

MOHAMAD SOLTANI

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: soltani@ualberta.ca Website: https://apps.ualberta.ca/directory/person/soltani
ACADEMIC APPOINTMENTS	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 Honorary Fellow in BerbeeWalsh Department of Emergency Medicine Madison, WI, USA 2021-present
EDUCATION	University of Wisconsin-Madison, Wisconsin School of Business 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. Moore, M. Soltani. - <i>Journal of Marketing</i> , Forthcoming.
	“Quality Improvement Spillovers: Evidence from the Hospital Readmissions Reduction Program” Soltani, M., R. J. Batt, H. Bavafa. - <i>Management Science</i> , 2024. - 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 (M&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.

- “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 Veteran 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.
- IN-PROGRESS RESEARCH
- “One for All: Centralized Destination Decision-Making for Emergency Medical Services”
 Talebi, M., M. Soltani.
- “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.
- “Moving the Needle: A Simulation Model for Emergency Department Patient Flow”
 Talebi, M., M. Soltani, J. Hayward, W. Ma.
- “Operating Room Scheduling with Downstream Effects: Balancing Post-Surgery Workload”
 Sadeghi, S., S. Samiedaluie, M. Soltani.
- OTHER PUBLICATIONS
- “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.
 - *Proceeding of the 22nd International Conference on Flexible Automation and Intelligent Manufacturing (FAIM2012), Helsinki, Finland.*
- CONFERENCE PRESENTATIONS
- “Learning from Quality Signal to Improve Fairness and Accuracy: Evidence from the Hospital Readmissions Reduction Program”
 - Supply Chain Research Forum, Montréal, QC, May 2025
 - INFORMS Annual Meeting, Seattle, WA, October 2024
 - INFORMS Annual Meeting, Phoenix, AZ, October 2023
 - INFORMS Healthcare Conference, Toronto, ON, July 2023
 - INFORMS Annual Meeting, Indianapolis, IN, October 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, 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

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

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

“Capacity Strain in Intensive Care Units”

- CORS Annual Conference, Banff, AB, May 2016

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

- POMS Annual Conference, Orlando, FL, May 2016
- INFORMS Annual Meeting, Philadelphia, PA, November 2015
- POMS Annual Conference, Washington, D.C., May 2015

“Appointment Scheduling with Multiple Providers and Stochastic Service Times”

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

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

- POMS Annual Conference, Atlanta, GA, May 2014

HONORS AND AWARDS

M&SOM Meritorious Service Award, 2024

M&SOM Meritorious Service Award, 2023

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

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

POMS College of Healthcare Operations Management Best Paper Award Competition (First place), 2020

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

Wisconsin Alumni Research Foundation Travel Award, 2018, 2019

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

FELLOWSHIPS, SCHOLARSHIPS, AND GRANTS

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)

TEACHING
EXPERIENCE

Alberta School of Business, University of Alberta

- *Predictive Business Analytics* (MBA and Undergraduate course)
Winter 2026 (scheduled), 2025, 2024, 2023, 2021, Summer 2021
- *Operations Management* (MBA course)
Winter 2026 (scheduled), 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, 2025-2026, 2024-2025, 2023-2024, 2022-2023
- Alberta School of Business Faculty Recruitment Committee, 2025, 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

- 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, Seattle, WA, October 2024
- 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

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