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# Diwas Singh KC

Information Systems and Operations Management  
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## 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 APPOINTMENTS

**GOIZEUTA BUSINESS SCHOOL, EMORY UNIVERSITY**, Atlanta, GA  
Professor of Information Systems and Operations Management 2020 – present  
Goizueta Foundation Term Professor 2021 – 2024  
Caldwell Research Fellow 2017 – 2019  
Associate Professor Information System and Operations Management 2014 – 2019  
Assistant Professor of Information Systems and Operations Management 2008 – 2014

**INSEAD**  
Visiting Professor of Technology and Operations Management 2022 – 2023

## EDITORIAL SERVICE

- **Department Editor** *Journal of Operations Management* 2024 - present
- **Deputy Editor** *Service Science* 2024 – present
- **Senior Editor** *Production and Operations Management* 2017 – present
- **Associate Editor** *Manufacturing & Service Operations Management* 2017 – present
- Reviewer / Guest Associate Editor *Management Science, Operations Research, Manufacturing & Service Operations Management, Production and Operations Management, Journal of Operations Management.*

## AWARDS AND HONORS

- Industrial Studies Association Babbage Best Industrial Innovation Policy Paper (2024)
- Honorable Mention, POMS Supply Chain Management Best Paper (2023)
- Runner-up for Wally Hopp Best Healthcare Paper Award (2023)
- 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 Graduate Fellowship**, IGERT (2003-2007)
- Penn Lauder Center for International Business Education and Research Grant for Dissertation Research (2007)

## RESEARCH INTERESTS

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

## PUBLISHED PAPERS

1. Tushe, Sokol, KC, Diwas, Ding, Hao, and Howa Yeung. 2024. "Multi-channel Healthcare: Impact of Telemedicine Adoption on Patient Flow" *Manufacturing and Service Operations Management*, forthcoming
2. Gurlek, Ragip, KC, Diwas and Paolo Letizia. 2024. "Store Closures and Online Shopping: Evidence from a Natural Experiment" *Manufacturing and Service Operations Management* forthcoming
  - Honorable Mention, Supply Chain Management Best Student Paper
3. Ding, Hao, KC, Diwas Singh, Lee, Donald, and Sokol Tushe. 2024 "Valuing Nursing Productivity in Emergency Departments" *Manufacturing and Service Operations Management* forthcoming
4. KC, Diwas and Jiayi Liu. 2023. "Nudging Patient Choice: Evidence from a Field Experiment" *Operations Research* April, 2023
5. George, P.E., Diwas, K.C., Greenleaf, M., Shah, J., Lam, W.A. and Hawkins, C.M., 2023. Bridging the Divide: Unintended Consequences of the Shift to Home-based Telemedicine. *The Journal of Pediatrics*, p.113719.
6. Fundora, Michael, Liu, Jiayi, KC, Diwas, and Christina Calamaro. 2023. The Association of Bedside Nurse Staffing on Patient Outcomes and Throughput in a Pediatric Cardiac Intensive Care Unit. *Journal of Pediatric Intensive Care*. May 2023
7. RJ Niewoehner, Brad Staats, and Diwas KC. 2022. "Physician Discretion and Patient Pick-up: How Familiarity Encourages Multitasking in the Emergency Department" *Operations Research* 2023 71(3), 958-978.
8. KC, Diwas, Kim, TI and Liu, Jiayi. 2022. "Electronic Prescription Monitoring and the Opioid Epidemic" *Production and Operations Management* 31(11), pp.4057-4074.

9. KC, Diwas and TI Kim. 2022. "Impact of Universal Healthcare on Patient Choice and Quality of Care" *Production and Operations Management* 31(5), pp.2167-2184.
10. Fundora, Michael, Jiayi Liu, Calamaro, Christina, Mahle, William and Diwas KC. 2021. "Staff Scheduling and Workload on Outcomes in the Pediatric Cardiac Intensive Care Unit" *Pediatric Critical Care Medicine* (Aug 1;22(8):683-691)
11. KC, Diwas and Sokol Tushe. 2021. "The Effects of Multi-Siting on Productivity and Quality" *Manufacturing & Service Operations Management*, 23(4) July–August 2021 pp 745-1004
12. KC, Diwas. 2020. "Heuristic Thinking in Patient Care" *Management Science*, 66 (6), 2545-2563
  - Finalist for INFORMS *Service Science* Best Paper Award
13. Kim, TI and Diwas KC. 2020. "The Impact of Hospital Advertising on Patient Demand and Health Outcomes" *Marketing Science*, 39 (3), 612-635
14. KC, Diwas, B Staats, M Kouchaki, and F Gino. 2020. "Task selection and workload: A focus on completing easy tasks hurts long-term performance" *Management Science*, 66(10) pp 4359-4919
15. Kim, TI and Diwas KC. 2020. "Direct-to-Consumer Advertising on Public Health Outcomes: Can Viagra Advertising Make More Babies?" *Journal of Marketing Research*, 57(4)
  - *Summer Institute in Competitive Strategy* Conference Selection
16. KC, Diwas, Christian Terwiesch and Stefan Scholtes. 2020. "Empirical Research in Healthcare Operations: Past Research, Present Understanding, and Future Opportunities" *Manufacturing & Service Operations Management*, 22 (1), 73-83
17. 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
  - Runner-Up, Wally Hopp Best Healthcare Paper
18. Staats, B, KC, Diwas, and F Gino. 2018. "Maintaining Beliefs in the Face of Negative News: The Moderating Role of Experience" *Management Science* 64(2), 804-824
19. 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*, 37 (5), 851-858
20. 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
21. 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
22. 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
23. KC, Diwas, B Staats and F Gino. 2013. “Learning from My Success and from Others’ Failure: Evidence from Minimally Invasive Cardiac Surgery” *Management Science* **59**(11) 2435-2449
  24. 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.
  25. KC, Diwas and Christian Terwiesch. 2011. “The Effect of Focus on Performance: Evidence from California Hospitals,” *Management Science* **57**(11) 1897-1912
    - Lead Article
  26. 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
  27. Terwiesch, Christian, Kahn, Jeremy and Diwas KC. 2011. “Working with Capacity Limitations: Operations Management in Critical Care” *Critical Care* **15**:308
  28. 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

29. KC, Diwas. Worker Productivity in Operations Management. 2020. (*Foundations and Trends in Technology, Information, and Operations Management*) Vol. 13: No. 3, pp 151-249
  - Monograph on History and Future of Workforce Productivity

## CHAPTER IN BOOK

30. KC, Diwas. 2018. “Econometric Methods in Healthcare Operations” *Handbook of Healthcare Analytics: Theoretical Minimum for Conducting 21st Century Research on Healthcare Operations*. Tayur, S and Dai, T, Eds., pp.381-402

## PAPERS UNDER REVIEW

1. Ucel, Canberk and Diwas KC. 2024. “The Value of Advice: Evidence from Thousands of Smallholder Farms in the Philippines” (under review)
  - Winner, Babbage Best Industrial Innovation Policy Paper
2. Liu, Blair, KC, Diwas, Staats, Brad, and Michael Fundora. 2025. “Operational Overload: The Impact of Workload on High-Skilled Workforce Attrition” (under review)
3. KC, Diwas. 2020. “Tinkering and Learning in the Sharing Economy” (under revision)

4. KC, Diwas, Liu, Blair, and Brad Staats. 2023. “Discretionary Tasks under Operating and Peer Pressures” (in submission)

## **RESEARCH IN PROGRESS**

1. Liu, Jiayi and Diwas KC. 2024. “Waiting Lists and Kidney Transplantation”
2. Gurlek, Ragip, Letizia, Paolo, and Diwas KC. 2024. “Omni Channel Sales for Luxury Goods”
3. Liu, Blair, Staats, Brad, Fundora, Michael, and Diwas KC. 2025. “Impact of Nursing Staff Attrition on Operational Outcomes”
4. Gurlek, Ragip and Diwas KC. 2024. “AI Assistant in Healthcare Delivery”
5. Yixuan Wang, Diwas KC, and Michael Fundora. 2025. “Biometric Sensor enabled Capacity Management”
6. Yixuan Wang, Diwas KC. 2025. “Impact of Diversity Policies on Workforce Attrition”
7. Abhishek Deshmane and Diwas KC 2025. “Perception of AI-Generated Art”

## **INVITED SEMINARS**

- 2025 Indiana University  
University of Illinois at Urbana Champaign  
Georgetown McDonough Business School
- 2024 SMU Cox School of Business  
Virginia Tech
- 2023 INSEAD  
Singapore Management University  
Rutgers Business School  
University of Texas at Dallas  
University of Miami Business School  
National University of Singapore
- 2022 McGill University Desautels Faculty of Management  
University of British Columbia Sauder School of Business
- 2021 Johns Hopkins University Carey Business School  
Rutgers Business School Supply Chain Management Workshop  
UNL Business School
- 2020 University of Tennessee Business School
- 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

## INVITED CONFERENCE/WORKSHOP PRESENTATIONS

- Healthcare Analytics: Past, Present, Future (*Keynote Speaker*)  
National University of Singapore Analytics for X Conference (September 2022)
- Multi-channel Healthcare: Impact of Telemedicine Adoption  
INFORMS Annual Conference, Seattle (October 2024)
- Impact of Telemedicine on Patient Flow  
INFORMS Healthcare Conference, Toronto (July 2023)
- 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**

Prescriptive Analytics (MSBA)	(2024-present)
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)
Advanced Decision Analytics (BBA Elective)	(2024-present)
Health Care Operations and Technology Management (MBA Elective)	(2011- 2014)
Process and Systems Management (BBA Core)	(2009 - 2010)

## Doctoral Student Advising

Ragip Gurlek (ongoing, primary advisor)  
 Yixuan Wang (ongoing)  
 Blaire Liu (Dissertation Committee Member UNC Chapel-Hill)  
 RJ Niewoehner (2022 Dissertation Committee Member UNC Chapel-Hill) Initial Placement: Indiana University  
 Jiayi Liu (2022, primary advisor) Initial Placement: Virginia Tech  
 Sokol Tushe (2022, primary advisor) Initial Placement: Boston Consulting Group

## PROFESSIONAL EXPERIENCE

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



## **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)

## **SERVICE TO FIELD**

- Editorial Review Board (*M&SOM, POMS, JOM, Service Science*)
- Session Chair, INFORMS Annual Conference (2011 – 2024)
- Co-Chair, Healthcare SIG, M&SOM Annual Conference (2020)
- Referee for M&SOM Conference (2012 – 2019)
- M&SOM Student Paper Competition Award Committee (2012 – 2019)
- Referee for POMS Healthcare Paper Competition Award (2013 – 2019)
- Coordinator for POMS Doctoral Consortium, POMS Seattle (2017)
- Dantzig Dissertation Award Committee (2012, 2013)
- Judge on Pierskalla Paper Competition on Healthcare Operations (2009, 2018)
- MSOM Service Management SIG Best Paper Award Committee (2017, 2018, 2019)
- Session Chair, Production and Operations Management Annual Conference (2009, 2010)

## **SERVICE TO EMORY UNIVERSITY AND GOIZUETA BUSINESS SCHOOL**

- Promotion and Tenure Committee, Goizueta Business School, Emory University (2022 – present)
- Promotion Committee (Practice Track), Goizueta Business School, Emory University (2023 – present)
- Search Committee, Chair Health Policy and Management Department, Rollins School of Public Health, Emory University (2023)
- Journal List Review Committee, Goizueta Business School, Emory University (Spring 2024)
- Area Doctoral Program Coordinator – Operations Management (2017 – present)
- Launched Operations Management PhD program at Emory University (2017)
- Healthcare Search Committee (2017-2018)
- Area Hightower Seminar Series Organizer (2010- 2017)
- 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)