

## MOHAMAD (S. ABOLFAZL) SOLTANI

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CONTACT INFORMATION	Department of Accounting and Business Analytics Alberta School of Business, University of Alberta 3-20E Business Building, 11203 Saskatchewan Drive NW, Edmonton, AB T6G 2R6 Phone: (780) 492-9958 Email: <a href="mailto:soltani@ualberta.ca">soltani@ualberta.ca</a> Website: <a href="https://apps.ualberta.ca/directory/person/soltani">https://apps.ualberta.ca/directory/person/soltani</a>	
ACADEMIC APPOINTMENTS	Alberta School of Business, University of Alberta	Edmonton, AB, Canada
	Assistant Professor of Operations Management	2020-present
	School of Medicine and Public Health, University of Wisconsin-Madison	Madison, WI, USA 2021-present
	Honorary Fellow in BerbeeWalsh Department of Emergency Medicine	
EDUCATION	University of Wisconsin-Madison, Wisconsin School of Business	Madison, WI, USA
	Ph.D. in Operations Management	2016-2020
	Minor in Applied Economics	
	Amirkabir University of Technology (Tehran Polytechnic)	Tehran, Iran
	M.Sc. in Industrial Engineering	2009-2011
	Isfahan University of Technology	Isfahan, Iran
	B.Sc. in Industrial Engineering	2004-2008
RESEARCH INTERESTS	Healthcare operations management Service operations management Empirical studies in operations management Data analytics	
PUBLISHED PAPERS	<p>“Quality Improvement Spillovers: Evidence from the Hospital Readmissions Reduction Program” Soltani, M., R. J. Batt, H. Bavafa. - <i>Management Science</i>, Forthcoming. - Accepted at Wharton Workshop for Empirical Research in Operations Management, 2018. - Accepted at MSOM Healthcare Operations Management SIG, 2018.</p> <p>“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 &amp; Service Operations Management (M&amp;SOM)</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.</p>	

	<p>“Appointment Scheduling with Multiple Providers and Stochastic Service Times”  Soltani, M., M. Samorani, B. Kolfal.  - <i>European Journal of Operational Research</i>, 2019.  - Invited by the National Academies of Sciences, Engineering, and Medicine to be presented to the U.S. Department of Veteran Affairs, 2019.</p> <p>“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.  - <i>Systematic Reviews</i>, 2015.</p> <p>“Cyclic Hybrid Flow Shop Scheduling Problem with Limited Buffers and Machine Eligibility Constraints”  Soltani, M., B. Karimi.  - <i>The International Journal of Advanced Manufacturing Technology</i>, 2015.</p>
WORKING PAPERS	<p>“Giving Thanks: How Managers Should Respond to Positive Word-of-Mouth”  Lafreniere, K. C., S. Moore, M. Soltani.  - Under review at <i>Journal of Marketing</i>, 2024.</p>
IN-PROGRESS RESEARCH	<p>“Learning from Quality Signal to Improve Fairness and Accuracy: Evidence from the Hospital Readmissions Reduction Program”  Soltani, M., R. J. Batt, H. Bavafa.</p> <p>“Adverse Events Exposed: A Nationwide Study of Pediatric Emergency Departments”  Imanpoor Yourdshahy, M., M. Soltani, S. Shechter, M. Nagarajan, Q. Doan.</p>
OTHER PUBLICATIONS	<p>“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.  - <i>Proceeding of the 22nd International Conference on Flexible Automation and Intelligent Manufacturing (FAIM2012)</i>, Helsinki, Finland.</p>
CONFERENCE PRESENTATIONS	<p>“Adverse Events Exposed: A Nationwide Study of Pediatric Emergency Departments”  - INFORMS Annual Meeting, Seattle, WA, October 2024 (scheduled)</p> <p>“Learning from Quality Signal to Improve Fairness and Accuracy: Evidence from the Hospital Readmissions Reduction Program”  - INFORMS Annual Meeting, Phoenix, AZ, October 2023  - INFORMS Healthcare Conference, Toronto, ON, July 2023  - INFORMS Annual Meeting, Indianapolis, IN, October 2022</p> <p>“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, June 2022  - CORS/INFORMS International Conference, Vancouver, BC, June 2022  - POMS Annual Conference, Virtual, April 2022  - INFORMS Annual Meeting, Virtual, November 2020  - INFORMS Annual Meeting, Seattle, WA, October 2019  - INFORMS Healthcare Conference, Cambridge, MA, July 2019</p>

	<p>“Quality Improvement Spillovers: Evidence from the Hospital Readmissions Reduction Program”</p> <ul style="list-style-type: none"> <li>- INFORMS Annual Meeting, Anaheim, CA, October 2021</li> <li>- INFORMS Annual Meeting, Seattle, WA, October 2019</li> <li>- INFORMS Annual Meeting, Phoenix, AZ, November 2018</li> </ul> <p>“Capacity Strain in Intensive Care Units”</p> <ul style="list-style-type: none"> <li>- CORS Annual Conference, Banff, AB, May 2016</li> </ul> <p>“Appointment Scheduling and Walk-in Strategies with Unpunctual Patients”</p> <ul style="list-style-type: none"> <li>- POMS Annual Conference, Orlando, FL, May 2016</li> <li>- INFORMS Annual Meeting, Philadelphia, PA, November 2015</li> <li>- POMS Annual Conference, Washington, D.C., May 2015</li> </ul> <p>“Appointment Scheduling with Multiple Providers and Stochastic Service Times”</p> <ul style="list-style-type: none"> <li>- INFORMS Healthcare Conference, Nashville, TN, July 2015</li> <li>- INFORMS Computing Society Conference, Richmond, VA, January 2015</li> </ul> <p>“Cyclic Hybrid Flow Shop Scheduling Problem with Limited Buffers and Machine Eligibility Constraints”</p> <ul style="list-style-type: none"> <li>- POMS Annual Conference, Atlanta, GA, May 2014</li> </ul>
TEACHING EXPERIENCE	<p>Alberta School of Business, University of Alberta</p> <ul style="list-style-type: none"> <li>- <i>Predictive Business Analytics</i> (MBA and Undergraduate course) Winter 2025 (scheduled), Winter 2024, 2023, 2021, Summer 2021</li> <li>- <i>Operations Management</i> (MBA course) Winter 2025 (scheduled), Winter 2024, 2023, 2022</li> </ul>
HONORS AND AWARDS	<p>M&amp;SOM Meritorious Service Award, 2023</p> <p>POMS College of Behavioral Operations Management Junior Scholar Paper Competition (Runner-up), 2022</p> <ul style="list-style-type: none"> <li>- For “Does What Happens in the ED Stay in the ED? The Effects of Emergency Department Physician Workload on Post-ED Care Use”</li> </ul> <p>POMS College of Healthcare Operations Management Best Paper Award Competition (First place), 2020</p> <ul style="list-style-type: none"> <li>- For “Does What Happens in the ED Stay in the ED? The Effects of Emergency Department Physician Workload on Post-ED Care Use”</li> </ul> <p>Wisconsin Alumni Research Foundation Travel Award, 2018, 2019</p> <p>Wisconsin School of Business Ph.D. Travel Award, 2018, 2019</p> <p>University of Alberta Graduate Students Association Travel Award, 2014</p>
FELLOWSHIPS, SCHOLARSHIPS, AND GRANTS	<p>Social Sciences and Humanities Research Council of Canada General Research Fund (SSHRC-GRF), 2023 (\$10,000)</p> <p>Canadian Utilities Faculty Fellowship, 2021 (\$15,000)</p> <p>University of Alberta Endowment Fund for the Future: Support for the Advancement of Scholarship (EFF-SAS) Research Fund, 2020 (\$6,000)</p> <p>Morgridge Wisconsin Distinguished Graduate Fellowship, 2019 (\$27,000)</p> <p>Wisconsin School of Business Scholarship, 2016-2018 (\$15,000 per year)</p>

Alberta School of Business Ph.D. Scholarship, 2015 (\$25,000)  
 Alberta School of Business Ph.D. Scholarship, 2013-2014 (\$18,000 per year)  
 Bentley Ph.D. Faculty Fellowship, 2013-2014 (\$7,000 per year)

PROFESSIONAL  
SERVICES AND  
AFFILIATIONS

University service  
 - Business Analytics Seminar Series Coordinator, 2024-2025, 2023-2024, 2022-2023  
 - Alberta School of Business Faculty Recruitment Committee, 2022, 2021  
 - Alberta School of Business Academic Teaching Staff Recruitment Committee, 2022

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  
 - MSOM Healthcare Operations Management SIG, 2024  
 - MSOM Healthcare Operations Management SIG, 2023

Invited session chair  
 - INFORMS Annual Meeting, Seattle, WA, October 2024 (scheduled)  
 - INFORMS Annual Meeting, Phoenix, AZ, October 2023  
 - INFORMS Healthcare Conference, Toronto, ON, July 2023  
 - INFORMS Annual Meeting (2 sessions), Indianapolis, IN, October 2022  
 - POMS Annual Conference, Washington, D.C., May 2015  
 - INFORMS Computing Society Conference, Richmond, VA, January 2015

Organizing committee member  
 - Alberta Ph.D. Business Research Conference, Edmonton, AB, September 2014

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