

Michael Freeman

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ACADEMIC POSITIONS

2017- Assistant Professor of Technology and Operations Management – INSEAD, Singapore.

EDUCATION

- 2017 Ph.D. in Management Studies – Judge Business School, University of Cambridge.
Thesis topic area: Empirical health care operations management.
Committee: Stefan Scholtes (chair) and Nicos Savva (external, London Business School).
- 2011 MPhil in Management Science and Operations, with Distinction – Judge Business School, University of Cambridge.
- 2010 MMORSE (Combined BSc and MSc in Mathematics, Operations Research, Statistics, and Economics), with First-Class Honors – Department of Statistics, University of Warwick.

RESEARCH INTERESTS

Healthcare operations; Service management; Empirical operations.

RESEARCH OUTPUT

Refereed Journal Articles

- [1] “Gatekeepers at Work: An Empirical Analysis of a Maternity Unit.” *Management Science*, 63(10):3147–3167, 2017. (with N. Savva and S. Scholtes.)
– Finalist, 2014 William Pierskalla Award.
- [2] “Is Seniority of Emergency Physician Associated with the Weekend Mortality Effect? An Exploratory Analysis of Electronic Health Records in the UK.” Accepted at *Emergency Medicine Journal*. (with L. Han, J. Fine, S. Robinson, A. Boyle, & S. Scholtes.)
- [3] “Economies of Scale and Scope in Hospitals: An Empirical Study of Volume Spillovers.” Accepted at *Management Science*. (with N. Savva and S. Scholtes.)
– First Prize, 2016 MSOM Student Paper Competition.

Papers Under Revision / Working Papers

- [4] “Gatekeeping Under Congestion: An Empirical Study of Referral Decisions in the Emergency Department.” Invited R&R (Major) to *Management Science*. (with S. Robinson and S. Scholtes.)
- [5] “Scheduling of Primary Care Follow-up and Risk of Long-Term Opioid Use.” Submitted. (with K. Bobroske, L. Huan, A. Cattrell, & S. Scholtes.)
- [6] “Optimal Sizing of Bone Marrow Registries and Cord Blood Banks: A Joint Modeling Approach.” Working paper. (with S. Natarajan, H. Groenevelt, and S. Hasija.)

Research in Progress

- [7] “The Impact of Third-Party Food-Delivery Platforms on Traditional Restaurant Demand.” (with V. Karamshetty and S. Hasija.)
- [8] “The Balance Between Face-To-Face and Phone Consultations in Primary Care and Its Effect on Hospital Demand: A Longitudinal Observational Study”. (with H. Kajaria and S. Scholtes.)

Other – Published Abstracts from Competition Winners

- [9] “Gatekeepers at Work: An Empirical Analysis of a Maternity Unit.” 2017. *Manufacturing & Service Operations Management* 19(2), 328–330 (with N. Savva and S. Scholtes)

Other – Refereed Conference Proceedings

- [10] “Gatekeeping Under Congestion: An Empirical Study of Referral Decisions in the Emergency Department.” 2017 (with S. Robinson and S. Scholtes). *Proceedings of MSOM*, University of North Carolina, NC.
- [11] “Economies of Scale and Scope in Hospitals: An Empirical Study of Volume Spillovers.” 2016 (with N. Savva and S. Scholtes). *Proceedings of Wharton Workshop for Empirical Research in Operations Management*, Wharton, PA.
- [12] “Gatekeepers at Work: An Empirical Analysis of a Maternity Unit.” 2013 (with N. Savva and S. Scholtes). *Proceedings of MSOM*, INSEAD, France.

INVITED TALKS

- 2018 Singapore Management University (Singapore); NTU Nanyang Business School (Singapore); NUS Business School (Singapore).
- 2017 UCLA Anderson School of Management (Los Angeles, CA); UNC Kenan Flagler Business School (Chapel Hill, NC); JHU Carey Business School (Baltimore, MD); INSEAD (Fontainebleau, France); IU Kelley School of Business (Bloomington, IN); Kellogg School of Management, Northwestern University (Evanston, IL); UBC Sauder School of Business (Vancouver, Canada); Emory University’s Goizueta Business School (Atlanta, GA).
- 2016 MIT Sloan School of Management (Cambridge, MA); UVA Darden School of Business (Charlottesville, VA).

CONFERENCE & WORKSHOP PRESENTATIONS**Primary Care Follow-up and Long-Term Opioid Use**

- 2019 MSOM Conference (Singapore); POMS-HK International (Hong Kong).

Gatekeeping Under Congestion

- 2018 INFORMS Annual Meeting (Phoenix, AZ); POMS-HK International (Hong Kong).
- 2017 INFORMS Annual Meeting (Houston, TX); INFORMS Healthcare (Rotterdam, Netherlands); MSOM Healthcare SIG (Chapel Hill, NC).

Economies of Scale and Scope in Hospitals

- 2016 INFORMS Annual Meeting (Nashville, TN); Wharton Workshop for Empirical Research in Operations Management (Philadelphia, PA); London Business School Doctoral Conference (London, UK).
- 2015 INFORMS Annual Meeting (Philadelphia, PA).

Gatekeepers at Work

- 2014 INFORMS Annual Meeting (San Francisco, CA).
- 2013 Cambridge Judge Business School Doctoral Conference (Cambridge, UK).
- 2012 INFORMS Annual Meeting (Phoenix, AZ); Cambridge Judge Business School Doctoral Conference, (Cambridge, UK).

TEACHING**INSEAD**

- 2017– Process and Operations Management – MBA core, instructor.
- 2018 Research Topics in TOM – PhD, co-instructor.

London Business School

- 2015–17 Data Analytics for Management – EMBA (Dubai) core, teaching assistant (with V. Kostami).
- 2014–16 Data, Models, and Decisions – MBA core, teaching assistant (with V. Kostami and N. Savva).

Cambridge Judge Business School

- 2012-13 Econometrics I & II – MA core, co-instructor (with P. Kattuman).
- 2012 Uncertainty and Real Options – MA elective, teaching assistant (with Y.S. Lee).
- 2011-12 Econometrics I & II – MA core, teaching assistant (with P. Kattuman).

Department of Statistics, University of Warwick

- 2009 Statistical Computing – BA elective, teaching assistant (with D. Firth).
- 2007 First Years' Mathematics Workshops – BA elective, instructor.

AWARDS, HONORS, AND SCHOLARSHIPS**Cambridge Judge Business School**

- 2016 First Prize, 2016 MSOM Student Paper Competition.
- 2016 Director's Research Award, Cambridge Judge Business School.
- 2016 Lyondell Basell Research Scholarship, Cambridge Centre for Health Leadership.
- 2015 Economic and Social Research Council Student Internship Award.
- 2014 William Pierskalla Award Finalist, INFORMS Health Application Society.
- 2014 Teaching and Learning Innovation Grant, Cambridge Centre for Teaching and Learning.
- 2011–16 Economic and Social Research Council Doctoral Scholarship, University of Cambridge.

Others

- 2009 Thomas Bayes Prize for "outstanding examination performance," University of Warwick.
- 2006 Valedictorian, International School of Stavanger, Norway.

PROFESSIONAL ACTIVITIES AND AFFILIATIONS**Judging Service for Competitions**

Seth Bonder Scholarship for Applied Operations Research in Health Services, 2019; MSOM Student Best Paper Competition, 2018.

Refereeing Service for Journals

Management Science (2018 Distinguished Service Award); Manufacturing & Service Operations Management (2018 Meritorious Service Award); Production and Operations Management (2019 Outstanding Reviewer Award - 1 of 9 recipients).

Refereeing Service for Conferences

MSOM Healthcare SIG, 2016 & 2019.

Chairing of Tracks/Clusters in International Conferences

Co-Chair (Empirical Operations Management Track, MSOM Conference, 2019).

Organization of Sessions in International Conferences

Session Chair (MSOM Healthcare SIG Cluster, INFORMS Healthcare, 2019).

Session Chair (Healthcare Economics Cluster, INFORMS Healthcare, 2019).

Session Chair (MSOM Healthcare Track, INFORMS Annual Meeting, 2018).

Other Professional Activities

Invited Discussant (MSOM Healthcare SIG, 2019).

Professional Memberships

Manufacturing and Service Operations Management Society (M&SOM); Institute for Operations Research and Management Sciences (INFORMS); Health Applications Society (HAS).

INSTITUTIONAL SERVICE**PhD Committees**

- Current Varun Karamshetty, INSEAD, committee member.
- Current Sundara Natarajan, INSEAD, committee member.
- Current Dmitry Sumkin, INSEAD, committee member.
- Current Vivek Choudhary, INSEAD, committee member.
- Current Katherine Bobroske, Cambridge Judge Business School, committee member.
- Current Harshita Kajaria, Cambridge Judge Business School, committee member.
- 2018 Saša Zorc, INSEAD, committee member (first position: Darden, UVA).

Others

- 2013– Technical advisor, MBA Global Consulting Projects, Cambridge Judge Business School.
- 2014 President, Robinson College Graduate Society.
- 2013 Co-organizer, Cambridge Judge Business School Doctoral Conference.
- 2013 Vice-president, Robinson College Graduate Society.
- 2011–13 Econometrics advisor, Cambridge Empirical Lab, Cambridge Judge Business School.

CONSULTING EXPERIENCE

- 2012–17 **Cambridge University Hospitals NHS Foundation Trust**, Cambridge, UK.
Honorary appointment, with six months spent on-site from April to September 2016.
- 2012– **Various Health Sector Collaborations**, UK.
Collaborated with health care organizations such as Papworth Hospital, Dr Foster Intelligence, the UnitingCare Partnership, the Cambridgeshire and Peterborough CCG, and the Healthcare Financial Management Association.

- 2015 **Office for National Statistics**, Newport, UK.
Six-month placement in the health productivity branch of the UK government's national statistics agency.
- 2011 **Tesco PLC**, London, UK.
The development and testing of a new ordering system for seasonal products.