

CURRICULUM VITAE

Murray J. Côté

Last updated: **October 24, 2022**

EDUCATION

- Ph.D., Texas A&M University, December 1996, Department of Business Analysis & Research, College of Business Administration and Graduate School of Business, *Patient Flow and Resource Utilization in Outpatient Care Clinics*, William E. Stein, chair
- M.B.A., University of Saskatchewan, May 1988, College of Graduate Studies and Research, College of Commerce, *Non-Thesis Option*
- Advanced Certificate in Arts, University of Saskatchewan, May 1986, College of Arts and Science, Department of Economics and Political Science, *Public Administration*
- B.A. (Gen.), University of Saskatchewan, May 1985, College of Arts and Science, Department of Economics and Political Science, *Political Science*

CURRENT POSITION

- Associate Professor (tenured), Department of Health Policy and Management, School of Public Health, Texas A&M University, January 2010 to present
- Director, Ph.D. Program in Health Services Research, Department of Health Policy and Management, School of Public Health, Texas A&M University, October 2022 to present

RESEARCH

Refereed Publications

- Park, Hyung Jin, Reza Mirjalili, Murray J. Côté, and Gino J. Lim, "Scheduling Diagnostic Testing Kit Deliveries with the Mothership and Drone Routing Problem," *Journal of Intelligent & Robotic Systems*, 105, 2 (2022), 1-19.
- Smith, Marlene A. and Murray J. Côté, "Predictive Analytics Improves Sales Forecasts for a Pop-Up Retailer," *INFORMS Journal on Applied Analytics*, 52, 4 (2022), 379-389.
- Côté, Murray J. and Marlene A. Smith, "The Monty Hall Problem as a Multifaceted Experiential Learning Exercise in Quantitative Business Courses," *Decision Sciences Journal of Innovative Education*, 20, 1 (2022), 5-16. (This article was selected as a finalist for the *Decision Sciences Journal of Innovative Education 2022 Best Research Paper Award*.)
- Zhao, Hongwei, Naveed N. Merchant, Alyssa McNulty, Tiffany A. Radcliff, Murray J. Côté, Rebecca S.B. Fischer, Huiyan Sang, and Marcia G. Ory, "COVID-19: Short Term Prediction Model Using Daily Incidence Data," *PLoS ONE*, 16, 4 (2021), 1-14.
- Radcliff, Tiffany A., Murray J. Côté, Melanie D Whittington, Linda Bobroff, David Janicke, and Michael G Perri, "Cost-Effectiveness of Three Doses of a Behavioral Intervention to Reduce Type 2 Diabetes in Rural Areas," *Journal of the Academy of Nutrition and Dietetics*, 120, 7 (2020), 1164-1170.
- McCreight, Marina, Heather Gilmartin, Chelsea Leonard, Ashlea Mayberry, Lynette Kelley, Brandi Lippmann, Andrew Coy, Tiffany A. Radcliff, Murray J. Côté, and Robert Burke, "Practical Use of Process Mapping to Guide Implementation of a Care Coordination Program for Rural Veterans," *Journal of General Internal Medicine*, 34 (Supplement 1), 67 (2019), 67-74.
- Côté, Murray J. and Marlene A. Smith, "Forecasting the Demand for Radiology Services," *Health Systems*, 7, 1 (2018), 79-88.
- Kim, Seon Jin, Gino J. Lim, Jaeyoung Cho, and Murray J. Côté, "Drone-aided Healthcare Services for Patients with Chronic Diseases in Rural Areas," *Journal of Intelligent & Robotic Systems*, 88, 1 (2017), 163-180.

RESEARCH (continued)

Refereed Publications (continued)

- Leonard, Chelsea, Emily Lawrence, Marina McCreight, Brandi Lippmann, Lynette Kelley, Ashlea Mayberry, Amy Ladebue, Heather Gilmartin, Murray J. Côté, Jacqueline Jones, Borsika A. Rabin, Michael Ho, and Robert Burke, "Implementation and Dissemination of a Transition of Care Program for Rural Veterans: A Controlled Before and After Study," *Implementation Science*, 12, 123 (2017), 1-8.
- Leroux, Todd C., Murray J. Côté, Hye-Chung Kum, Alan Dabney, and Rebecca Wells, "Transitioning to Patient-Centered Medical Homes: Associations With Appointment Availability," *Military Medicine*, 182, 3/4 (2017), 1741-1746.
- Rydahl, Nichole A., Tamuchin McCreless, and Murray J. Côté, "Transforming the Healthcare C-Suite: The Emergence of the Chief Transformation Officer," *Journal of Healthcare Information Management*, 28, 4 (2014), 34-39.
- Lorden, Andrea L., Yichen Zhang, Szu-Hsuan Lin, and Murray J. Côté, "Measures of Success: The Role of Human Factors in Lean Implementation in Healthcare," *Quality Management Journal*, 21, 3 (2014), 26-37. (This article is reprinted in condensed form under the same title in *Quality Control and Applied Statistics*, 60, 1 (2015), 127-130.)
- Côté, Murray J., Marlene A. Smith, David R. Eitel, and Elif Akçali, "Forecasting Emergency Department Arrivals: A Tutorial for Emergency Department Directors," *Hospital Topics*, 91, 1 (2013), 9-19.
- Radcliff, Tiffany A., Alan White, David R. West, Donna Hurd, and Murray J. Côté, "Criminal History Screening for Long-Term Care Workers: Evaluation of a Seven-State Pilot Program," *Journal of Elder Abuse & Neglect*, 25, 5 (2013), 375-395.
- Lim, Gino J., Arezou Mobasher, and Murray J. Côté, "Multi-objective Nurse Scheduling Models with Patient Workload and Nurse Preferences," *Management*, 2, 5 (2012), 149-160.
- Syam, Siddhartha S. and Murray J. Côté, "A Comprehensive Location-Allocation Method for Specialized Healthcare Services," *Operations Research for Health Care*, 1, 4 (2012), 73-83.
- Radcliff, Tiffany A., Murray J. Côté, David L. Olson, and Debra Leibrecht, "Rehabilitation Settings After Joint Replacement: An Application of Multiattribute Preference Elicitation," *Evaluation & the Health Professions*, 35, 2 (2012), 182-198.
- West, David R., Tiffany A. Radcliff, Tiffany N. Brown, Murray J. Côté, Peter C. Smith, and W. Perry Dickinson, "Costs Associated with Data Collection and Reporting for Diabetes Quality Improvement in Primary Care Practices: A Report from SNOCAP-USA," *Journal of the American Board of Family Medicine*, 25, 3 (2012), 275-282.
- Salzarulo, Peter A., Kurt M. Bretthauer, Murray J. Côté, and Kenneth L. Schultz, "The Impact of Variability and Patient Information on Healthcare System Performance," *Production and Operations Management*, 20, 6 (2011), 848-859.
- Syam, Siddhartha S. and Murray J. Côté, "A Location-Allocation Model for Service Providers with Application to Not-For-Profit Health Care Organizations," *OMEGA: The International Journal of Management Science*, 38, 3-4 (2010), 157-166.
- Côté, Murray J., Siddhartha S. Syam, W. Bruce Vogel, and Diane C. Cowper, "A Mixed Integer Programming Model to Locate Traumatic Brain Injury Units in the Department of Veterans Affairs: A Case Study," *Health Care Management Science*, 10, 3 (2007), 253-267.
- Bernstein, Mariel L., Tamuchin McCreless, and Murray J. Côté, "Five Constants of Information Technology Adoption in Healthcare," *Hospital Topics*, 85, 1 (2007), 17-25.
- Côté, Murray J. and William E. Stein, "A Stochastic Model for a Visit to the Doctor's Office," *Mathematical and Computer Modelling*, 45, 3-4 (2007), 309-323.
- Akçali, Elif, Murray J. Côté, and Chin-I Lin, "A Network Flow Approach to Optimizing Hospital Bed Capacity Decisions," *Health Care Management Science*, 9, 4 (2006), 391-404.
- Wright, P. Daniel, Kurt M. Bretthauer, and Murray J. Côté, "Reexamining the Nurse Scheduling Problem: Staffing Ratios and Nursing Shortages," *Decision Sciences*, 37, 1 (2006), 39-70. (This article was selected as a finalist for the *Decision Sciences* 2006 Best Article Award.)
- Radcliff, Tiffany A., Murray J. Côté, and R. Paul Duncan, "The Identification of High Cost Patients," *Hospital Topics*, 83, 3 (2005), 17-24.

RESEARCH (continued)

Refereed Publications (continued)

- Côté, Murray J., Donald F. Van Eynde, Jami L. DelliFraine, and Stephen L. Tucker, "Computer Skills for the Next Generation of Health Care Executive," *The Journal of Health Administration Education*, 22, 1 (2005), 29-48.
- Côté, Murray J., "A Note on 'Bed Allocation Techniques Based on Census Data'," *Socio-Economic Planning Sciences*, 39, 2 (2005), 183-192.
- Noon, Charles E., Charles T. Hankins, and Murray J. Côté, "Understanding the Role of Variation in the Delivery of Healthcare Services," *Journal of Healthcare Management*, 48, 2 (2003), 79-96.
- Johnson, Chris E., John E. Kralewski, Christy H. Lemak, Murray J. Côté, and Jared Deane, "The Adoption of Computer-Based Information Systems by Medical Groups in a Managed Care Environment," *Journal of Ambulatory Care Management*, 25, 1 (2002), 40-51.
- Côté, Murray J. and Stephen L. Tucker, "Four Methodologies to Improve Healthcare Demand Forecasting," *Healthcare Financial Management*, 55, 5 (2001), 54-58. (This article is reprinted under the same title in *Benchmarking Success: The Essential Guide for Group Practices* by Gregory Feltenberger and David Gans, Medical Group Management Association, Englewood, CO, 2008, 128-132).
- Burns, Dianna M., Murray J. Côté, and Stephen L. Tucker, "Inventory Analysis of a Pediatric Care Center," *Hospital Materiel Management Quarterly*, 22, 3 (2001), 84-90.
- Côté, Murray J. and Robert J. Vokurka, "A Case Study of Integrated Resource Management in a Health Care Facility," *Hospital Materiel Management Quarterly*, 22, 3 (2001), 1-9.
- Côté, Murray J. and C. Richard Daugherty, "Using Project Management to Improve Month-End Reporting in a Hospital," *Production & Inventory Management Journal*, 41, 4 (2000), 17-22.
- Côté, Murray J. and William E. Stein, "An Erlang-Based Stochastic Model for Patient Flow," *OMEGA: The International Journal of Management Science*, 28, 3 (2000), 347-359.
- Côté, Murray J., "Patient Flow and Resource Utilization in an Outpatient Clinic," *Socio-Economic Planning Sciences*, 33, 3 (1999), 231-245.
- Brethauer, Kurt M. and Murray J. Côté, "A Model for Planning Resource Requirements in Health Care Systems," *Decision Sciences*, 29, 1 (1998), 243-270. (This article is reprinted under the same title in *Decision Science*, eds. Ann van Ackere and Kiriakos Vlahos, Ashgate Publishing, Hampshire, UK, 1999, 147-174.)
- Brethauer, Kurt M. and Murray J. Côté, "Nonlinear Programming for Multiperiod Capacity Planning in a Manufacturing System," *European Journal of Operational Research*, 96, 1 (1996), 167-179.
- Stein, William E. and Murray J. Côté, "Scheduling Arrivals to a Queue," *Computers and Operations Research*, 21, 6 (1994), 607-614.

Other Publications

- Côté, Murray J., Tiffany A. Radcliff, Walter T. Casey, II, "States drop COVID-19 mask mandates but still expect people to mask up – will they?," *The Conversation*, March 9, 2021.
- Radcliff, Tiffany A. and Murray J. Côté, "As COVID-19 cases rise again, how will the US respond? Here's what states have learned so far," *The Conversation*, October 12, 2020.
- Côté, Murray J. and Tiffany A. Radcliff, "How the coronavirus pandemic became Florida's perfect storm," *The Conversation*, July 16, 2020.
- Côté, Murray J. and Tiffany A. Radcliff, "COVID-19 messes with Texas: What went wrong, and what other states can learn as younger people get sick," *The Conversation*, June 29, 2020.
- Côté, Murray J., "Get a Job," *Quality Progress*, October 2013, 51.
- Radcliff, Tiffany A., David R. West, Kathy James, and Murray J. Côté, "Regression and Data Envelopment Analysis Methods to Assess Medical Practice Efficiency," *Econometrics: New Research*, ed. Santiago A. Mendez and Ana Maria Vega. Nova Publishers: New York, NY, 2012, ??-??.
- Lim, Gino J., Arezou Mobasher, Laleh Kardar, and Murray J. Côté, "Nurse Scheduling," *Handbook of Healthcare System Scheduling*, ed. Randolph Hall, Springer: New York: NY, 2012, 31-64.

RESEARCH (continued)

Other Publications (continued)

- Côté, Murray J., Marlene A. Smith, David R. Eitel, and Elif Akçali, "Forecasting the Demand for Emergency Department Services," *Optimizing Emergency Department Throughput: Operations Management Solutions for Health Care Decision Makers*, ed. John M. Shiver and David R. Eitel, Productivity Press: New York, NY, 2010, 151-167.
- Gapenski, Louis J. and Murray J. Côté, "Platte River Hospital: Inventory Management," *Cases in Healthcare Finance*, 2nd edition, ed. Louis J. Gapenski, AUPHA/Health Administration Press: Chicago, IL, 2003, 201-205.
- Côté, Murray J., "Understanding Patient Flow," *Decision Line*, 31, 2 (2000), 8-10.
- Vokurka, Robert J. and Murray J. Côté, "Southwest General Hospital: A Case Study in Integrated Resource Management," *A Cross-Care Analysis of Healthcare Studies*, ed. Melody J. McCracken, APICS Educational and Research Foundation: Alexandria, VA, 1999, 97-104.

Funded Research

Principal Investigator

- "Drone Technology, Rural Communities, and Healthcare," Texas A&M Health (\$60,000 total award), August 2022 to July 2023
- "Truthiness at the Doctor's Office: How Information Asymmetry Affects Clinic Performance," Texas A&M University Triads for Transformation (\$32,000 total award), January 2021 to December 2021
- "Evaluating a Medical Screening and Referral Program for Rural Emergency Departments," National Science Foundation (\$50,000 total award), July 2013 to June 2014
- "Inpatient Staffing Optimization," Department of Veterans Affairs (\$32,575 total award), October 2009 to June 2010
- "Innovative Capacity Planning Models for Health Care Services," National Science Foundation (\$250,014 total award), September 2003 to August 2006, Elif Akçali, University of Florida, Co-principal Investigator

Investigator

- "Preventing/Managing C. diff for Nursing Home Residents, Admissions and Discharges, Agency for Healthcare Research and Quality (\$1,378,000 total award), July 2010 to July 2013, Charles D. Phillips, Principal Investigator
- "Evaluating the Impact of Mesh Type for Hernia Repair on Various Outcomes," Ethicon (\$74,000 total award), July 2009 to September 2009, Kavita V. Nair, Principal Investigator
- "Exploring Ways to Improve Efficiency in Primary Care," Agency for Healthcare Research and Quality (\$299,999 total award), July 2009 to January 2011, David R. West, Principal Investigator
- "Improving the Consistency and Effectiveness of Nursing Home Enforcement," CMS contract HHSM-500-2005-00022I, Task order 0002, Centers for Medicare and Medicaid Services (\$691,089 total award), October 2008 to October 2009, Andrew M. Kramer, Principal Investigator
- "Evaluation of the Background Check Pilot Program," Centers for Medicare and Medicaid Services (\$828,423 total award), October 2005 to December 2008, Alan White, Abt Associates, Inc., Principal Investigator
- "Understanding the Direct and Indirect Costs of Quality Measurement Data Collection and Reporting in Primary Care Practice," Agency for Healthcare Research and Quality (\$299,986 total award), September 2007 to October 2008, W. Perry Dickinson, Principal Investigator
- "Nursing Home Quality Based Purchasing Demonstration," CMS contract HHSM-500-000181, Task order #1, Centers for Medicare and Medicaid Services (\$920,207 total award), September 2006 to September 2011, Alan White, Abt Associates, Inc., Principal Investigator

RESEARCH (continued)

Investigator (continued)

- “Development of Staffing Quality Measures: Phase I Continuation,” CMS contract, #500-2005-CO001C, Centers for Medicare and Medicaid Services (\$399,686 total award), July 2006 to February 2008, Colorado Foundation for Medical Care, Principal Investigator
- “Improving Nursing Home Enforcement, Phase 2,” CMS contract, #500-00-0026, Task order #4, Centers for Medicare and Medicaid Services (\$2,348,163 total award), September 2003 to October 2007, Andrew M. Kramer, Principal Investigator
- “Early Identification of High Cost Patients,” Shands Jacksonville Medical Center (\$48,200 total award), June 2002 to November 2002, R. Paul Duncan, Principal Investigator
- “Optimal Locations for VA Traumatic Brain Injury Treatment Programs,” Department of Veterans Affairs Rehabilitation Research and Development Service (\$421,000 total award), January 2002 to December 2003, W. Bruce Vogel, Principal Investigator
- “Southwest General Hospital: A Case Study in Integrated Resource Management” American Production and Inventory Control Society, Education & Research Grant #98-6 (\$5,000 total award), August 1998, Robert J. Vokurka, Principal Investigator

Refereed Conference Proceedings

- 2010 Annual Meeting of the Decision Sciences Institute, San Diego, California, “A Multiple Severity Location-Allocation Model for the Nonprofit Healthcare Sector,” with Siddhartha S. Syam, November 2010, 1-6.
- 2004 Annual Meeting of the Decision Sciences Institute, Boston, Massachusetts, “The Impact of Variability on Healthcare Appointment Systems,” with Peter A. Salzarulo, Kurt M. Bretthauer, and Kenneth L. Schultz, November 2004, 1-6.
- 2003 Annual Meeting of the Decision Sciences Institute, Washington, D.C., “An Evaluation of Nurse to Patient Ratios and Nurse Scheduling Policies,” with P. Daniel Wright and Kurt M. Bretthauer, November 2003, 1-6.
- 2003 Annual Meeting of the Decision Sciences Institute, Washington, D.C., “An Investigation of the Operations and Procedures of a Health Care Facility,” with Peter A. Salzarulo, Kurt M. Bretthauer, and Kenneth L. Schultz, November 2003, 1-6.
- 2002 Annual Meeting of the Decision Sciences Institute, San Diego, California, “The Effect of Patient Load on Physician Service Times,” with Peter A. Salzarulo, Kurt M. Bretthauer, and Kenneth L. Schultz, November 2002, 2107-2112.
- 2002 Annual Meeting of the Decision Sciences Institute, San Diego, California, “Short-Term Workforce Management: Cross-Training, Scheduling and Allocation of Heterogeneous Nurses in a Hospital,” with Daniel Wright and Kurt M. Bretthauer, November 2002, 1672-1677.
- 2001 Annual Meeting of the Decision Sciences Institute, San Francisco, California, “Nurse Staffing -- Schedule Development and Adjustment,” with Kurt M. Bretthauer and Daniel Wright, November 2001, 133-135.
- 2001 International Business & Economics Research Conference, Reno Nevada, “Computer Skills and Knowledge Required of an HR Graduate -- So Sayeth the HR Executive” with Donald F. Van Eynde and Stephen L. Tucker, October 2001, ??-??.
- 2000 Annual Meeting of the Decision Sciences Institute, Orlando, Florida, “Multiple Server Capacity Planning Models for Health Care” with Bradley E. Anderson and Kurt M. Bretthauer, November 2000, Vol. 2, 854-856.
- 1999 Annual Meeting of the Decision Sciences Institute, New Orleans, Louisiana, “Health Care Service Operations: Resource Planning Tools and the Role of Information Technology” with Elliot Bendoly, Kurt M. Bretthauer, and Daesik Hur, November 1999, Vol. 2, 888-890.
- 1999 Annual Meeting of the Decision Sciences Institute, New Orleans, Louisiana, “Improving Month-End Reporting at a Hospital: Engineering and Reengineering with Project Management” with C. Richard Daugherty, November 1999, Vol. 3, 1274.

RESEARCH (continued)

Poster Presentations

- 1998 Annual Meeting of the Decision Sciences Institute, Las Vegas, Nevada, "A Semi-Markov Model for Patient Flow in a Family Practice Clinic" with William E. Stein, November 1998, Vol. 2, 1047-1049.
- 1997 Annual Meeting of the Decision Sciences Institute, San Diego, California, "An Erlang-Based Stochastic Model for Patient Flow," November 1997, Vol. 2, 899-901.
- 1996 Annual Meeting of the Decision Sciences Institute, Orlando, Florida, "Capacity Planning in Health Care Systems" with Kurt M. Bretthauer, November 1996, Vol. 2, 1033-1035.
- 1996 Annual Meeting of the Decision Sciences Institute (Southwest Region), San Antonio, Texas, "Simulation Analysis of an Outpatient Clinic," March 1996, 39-41.
- 1994 Annual Meeting of the Decision Sciences Institute, Honolulu, Hawaii, "A Model for Planning Staff and Bed Requirements in a Blood Bank" with Kurt M. Bretthauer, November 1994, Vol. 2, 1251-1253.
- Academy Health 2017 Annual Research Meeting, New Orleans, Louisiana, "How Medical Screening Examinations Affected Patient Flow in Rural Hospital-Based Emergency Departments," with Tiffany A. Radcliff and Yao Tian, June 2017
- National Science Foundation Design, Service and Manufacturing Grantees and Research Conference, St. Louis, Missouri, "A Network Flow Approach to Optimizing Hospital Bed Capacity Decisions," with Elif Akçalı and Chin-I Lin, July 2006
- National Science Foundation Design, Service and Manufacturing Grantees and Research Conference, Phoenix, Arizona, "Innovative Capacity Planning Models for Health Care Services," with Elif Akçalı and Kurt M. Bretthauer, January 2005
- Academy Health Annual Research Meeting, Nashville, TN, "VA Market Share and Hospitalization Incidence of Traumatic Brain Injury Patients," with Britta Neugaard, Diane Cowper, Kimberly Reid, Sam Wu, and Kristen Wing, June 2003
- Association for Health Services Research and Health Policy Annual Research Meeting, Washington, DC, "Decision Making Regarding the Adoption of Information Technology for Medical Groups," with Jared Deane, Christopher E. Johnson, John E. Kralewski, and Christy H. Lemak, June 2002
- Association for Health Services Research and Health Policy Annual Meeting, Washington, DC, "Determining Optimal Locations for VA Traumatic Brain Injury Treatment Units," with W. Bruce Vogel, Siddhartha Syam, Diane C. Cowper, Gretchen Stephens, and Barbara Bates, June 2002
- Third National Meeting of the VA Rehabilitation Research and Development Service, Arlington, Virginia, "Optimal Locations for Traumatic Brain Injury Units: A Pilot Model," with W. Bruce Vogel, Siddhartha Syam, Diane C. Cowper, Gretchen Stephens, and Barbara Bates, February 2002
- Ninth Annual United Network for Organ Sharing Transplant Management Forum, Salt Lake City, Utah, "Comparing Two Renal Preservation Methods: Traditional Slushed Ice Preservation versus Machine Pulsatile Preservation" with Marc R. Strode, April 2001

Invited Presentations

- "Curbing Myths & Flattening the Curve" in *COVID-19 Conversations Online Speaker Series* by the Texas A&M University School of Public Health, May 2020, (url: <https://www.youtube.com/watch?v=23DYdb3tRqk>)
- "A Primer on Patient Safety," Center for Optimizing Rural Health, Texas A&M University, College Station, TX, August 2019
- "A Primer on Patient Safety," for Systems Based Practice: Quality Assurance: Patient Safety, College of Medicine, Texas A&M University, College Station, TX, November 2018
- "A Primer on Healthcare Quality," CHI St. Joseph Health Partners Educational Retreat, Cedar Creek, TX, September 2018

RESEARCH (continued)

Submitted Presentations

- Fall 2021 Annual Meeting of the Institute for Operations Research and the Management Sciences, Anaheim, California, "A Mothership and Drone Routing Problem for Scheduling Diagnostic Testing Kit Deliveries," with Hyung Jin Park, Reza Mirjalili, and Gino J. Lim, October 2021
- 2019 Annual Meeting of the Association of University Programs in Health Administration, New Orleans, Louisiana, "Integrating Crisis Leadership, Planning, and Decision-Making into Curricula and Lifelong Learning," with Aram Dobalian and Tiffany A. Radcliff, June 2019
- 30th Annual Production and Operations Management Society Conference, Washington, D.C., "Assessing Cost-Effectiveness of Behavioral Health Interventions with Incomplete Participation," with Tiffany A. Radcliff, Melanie D. Whittington, Michael Daniels, and Michael G. Perri, May 2019
- International Federation of Operational Research Societies Annual Meeting, Québec City, Québec, "Identifying the Effect of Medical Screening Examinations on Rural Hospital Emergency Department Patient Flow," with Tiffany A Radcliff and Yao Tian, July 2017
- Health Systems Optimization Workshop, National Science Foundation, Chicago, Illinois, "Implementing a Medical Screening and Referral Program for Rural Emergency Departments," with Tiffany A. Radcliff and Dylan G. Dacy, September 2014
- 24th Annual Production and Operations Management Society Conference, Denver, Colorado, "Improving Environmental Services Response Time," with Zachary Robison, John Pham, and Robert Leeret, May 2013
- Fall 2011 Annual Meeting of the Institute for Operations Research and the Management Sciences, Charlotte, North Carolina, "Improving Hospital-Based Environmental Services Response Times," with Zachary Robison, October 2011
- Institute for the Operations Research and Management Sciences 2011, Montréal, Canada, "Decreasing Environmental Services Response Time," with Zachary Robison, June 2011
- Fall 2010 Annual Meeting of the Institute for Operations Research and the Management Sciences, Austin, Texas, "Staffing-based Quality Measures in Long-term Care," November 2010
- Fall 2009 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Diego, California, "Diabetes Quality Measurement Data Collection and Reporting in Primary Care Practice," with Tiffany A. Radcliff, David R. West, and W. Perry Dickinson, October 2009
- Fall 2009 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Diego, California, "Multi-Objective Nurse Scheduling Problem under the Consideration of Patient Demand and Nurse Shift Preferences," with Gino Lim and Arrezou Mobasher, October 2009
- Canadian Operational Research Society / Institute for Operations Research and the Management Sciences International Meeting, Toronto, Ontario, "A Feasibility Model for Healthcare Resource Planning: Applications and Future Research Opportunities," July 2009
- Fall 2008 Annual Meeting of the Institute for Operations Research and the Management Sciences, Washington, D.C., "Staffing Under Seasonal Variation in Demand for Neonatal Intensive Care," with Gino Lim and Sandra Sullivan, October 2008
- Fall 2008 Annual Meeting of the Institute for Operations Research and the Management Sciences, Washington, D.C., "Classifying Nursing Homes in the Presence of Incomplete and Inconsistent Data," with Allen Holder and Gino Lim, October 2008
- 34th Annual Operations Research Applied to Health Services Conference, Toronto, Ontario, "A Feasibility Model for Healthcare Resource Planning: Applications and Future Research Opportunities," July 2008
- 20th Annual Gravens Conference on the Physical and Developmental Environment of the High Risk Infant, Clearwater Beach, Florida, "Seasonal Variation in Demand for Neonatal Intensive Care: Implications for Staffing," with Gino Lim, George Magee, and Sandra S. Sullivan, January 2008
- Fall 2007 Annual Meeting of the Institute for Operations Research and the Management Sciences, Pittsburgh, Pennsylvania, "Forecasting the Demand for Emergency Department Services," with Elif Akçalı and David R. Eitel, November 2007
- Fall 2006 Annual Meeting of the Institute for Operations Research and the Management Sciences, Pittsburgh, Pennsylvania, "Optimizing Emergency Room Personnel Resources," with Elif Akçalı and Chin-I Li, November 2006

RESEARCH (continued)

Submitted Presentations (continued)

- Fall 2006 Annual Meeting of the Institute for Operations Research and the Management Sciences, Pittsburgh, Pennsylvania, "Panel Discussion: Operational Issues Facing Health Care Practitioners," with David Eitel, Sandra Sullivan, and Keith Willoughby, November 2006
- 2006 Annual Meeting of the Institute of Industrial Engineers, Orlando, Florida, "Optimizing Emergency Room Personnel Resources," with Elif Akçalı and Chin-I Li, May 2006
- Fall 2005 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Francisco, California, "A Network-Based Optimization Model for Hospital Bed Planning," with Elif Akçalı and Chin-I Li, November 2005
- Fall 2005 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Francisco, California, "Performance Analysis of Emergency Departments with Patient Class-Dependent Service Rates," with Elif Akçalı and Chin-I Li, November 2005
- Fall 2005 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Francisco, California, "A Decision Analytic Model to Identify High-Cost, Uninsured Patients," with Jami L. DelliFraine and Tiffany A. Radcliff, November 2005
- Mind Your P(atients) and Q(ueues) Operations Research Workshop, Health Quality Council, Saskatoon, Saskatchewan, "Location-Allocation Modeling for Traumatic Brain Injury Treatment Units," with Siddhartha Syam, W. Bruce Vogel, and Diane C. Cowper, February 2005
- Fall 2004 Annual Meeting of the Institute for Operations Research and the Management Sciences, Denver, Colorado, "Emergency Department Demand and Capacity Planning," with Elif Akçalı, David R. Eitel, and Chin-I Li, October 2004
- Fall 2004 Annual Meeting of the Institute for Operations Research and the Management Sciences, Denver, Colorado, "Healthcare Appointment Scheduling: Perceptions of Patient Wait, and the Impact of Limited Capacity," with Peter Salzarulo, Kurt M. Bretthauer, and Kenneth L. Schultz, October 2004
- Fall 2004 Annual Meeting of the Institute for Operations Research and the Management Sciences, Denver, Colorado, "Optimal Location-Allocation for the VA using Simulated Annealing," with Siddhartha Syam, October 2004
- Canadian Operational Research Society / Institute for Operations Research and the Management Sciences International Meeting, Banff, Alberta, "An Optimization Model for Allocating Traumatic Brain Injury Units within the VA," with W. Bruce Vogel, Siddhartha Syam, and Sam Wu, May 2004
- Canadian Operational Research Society / Institute for Operations Research and the Management Sciences International Meeting, Banff, Alberta, "Health Care Capacity Planning: Review and Future Directions," with Elif Akçalı, Kurt M. Bretthauer, and Praveen Saxena, May 2004
- 2004 Health Services Research and Development Service National Meeting, Washington, D.C., "Optimal Locations for VA Traumatic Brain Injury Treatment Units," with W. Bruce Vogel, Diane C. Cowper, Britta Neugaard, Sam Wu, and Siddhartha Syam, March 2004
- Fall 2003 Annual Meeting of the Institute for Operations Research and the Management Sciences, Atlanta, Georgia, "The Impact of Nurse-to-Patient Ratio Legislation on Nurse Staffing and Scheduling," with P. Daniel Wright and Kurt M. Bretthauer, October 2003
- Fall 2003 Annual Meeting of the Institute for Operations Research and the Management Sciences, Atlanta, Georgia, "Location Modeling of Traumatic Brain Injury Treatment Units," with Siddhartha Syam, W. Bruce Vogel, and Diane C. Cowper, October 2003
- 2003 Annual Meeting of the Association of University Radiologists, Miami, Florida, "Radiology Procedural Volumes Analyzed as a Time Series," with Chris L. Siström and A. Alexandre Trindade, April 2003
- 2003 Annual Conference of the Production and Operations Management Society, Savannah, Georgia, "Generating Requirements and Tour Assignments for Heterogeneous Employees," with P. Daniel Wright and Kurt M. Bretthauer, April 2003
- Fall 2002 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Jose, California, "Optimal Locations for Traumatic Brain Injury Treatment Units," with Siddhartha Syam, W. Bruce Vogel, and Diane C. Cowper, November 2002

RESEARCH (continued)

Submitted Presentations (continued)

- 2002 Decision Sciences Institute Workshop on Service Sector Management in the 21st Century, Bloomington, Indiana, "Optimal Locations for Traumatic Brain Injury Treatment Units," with Siddhartha Syam, W. Bruce Vogel, and Diane C. Cowper, May 2002
- 2002 Decision Sciences Institute Workshop on Service Sector Management in the 21st Century, Bloomington, Indiana, "Scheduling, Cross-Training & Allocation of Hospital Nurses," with Daniel Wright and Kurt M. Bretthauer, May 2002
- Fall 2001 Annual Meeting of the Institute for Operations Research and the Management Sciences, Miami, Florida, "An Adaptive Forecasting Model for Hospital Bed Planning," with Benito Flores, November 2001
- Fall 2000 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Antonio, Texas, "Forecasting Hourly Bed Census for Hospital Care Units," with Benito Flores, November 2000
- Fall 1999 Meeting of the Institute for Operations Research and the Management Sciences, Philadelphia, Pennsylvania, "The Patient-Care Episode and Examining Room Capacity," November 1999
- 1999 Decision Sciences Institute Workshop on the Information Technology/Operations Interface, Gainesville, Florida, "Health Care Service Operations: Resource Planning Tools and the Role of Information Technology," with Elliot Bendoly, Kurt M. Bretthauer, and Daesik Hur, February 1999
- Fall 1997 Meeting of the Institute for Operations Research and the Management Sciences, Dallas, Texas, "A Markov Process Model for Patient Flow in a Family Practice Clinic," October 1997
- Fall 1996 Meeting of the Institute for Operations Research and the Management Sciences, Atlanta, Georgia, "A Model for Planning Capacity in Health Care Systems" with Kurt M. Bretthauer, November 1996
- Fall 1995 Meeting of the Institute for Operations Research and the Management Sciences, New Orleans, Louisiana, "Resource Planning in an Outpatient Clinic," November 1995

Academic and Paper Awards

- 2007 Stan Hardy Best Paper Award, Midwest Decision Sciences Institute, "Reexamining the Nurse Scheduling Problem: Staffing Ratios and Nursing Shortages," with P. Daniel Wright and Kurt M. Bretthauer, April 2007
- Helen Yerger/L. Vann Seawell Best Article Award for 2000/2001, Healthcare Financial Management Association, "Four Methodologies to Improve Healthcare Demand Forecasting," with Stephen L. Tucker, August 2001
- Best Application Paper Award, 1999 Annual Meeting of the Decision Sciences Institute, New Orleans, Louisiana, "Health Care Service Operations: Resource Planning Tools and the Role of Information Technology," with Elliot Bendoly, Kurt M. Bretthauer, and Daesik Hur, November 1999
- Student Paper Award, 1996 Annual Meeting of the Decision Sciences Institute (Southwest Region), San Antonio, Texas, "Simulation Analysis of an Outpatient Clinic," March 1996
- Fall 1995 International Education Study Grant, International Student Services, Texas A&M University, October 1995
- 1993 Donald W. Fogarty International Student Paper Competition, American Production and Inventory Control Society, Houston Chapter, First Place, "Simple Arrival Schedules for Single Server Facilities"
- Regents' Fellowship for Graduate Study, Office of Graduate Studies, Texas A&M University, September 1991

TEACHING

Texas A&M University

Associate Professor, Department of Health Policy and Management, School of Public Health, January 2010 to present

Courses Taught

- PHPM 602 (Managerial Statistics) Survey of descriptive and inferential univariate and bivariate statistical methods and procedures
- PHPM 617 (Quality and Process Improvement) Survey of the philosophy, management, and application of quality in health care settings
- PHPM 620 (Operations Management) Overview and application of service operations management techniques for health care delivery

Doctoral Students – Chair

- Holland, Delbert W., “Simulation Technology Utilized to Measure Personal Protective Equipment Competency Levels of Certified Nursing Assistants in Nursing Homes,” Department of Health Policy and Management, May 2016
- Leroux, Todd C., “Evaluating Aspects of Healthcare Delivery in the U.S. Military: Medical Separations, Mental Health Utilization, and Primary Care Appointment Availability,” Department of Health Policy and Management, December 2015

Doctoral Students – Committee Member

- Zhang, Yichen, “Evaluation of Medical Expenditure Associated with Opioid Usage in Chronic Non-Cancer Pain,” Department of Health Policy and Management, Robert G. Ohsfeldt, chair, May 2019
- Cline, Kayla, “Hospital Surgical Volume, Surgical Case Mix, and Profitability,” Department of Health Policy and Management, Tiffany A. Radcliff, chair, May 2017
- Sadatsafavi, Hessamaldin, “An Empirical Study of the Interface Between Healthcare Facility Design and Human Resource Management,” Department of Civil Engineering, Stuart D. Anderson and John A. Walewski, co-chairs, August 2014

Undergraduate Students – Chair

- Fletcher, Douglas W., “Two Applications of Simulation in Healthcare Decision Making,” Department of Statistics, May 2019

University of Colorado Denver

Associate Professor, Division of Health Care Policy and Research, Department of Medicine, School of Medicine, April 2006 to December 2009 (Promotion awarded April 3, 2006)

Courses Taught

- BUSN 6630 (Management of Operations) Overview of deterministic optimization methods applied to operations management settings in business
- BUSN 6631 (Management of Operations – Health Section) Overview and application of service operations management techniques for health care delivery
- DSCI 6440 (Quality and Process Improvement) Survey of the philosophy, management, and application of quality in business including manufacturing and service settings

TEACHING (continued)

University of Florida

Tenure-track Assistant Professor, Department of Health Services Research, Management and Policy, College of Public Health and Health Professions, August 2000 to March 2006

Courses Taught

- HSA 6195 (Operations Management for Health Care Organizations) Overview of analytical techniques to support managerial decision-making in health care
- HSA 6196 (Health Services Operations Management) Overview of service operations management techniques for health care administration
- HSA 6198 (Information Management in Health Administration) Survey of information systems and information technology in health care administration
- HSA 6752 (Managerial Statistics for Health Service Managers) Survey of basic descriptive and inferential statistical techniques used in health care administration and health care research

Doctoral Students

Committee Member

- Cowper, Diane C., "Access, Utilization, and Provider Selection Patterns of United States Veterans," Department of Health Services Research, Management and Policy, University of Florida, R. Paul Duncan, chair, December 2005
- Sauer, Brian C., "Medication Use Performance Evaluation: A Systems Perspective," Department of Pharmacy Health Care Administration, University of Florida, Charles D. Hepler, chair, August 2004
- Townson, Cynthia A., "Predictors of Acute Care Discharge Destinations of Patients with Primary Diagnosis of Stroke: The Influence of Activities of Daily Living Skills and Behaviors," Department of Rehabilitation Counseling, University of Florida, Mary Ellen Young, chair, August 2003

Master's Students

Committee Member

- Mitchell, Julianna M., "Impact on Carpet Tile in a Hospital Patient Unit Corridor: An Observational Case Study," Department of Interior Design, University of Florida, Debra Harris, chair, May 2006

Trinity University

Tenure-track Assistant Professor, Department of Health Care Administration, Division of Behavioral and Administrative Studies, September 1996 to May 2000

Courses Taught

- HCAD 5320 and HCAI 5320 (Quantitative Methods and Information Management I) Introduction to information systems in health care, survey of basic descriptive and inferential statistical techniques, and quality control methods used in the health care environment
- HCAD 5387 (Information Systems for Health Care Administration) Introduction to the role and purpose of information systems in health care settings
- HCAD 5321 and HCAI 5321 (Quantitative Methods and Information Management II) Discussion of operations management techniques and the application and usage of information systems in health care administration

TEACHING (continued)

Texas A&M University

Graduate Teaching Assistant, Department of Business Analysis & Research, College of Business Administration and Graduate School of Business, September 1991 to August 1996

Courses Taught

BANA 303 (Statistical Methods) Introduction to basic descriptive and inferential statistical techniques used in business
BANA 305 (Intermediate Business Statistics) Inferential statistical methods and forecasting

University of Saskatchewan

Lecturer, Department of Finance & Management Science, College of Commerce, January 1989 to June 1991

Courses Taught

Quant 194 (Statistics I) Introduction to business statistics for students enrolled in the College of Commerce
Quant 295 (Statistics II) Application of inferential statistical techniques and analyses used in business
Quant 393 (Survey of Operations Research) Overview of deterministic and stochastic operations research models used in business and related areas

Teaching Awards

Excellence in Teaching Award, Master of Health Administration Program, Department of Health Services Research, Management and Policy, University of Florida, May 2006
Excellence in Teaching Award, Master of Health Administration Program, Department of Health Services Administration, University of Florida, May 2004
Outstanding Professor of the Year, Executive Program, Department of Health Care Administration, Trinity University, May 1999
Distinguished Graduate Student Award—Teaching, The Association of Former Students and the Office of Graduate Studies, Texas A&M University, April 1995
Doctoral Student Teaching Award, Department of Business Analysis & Research, Texas A&M University, April 1995
McDonald's Teaching Excellence Award, McDonald's Restaurants of Bryan/College Station, Texas A&M University Athletic Department, and the Office of Graduate Studies, Texas A&M University, March 1995
Most Effective Professor of the Year, College of Commerce, University of Saskatchewan, April 1991

Extension

Lecturer/Marker, Society of Management Accountants of Saskatchewan, September 1989 to April 1991

Courses Taught

Course Code 332 (Quantitative Methods) Quantitative methods for managerial accountants

TEACHING ENHANCEMENT PROGRAMS

Participant

Teaching Portfolio Workshop, Department of Business Analysis & Research, College of Business Administration and Graduate School of Business, Texas A&M University, October 1993

TEACHING ENHANCEMENT PROGRAMS (continued)

Participant (continued)

- Teaching Assistant Training and Evaluation Program, Office of Graduate Studies, Texas A&M University, August 1991
- Teaching Assistant Training & Development Program, College of Business Administration and Graduate School of Business, Texas A&M University, August 1991
- GSR 989 (Introduction to University Teaching), College of Graduate Studies & Research, University of Saskatchewan, January to April 1988

Invited Discussant

- 24th Annual Production and Operations Management Society Conference, Denver, Colorado, “Publishing Your Healthcare Operations Research,” with Craig Froehle, John Fowler, and Bruce Golden, May, 2013
- 2001 Annual Meeting of the Decision Sciences Institute, San Francisco, California, “Teaching Health Care Topics Across the Education Continuum,” with Janelle Heineke, Valerie Nicholson, Marion Sobol, and Sharon Schweikhart, November 2001, 1314.
- Panel Discussant, “What I Wish I Knew as a First-Time Instructor,” Teaching Assistant Training and Evaluation Program, Office of Graduate Studies, Texas A&M University, August 1994

PROFESSIONAL SERVICE AND PROFESSIONAL DEVELOPMENT

Texas A&M University

- Director, Ph.D. Program in Health Services Research, Department of Health Policy and Management, School of Public Health, Texas A&M University, October 2022 to present
- Director, Master of Health Administration Program, Department of Health Policy and Management, School of Public Health, Texas A&M University, January 2011 to December 2019

Media Interviews

- “A Fourth Wave of COVID-19 Is Brewing in the U.S. Is There Enough Time to Stop It?,” *TIME*, July 19, 2021 (url: https://time.com/6081407/covid-19-fourth-wave/?fbclid=IwAR0M4xqCB0dv6LOB5xeSiTG_h6kS6AChpE7kU1QS2XABXnB2pPJ0s3mOtXo)
- “Fully Reopening Texas ‘Definitely Riskier’ Now Than Summer or Fall, Health Experts Say,” *Fort Worth Star-Telegram*, March 3, 2021 (url: <https://www.star-telegram.com/news/coronavirus/article249644483.html>)
- “A&M Professors Analyze Texas’ Response to COVID-19,” *The Battalion*, August 8, 2020 (url: http://www.thebatt.com/news/tamu-professors-analyze-texas-response-to-covid-19/article_65587050-d123-11ea-b3e9-5bb701540669.html?utm_medium=social&utm_source=twitter&utm_campaign=user-share)
- “Why More Testing Doesn’t Explain the Rise in COVID-19 in Several New U.S. Hotspots,” *TIME*, July 2, 2020 (url: <https://time.com/5854572/covid-19-testing-florida-texas-arizona/>)
- “Coronavirus Cases Rise in Fort Worth, Yet Limits are Relaxed. How Does That Make Sense?,” *Fort Worth Star-Telegram*, May 3, 2020 (url: <https://www.star-telegram.com/news/local/fort-worth/article242431136.html>)
- “A&M COVID-19 modeling expert: “We’re still on the left side of the curve,” KBTX (CBS affiliate), April 16, 2020 (url: <https://www.kbtx.com/content/news/AM-COVID-19-modeling-expert-Were-still-on-the-left-side-of-the-curve-569712601.html>)
- “How TAMU is working to track the community spread of COVID 19,” KBTX (CBS affiliate), March 31, 2020 (url: <https://www.kbtx.com/content/news/How-TAMU-is-working-to-track-the-community-spread-of-COVID-19-569272701.html>)

PROFESSIONAL SERVICE AND PROFESSIONAL DEVELOPMENT (continued)

Service Awards

ACHE Recognition Award, American College of Healthcare Executives, SouthEast Texas Chapter, July, 2016

Officer

Member, Council of the *Health Applications Section* of the Institute for Operations Research and the Management Sciences (Office term: 01/01/2011 to 12/31/2012)
President, *Health Applications Section* of the Institute for Operations Research and the Management Sciences (Office term: 01/01/2006 to 12/31/2006)
Vice President / President Elect, *Health Applications Section* of the Institute for Operations Research and the Management Sciences (Office term: 01/01/2005 to 12/31/2005)
Secretary / Newsletter Editor, *Health Applications Section* of the Institute for Operations Research and the Management Sciences (Office term: 01/01/2003 to 12/31/2003; reappointed 01/01/2004 to 12/31/2004)

Attendee

Using Operations Research to Improve Health Care Delivery Systems, National Science Foundation and the University of Michigan, Ann Arbor, MI, September 2002
Presenting Data and Information by Edward Tufte, Austin, TX, January 2000
Introduction to Healthcare Information and Management Systems Workshop, Healthcare Information and Management Systems Society, Natick, MA, June 1999

Submissions Reviewer for Journals

BMJ Open, 2013
Computers & Industrial Engineering, 2021
Decision Sciences, 2003, 2004, 2006, 2007, 2010
Decision Sciences Journal of Innovative Education, 2021
European Journal of Operational Research, 2004, 2008, 2016, 2017
Health Care Management Science, 1997, 2003, 2004, 2005, 2006, 2007, 2008, 2010, 2011
Health Systems, 2017, 2018
Interfaces, 2001
International Journal of Emergency Management, 2006
OMEGA: The International Journal of Management Science, 2000
Operations Research, 2007, 2008
Production and Inventory Management Journal, 2001, 2002
Socio-Economic Planning Sciences, 2003

Invited Book Reviews

Review of Anderson D., D. Sweeney, and T. Williams, *Contemporary Business Statistics with Microsoft Excel*, South-Western College, Cincinnati, OH, Chapters 6, 9, and 12, July 2000
Review of Minięka E. and Z. Kurzeja, *Business Statistics*, South-Western College, Cincinnati, OH, Chapters 11-13, May 1999
Review of Levine, D., M. Berenson, and J. Pellissier, *Statistics for Managers Using Microsoft Excel*, Prentice-Hall, Englewood Cliffs, NJ, March 1996
Review of Black, K., *Business Statistics: Contemporary Decision Making*, 2nd ed., West, St. Paul, MN, Chapters 8-11, March 1996
Teaching diary of Siegel, A., *Practical Business Statistics*, 2nd ed., Irwin, Burr Ridge, IL, September to December 1994

PROFESSIONAL SERVICE AND PROFESSIONAL DEVELOPMENT (continued)

Invited Book Reviews (continued)

Review of Porter, T. and T. Riley, *Exercises in Statistics*, tutorial software for Black, K., Business Statistics: Contemporary Decision Making, West, St. Paul, MN, March 1994

Review of Schatterjee, J., M. Hancock, and J. Simonoff, *Casebook for a First Course in Statistic and Data Analysis*, John Wiley & Sons, New York, May 1994

Review of Neter, J., W. Wasserman, and G. Whitmore, *Applied Statistics*, 4th ed., Allyn & Bacon, Needham Heights, MA, Chapters 1-8, April 1991

Cluster Chair

Institute for Operations Research and the Management Sciences

Health Applications, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2005 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Francisco, California, November 2005

Program Track Chair

Decision Sciences Institute

Health Care Planning, 2001 Annual International Conference of the Decision Sciences Institute, Chihuahua, Mexico, July 2001

Session Chair

American Public Health Association

COVID-19-Related Challenges and Advances for Health Administrators, 2021 Annual Meeting of the American Public Health Association, Denver, Colorado, October 2021

Decision Sciences Institute

MS/OR in Practice II, 2000 Annual Meeting of the Decision Sciences Institute, Orlando, Florida, November 2000

Service Quality and Satisfaction, 2000 Annual Meeting of the Decision Sciences Institute, Orlando, Florida, November 2000

Interdisciplinary Business Issues, 1997 Annual Meeting of the Decision Sciences Institute, San Diego, California, November 1997

Institute for Operations Research and the Management Sciences

Successful OR Applications in Inpatient Healthcare, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, INFORMS Healthcare 2011, Montréal, Canada, June 2011

Operations Research Applications in Long-Term Care, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2010 Annual Meeting of the Institute for Operations Research and the Management Sciences, Austin, Texas, November 2010

Operations Research Applications in Long-Term Care, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2008 Annual Meeting of the Institute for Operations Research and the Management Sciences, Washington, D.C., October 2008

PROFESSIONAL SERVICE AND PROFESSIONAL DEVELOPMENT (continued)

Session Chair (continued)

Institute for Operations Research and the Management Sciences (continued)

- The Congested Emergency Department*, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2007 Annual Meeting of the Institute for Operations Research and the Management Sciences, Seattle, Washington, November 2007
- Panel Discussion: Operational Issues Facing Health Care Practitioners*, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2006 Annual Meeting of the Institute for Operations Research and the Management Sciences, Pittsburgh, Pennsylvania, November 2006
- Healthcare Resource Planning and Resource Management - 2*, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2005 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Francisco, California, November 2005
- Pierskalla Award - 1*, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2005 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Francisco, California, November 2005
- Resource Planning in Health Care*, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2004 Annual Meeting of the Institute for Operations Research and the Management Sciences, Denver, Colorado, October 2004
- OR Applications in Health Care*, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Canadian Operational Research Society / Institute for Operations Research and the Management Sciences International Meeting, Banff, Alberta, May 2004
- Identifying, Modeling, and Allocating Healthcare Resources*, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2003 Annual Meeting of the Institute for Operations Research and the Management Sciences, Atlanta, Georgia, October 2003
- Modeling Health Care Operations*, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 2000 Annual Meeting of the Institute for Operations Research and the Management Sciences, San Antonio, Texas, November 2000
- Modeling Health Care Operations*, Sponsored by the Health Applications Section of the Institute for Operations Research and the Management Sciences, Fall 1999 Meeting of the Institute for Operations Research and the Management Sciences, Philadelphia, Pennsylvania, November 1999

Production and Operations Management Society

- Patient Flow Management*, 24th Annual Production and Operations Management Society Conference, Denver, Colorado, May, 2013

Discussant

- Annual Meeting of the Decision Sciences Institute, 1994, 1995, 1997, 2000

Submissions Reviewer

- Annual International Conference of the Decision Sciences Institute, 2001
Annual Meeting of the Decision Sciences Institute, 1995, 1996, 2000, 2001
Annual Meeting of the Northeast Decision Sciences Institute, 2002

Other PROFESSIONAL SERVICE AND PROFESSIONAL DEVELOPMENT (continued)

Faculty Research Advisor, College of Commerce, University of Saskatchewan, Canadian Electrical Association, June and July 1991

Research Associate, Department of Community Health and Epidemiology, College of Medicine, University of Saskatchewan, August 1989

PROFESSIONAL MEMBERSHIPS

Senior Member, *American Society for Quality* (ASQ), 2007 to present

Member, *Institute for Operations Research and the Management Sciences* (INFORMS), 1989 to present

PERSONAL

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