

Michael Freeman

INSEAD, 1 Ayer Rajah Avenue, Singapore 138676.

☎ +65-6799-5435 | ✉ michael.freeman@insead.edu | 🌐 michael-freeman.net

ACADEMIC POSITIONS

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

OTHER POSITIONS

2019– Research Fellow – Cambridge Centre for Health Leadership & Enterprise, University of Cambridge, UK.

EDUCATION

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

RESEARCH INTERESTS

Healthcare operations; Healthcare design and delivery; 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 Nicos Savva and Stefan Scholtes.)
doi: [10.1287/mnsc.2016.2512](https://doi.org/10.1287/mnsc.2016.2512)
– 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.” *Emergency Medicine Journal*, 36:708–715, 2019. (with Larry Han, Jason Fine, Susan Robinson, Adrian Boyle, and Stefan Scholtes.) doi: [10.1136/emered-2018-208114](https://doi.org/10.1136/emered-2018-208114)
– Commentary by Dr. Katherine Henderson, President of Royal College of Emergency Medicine, London, UK. doi: [10.1136/emered-2019-209179](https://doi.org/10.1136/emered-2019-209179)
- [3] “Economies of Scale and Scope in Hospitals: An Empirical Study of Volume Spillovers.” *Management Science*, Published Online, 2020. (with Nicos Savva and Stefan Scholtes.)
doi: [10.1287/mnsc.2019.3572](https://doi.org/10.1287/mnsc.2019.3572)
– First Prize, 2016 MSOM Student Paper Competition.
- [4] “Gatekeeping, Fast and Slow: An Empirical Study of Referral Decisions in the Emergency Department.” *Management Science*, Published Online, 2020. (with Susan Robinson and Stefan Scholtes.) doi: [10.1287/mnsc.2020.3711](https://doi.org/10.1287/mnsc.2020.3711)
– Former title: ‘Gatekeeping Under Congestion: An Empirical Study of Referral Decisions in the Emergency Department’

Articles Submitted to Refereed Journals

- [5] “Curbing the Opioid Epidemic at its Root: The Effect of Provider Discordance after Opioid Initiation.” INSEAD Working Paper No. 2020/30/TOM. Minor revision at *Management Science*. (with Katherine Bobroske, Anita Cattrell, Lawrence Huan, and Stefan Scholtes.) SSRN: <http://ssrn.com/abstract=3629032>
- [6] “An Unintended Consequence of Platform Dependence: Empirical Evidence from Food-Delivery Platforms.” Under 1st round of review at *Management Science*. (with Sameer Hasija and Varun Karamshetty.) SSRN: <http://ssrn.com/abstract=3667539>
- [7] “Be the Match: Optimizing Capacity Allocation for Allogeneic Stem Cell Transplantation.” Under 1st round of review at *Manufacturing & Service Operations Management*. (with Harry Groenevelt, Sameer Hasija, and Sundara Natarajan Panchanatham.) SSRN: <http://ssrn.com/abstract=3688980>
- [8] “Explaining the Erosion of Relational Care Continuity: An Empirical Study of Primary Care in the UK.” Under 1st round of review at *Management Science*. (with Harshita Kajaria-Montag.) SSRN: <http://ssrn.com/abstract=3699385>

Working Papers

- [9] “The Impact of AI Diagnostic Technology on Patient Decision Making”. In preparation for submission to *Operations Research*. (with Jiatao Ding and Sameer Hasija.)

Research in Progress

- [10] “Continuity of Care: The Effect on Primary Care Operations”. (with Harshita Kajaria-Montag and Stefan Scholtes.)

Published Abstracts from Competition Winners

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

Refereed Conference Proceedings

“Gatekeeping Under Congestion: An Empirical Study of Referral Decisions in the Emergency Department.” *Proceedings of MSOM*, University of North Carolina, NC. 2017.

“Economies of Scale and Scope in Hospitals: An Empirical Study of Volume Spillovers.” *Proceedings of Wharton Workshop for Empirical Research in Operations Management*, Wharton, PA. 2016.

“Gatekeepers at Work: An Empirical Analysis of a Maternity Unit.” *Proceedings of MSOM*, INSEAD, France. 2013.

Research Briefs

“A closer look at the weekend effect.” 2020. INSEAD Knowledge.
URL: knowledge.insead.edu/operations/a-closer-look-at-the-weekend-effect-14176

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

Curbing the Opioid Epidemic at its Root

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

Gatekeeping, Fast and Slow

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

2020– Empirical Methods in Technology and Operations Management – Ph.D.

2020– Identifying New Business Models – MBA elective.

2019– Executive Education:

– Customised Programmes: Sumitomo Chemical.

2018 Research Topics in TOM (1 session) – Ph.D.

2017– Process and Operations Management – MBA core.

– Winner of Best Teaching Award (MBA Class of 20J).

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.

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

Seth Bonder Scholarship for Applied Operations Research in Health Services (2019 & 2020); MSOM Student Best Paper Competition (2018, 2020).

Refereeing Service for Conferences

MSOM Service Management SIG (2020); MSOM Healthcare SIG (2016, 2019 & 2020).

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); Health Care Management Science.

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**INSEAD Administration**

2020- TOM Area Seminar Series Organiser (with S.Y. Chun).

2020 Research Workstream Organiser, 2020 Faculty Retreat (with L. Huang and H. Greve).

2019 Travel Policy Focus Group.

Ph.D. Programme

(NB: Symbols designate role as follows: *Advised; †Collaborated with; ‡Committee member.)

Past Doctoral Students:

2020 Katherine Bobroske[†], Cambridge Judge Business School. (1st position: Haven Healthcare).

2020 Varun Karamshetty^{†‡}, INSEAD (1st position: Clemson University).

2020 Vivek Choudhary[‡], INSEAD (1st position: NTU, Singapore).

2018 Saša Zorc[‡], INSEAD (1st position: Darden, UVA).

Current Doctoral Students:

Jiatao Ding^{*†‡}, INSEAD.
 Sundar Panchanatham^{†‡}, INSEAD.
 Dmitry Sumkin[‡], INSEAD.
 Harshita Kajaria^{*†}, Cambridge Judge Business School.

Ph.D. Qualifier Committee:

Sundar Panchanatham; Jiatao Ding.

Ph.D. Summer Paper Committee:

Sundar Panchanatham; Jiatao Ding; Ece Guliz Gulserliler.

MBA Program

2017– Mentored numerous (>10) independent study projects (ISPs).

Others (Pre-INSEAD)

2014 President, Robinson College Graduate Society.
 2013 Technical advisor, MBA Global Consulting Projects, Cambridge Judge Business School.
 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.

AWARDS, HONORS, AND SCHOLARSHIPS**Paper Competitions**

2016 First Prize, 2016 MSOM Student Paper Competition.
 2014 William Pierskalla Award Finalist, INFORMS Health Application Society.

Teaching Recognition

2020 Winner of Best Core Course Teaching Award, MBA Class of 20J
 2020 Dean's Commendation for Excellence in MBA Teaching

Cambridge Judge Business School

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 Teaching and Learning Innovation Grant, Cambridge Centre for Teaching and Learning.
 2011–16 Economic and Social Research Council Doctoral Scholarship, University of Cambridge.

OTHER EXPERIENCE

2012–17 **Cambridge University Hospitals NHS Foundation Trust**, Cambridge, UK.
 Honorary appointment, with six months spent on-site from April to September 2016.
 2012–17 **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.