

September, 2019

# Diwas Singh KC

Information Systems and Operations Management  
Goizueta Business School, Emory University  
1300 Clifton Road  
Atlanta, GA 30322

diwas.kc@emory.edu  
(404) 727 1424 (T)  
(404) 727 2053 (F)  
<http://www.bus.emory.edu/diwas>

---

## EDUCATION

**THE WHARTON SCHOOL, UNIVERSITY OF PENNSYLVANIA**, Philadelphia, PA 2008  
Doctor of Philosophy in Managerial Sciences and Applied Economics

**STANFORD UNIVERSITY**, Palo Alto, CA 2003  
Master of Science in Management Science and Engineering

**BROWN UNIVERSITY**, Providence, RI 1999  
Bachelor of Science in Electrical Engineering, *magna cum laude*

## ACADEMIC EMPLOYMENT

**GOIZUETA BUSINESS SCHOOL, EMORY UNIVERSITY**, Atlanta, GA

Associate Professor of Information Systems and Operations Management (with tenure) 2014 – present  
Caldwell Research Fellow 2017 – 2019  
Assistant Professor of Information Systems and Operations Management 2008-2014

## AWARDS AND HONORS

- Finalist for INFORMS *Service Science* Best Paper Award (2019)
- Outstanding Senior Editor, *Production and Operations Management* (2019)
- Finalist for POMS Most Influential Service Operations Paper Award (2019)
- Caldwell Research Fellowship (2018, 2017)
- *Management Science* Meritorious Service Award (2018, 2016, 2013)
- Finalist, *Manufacturing and Service Operations Management* Best Paper Award (2016, 2015)
- *Manufacturing and Service Operations Management* Meritorious Service Award (2016)
- Goizueta Business School Research Award (2018, 2017, 2015, 2013, 2011, 2009)
- *Management Science* Distinguished Service Award (2014, 2011)
- Finalist, *Production and Operations Management* Healthcare Paper Competition (2013, 2011)
- Emory Medical Care Foundation Research Grant (2012)
- Emory University Research Committee (URC) Award (2009)
- Finalist, *Manufacturing and Service Operations Management* Student Paper Competition (2008)
- National Science Foundation IGERT Doctoral Fellowship (2003-2007)
- Penn Lauder Center for International Business Education and Research Grant for Dissertation Research (2007)
- Paul R Dupee, Jr. National Scholar, Tau Beta Pi, Sigma Xi, Brown University (1999)

## RESEARCH INTERESTS

Productivity, Quality, Capacity Management, Learning, Technology Adoption, Health Care Operations, Health Care Policy, Data Analytics

## PUBLISHED PAPERS

1. KC, Diwas. 2019. "Heuristic Thinking in Patient Care" *Management Science*, forthcoming
  - Finalist for INFORMS *Service Science* Best Paper Award
2. KC, Diwas, Brad Staats, Maryam Kouchaki, and Francesca Gino. 2018. "Task selection and workload: A focus on completing easy tasks hurts long-term performance" *Management Science*, forthcoming
3. Kim, TI and Diwas KC. 2018. "The Impact of Hospital Advertising on Patient Demand and Health Outcomes" *Marketing Science*, forthcoming
4. Batt, Bob, Diwas KC, Brad Stats, and Brian Patterson. 2019 "The Effect of Discrete Work Shifts on a Nonterminating Service System" *Production and Operations Management*, **28** (6), 1528 - 1544
5. KC, Diwas, Christian Terwiesch and Stefan Scholtes. 2019. "Empirical Research in Healthcare Operations: Past Research, Present Understanding, and Future Opportunities" *Manufacturing & Service Operations Management*, forthcoming
6. Staats, Brad, KC, Diwas, and Francesca Gino. 2018. "Maintaining Beliefs in the Face of Negative News: The Moderating Role of Experience" *Management Science* **64**(2), 804-824
7. Ward, M., KC, D. S., Jenkins, C., Liu, D., Padaki, A., and J. M. Pines 2018 "Emergency department provider and facility variation in opioid prescriptions for discharged patients" *American Journal of Emergency Medicine*
8. KC, Diwas and Christian Terwiesch. 2017 "Benefits of Surgical Smoothing and Spare Capacity: An Econometric Analysis of Patient Flow" *Production and Operations Management* **26**(9) 1663-1684
  - Finalist for *POMS* Most Influential Service Operations Paper Award
9. Osadchiy, Nikolay and Diwas KC. 2017. "Are Patients Patient? The Role of Time to Appointment on Patient Flow" *Production and Operations Management* **26**(3) 469-490
  - Finalist for *POMS* Best Paper Award in Healthcare
10. KC, Diwas. 2014. "Does Multi-Tasking Improve Performance? Evidence from the Emergency Department" *Manufacturing & Service Operations Management* **16**(2) 168-183
  - Finalist, *M&SOM* journal best paper award
  - Finalist for the *POMS* best paper award in Healthcare
  - Lead Article
11. KC, Diwas, Brad Staats and Francesca Gino. 2013. "Learning from My Success and from Others' Failure: Evidence from Minimally Invasive Cardiac Surgery" *Management Science* **59**(11) 2435-2449
12. KC, Diwas and Brad Staats. 2012. "Accumulating a Portfolio of Experience: The Effect of Focal and Related Tasks on Surgeon Performance" *Manufacturing & Service Operations Management* **14** (4) 618-633.

13. KC, Diwas and Christian Terwiesch. 2011. "The Effect of Focus on Performance: Evidence from California Hospitals," *Management Science* **57**(11) 1897-1912
  - Lead Article
14. KC, Diwas and Christian Terwiesch. 2011. "An Econometric Analysis of Patient Flows in the Cardiac Intensive Care Unit," *Manufacturing & Service Operations Management*. **14**(1) 50-65
  - Honorable mention in the *M&SOM* paper competition. An extended abstract of this paper was published in *M&SOM*. **11**(1) 185-188.
  - Finalist, *M&SOM* journal best paper award
15. Terwiesch, Christian, Kahn, Jeremy and Diwas KC. 2011. "Working with Capacity Limitations: Operations Management in Critical Care" *Critical Care* **15**:308
16. KC, Diwas and Christian Terwiesch. 2009. "Impact of Work Load on Service Time and Patient Safety: An Econometric Analysis of Hospital Operations," *Management Science*. **55**(9) 1486-1498

#### **BOOK OR MONOGRAPH**

17. KC, Diwas. Worker Productivity in Operations Management. 2019. (*Foundations and Trends in Technology, Information, and Operations Management*, submitted)
  - Monograph on History and Future of Workforce Productivity

#### **CHAPTER IN BOOK**

18. KC, Diwas. 2018. "Econometric Methods in Healthcare Operations" Handbook of Healthcare Analytics: Theoretical Minimum for Conducting 21st Century Research on Healthcare Operations

#### **PAPERS UNDER REVIEW**

19. Kim, TI and Diwas KC. 2018. "Direct-to-Consumer Advertising on Public Health Outcomes: Can Viagra Advertising Make More Babies?" *Journal of Marketing Research*, invitation for 4<sup>th</sup> round *minor* review
  - Selected for *Summer Institute in Competitive Strategy* Conference
20. KC, Diwas and Sokol Tushe. 2018. "The Effects of Multi-Siting on Productivity and Quality" *Manufacturing & Service Operations Management*, invitation for 3<sup>rd</sup> round review
21. KC, Diwas, Kim, TI, and Jiayi Liu. 2019. "Medicaid Expansion and Opioid Treatment at Rehab Facilities" (in submission)
22. KC, Diwas and Kunpeng Zhang. 2019. "Aggregate Scoring in the ICU" (under review at *Management Science*)
23. KC, Diwas and TI Kim. 2019. "Impact of Universal Healthcare on Patient Choice" (under review at *Manufacturing & Service Operations Management*)
24. KC, Diwas, Kim, TI, Liu, Jiayi, and Jesse Pines. 2018. "State-Mandated Prescription Drug Monitoring Programs and Heroin Use" (in submission)
25. KC, Diwas. 2018. "Tinkering and Learning in the Sharing Economy" (in submission to *Management Science*)

## **RESEARCH IN PROGRESS**

1. Liu, Jiayi, and Diwas KC. 2019. “Nudging Patient Choice: Evidence from a Field Experiment”
2. Zhang, Kunpeng and Diwas KC. 2019. “Matching Patients to Providers: Evidence from a Field Experiment”
3. KC, Diwas, Sriram Venkataraman, and TI Kim. 2019. “Hospital Services Demand under Universal Healthcare”
4. Zhang, Kunpeng and Diwas KC. 2019. “Incentivizing Providers”
5. KC, Diwas. 2019. “Developing an Adaptive Service System”
6. KC, Diwas. 2019. “Workload Unpacked: Decoupling Individual Worker and System Level Effects”

## **KEYNOTE SPEECHES**

2020 Canadian Healthcare Optimization Conference, Toronto (scheduled)

## **INVITED SEMINARS**

- 2019 University of Southern California  
UNC Chapel-Hill Operations Conference  
University of Illinois at Urbana Champaign Healthcare Workshop
- 2018 University of Maryland Smith School of Business  
Emory University Rollins School of Public Health  
University of Oxford Business School
- 2017 Wharton Empirical Operations Workshop  
UT Austin McCombs School of Business  
Utah Winter Conference  
Vanderbilt Owen School of Business  
University of Florida Warrington College of Business Healthcare Workshop  
UNC Chapel-Hill Conference on Aging
- 2015 Georgia Tech Scheller College of Management  
Arizona State University
- 2014 Tuck School of Business at Dartmouth  
Boston University School of Business  
H. Milton Stewart School of Industrial and Systems Engineering, Georgia Tech  
University of South Carolina Moore School of Business  
Simon School of Business, University of Rochester

- 2013 Harvard Business School  
Owen School of Management, Vanderbilt University  
Workshop on Empirical Research in Operations Management, Wharton School  
Emory University School of Medicine
- 2012 Anderson School of Management, UCLA  
Carlson School of Management, University of Minnesota  
Emory University School of Medicine  
Kenan-Flagler Business School, UNC Chapel Hill  
Kellogg School of Management Operations Workshop, Northwestern University
- 2011 H. Milton Stewart School of Industrial and Systems Engineering, Georgia Tech  
Alberta School of Business, University of Alberta
- 2010 Tuck School of Business at Dartmouth  
Krannert School of Management, Purdue University  
Kenan-Flagler Business School, UNC Chapel Hill  
London Business School  
Emory University Rollins School of Public Health
- 2008 Stanford Graduate School of Business  
Ross School of Business, University of Michigan  
Goizueta Business School, Emory University  
INSEAD  
Fisher School of Business, Ohio State University  
Wisconsin School of Business, University of Wisconsin  
Carroll School of Management, Boston College
- 2007 The Wharton School (Healthcare Systems Department), University of Pennsylvania  
Workshop on Empirical Research in Operations Management, Wharton School, University of Pennsylvania

## **INVITED CONFERENCE/WORKSHOP PRESENTATIONS**

- Nudging Patient Choice: Evidence from a Field Experiment  
INFORMS Annual Meeting, Seattle, WA (October 2019)
- Effects of Multi-Siting on Productivity and Quality  
INFORMS Annual Meeting, Seattle, WA (October 2019)
- Benefits of Surgical Smoothing and Spare Capacity: An Econometric Analysis of Patient Flow  
POMS 2019 Conference in Washington, DC (May 2019)
- Heuristic Thinking in Patient Care  
INFORMS Annual Meeting, Seattle, WA (October 2019)  
INFORMS Annual Meeting, Phoenix, AZ (November 2018)
- Impact of Universal Healthcare on Patient Choice  
INFORMS Annual Meeting, Phoenix, AZ (November 2018)
- Are Patients Patient? The Role of Time to Appointment on Patient Flow  
INFORMS Annual Meeting, Nashville, TN (November 2016)
- The Effect of Universal Healthcare on Emergency Department Visits  
INFORMS Annual Meeting, Nashville, TN (November 2016)

Testing my Patience: Does Wait Affect Patient Behavior?  
INFORMS Annual Meeting, San Francisco, CA (November 2014)

Impact of Waiting Time on Patient Throughput: An Econometric Analysis of Outpatient Clinics  
POMS Annual Meeting, Atlanta, GA (April 2014)  
INFORMS Annual Meeting, Minneapolis, MN (October 2013)  
M&SOM Annual Conference, Fontainebleau, France (July 2013)

An Empirical Study of Demand Variation, Flexibility, and Demand Smoothing  
M&SOM Annual Conference, Fontainebleau, France (July 2013)

Empirical Methods in Healthcare Operations  
NSF Working Group on Data-Driven methods in Healthcare (December 2012)

Discussant: Empirical HealthCare Operations  
Wharton Empirical Operations Workshop, PA (September 2012)

Does the Insurance Mandate Free You to Choose?  
INFORMS Annual Meeting, Phoenix, AZ (October 2012)

Matching Supply with Demand in an Outpatient Clinic  
INFORMS Annual Meeting, Phoenix, AZ (October 2012)  
M&SOM Annual Conference, New York, NY (June 2012)  
POMS Annual Meeting, Chicago, IL (April 2012)

Impact of Universal Healthcare on Patient Choice  
INFORMS Annual Meeting, Charlotte, NC (November 2011)

Adoption of Innovation in Cardiac Surgery  
INFORMS Annual Meeting, Charlotte, NC (November 2011)  
POMS Annual Meeting, Reno, NV (May 2011)

Does Multi-Tasking Make You More Productive  
INFORMS Annual Meeting, Phoenix, AZ (October 2012)  
POMS Annual Meeting, Chicago, IL (April 2012)  
INFORMS Annual Meeting, Charlotte, NC (November 2011)  
M&SOM Conference, Ann Arbor, MI (June, 2011)  
POMS Annual Meeting, Reno, NV (May 2011)

The Impact of Universal Coverage on Hospital Operations: Evidence from Massachusetts  
INFORMS Annual Meeting, Austin, TX (November 2010)  
POMS Annual Meeting, Vancouver, Canada (May 2010)

The Effect of Focus on Performance: Evidence from California Hospitals  
INFORMS Annual Meeting, San Diego, CA (October 2009)

Competing with the Focused Factory: Evidence from California Hospitals  
INFORMS Annual Meeting, Washington, DC (October 2008)

An Econometric Analysis of Patient Flows in the Cardiac ICU  
Harvard Business School Doctoral Reading Workshop, MA (March, 2011)  
INFORMS Annual Meeting, Washington, DC (October 2008)  
INFORMS Annual Meeting, Seattle, WA (November 2007)

The Impact of Work Load on Productivity: An Econometric Study of Healthcare Services  
POMS Annual Meeting, Dallas, TX (May 2007)  
INFORMS Annual Meeting, Pittsburgh, PA (November 2006)

Capacity Investment under Competition: Evidence from U.S. Hospitals  
INFORMS Annual Meeting, San Francisco, CA (November 2005)

## TEACHING EXPERIENCE

### Goizueta Business School, Emory University, Atlanta, GA

Health Care Operations and Technology Management (Executive MBA)	(2014-present)
Management Science with Spreadsheets (MBA Elective)	(2012-present)
Advanced Topics in Operations (PhD)	(2018-present)
Health Care Operations and Technology Management (MBA Elective)	(2011- 2014)
Process and Systems Management (BBA Core)	(2009 - 2010)

## PROFESSIONAL EXPERIENCE

Oracle Corporation, Redwood Shores, CA	08/99 – 08/03
<i>Software Engineering Project Leader, Enterprise Resource Planning Division</i>	
Teradyne Inc., Boston, MA	5/98 – 09/98
<i>ASIC Design Engineer</i>	

## PROFESSIONAL ACTIVITIES

Membership: Institute for Operations Research and Management Sciences (INFORMS), Manufacturing and Service Operations Management Society (M&SOM), Production and Operations Management Society (POMS)

- Associate Editor *Manufacturing & Service Operations Management*
- Senior Editor *Production and Operations Management*
- Guest Associate Editor *Management Science*
- Reviewer for *Management Science, Operations Research, Manufacturing & Service Operations Management, Production and Operations Management, Journal of Operations Management.*
- Session Chair, INFORMS Annual Conference (2011 – 2017)
- Coordinator for POMS Doctoral Consortium, POMS Seattle (2017)
- Session Chair, Production and Operations Management Annual Conference (2009, 2010)
- Referee for M&SOM Conference (2012 – 2018)
- M&SOM Student Paper Competition Award Committee (2012 – 2018)
- Referee for POMS Healthcare Paper Competition Award (2013 – 2018)
- Dantzig Dissertation Award Committee (2012, 2013)
- Judge on Pierskalla Paper Competition on Healthcare Operations (2009, 2018)
- Healthcare Advisory Board, Goizueta Business School, Emory University (2012 – 2016)
- Research Committee, Goizueta Business School, Emory University (2009-2012, 2014)
- BBA Program Committee, Goizueta Business School, Emory University (2012 – 2014)
- Area Hightower Seminar Series Organizer (2010- 2017)
- Healthcare Search Committee (2017-2018)
- Launched Operations Management PhD program at Emory University (2017)
- Area Doctoral Program Coordinator (2017 – present)