

Luv Sharma

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ACADEMIC POSITION

University of South Carolina, Darla Moore School of Business **Columbia, SC**
Associate Professor, Department of Management Science Aug 2022 - Current

University of South Carolina, Darla Moore School of Business **Columbia, SC**
Assistant Professor, Department of Management Science July 2016 – July 2022

EDUCATION

The Ohio State University, Fisher College of Business **Columbus, OH**
PhD, Major: Operations Management, Minor: Statistics Sept 2011 - June 2016

Master of Business Administration, *Operations and Logistics Management* Sept 2007 - June 2009

Master of Science in *Mechanical Engineering* Sept 2005 - Aug 2007
Master of Science in *Nuclear Engineering*

Motilal Nehru National Institute of Technology **Allahabad, India**
Bachelor of Technology, Mechanical Engineering July 1999- June 2003

RESEARCH INTERESTS

- Healthcare Operations
- Management of technology
- Public health and non-profit operations
- Big data research

RESEARCH PUBLICATIONS

Published:

- Chung, M., Sharma, L., & Malhotra, M. Impact of modularity in mobile app design on launch success, ***forthcoming at Manufacturing & Service Operations Management***.
- Gnanlet, A., Sharma, L., McDermott, C. & Yayla-Kullu, H. 2021. Impact of Supplemental and Float Staffing Policies on Perceived Quality of Care: A Moderating effect severity of illness and workload, ***International Journal of Operations and Production Management***.
- Sharma, L. Guha, A., Olson, J. & McDougal, L. 2021. How blockchains will transform the healthcare ecosystem, Forthcoming in ***Business Horizons***.
- Anand, G., Chandrasekaran, A, & Sharma, L. 2021. Sustainable Process Improvements: Evidence from Intervention-Based Research, ***Journal of Operations Management***, 67(2): 212-236.
- Sharma, L., Chandrasekaran, A & Bendoly, E. 2020. Does the Office of Patient Experience Matter in Improving Delivery of Care? An Econometric study of US Hospitals, ***Production and Operations Management***, 29(4): 833-855.
- Sharma, L., Queenan, C. & Ozturk, O. 2019. The impact of information technology and communication on medical malpractice lawsuits. ***Production and Operations Management***, 28(10): 2552-2572.
- Walker, L., McAlearney, J., Sharma, L., & Kim, Y.H. 2019. Examining the financial and Quality Performance Effects of Group Purchasing Organizations. ***Health Care Management Review***.
- Briggs K., Sharma L., Chandrasekaran A., Claudia Douglas C., Aroh D. & Finefrock D. 2018. The effect of a hybrid training program on improving nursing communication skills and HCAHPS Scores. ***Nursing Management***, 49(2): 51-53

- Chandrasekaran, A., Anand, G., Sharma, L., Ward, P., Henry, M., Pesavento, T., Moffatt-Bruce. 2016. The relationship between Patient Anxiety, Quality of Discharge Instructions and 30-day Readmission Rates for Kidney Transplant Recipients. ***Journal of Surgery Research***, 205(1): 252-259. (Featured Article).
- Sharma, L., Chandrasekaran, A., Boyer, K., & McDermott, C. 2016. The impact of hospital information technology bundles on performance: An Econometric Study, ***Journal of Operations Management***, 41: 25-41.
- Sharma, L., Aldemir, T. & Parker, R. 2010. Importance ranking of parameters affecting reactor behavior using The Taguchi method, ***Nuclear Technology***, Vol.169, pp.18-33.

Under Review:

- Sharma, L., Ruby, H., Pekgun, P. & Perdikaki, O. How to build resilience in food bank operations towards a pandemic, ***reject and resubmit at Journal of Operations Management***.
- Pan, M., Sharma, L., & Lan, Y. Legislative action driven interorganizational spillovers of tacit knowledge – investigation of the quality payment program, ***reject and resubmit at Manufacturing & Service Operations Management***.
- Sharma, L. Chung, M., & Lian, J. An Empirical Investigation of Factors Influencing Performance of Decentralized Applications, ***preparing for submission to Journal of Operations Management***.
- Sharma, L., Pan, M. & Kistler, J. The role of community attitude in disaster response effectiveness, ***preparing for submission to Journal of Operations Management***.
- Kistler, J., Sharma, L & Ferguson, M. Reducing over prescription behavior at hospitals: impact of physician, hospital and legislative factors, ***under review at Journal of Operations Management***.
- Zou, F., Sharma, L., Pekgun, P., & Ahire, S. An empirical study of food waste in US food banks. ***reject and resubmit at Manufacturing & Service Operations Management***.
- Sharma, L & Wani, D. Examining the Impact of Internal and External Factors on Bias in Medical Treatment, ***under review at Production and Operations Management***.
- Chung, M., Sharma, L., & Malhotra, M. Life cycle extension strategies for Free Mobile Applications, ***reject and resubmit at Manufacturing & Service Operations Management***.
- Sharma, L., Pekgun, P., Orkut, O. & Ahire, S. Drivers determining the effectiveness of the SNAP Program. ***under review at Journal of Operations Management***.
- Kistler, J., Sharma, L, Schepker, D.J. & Malhotra, M. Government Ideology and Responses from Hospitals to the Affordable Care Act Legislation, ***reject and resubmit at Production and Operations Management***.
- Joonhyuk, B., McDermott, C & Sharma, L. The Role of Family Engagement in Influencing Patient Satisfaction, ***preparing for submission to Manufacturing & Service Operations Management***.

Conference Proceedings:

- Kistler, J. & Sharma, L. 2019. The Unintended Consequences of Health Policy: An Empirical Analysis of Opioid Prescribing Behavior. In *Academy of Management Proceedings* (Vol. 2019, No. 1, p. 18085). Briarcliff Manor, NY 10510: Academy of Management.
- Kistler, J., Sharma, L., Schepker, D.J. & Malhotra, M.K. 2019. Government Ideology and Hospital Responses to the Affordable Care Act Legislation. In *Academy of Management Proceedings* (Vol. 2019, No. 1, p. 16095). Briarcliff Manor, NY 10510: Academy of Management.
- Sharma, L. & Chandrasekaran, A. 2015. The Electronic Medical Record Adoption Process: Impact on Patient Experience and Cost, 22nd EUROMA Conference Proceedings, Neuchatel, Switzerland.
- Sharma, L., Chandrasekaran, A., & Boyer, K. 2014. The impact of hospital information technology bundles on performance: An Econometric Study, Academy of Management *OM Division Best Student Paper*.
- Sharma, L., Aldemir, T. & Parker, R. 2007. Uncertainty Analysis Using Taguchi Methods with Virtual Experiments, Annual Meeting of the ANS, June 24 – 28, 2007, Boston, Massachusetts.

DOCTORAL STUDENT ADVISING

- Cherry Singhal (Graduation: 2018): Dissertation committee member
- Moonwon Chung (Graduation: 2019): Dissertation Co-advisor.
- Justin Kistler (Graduation: 2020): Dissertation Co-advisor.

- Joonhyuk Bok (RPI) (Graduation: 2022): External Dissertation Committee Member
- Kyung Seon Ahn (RPI) (Graduation: 2022): External Dissertation Committee Member
- Jie (Jet) Lian: First Year paper Advisor
- Yingru (Ruby) Han (Expected Graduation: 2025): Dissertation Co-advisor
- Fan Zou: Co-author on three manuscripts related to food bank operations.

BOOKS, PRESS RELEASES AND PATENTS

- *Book*: Olson, J.R., McLaughlin, D.B. & Sharma, L. *Healthcare operations management*. Fourth Edition. 2021.
- *Article in Press*: Is there a Management Professor in the house? Breakthrough, USC Research, Fall 2022.
- *Article in Press*: Can hospitals improve the delivery of care through better patient experience?
<https://fisher.osu.edu/news/can-hospitals-improve-delivery-care-through-better-patient-experience>.
- *Article in Press*: Moore School Faculty explore whether increasing technology in hospitals decreases malpractice lawsuits, published September 17, 2019.
https://www.sc.edu/study/colleges_schools/moore/about/press_room/news_and_announcements/2019/hitfacultyresearch.php
- *Article in Press*: Professor and colleagues improve kidney transplant post-op care processes, save lives.
https://www.sc.edu/study/colleges_schools/moore/about/press_room/news_and_announcements/2021/luvsharma21.php
- *Book Chapter*: "Lean Hospitals: Five tools that position Healthcare organizations for success" in the book titled *Service Management in Health and Wellness Services* by Kandampully (Published in 2013)
- *US Patent (US 7417570 B2)*: Lossless Comparative Compression and Transmission Method and System.

GRANTS, HONORS AND AWARDS

- Management Science distinguished Service Award recipient for 2021.
- Dean's Fellow, 2021-24.
- Illinois Strategic Organizations Initiative Research Award, 2021
- Moore School of Business Research grant (\$ 10000), 2020 (Collaborators: Olga Perdikaki; Necati Tereyagolu and Mark Ferguson)
- Moore School of Business Research grant (\$ 4210), 2017 (Collaborators: Justin Kistler)
- Moore School of Business Research grant (\$ 4149), 2016 (Collaborators: Keith Skowronski)
- 2016 Edward F. Hayes Graduate Research Forum award.
- Ohio State University Research Grant (\$2,000), 2015 (Collaborators: Aravind Chandrasekaran)
- Juran Fellowship Finalist, 2014 (University of Minnesota)
- Winner of 2012 *Academy of Management Best Student Paper Award – OM Division*
- Ohio State University Middle Market Research Grant (\$60,000), 2013 (Collaborators: Ken Boyer, Aravind Chandrasekaran & John Gray)
- Weidler Scholar, 2009
- Fisher Scholar, 2008
- Lean Six Sigma Green Belt Certification, 2009
- Operations and Logistics Management Scholarship, 2008
- Ohio State University Fellowship, 2005-06
- Awarded University Gold Medal for being the overall university topper for the BTEch degree, 2003.
- Awarded University Silver Medal for being the overall university topper in the academic year 2000-01.

INVITED PRESENTATIONS

- University of Nebraska-Lincoln, College of business, "*An empirical study of food waste in US food banks*", October 2020.
- Indiana University Speaker Series, "*An empirical study of food waste in US food banks*", September 2020.
- University of South Carolina, Darla Moore School of Business, "*The Impact of Hospital Information Technology Adoption Process on Quality of Care*", December 2015.

- Michigan State University, Eli Broad College of Business, “*The Impact of Hospital Information Technology Adoption Process on Quality of Care*”, December 2015.
- Erasmus University, Rotterdam School of Management, “*The Impact of Hospital Information Technology Adoption Process on Quality of Care*”, January 2015.
- University of Minnesota, Carlson school of Management, “*The Impact of Hospital Information Technology Adoption Process on Quality of Care*”, January 2015.
- Boston College, Carroll School of Management, “*The Impact of Hospital Information Technology Adoption Process on Quality of Care*”, January 2015.

SELECTED CONFERENCE PRESENTATIONS

- Feeding The Hungry In The Midst Of A Pandemic: How To Build Resilience In Food Bank Operations, INFORMS 2022, October 16-19.
- Examining the Impact of Internal and External Factors on Bias in Medical Treatment, Informa Healthcare 2021, July 21-23, Online.
- Examining the Impact of Internal and External Factors on Bias in Medical Treatment, Informa Healthcare 2020, Nov 21-23, Online.
- Examining the Impact of Internal and External Factors on Bias in Medical Treatment, Informa Healthcare 2019, July 27-29, 2019, Boston, MA.
- Reducing over prescription behavior at hospitals: impact of physician, hospital and legislative factors, 30th POMS Conference, May 2-6, 2019, Washington DC.
- Government Ideology and Organizational Performance: Evidence from Hospital Performance in the Post - Affordable Care Act Environment, DSI 48th Annual Conference, November 17-19, 2018, Chicago, IL.
- Product Design and Launch Strategies for Free Mobile Applications, INFORMS Annual Meeting, November 3-7, 2018, Phoenix, AZ.
- The role of food banks in determining the effectiveness of the SNAP Program, POMS 29th Annual Conference, May 4-7, 2018, Houston, TX.
- A conversation a day keeps the lawyers away: an investigation of HIT, communication quality and lawyer concentration on medical malpractice lawsuits, INFORMS Annual Meeting, October 22-25, 2017, Houston, TX.
- Does the Office of Patient Experience Matter in Improving Delivery of Care? An Econometric Study of US Hospitals, DSI 47th Annual Conference, November 19-22, 2016, Austin, TX.
- Impact of Patient Centered Discharge on quality of life and readmissions for Kidney transplant recipients, INFORMS Annual Meeting, November 13-16, 2016, Nashville, TN.
- Does the Office of Patient Experience Matter in Improving Delivery of Care? An Econometric Study of US Hospitals, DSI 46th Annual Conference, November 21-24, 2015, Seattle, WA.
- The Impact of Hospital Information Technology Adoption Process on Quality of Care, DSI 46th Annual Conference, November 21-24, 2015, Seattle, WA.
- The Impact of Health Information Technology bundles of Hospital Performance: An Econometric Study, 2015 Informa Annual Meeting, November 1-4, 2015, Philadelphia, PA (Invited)
- The Impact of Hospital Information Technology Adoption Process on Quality of Care, 2015 Informa Annual Meeting, November 1-4, 2015, Philadelphia, PA (Invited)
- The Electronic Medical Record Adoption Process: Impact on Patient Experience and Cost, 22nd EUROMA Conference, June 28-30, 2015, Neuchatel, Switzerland.
- The Impact of Health Information Technology bundles of Hospital Performance: An Econometric Study, POMS 25th Annual Conference, May 9-12, 2014, Atlanta, GA.
- Selecting an Optimal Pool of Physicians, DSI 44th Annual Conference, November 16-19, 2013, Baltimore, Maryland.

TEACHING INTERESTS

- Healthcare Operations
- Technology Management
- Data Analytics

- Operations Management Core

TEACHING EXPERIENCE

- MGSC 395 - Introduction to Operations Management (3 sections).
 - Spring 2022: Average Rating: 4.5/5.0
- MGSC 395 - Introduction to Operations Management (3 sections) – online synchronous.
 - Spring 2021: Average Rating: 4.3/5.0
- MGSC 395 - Introduction to Operations Management (3 sections) – online asynchronous.
 - Spring 2020: Average Rating: 4.45/5.0
- MGSC 395 - Introduction to Operations Management (3 sections).
 - Spring 2019: Average Rating: 4.6/5.0
- MGSC 395 - Introduction to Operations Management (3 sections).
 - Spring 2018: Average Rating: 4.5/5.0
- MGSC 895 – PhD Seminar in Operations Management
 - Spring 2017
- MGSC 395 - Introduction to Operations Management (3 sections).
 - Spring 2017: Average Rating: 4.4/5.0
- BUSMGT 3230 - Introduction to Operations Management.
 - Spring 2014: Ratings: 4.7/5.0
 - Spring 2015: Ratings: 4.6/5.0

PROFESSIONAL SERVICE

- Operational Excellence Track Chair, POMS Annual Conference, 2023.
- Journal of Operations Management, Editorial Review Board.
- Production and Operations Management, Editorial Review Board.
- Decision Science, Editorial Review Board.
- Associate Editor special issue on Digital Transformation at the Journal of Operations Management (2022)
- Served on the Online Undergraduate Business Program Task Force, 2021.
- University of South Carolina Faculty Senator, 2018-2021
- Undergraduate Scholarship Committee, Darla Moore School of Business, 2018
- Healthcare Track Chair, Decision Science Conference 2018.
- Ad hoc reviewer for Management Science, Manufacturing and Service Operations, Production and Operations Management, Journal of Operations Management and Decision Sciences.
- Served as session chairs in multiple INFORMS, POMS, and DSI conferences since 2016.
- Reviewer for the Academy of Management Conference (2014) and Decision Sciences Institute Conference (2013 and 2014)

PROFESSIONAL EXPERIENCE

Cleveland Clinic Foundation, <i>Process Improvement Specialist</i>	July 2009 – Dec, 2010
Nationwide Insurance, <i>Business Analytics Analyst</i>	Sep 2008 – June 2009
SAP Labs, <i>Development Specialist</i>	October 2004 – July 2005
Infosys Technologies Limited, <i>Software Engineer</i>	July 2003 - October 2004

AFFILIATIONS

- Institute for Operations Research and Management Science (INFORMS)

- Production and Operations Management Society (POMS)
- Academy of Management (AOM)
- Decision Science Institute (DSI)

OTHER INTERESTS

- Tennis (Played in the Professional League) and Travelling.

REFERENCES

Aravind Chandrasekaran, PhD.

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Management Sciences
Fisher College of Business
Phone: (614) 292-4223
E-mail: chandrasekaran.24@osu.edu

Ken Boyer, PhD.

Professor
Management Sciences
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Elliot Bendoly, PhD.

Professor
Management Sciences
Fisher College of Business
Phone: (614) 688-1841
E-mail: bendoly.2@osu.edu

Manoj Malhotra, PhD.

Dean and Professor
Weatherhead School of Management
Case Western Reserve University
Phone: 216-368-2046
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