

Workshop on Empirical Research in Operations Management

October 17-18, 2013

Venue:

The Wharton School, University of Pennsylvania
Jon M. Huntsman Hall
3730 Walnut St.
Philadelphia, PA 19104

[University of Pennsylvania Campus Map](#)
[Directions to Campus](#)

Hotel Information:

Courtyard by Marriott (<http://www.marriott.com/hotels/travel/phlhc-courtyard-philadelphia-downtown>) Phone #: 1-888-887-8130
Sheraton University City (<http://www.philadelphiasheraton.com>) Phone #: 1-866-484-5552
Inn at Penn (<http://www.theinnatpenn.com>) Phone #: 1-215-222-4600

The Inn at Penn and the Sheraton are within a 5 minute walk from Wharton. The Courtyard is in Center City Philadelphia – a 30 minute walk (5 minute cab ride) to Campus. There are many other hotels downtown. Please make your own hotel reservations according to your preferences and budgets.

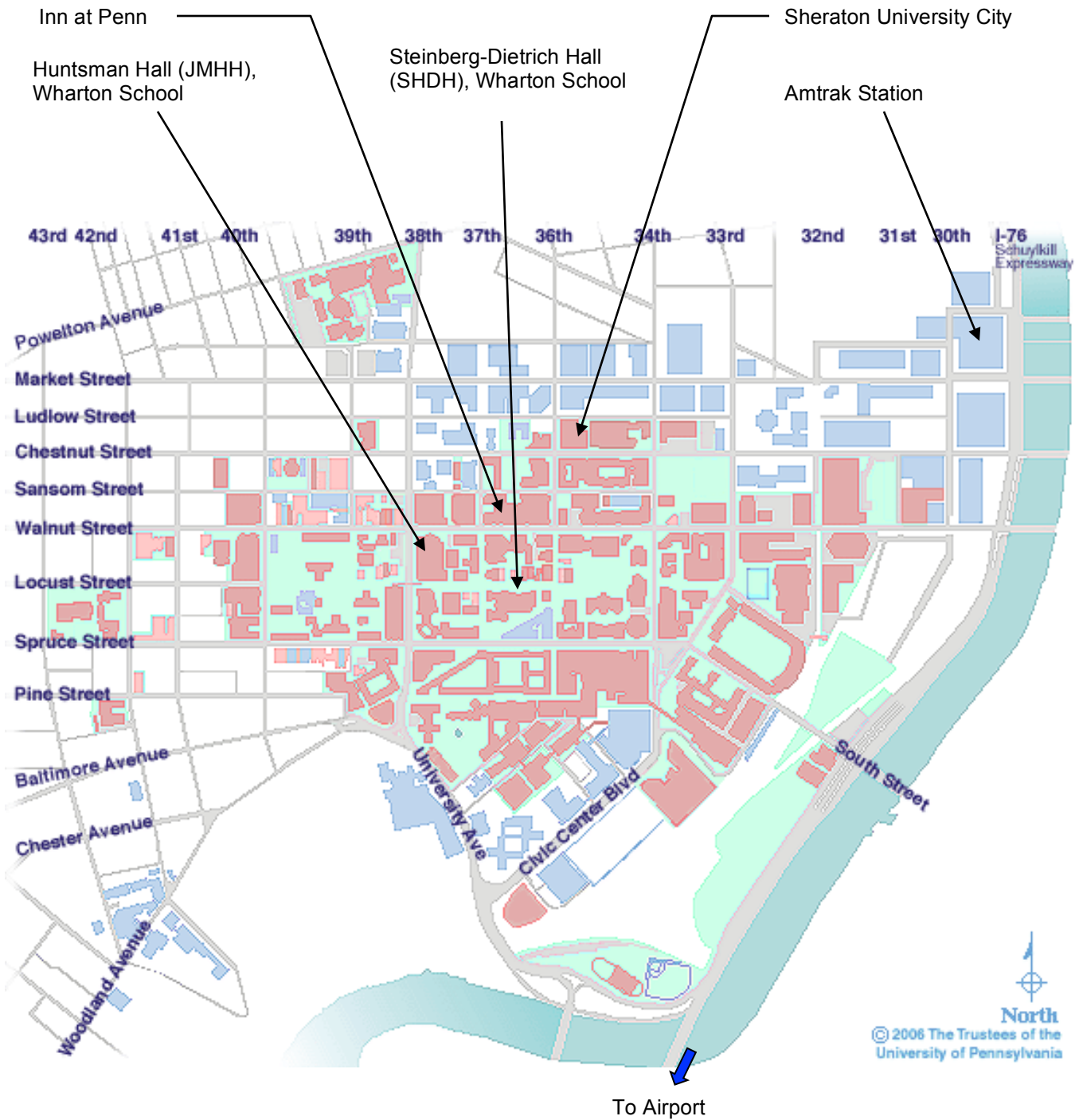
Contacts:

Kim Watford (watfordk@wharton.upenn.edu)
Vishal Gaur (vg77@cornell.edu)
Marcelo Olivares (molivares@columbia.edu)
Christian Terwiesch (terwiesch@wharton.upenn.edu)

Sponsors:

OPIM Department, The Wharton School, Univ of Pennsylvania.

Map:



Program

Each session is moderated by a discussant, whose role is to make comments on the assigned papers as well as manage discussion and questions. Each speaker will have 30 minutes to present his/her paper. Computer & projection equipment will be provided. Presenters may upload their presentation files to the computer in the classroom prior to the start of their sessions.

Thursday, October 17, 2013: JMHH370

12-1:00pm	Informal Lunch
1:00-1:15pm	Welcome and Introductions
Session I: Workload Effects in Healthcare	
1:15-1:45pm	Hailey Kim <i>ICU admission control: An Empirical Study of Capacity Allocation and Its Implication on Patient Outcomes</i>
1:45-2:15pm	Jillian Berry Jaeker <i>An Empirical Study of the Spillover Effects of Workload on Patient Length of Stay</i>
2:15-2:35pm	Discussant: TBD
2:35-3:00pm	Coffee break
Session II: Productivity in Healthcare	
3:00-3:30pm	KC Diwas <i>Does Multitasking Improve Performance? Evidence from the Emergency Department</i>
3:30-4:00pm	Hessam Bavafa <i>The Impact of Patient Portals on Physician Productivity and Patient Health</i>
4:00-4:20pm	Discussant: TBD
4:20-5:00pm	Coffee Break
Session III: Quality and Process Improvement	
5:00-5:30pm	Anita Tucker <i>Work Design Drivers of Frontline Employees' Improvement-Oriented Behaviors: A Laboratory Experiment on Medication</i>
5:30-6:00	Rachna Shah <i>Causes of Product Recall in the Automotive Industry: An Empirical Investigation</i>
6:00-6:20pm	Discussant: TBD
7.00pm: Workshop Dinner at Distrito	

Program (continued)

Friday, October 18, 2013: JMHH260

7:30-8:30am	Breakfast
Session IV: Information in Supply Chains	
8:30-9:00am	Robert Bray <i>Estimating Supply Chain Integration with Demand Signal Processing</i>
9:00-9:30am	Ruomeng Cui <i>Information Sharing in Supply Chains: An Empirical and Theoretical Valuation</i>
9:30-9:50am	Discussant: TBD
9:50-10:30am	Coffee Break
Session V: Supply Chain Performance	
10:30-11:00am	Vishal Gaur <i>Do High- and Low-Inventory Turnover Retailers Respond Differently to Demand Shocks?</i>
11:00-11:30am	Michael Toffel <i>What Shapes the Gatekeepers? Evidence from Global Supply Chain Auditors</i>
11:30-11:50am	Discussant: TBD
11:50pm-1pm	Conference closing / lunch / meeting time