YICHUAN DING

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1001 Sherbrooke St W **Tel.** (604) 970-7280
Montreal, H3A 1G5, QC, Canada **Email:** daniel.ding@mcgill.ca
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EDUCATION

Stanford University, Stanford, CA, USA
Ph.D. in Management Science & Engineering, Sep. 2007 – June 2012

University of Waterloo, Waterloo, ON, Canada
M.S. in Combinatorics & Optimization, Sep. 2005 – Apr. 2007

Zhejiang University, Hangzhou, China
B.S. in Mathematics & Applied Mathematics, Sep. 2001 – June 2005

PROFESSIONAL EXPERIENCE

Desautels Faculty of Management, McGill University
Desautels Faculty Scholar, Associate Professor with Tenure May 2022 – Present
Assistant Professor August 2019 – May 2022

Sauder School of Business, University of British Columbia
Assistant Professor July 2012 – June 2019

IBM Research, T.J. Watson Center, Yorktown Heights, NY
Research Intern June 2010 – Sep. 2010

RESEARCH INTERESTS

- Methodology: Optimization, Queueing, Econometrics
- Applications: health care and other public sectors, including allocation and matching of scarce resources (organs, public housings), emergency room, border-crossing, appointment scheduling

ACCEPTED JOURNAL ARTICLES

Student co-authors are indicated with an asterisk mark (*); while medical co-authors are indicated with a caret (^).

Ding, Yichuan, Diwakar Gupta, and Xiaoxu Tang* (2022). "Early Reservation for Follow-up Appointments in a Slotted Service Queue", accepted, *Operations Research*.

Zhou, Shenghai*, Yichuan Ding, Tim Huh, and Guohua Wan. "Constant Job-Allowance Policies for Appointment Scheduling: Asymptotic Optimality and Numerical Analysis", *Production and Operation Management,* 30, no. 7 (2021): 2211-2231.

Ding, Yichuan, Thomas McCormick, and Mahesh Nagarajan. "A Fluid Model for One-Sided Bipartite Matching Queues with Match-Dependent Rewards", *Operations Research*, 69, no. 4 (2021): 1256-1281.

Ata, Baris, Yichuan Ding, and Stefanos Zenios. "An achievable-region-based approach for kidney allocation policy design with endogenous patient choice." *Manufacturing & Service Operations Management* 23, no. 1 (2021): 36-54.

Fergusson, Nicholas A.^, Steve Ahkioon^, Mahesh Nagarajan, Eric Park, Yichuan Ding, Najib Ayas^, Vinay K. Dhingra^, Dean R. Chittock^, and Donald EG Griesdale^. "Association of intensive care unit occupancy during admission and inpatient mortality: a retrospective cohort study." *Canadian Journal of Anesthesia/Journal Canadien d'Anesthésie* 67:2 (2020): 213-224.

Zhang, Jacques X.^, Melissa Wan^, Yichuan Ding, Yiwen Jin*, Mahesh Nagarajan, Douglas J. Courtemanche^, Julie Bedford^, and Jugpal S. Arneja^. "Do Microsurgical Outcomes Differ Based on Which Specialty Does the Operation? A NSQIP Analysis." *Plastic and Reconstructive Surgery Global Open* 8, no. 4 (2020): e2769.

Wan, Melissa^, Jacques X. Zhang^, Yichuan Ding, Yiwen Jin*, Julie Bedford^, Mahesh Nagarajan, Marija Bucevska^, Douglas J. Courtemanche^, and Jugpal S. Arneja^. "High-Risk Plastic Surgery: An Analysis of 108,303 Cases From the American College of Surgeons National Surgical Quality Improvement Program (ACS NSQIP)." *Plastic Surgery* 28, no. 1 (2020): 57-66.

Wang, Yuren*, Yichuan Ding, Eric Park*, and Garth Hunte^. "Do financial incentives change length-of-stay performance in emergency departments? A retrospective study of the pay-for-performance program in metro Vancouver." *Academic Emergency Medicine* 26, no. 8 (2019): 856-866.

Ding, Yichuan, Eric Park*, Mahesh Nagarajan, and Eric Grafstein^. "Patient prioritization in emergency department triage systems: An empirical study of the Canadian triage and acuity scale (CTAS)." *Manufacturing & Service Operations Management* 21, no. 4 (2019): 723-741.

Ding, Yichuan, Dongdong Ge, Simai He, and Christopher Thomas Ryan. "A nonasymptotic approach to analyzing kidney exchange graphs." *Operations Research* 66, no. 4 (2018): 918-935.

Yu, Mengqiao*, Yichuan Ding, Robin Lindsey, and Cong Shi. "A data-driven approach to manpower planning at US–Canada border crossings." *Transportation Research Part A: Policy and Practice* 91 (2016): 34-47.

Lowsky, David J., Yichuan Ding, Donald KK Lee, Charles E. McCulloch, Lainie F. Ross^, J. Richard Thistlethwaite^, and Stefanos A. Zenios. "AK-nearest neighbors survival probability prediction method." *Statistics in medicine* 32, no. 12 (2013): 2062-2069.

Agrawal, Shipra, Yichuan Ding, Amin Saberi, and Yinyu Ye. "Price of correlations in stochastic optimization." *Operations Research* 60, no. 1 (2012): 150-162.

Ding, Yichuan, Dongdong Ge, and Henry Wolkowicz. "On equivalence of semidefinite relaxations for quadratic matrix programming." *Mathematics of Operations Research* 36, no. 1 (2011): 88-104.

Ding, Yichuan, Nathan Krislock, Jiawei Qian, and Henry Wolkowicz. "Sensor network localization, Euclidean distance matrix completions, and graph realization." *Optimization and Engineering* 11, no. 1 (2010): 45-66.

Ding, Yichuan, and Henry Wolkowicz. "A low-dimensional semidefinite relaxation for the quadratic assignment problem." *Mathematics of Operations Research* 34, no. 4 (2009): 1008-1022.

ARTICLES SUBMITTED FOR PUBLICATION

Ding, Yichuan, Mahesh Nagarajan, and Zhe Zhang (2021). "Parallel Queues with Choice-Driven Arrivals: Empirical Evidences and Asymptotic Analysis", major revision, *Operations Research*.

WORKING PAPERS

Yiwen Jin*, Yichuan Ding, Steven Shechter, Jugpal S. Arneja^, "Does Delay Stimulate Speedup? Evidence from Operating Rooms".

Duan, Yige*, Yiwen Jin*, Yichuan Ding, Mahesh Nagarajan, and Garth Hunte^ (2021). "The Cost of Task Switching: Evidence from Emergency Departments".

Ding, Yichuan, Daniel Granot, and Weihua Zhang (2021), "Portability Maximization for Public Housing: A Centralized Approach", working paper.

Ding, Yichuan, Yiwen Jin*, and Garth Hunte^ (2021), "When Are the Doctors Most Needed? A Risk-Adaptive Physician Shift Scheduling in Emergency Departments", working paper.

Chen, Xinyun, Jim Dai, Yichuan Ding, Pengyi Shi, and Linger Sun (2021), "Joint Appointment and Reentry Scheduling: Mitigating Onsite Overcrowding in Outpatient Services", working paper.

Ding, Yichuan, Nancy Humber^, and Barbara Lai^ (2018). "Do Patients from Rural Areas Get Proper Referral for Surgical Care?", working paper.

Ding, Yichuan, Preveena Dharmaraj^, Sean Hardy^, Sarah McAnally^, Zhen Liu*, and Garth Hunte^ (2018). "A Combined Use of NEWS and CTAS in Predicting Admission Likelihood in Emergency Departments", working paper.

ACCEPTED CONFERENCE PAPERS

Pan, Yihan, Zhenghang Xu, Jin Guang, Jingjing Sun, Chengwenjian Wang, Xuanming Zhang, Xinyun Chen, Jim Dai, Yichuan Ding, Pengyi Shi, Hongxin Pan, Kai Yang, and Song Wu (2021), "A high-fidelity, machine-learning enhanced queueing network simulation model for hospital ultrasound operations", accepted by *Proceedings of the Winter Simulation Conference* 2021.

Ding, Yichuan, Dongdong Ge, Simai He, and Chris Ryan (2015). "A non-asymptotic approach to analyzing kidney exchange graphs." *Proceedings of The 16th ACM conference on Economics and Computation (EC).*

Agrawal, Shipra, Yichuan Ding, Amin Saberi, and Yinyu Ye (2009). "Correlation robust stochastic optimization." *Proceedings of the Twenty-First Annual ACM-SIAM Symposium on Discrete Algorithms (SODA) (pp. 1087-1096).*

Wang, Zizhuo, and Yichuan Ding (2008). "Real-time tracking for sensor networks via SDP and gradient method." *Proceedings of the first ACM international workshop on Mobile entity localization and tracking in GPS-less environments* (pp. 109-112). ACM.

Ding, Yichuan (2008). "A note on the trackability of dynamic sensor networks." *Proceedings of the first ACM international workshop on Mobile entity localization and tracking in GPS-less environments (pp. 113-116). ACM.*

RESEARCH GRANT

- Co-Investigator, Fonds de Recherche du Québec - Société et Culture (FRQSC) – National Natural Science of Foundation (NSFC) (FRQSC No. 295837) Joint Project on Smart Cities and Big Data, $120,000. 2021-2023
- PI, NSERC (Nature Sciences and Engineering Research Council of Canada) Discovery Grant: Overloaded Queueing Systems: *Service Capacity Allocation and Incentive Issues*, $130,000. 2019-2024
- PI, NSERC-CIDER (Center for Innovative Data in Economics) Grant: *Innovative Use of Data for Better Gatekeeping in Emergency Department, $10,000* 2018-2019
- PI, UBC Sauder Exploratory Grant, $3000-8000$ each year. 2013-2017
- PI, NSERC (Nature Sciences and Engineering Research Council of Canada) Discovery Grant: *Joint Design of Priority Rules and Service Capacity in Multi-class Queues and Applications in Public Sectors,* $156,000 2013-2019

AWARDS

- Winner, 4th annual Canadian Healthcare Optimization Workshop (CHOW) 2021 Best Paper Competition in the category of statistical methods/econometric modeling.

- Finalist (top 4), 2019 Pierskalla Best Paper Prize, INFORMS Healthcare Society.
- Honorable Mention (top 3), Best Working Paper Competition, 2017 Behavioral Operations Management Section.
- 2012 Dantzig-Lieberman Fellowship, Stanford University
- Honorable mention (top 4), 2010 student paper prize, by the COSP (Committee of Stochastic Programming)

MEDIA COVERAGE

- "Incentives for ED discharges may lead to higher readmission rates, says study", by *HealthcareBusiness News*, 2019

- "Do financial incentives change length of stay performance in Emergency Departments?" Podcasts by *Brown Emergency Medicine.*

- "Study finds discharge incentives in emergency rooms could lead to higher patient readmission rates in certain situations". By *Thought leadership at UBC Sauder*.

- "Study finds emergency room patients acuity levels not always considered when within wait time targets", by *Social Media@Sauder*.

- "UBC study: Kidney transplant chains more effective in saving lives", by *eurekalert.org*.

- "CBSA improperly schedules border staff: UBC", by *24 Hours Vancouver*

- "Cutting border wait times without adding staff: UBC study", by *News1130*

- "Canadian border lineups could be way shorter with new scheduling technique", by Global News

TEACHING ACTIVITIES

At UBC:

- BAMS 501 Probabilistic Models for Management (master) 2012, 2013
- BAMS 502 Stochastic Processes (master) 2012, 2013
- COMM 204 Logistics and Operations Management (undergrad) 2013, 2014, 2015, 2016, 2017, 2018
- Business Statistics (International MBA) 2014, 2015, 2016, 2017, 2018

At McGill:

- MGCR 472 Operations Management (Bcom) 2021 Fall
- MGSC 702 Stochastic Systems in Operations Management 2021 winter
- INSY 672 Health Analytics (MMA) 2021 winter
- MGCR 272 Operations Management (BCom) 2020 summer
- MGCR 472 Operations Management (Bcom) 2020 winter
- INSY 672 Health Analytics (MMA) 2020 winter

SERVICES

Editorial Services:

- Guest Editor for *Industrial Management & Data Systems*, special issue on "Data-driven Analytics in the Developments of a Smart City" January 2022 – present.
- Associate Editor for *Operations Research Letters* March 2021 - present.
- Associate Editor for *Manufacturing & Service Operations Management* January 2021 - present.
- Associate Editor for *Decision Sciences* April 2020 - present.
- Guest Associate Editor for *Naval Research Logistics* September 2018- August 2020

Journal Review:

Operations Research (16), Management Science (21), Manufacturing and Service Operations (4), Management, Production and Operations Management (20), Mathematics of Operations Research (2), SIAM in Optimization, SIAM in Discrete Mathematics, Decision Sciences, European Journal of Operations Research, IIE Transactions, INFOR, Journal of Combinatorial Optimization, Operations Research Letter, INFORMS Journal on Computing, Operations Research for Health Care, Naval Logistic Research, Stochastic Systems

Judger for Best Paper Award Competitions:

- 2022 POMS College of Healthcare Operations Management Best Paper Award Competition
- 2021 Pierskalla Best Paper Competition – INFORMS Healthcare Society
- 2021 Chinese Scholars Association for Management Science and Engineering (CSAMSE) conference Best Paper Competition
- 2021 INFORMS Healthcare Application Society Student Paper Competition
- 2021 POMS College of Healthcare Operations Management Best Paper Award Competition
- 2021 Canadian Operations Research Society (CORS) Queueing Theory Special Interest Group Best Student Paper Competition
- 2020 Decision Science Institute (DSI) Annual Conference, Best Paper Competition
- 2020 Pierskalla Best Paper Competition – INFORMS Healthcare Society
- 2020 POMS College of Healthcare Operations Management Best Paper Award Competition
- 2019 POMS College of Healthcare Operations Management Best Paper Award Competition
- 2018 POMS College of Healthcare Operations Management Best Paper Award Competition
- 2017 POMS College of Healthcare Operations Management Best Paper Award Competition
- 2015 INFORMS Healthcare Application Society Best Student Paper Competition
- 2015 POMS College of Healthcare Operations Management Best Paper Award Competition

- 2013 INFORMS Healthcare Application Society Best Student Paper Competition

Judger for Conferences:

- 2020 MSOM SIG Conference – Healthcare Operations Track
- 2019 MSOM SIG Conference – Healthcare Operations Track
- 2018 MSOM SIG Conference – Healthcare Operations Track
- 2017 MSOM SIG Conference – Healthcare Operations Track
- 2016 MSOM SIG Conference – Healthcare Operations Track

Conference Chairs/Organizers:

- President of Canadian Queueing Theory SIG, Canadian Operations Research Society (CORS), 2021 – present.
- Co-Chair, Canadian Queueing Conference (CanQueue) 2021, HEC Montreal, Montreal, Quebec.
- Cluster Chair of Queueing theory SIG, Canadian Operations Research Society (CORS), Saskatoon, Saskatchewan.
- Co-Chair, 2017 International Data-Driven Optimization Workshop – In Celebration of Yinyu Ye's 70th birthday, Shanghai University of Finance and Economics, Shanghai, China, December 2017.

Internal Service:

At UBC:

- Member of Research Committee, Sauder School of Business, UBC, 2015-2018.
- Representative of Equity and Diversity, in Hiring Committee of Operations and Logistic Department, Sauder School of Business, UBC, 2018-2019.

At McGill:

- Liaison for Equity, Diversity, and Inclusion, with the Operations Management Area, 2021-present
- Committee Member of McGill Centre for the Convergence of Health and Economics (MCCHE), 2021-present
- Committee Member of Undergraduate Programs, 2021-Present
- Advisory Committee Member of the Master of Management Analytics Program, 2021-present
- Committee Member of Undergraduate International Management & Exchange Program, 2020-present
- Committee Member of Bcom Analytics Major Program, Feb. 2021-present.
- Committee Member of Faculty Case Competitions, Desautels Faculty of Management, McGill University, 2020-present
- Committee Member of Special Master Program, Desautels Faculty of Management, McGill University, 2019-2020.

STUDENTS SUPERVISED

Current Students:

Yifeng Cao, second year doctoral student, Sauder School of Business, UBC

Yiwen Jin, fourth year doctoral student, Sauder School of Business, UBC

Yige Duan, fourth year doctoral student, Department of Economics, UBC

Past Students (Years of Supervision, First Placement):

- Post-doc Fellow:

  Eric Park, 2013-2015, assistant professor, *Faculty of Business and Economics, Hong Kong University*

- Former Ph.D. Students

  Weihua Zhang, 2014-2021, data scientist, *Quincus Inc.*, 2019.

  Shenghai Zhou, 2016-2017, assistant professor, *School of Business Administration, Jiangxi University of Finance and Economics*, China, 2018.

  - Shenghai Zhou received the 3rd Prize in the Best Student Paper Competition of POMS International Conference, China, 2019.

- Former Master Students

  Tiancheng Zhang (McGill), 2021 summer, *Cardinal Operations Inc.*, China

  Andrea Yzeiri (McGill), 2021 summer

- Former Undergraduates (including Interns and Exchange Students)

  Jingyuan Hu, 2018-2019, doctoral student, *Anderson School of Management, UCLA*

  Zhen Liu, 2017-2018, master student, *Mathematical Finance, University of Toronto*

  Yiwen Jin, 2017-2018, doctoral student, *Operations and Logistics, Sauder School of Business, University of British Columbia*

  Dieyi Chen, 2017, doctoral student, *Department of Statistics, Harvard University*

  Yujia Jin, 2016-2018, doctoral student, Department of Management Science and Engineering, Stanford University

  Yutong Liu, 2015-2016, master student, *Department of Computer Science, University of Toronto*

Jiaxin Liang, 2015-2016, doctoral student, *Ross School of Business, University of Michigan*

Qing Mu, 2016, master student, *Management Information System, Carnegie Mellon University*

Kai Wang, 2016, master student, *Mathematical Finance, Cornell University*

Yunlong Wang, 2016, master student, *Chinese Academy of Science, China*

Yuren Wang, 2015, master student, *National University of Defense Technology, China*

Haoxiang Pan, 2014-2015, master student, *School of Economics, University of Oxford*

Mengqiao Yu, 2014, doctoral student, *Department of Transportation Engineering, U.C. Berkeley*

INVITED SEMINAR PRESENTATIONS

"Parallel Queues with Choice-Driven Arrivals: Empirical Evidences and Asymptotic Analysis", Rotman Young Scholar Seminar, University of Toronto, Virtual, November 2021.

"Joint Appointment and Reentry Scheduling: Mitigating Onsite Overcrowding in Outpatient Services", Department of Industrial Engineering, South China University of Technology, Virtual, October 2021.

"Joint Appointment and Reentry Scheduling: Mitigating Onsite Overcrowding in Outpatient Services", Department of Industrial Engineering, Sharif University, Virtual, September 2021.

"Early Reservation for Follow-up Appointments in a Slotted Service Queue", School of Management, Zhejiang University, Hangzhou, May 2019.

"Parallel Queues with Choice-Driven Arrivals: Empirical Evidences and Asymptotic Analysis", School of Mathematical Sciences, Tel Aviv University, Tel Aviv, April 2019.

"Patient Prioritization in Emergency Department Triage Systems: An Empirical Study of Canadian Triage and Acuity Scale (CTAS)", The Desautels Faculty of Management, McGill University, 2019.

"Fluid Models for Resource Matching and Allocation", Institute for Data and Decision Analytics, The Chinese University of Hong Kong (Shenzhen), Shenzhen, December 2018.

"An Achievable-Region-Based Approach for Kidney Allocation Policy Design with Endogenous Patient Choice", Carey Business School, Johns Hopkins University, Baltimore, MD, September 2018

"An Achievable-Region-Based Approach for Kidney Allocation Policy Design with Endogenous Patient Choice", Naveen Jindal School of Management, University of Texas at Dallas, Dallas, TX, February 2018

"Fluid Models for Resource Matching and Allocation," Industrial & Systems Engineering, University of Washington, Seattle, WA, January 2018

"Fluid Models for Resource Matching and Allocation," Marshall School of Business, University of Southern California, Los Angeles, CA, January 2018

"Fluid Models for Resource Matching and Allocation," Stern School of Business, New York University, New York, NY, November 2017

"Fluid Models for Resource Matching and Allocation," Krannert School of Management, Purdue University, West Lafayette, IN, September 2017

"A Fluid Model for an Overloaded Bipartite System with Scoring-Based Policies," Chicago Booth School of Business, Chicago University, Chicago, IN, September 2017

"A Fluid Model for an Overloaded Bipartite System with Scoring-Based Policies," Rotman School of Management, Toronto University, Toronto, ON, October 2016

"A Fluid Model for an Overloaded Bipartite System with Scoring-Based Policies," Department of Decision Science, Fuqua School of Business, Duke University, Durham, NC, March 2016

"A Fluid Model for an Overloaded Bipartite System with Scoring-Based Policies," Department of Operations Research, North Carolina State University, Raleigh, NC, March 2016

"A Fluid model for an Overloaded Bipartite System with Scoring-Based Policies," The Tutte Seminar, Department of Combinatorics and Optimization, University of Waterloo, Ontario, Canada, June 2015.

"A Fluid Model for an Overloaded Bipartite System with Scoring-Based Policies," Department of Industrial Engineering and Logistic Management, The Hong Kong University of Science and Technology, Hong Kong, 2014.

"An Overloaded Service System with Scoring-Based Policies," Healthcare Seminar Series, Department of Mechanical Engineering, University of Toronto, Toronto, Canada, Dec 2014

"New Applications of Optimization Methods in Queueing Systems" Seminar Series in memorial of Professor Peter Veinott, School of Information Management and Engineering, Shanghai University of Finance and Economics, June 2014

"New Research Topics in Healthcare Operations", Antai School of Economics and Management, Shanghai Jiao Tong University, Shanghai, Dec. 2013

"An Overloaded Multi-Class Queueing System with Scoring-Based Policies," Department of Industrial and System Engineering, University of Minnesota, Minneapolis, MN, 2013.

"The Donor-Dependent Scoring Policies: Shaping the Cadaver Kidney Allocation in the New Era," College of Business, Shanghai University of Finance and Economics, Shanghai, 2012.

"The Donor-Dependent Scoring Policies: Shaping the Cadaver Kidney Allocation in the New Era," Department of Industrial Operations and Logistics, Sauder School of Business, Vancouver, 2012.

"The Donor-Dependent Scoring Policies: Shaping the Cadaver Kidney Allocation in the New Era," Department of Decision Science, NUS Business School, National University of Singapore, Singapore, 2012.

"The Donor-Dependent Scoring Policies: Shaping the Cadaver Kidney Allocation in the New Era," Lee Kong Chian School of Business, Singapore Management University, Singapore, 2012.

"The Donor-Dependent Scoring Policies: Shaping the Cadaver Kidney Allocation in the New Era," Department of Industrial Engineering and Logistic Management, The Chinese University of Hong Kong, Hong Kong, 2012.

"The Donor-Dependent Scoring Policies: Shaping the Cadaver Kidney Allocation in the New Era," Department of Industrial Engineering and Logistic Management, The Hong Kong University of Science and Technology, Hong Kong, 2012.

"The Donor-Dependent Scoring Policies: Shaping the Cadaver Kidney Allocation in the New Era," Department of Industrial and Operations Engineering, University of Michigan, Ann Arbor, MI, 2012.

"Price of Correlation in Stochastic Programming," The Tutte Seminar, Department of Combinatorics and Optimization, University of Waterloo, Ontario, Canada, June 2011.

CONFERENCE PRESENTATIONS

"Joint Appointment and Reentry Scheduling: Mitigating Onsite Overcrowding in Outpatient Services", CanQueue In-Person Workshop, McGill University, Montreal, October 2021.

"Joint Appointment and Reentry Scheduling: Mitigating Onsite Overcrowding in Outpatient Services", MSOM Annual Conference, Kelly School of Business, Indiana University, Indiana, June 2021.

"When does the ED need more doctors? Risk-Stratified Shift Scheduling in ED", Healthcare Round Table Discussion, Rotman School of Management, University of Toronto, March 2020.

"Patient Prioritization in Emergency Department Triage Systems: An Empirical Study of Canadian Triage and Acuity Scale (CTAS)", Presentation for Behavioral Operations Management the Best Working Paper Award Competition, INFORMS Annual Conference, Houston, TX, November 2017

"A Fluid Model For An Overloaded Bipartite Queueing System With Scoring Based Priority Rules", MSOM Annual Conference, Chapel Hill, NC, June 2017

"A Fluid Model for An Overloaded Bipartite Queueing System With Scoring Based Priority Rules", POMS Annual Conference, Seattle, May 2017

"Managing Returning Customers in An Appointment Based Service System", POMS Annual Conference, Seattle, May 2017

"Managing Returning Customers in An Appointment Based Service System", INFORMS Annual Conference, Nashville, TN, November 2016

"A Fluid Model For An Overloaded Bipartite Queueing System With Scoring Based Priority Rules", INFORMS Annual Conference, Nashville, TN, November 2016

"A slotted queue with state-dependent arrival rate and returning customers, and its application in outpatient scheduling", Annual International Conference of the Chinese Scholars Association for Management Science and Engineering (CSAMSE), Hefei, China, July 2016

"Multi-queue service systems with dynamic customer choice", Annual International Conference of the Chinese Scholars Association for Management Science and Engineering (CSAMSE), Hefei, China, July 2016

"Patient Prioritization in Emergency Department Triage Systems: An Empirical Study of Canadian Triage and Acuity Scale (CTAS)", Annual International Conference of the Chinese Scholars Association for Management Science and Engineering (CSAMSE), Hefei, China, July 2016

"Outpatient-Clinic Capacity Management when Continuity of Care Matters" 2015 INFORMS Annual Conference, Philadelphia, PA, November 2015

"Outpatient-Clinic Capacity Management when Continuity of Care Matters", 2015 INFORMS Health Care Conference, Nashville, TN, August, 2015

"A Multi-Queue System with Customer Choice" 2015 INFORMS Applied Probability Society (APS) Conference, Istanbul, Turkey, July 2015

"Outpatient-Clinic Capacity Management when Continuity of Care Matters", 2015 Manufacture and Service Operations Management (MSOM) Special Interest Group (SIG), Toronto, Canada, June 2015

"A Non-asymptotic Approach to Analyzing Kidney Exchange Graphs", 2015 Manufacture and Service Operations Management (MSOM), Toronto, Canada, June 2015

"A Non-asymptotic Approach to Analyzing Kidney Exchange Graphs", 2015 Production Operations Management Society (POMS) conference, Orlando, FL, May 2015

"An Overloaded Service System with Scoring-Based Policies," 2014 MSOM annual conference, Seattle, WA, June 2014

"An Overloaded Service System with Scoring-Based Policies," 2014 INFORMS annual conference, San Francisco, CA, Nov. 2014

"An Overloaded Service System with Scoring-Based Policies," Session Chair and Speaker, 2013 INFROMS Applied Probability Society Conference, Costa Rica, July 2013.

"Donor-Dependent Scoring Schemes: Shaping the Allocation of Cadaver Kidneys in a New Era", Session Chair and Speaker, 2013 INFROMS Applied Probability Society Conference, Costa Rica, July 2013.

"Modeling Patient Follow-ups in a Primary Care," speaker and session chair, 2012 POMS annual conference, Chicago, Illinois, USA, April 2012.

"The Donor-Dependent Scoring Policies: Shaping the Cadaver Kidney Allocation in the New Era," 2011 INFORMS Healthcare, Montreal, QC, Canada, June 2011.

"The Donor-Dependent Scoring Policies: Shaping the Cadaver Kidney Allocation in the New Era," 2011 M&SOM annual conference, Ann Arbor, Michigan, USA, June 2011.

"A Lower Dimensional Semidefinite Relaxation for Quadratic Assignment Problem," Banff International Research Station, BIRS, Banff, Alberta, Canada, Oct. 2006.