Workshop on Empirical Research in Operations Management
September 30- October 1, 2021

Venue:
Zoom

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Sponsors:
OID Department, The Wharton School, University of Pennsylvania.
## Program

**Thursday, September 30, 2021**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>11:00 – 11:10 am</td>
<td>Welcome and Review of Program</td>
</tr>
<tr>
<td>Moderator: Anita Tucker</td>
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</tbody>
</table>
| 11:10 – 11:40 am | **Mirko Kremer**  
*Mismanaging Diagnostic Accuracy under Congestion* |
| 11:40 – 12:10 | **Yiwen Shen**  
*The Impact of Surgeon Daily Workload and its Implications for Operating Room Scheduling* |
| 12:10 – 12:30 pm | Break                                                        |

**Session 1: Workload in Healthcare**

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<tr>
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**Session 2: Risk Management**

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<th>Time</th>
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| 12:30 – 1:00 pm | **Nikolay Osadchiy**  
*Have Supply Networks Become More Fragmented Over Time?* |
| 1:00 – 1:30 pm | **Kashish Arora**  
*A Data-Driven Model of a Firm's Operations with Application to Cash Flow Forecasting* |
| 1:30 – 2:15 pm | Break                                                        |

**Session 3: Retail Marketplaces**

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<th>Time</th>
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<th>Title and Abstract</th>
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</table>
| 2:15 – 2:45 pm | **Dayton Steele**  
*Intertemporal Pricing with Resellers: An Empirical Study of Product Drops* |
| 2:45 – 3:15 pm | **Wenchang Zhang**  
*Marketplace Expansion via Marquee Seller Adoption: Externalities and Quality Implications* |
| 3:15 – 3:30 pm | Break                                                        |

**Session 4: Nudging user’s behavior**

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<tr>
<th>Time</th>
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| 3:30 – 4:00 pm | **Joy Liu**  
*Nudging Patient Choice by Messaging* |
| 4:00 – 4:30 pm | **Qiuping Yu**  
*Delay Information in Virtual Queues: A Large-Scale Field Experiment on a Major Ride-Sharing Platform* |
| 4:30 pm       | Closing Remarks                               |                                                                                     |
Program (continued)

Friday, October 1, 2021

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

12:10 – 12:30 pm Break

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

2:00 – 2:45 pm Break

<table>
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<tr>
<th>Time</th>
<th>Session 7: Employee Turnover and Performance Measurement</th>
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| 2:45 – 3:15 pm   | **Alon Bergman**  
*“I Quit”: The Role of Schedule Volatility on Employee Turnover* |
| 3:15 – 3:45 pm   | **Jong Myeong Lim**  
*Searching for the Best Yardstick* |

3:45 pm Conference closing
List of Papers

**Session 1. Workload in Healthcare**
1. M. Kremer, F. de Vericourt. *Mismanaging Diagnostic Accuracy under Congestion*

**Session 2. Risk Management**

**Session 3. Retail Marketplaces**

**Session 4. Nudging User's behavior**
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**

**Session 6. Worker productivity**
11. RJ Niewoehner, B. Staats. *Focusing Provider Attention: An Empirical Examination of Incentives and Feedback in Flu Vaccinations*

**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*