

\*\*\*\*\* SAVE THE DATE \*\*\*\*\*

Sunday, May 21, 2023: 1:00 – 7:30pm

# SYNAPSE:

## Applied Healthcare Operations Management & Research Conference

Sunday, May 21, 2023: 1:00 – 7:30pm  
at

Hyatt Regency, Orlando, FL  
Production & Operations Management  
Society Conference Hotel

Organized By  
College of Healthcare Operations  
Management (CHOM)

[www.poms.org](http://www.poms.org)



BOSTON COLLEGE  
CARROLL SCHOOL OF MANAGEMENT

Boston University School of Public Health

RUTGERS  
Business School  
Newark and New Brunswick

LEHIGH  
UNIVERSITY | College of  
Business

JOHNS HOPKINS  
CAREY BUSINESS SCHOOL



### CONFERENCE OBJECTIVES

This mini-conference connects healthcare researchers and practitioners to actively discuss **ways to build and advance our healthcare operations management community**. This helps all of us develop innovative, practical and sustainable solutions that improve the operations of healthcare organizations. The conference provides a venue for discussion between those working and researching healthcare delivery issues to share what works, what doesn't and why, and which areas need greater attention. The conference is meant to complement the POMS annual meeting (May 21-26, 2023) as it gives participants a chance to learn from practitioners and researchers and allows time for brainstorming new research ideas and approaches to improving the effectiveness of healthcare systems.

### PANEL DISCUSSION: RESEARCH AND EDUCATIONAL PROGRAMS

The panel discussion will focus on research and educational programs in collaboration with healthcare systems. Programs discussed will include undergraduate, masters, and doctoral programs.



**Wiljeana Glover**, Stephen C. and Carmella R. Kletjian Foundation Distinguished Professor of Global Healthcare Entrepreneurship, Associate Professor of Operations Management, and Founding Faculty Director of the KMH Center for Health Innovation and Entrepreneurship at Babson College



**Craig Froehle**, Professor of Operations, Business Analytics and Information Systems in the Carl H. Lindner College of Business and Faculty in the Department of Emergency Medicine in the College of Medicine at the University of Cincinnati



**Xin (David) Ding**, Assistant Professor of Supply Chain Management and Academic Director for the Healthcare Analytics and Intelligence master program at Rutgers Business School



**Vikram Tiwari**, Associate Professor of Management in the Owen Graduate School of Management at Vanderbilt University, Associate Professor of Anesthesiology and Biomedical Informatics in the School of Medicine, and Director of Surgical Business Analytics at the Vanderbilt University Medical Center

### RESEARCH IN THE ROUGH

The session is designed to provide researchers with constructive feedback on their research projects that are in progress, ranging from early stage conceptualization to later stage manuscript preparation. During the session, each selected applicant will summarize the main ideas of the project including what they are looking for out of the discussion (feedback on next steps, a collaborator, etc.). Examples of applicants could include (but are not limited to) a doctoral student asking for external feedback on their dissertation or a faculty member seeking a collaborator on a new idea.

### College of Healthcare Operations (of POMS) – Conference Organizers

President: E. David Zepeda ([dzepeda@bu.edu](mailto:dzepeda@bu.edu)); Secretary: David Rea ([dar421@lehigh.edu](mailto:dar421@lehigh.edu)); VP Outreach: Wiljeana Glover ([wjglover@babson.edu](mailto:wjglover@babson.edu))  
VP Meetings: Nan Liu ([nan.liu@bc.edu](mailto:nan.liu@bc.edu)); VP Awards: Tinglong Dai ([dai@jhu.edu](mailto:dai@jhu.edu)); Assistant VP Awards: David Ding ([xding@business.rutgers.edu](mailto:xding@business.rutgers.edu))

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### RESEARCH IN PRACTICE PRESENTATION

Presentation of research projects that address practical operational issues in healthcare, have significant practitioner involvement, generate new knowledge or methods for addressing current and important healthcare problems, and improve practice in healthcare organizations.

#### Patient-Centered Appointment Scheduling: Incorporating Patient Preferences and Resource Availabilities

Presented by Chenhao Zhou  
Rutgers Business School

### CLOSING KEYNOTE PRESENTATION



**Ed Jimenez, MBA** was selected as the President & CEO of University Hospital in January of 2023. UH is an academic medical center located in Newark, NJ and is the principal affiliate of the Rutgers New Jersey Medical School. Prior to University Hospital, Mr. Jimenez was the CEO for the University of Florida Health located in north central Florida. Throughout his career, Ed worked at St. Joseph's Healthcare System in Paterson, NJ, University Hospital in Newark, NJ, when it was part of UMDNJ, Memorial Sloan Kettering Cancer Center in New York, The Valley Health system in Ridge-wood, NJ, and Wayne General Hospital in Wayne, NJ. Ed has faculty appointments at Rutgers Business School, Johns Hopkins University School of Public Health and The University of Florida, College of Public Health and Health Professions. Mr. Jimenez received his Bachelor's degree from Brandeis University, located just outside of Boston and received his Master's in Business Administration from Baruch College in New York.

### SCHEDULE OF ACTIVITIES

CHOM Mini-conference Schedule 2023			
Start	End	Duration	Activity
12:00 PM	1:00 PM	1:00	Registration
1:00 PM	1:10 PM	0:10	Welcome and Introductions
1:10 PM	2:30 PM	1:20	Panel: Research and Educational Programs
2:30 PM	2:45 PM	0:15	Break I
2:45 PM	3:45 PM	1:00	Research in the Rough Presentations
3:45 PM	4:15 PM	0:30	Research in Practice Presentation
4:15 PM	4:30 PM	0:15	Break II
4:30 PM	5:30 PM	1:00	Keynote: Ed Jimenez, MBA – President & CEO of University Hospital, Newark
5:30 PM	5:50 PM	0:20	CHOM Best Paper Competition Summary
5:50 PM	6:00 PM	0:10	Closing Remarks and Survey
6:00 PM	7:30 PM	1:30	Joint Networking Event / Evening Social with other Colleges - hours d'oeuvres & drinks

### MORE INFORMATION COMING SOON

The detailed agenda including registration information will be available soon. Please contact the College of Healthcare Operations (of POMS) Conference Organizers for questions regarding the Synapse conference.

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