision Sciences and a McKnight Presidential Fellow at the University of Minnesota's Carlson School of Management. In July 2021, I will join Boston University's Questrom School of Business as the inaugural Kelli Questrom Associate Professor in Management. My research, which focuses on the economic evaluation of information systems, employs empirical analyses rooted in econometrics and field experimentation to identify and quantify the drivers of individual participation in online social contexts. My work was published in various journals, including Management Science, Information Systems Research, MIS Quarterly, Manufacturing & Service Operations Management, and the Journal of Consumer Psychology. I am a recipient of both the AIS Early Career Award (2017) and the INFORMS ISS Sandra A. Slaughter Early Career Award (2017). My research were supported by more than \$2 million grants from various corporate, non-profit and government organizations, including the NSF, Ewing Marion Kauffman Foundation, the 3M Foundation, Adobe, Facebook Research and the European Commission. My work and opinions have been cited by numerous popular press, including The New York Times, the Wall Street Journal, NPR, Time Magazine, Forbes, Vice, Wired, the LA Times, Pacific Standard and PC Magazine. I am a four-time recipient of the Distinguished Service Award from Management Science, and a recipient of both the Best Reviewer and Best Associate Editor Awards from Information Systems Research. I am presently serving as an Associate Editor for three INFORMS journals, namely Management Science, ISR and Service Science. I have previously served as track chair and associate editor for ICIS, as co-chair of SCECR, and twice as co-chair of WISE. Prior to entering academia, I was an information systems auditor, a hardware design engineer, and most recently as a technology consultant with Accenture Canada in Toronto. I teach graduate courses on data analytics and IT management. I hold a Bachelor of Engineering and a Master of Business Administration from McMaster University, and a PhD in Business Administration from Temple University's Fox School of Business.