

MOHAMAD SOLTANI

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ACADEMIC APPOINTMENTS AND POSITIONS	Alberta School of Business, University of Alberta Assistant Professor of Operations Management Edmonton, AB, Canada 2020–Present School of Medicine and Public Health, University of Wisconsin-Madison Madison, WI, USA 2021–2025 Honorary Fellow in BerbeeWalsh Department of Emergency Medicine
EDUCATION	Wisconsin School of Business, University of Wisconsin-Madison Ph.D. in Operations Management Minor in Applied Economics Madison, WI, USA 2016–2020 Amirkabir University of Technology (Tehran Polytechnic) M.Sc. in Industrial Engineering Tehran, Iran 2009–2011 Isfahan University of Technology B.Sc. in Industrial Engineering Isfahan, Iran 2004–2008
RESEARCH INTERESTS	Healthcare operations management Service operations management Empirical studies in operations management Data analytics
PUBLISHED PAPERS	“Giving Thanks: How Managers Should Respond to Compliments in Positive Word-of-Mouth” Lafreniere, K. C., S. G. Moore, M. Soltani. - <i>Journal of Marketing</i> , 2026. “Quality Improvement Spillovers: Evidence from the Hospital Readmissions Reduction Program” Soltani, M., R. J. Batt, H. Bavafa. - <i>Management Science</i> , 2025. - Accepted at Wharton Workshop for Empirical Research in Operations Management, 2018. - Accepted at MSOM Healthcare Operations Management SIG, 2018. “Does What Happens in the ED Stay in the ED? The Effects of Emergency Department Physician Workload on Post-ED Care Use” Soltani, M., R. J. Batt, H. Bavafa, B. W. Patterson. - <i>Manufacturing & Service Operations Management</i> , 2022. - Winner, POMS College of Healthcare Operations Management Best Paper Award Competition, 2020. - Runner-up, POMS College of Behavioral Operations Management Junior Scholar Paper Competition, 2022. - Accepted at MSOM Healthcare Operations Management SIG, 2022.

“Appointment Scheduling with Multiple Providers and Stochastic Service Times”
Soltani, M., M. Samorani, B. Kolfal.
- *European Journal of Operational Research*, 2019.
- Invited by the National Academies of Sciences, Engineering, and Medicine to be presented to the U.S. Department of Veterans Affairs, 2019.

“Quality and Performance Measures of Strain on Intensive Care Capacity: A Protocol for a Systematic Review”
Soltani, M., A. Ingolfsson, D. A. Zygun, H. T. Stelfox, L. Hartling, R. Featherstone, D. Opgenorth, S. M. Bagshaw.
- *Systematic Reviews*, 2015.

“Cyclic Hybrid Flow Shop Scheduling Problem with Limited Buffers and Machine Eligibility Constraints”
Soltani, M., B. Karimi.
- *The International Journal of Advanced Manufacturing Technology*, 2015.

WORKING PAPERS

“Learning from Quality Signal to Improve Fairness and Accuracy: Evidence from the Hospital Readmissions Reduction Program”
Soltani, M., R. J. Batt, H. Bavafa.

“Adverse Events Exposed: A Nationwide Study of Pediatric Emergency Departments”
Imanpoor Yourdshahy, M., M. Soltani, S. Shechter, M. Nagarajan, Q. Doan.

“Operations Management in the Emergency Department: An Introduction”
Shang, M., M. Soltani, M. Talebi.

“One for All: Centralized Destination Decision-Making for Emergency Medical Services”
Talebi, M., M. Soltani.

RESEARCH IN PROGRESS

“AI on Call: Reducing Triage Bias and Enhancing Patient Flow in the Emergency Department”
Ravenscroft, B., M. Soltani, H. Song, M. Canellas, K. Shanahan.

“Virtual Queues, Actual Thrills: Enhancing Visitor Experience in Amusement Parks”
Soltani, M., K. S. Mehr, P. Grimbeck.

“Operating Room Scheduling with Downstream Effects: Balancing Post-Surgery Workload”
Sadeghi, S., S. Samiedaluie, M. Soltani.

“Moving the Needle: A Simulation Model for Emergency Department Patient Flow”
Talebi, M., M. Soltani, J. Hayward, W. Ma.

CONFERENCE PROCEEDINGS

“Maximizing the Net Present Value of a Single Machine Scheduling Problem with Earliness and Tardiness Penalties”
Soltani, M., A. Kamali, S. M. T. Fatemi Ghomi.
- *Proceedings of the 22nd International Conference on Flexible Automation and Intelligent Manufacturing (FAIM2012), Helsinki, Finland.*

DISTINCTIONS AND AWARDS

Management Science Distinguished Service Award, 2025
Manufacturing & Service Operations Management Meritorious Service Award, 2025
Manufacturing & Service Operations Management Meritorious Service Award, 2024
Manufacturing & Service Operations Management Meritorious Service Award, 2023

Runner-up, POMS College of Behavioral Operations Management Junior Scholar Paper Competition, 2022

Winner, POMS College of Healthcare Operations Management Best Paper Award Competition, 2020

Wisconsin Alumni Research Foundation Travel Award, 2018, 2019

Wisconsin School of Business Ph.D. Travel Award, 2018, 2019

FELLOWSHIPS,
SCHOLARSHIPS,
AND GRANTS

Natural Sciences and Engineering Research Council of Canada (NSERC) Discovery Grant, 2026–2031 (\$190,000)

Natural Sciences and Engineering Research Council of Canada (NSERC) Discovery Launch Supplements, 2026 (\$12,500)

NOVA Management of Technology Fellowship, 2026 (\$15,000)

University of Alberta Endowment Fund for the Future: Support for the Advancement of Scholarship (EFF-SAS) Research Fund, 2025 (\$4,900)

Social Sciences and Humanities Research Council of Canada General Research Fund (SSHRC-GRF), 2023 (\$10,000)

Canadian Utilities Faculty Fellowship, 2021 (\$15,000)

University of Alberta Endowment Fund for the Future: Support for the Advancement of Scholarship (EFF-SAS) Research Fund, 2020 (\$6,000)

Morgridge Wisconsin Distinguished Graduate Fellowship, 2019 (\$27,000)

Wisconsin School of Business Scholarship, 2016–2018 (\$15,000 per year)

CONFERENCE
PRESENTATIONS

“Learning from Quality Signal to Improve Fairness and Accuracy: Evidence from the Hospital Readmissions Reduction Program”

- Supply Chain Research Forum, Montréal, QC, 2025
- INFORMS Annual Meeting, Seattle, WA, 2024
- INFORMS Annual Meeting, Phoenix, AZ, 2023
- INFORMS Healthcare Conference, Toronto, ON, 2023
- INFORMS Annual Meeting, Indianapolis, IN, 2022

“Does What Happens in the ED Stay in the ED? The Effects of Emergency Department Physician Workload on Post-ED Care Use”

- MSOM Healthcare Operations Management SIG, Munich, Germany, 2022
- CORS/INFORMS International Conference, Vancouver, BC, 2022
- POMS Annual Conference, Virtual, 2022
- INFORMS Annual Meeting, Virtual, 2020
- INFORMS Annual Meeting, Seattle, WA, 2019
- INFORMS Healthcare Conference, Cambridge, MA, 2019

“Quality Improvement Spillovers: Evidence from the Hospital Readmissions Reduction Program”

- INFORMS Annual Meeting, Anaheim, CA, 2021
- INFORMS Annual Meeting, Seattle, WA, 2019
- INFORMS Annual Meeting, Phoenix, AZ, 2018

“Capacity Strain in Intensive Care Units”

- CORS Annual Conference, Banff, AB, 2016

“Appointment Scheduling and Walk-in Strategies with Unpunctual Patients”

- POMS Annual Conference, Orlando, FL, 2016

- INFORMS Annual Meeting, Philadelphia, PA, 2015
- POMS Annual Conference, Washington, D.C., 2015

“Appointment Scheduling with Multiple Providers and Stochastic Service Times”

- INFORMS Healthcare Conference, Nashville, TN, 2015
- INFORMS Computing Society Conference, Richmond, VA, 2015

“Cyclic Hybrid Flow Shop Scheduling Problem with Limited Buffers and Machine Eligibility Constraints”

- POMS Annual Conference, Atlanta, GA, 2014

TEACHING

Alberta School of Business, University of Alberta

- OM 420/620, *Predictive Business Analytics* (Undergraduate/MBA course)
Winter 2025, 2024, 2023, 2021, Summer 2021
- OM 502, *Operations Management* (MBA course)
Winter 2026, 2025, 2024, 2023, 2022

STUDENT ADVISING

PhD Dissertation Committee

- Masoum Talebi, Alberta School of Business, Co-chair, expected 2028
- Soroush Sadeghi, Alberta School of Business, Committee member, expected 2028

PROFESSIONAL SERVICES AND AFFILIATIONS

University Service

- Business Analytics Seminar Series Coordinator, 2022–2026
- Alberta School of Business Faculty Recruitment Committee, 2025, 2022, 2021
- Alberta School of Business Academic Teaching Staff Recruitment Committee, 2022

Ad Hoc Journal Reviewer

- Management Science
- Manufacturing & Service Operations Management
- Production and Operations Management
- Journal of Operations Management
- Health Care Management Science
- European Journal of Operational Research
- Academic Emergency Medicine
- Decision Sciences
- Service Science
- IISE Transactions

Competition Judge

- Seth Bonder Scholarship for Applied Operations Research in Health Services Committee, 2026
- MSOM Healthcare Operations Management SIG, 2026
- M&SOM Practice-Based Research Competition, 2025
- MSOM Healthcare Operations Management SIG, 2025
- MSOM Healthcare Operations Management SIG, 2024
- MSOM Healthcare Operations Management SIG, 2023

Invited Session Chair

- INFORMS Annual Meeting, San Francisco, CA, 2026
- INFORMS Annual Meeting, Seattle, WA, 2024
- INFORMS Annual Meeting, Phoenix, AZ, 2023
- INFORMS Healthcare Conference, Toronto, ON, 2023
- INFORMS Annual Meeting (2 sessions), Indianapolis, IN, 2022
- POMS Annual Conference, Washington, D.C., 2015
- INFORMS Computing Society Conference, Richmond, VA, 2015

Member

- Institute for Operations Research and the Management Sciences (INFORMS)
- Manufacturing and Service Operations Management Society (MSOM)
- Production and Operations Management Society (POMS)
- Canadian Operational Research Society (CORS)

MEDIA
COVERAGE

Global News, *Global News Hour at 6*, 2022

Global News, *Shaye Ganam Radio Talk Show*, 2022

CTV News Calgary, *CTV Morning Live*, 2022

Edmonton Journal (front page), 2022

CBC Radio, *Radio Active*, 2022