

Luv Sharma

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ACADEMIC POSITION

University of South Carolina, Moore School of Business
Assistant Professor, Department of Management Science

Columbia, SC
July 2016 - Current

EDUCATION

The Ohio State University, Fisher College of Business

Columbus, OH

PhD Candidate, Major: Operations Management, Minor: Statistics

Sept 2011 - June 2016

- Dissertation: Trends in Hospital Information Technology Strategy Choices and its impact on Performance
- Cumulative GPA 3.9/4.0

Master of Business Administration, *Operations and Logistics Management*

Sept 2007 - June 2009

- Cumulative GPA 3.93/4.0, GMAT 730/800

Master of Science in *Mechanical Engineering*

Sept 2005 - Aug 2007

Master of Science in *Nuclear Engineering*

- Cumulative GPA 3.9/4.0

Motilal Nehru National Institute of Technology

Allahabad, India

Bachelor of Technology, Mechanical Engineering

July 1999- June 2003

- GPA 90.5/100

RESEARCH INTERESTS

- Healthcare Operations
- Management of technology
- Knowledge management and organizational learning issues
- Big data research

RESEARCH PUBLICATIONS

Published and Under Review:

- Chandrasekaran, A., Anand, G., Sharma, L., Ward, P., Henry, M., Pesavento, T., Moffatt-Bruce. The relationship between Patient Anxiety, Quality of Discharge Instructions and 30-day Readmission Rates for Kidney Transplant Recipients. ***Forthcoming at Journal of Surgery Research***. (Featured Article)
- Sharma, L., Chandrasekaran, A., Boyer, K., & McDermott, C. 2015. The impact of hospital information technology bundles on performance: An Econometric Study, ***Journal of Operations Management***, 41: 25-41.
 - Winner of 2012 Academy of Management Best Student Paper Award – OM Division.
- 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.
- Sharma, L. & Chandrasekaran, A. 2015. The Electronic Medical Record Adoption Process: Impact on Patient Experience and Cost, ***Invited for 2nd round review at Management Science***.
- Gnanlet, A., Sharma, L., McDermott, C. & Yayla-Kullu, H. 2016. Quality and cost implications of hospital workforce flexibility: an econometric study, ***Invited for 2nd round review at Production and Operations Management***.

Working Papers:

- Sharma, L., Chandrasekaran, A. & Bendoly, E., HIT Adoption, Caregiver Learning and the role of Organizational Support Structures: An Empirical investigation, Working Paper. (Status: Data Collection; Target Journal: *Organization Science*)

- Sharma, L. & Chandrasekaran, A. Does the Office of Patient Experience Matter in Improving Delivery of Care? An Econometric study of US Hospitals, Working Paper. (*Status: Analysis Stage; Target Journal: Management Science*)
- Chandrasekaran, A, Sharma, L., Anand, G., Pesavanto, T., Hauenstein, M., Ward, P., Gadkari, M. & Moffatt-Bruce, S. Reducing Anxiety and Readmission: An Empirical Investigation in the context of Kidney Transplant Recipients, Working Paper. (*Status: Analysis Stage; Target Journal: Production and Operations Management*)
 - Involves experimental and survey data collection at Comprehensive Transplant Center in the OSU Medical Center.
 - Accepted for the "Patient-Centric Healthcare Management in the Age of Analytics" conference at Indiana University. (*Eligible for POMS special issue; Edited by Professor Kurt Bretthauer*)
- Chandrasekaran, A, Sharma, L., Anand, G., Pesavanto, T., Hauenstein, M., Ward, P., Gadkari, M. & Moffatt-Bruce, S. Effect of Patient-Centric Discharge Process on Readmissions for Kidney Transplant Recipients: An experimental investigation, Working Paper. (*Status: Analysis Stage; Target Journal: Journal of American Medical Association*)
 - Submitted for the "11th Academic Surgical Congress" (February, 2016).
- Sharma, L., Chandrasekaran, A., Finefrock, D & Briggs, K. Improving communication of nurses using IT based interventions: An experimental investigation, Working Paper. (*Status: Data Collection Stage; Target Journal: Manufacturing and Service Operations Management*)
 - Involves experimental and survey data collection at Hackensack Medical Center, New Jersey.
 - Collected survey and secondary data from 310 nurses in 18 different hospital units.

Conference Proceedings:

- 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.

BOOKS AND PATENTS

- Book Chapter on "Lean Hospitals: Five tools that position Healthcare organizations for success" in the book titled *Service Management in Health and Wellness Services* by Kandampully.
- **US Patent (US 7417570 B2):** Lossless Comparative Compression and Transmission Method and System.

HONORS AND AWARDS

- Hayes Forum Winner in Business Research, 2016
- 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.

SELECTED CONFERENCE PRESENTATIONS

- 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 Informs Annual Meeting, November 1-4, 2015, Philadelphia, PA (Invited)
- The Impact of Hospital Information Technology Adoption Process on Quality of Care, 2015 Informs 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.
- Trends in Hospital Information Technology (HIT) Strategy Choices, POMS 24th Annual Conference, May 3-6, 2013, Denver, CO.

TEACHING INTERESTS

- Healthcare Operations
- Technology Management
- Data Analytics
- Operations Management Core

TEACHING EXPERIENCE

- BUSMGT 3230 - Introduction to Operations Management.
 - Winter 2014: Ratings: 4.7/5.0
 - Winter 2015: Ratings: 4.6/5.0
 - Autumn 2016: Rating: 4.3/5.0

PROFESSIONAL SERVICE

- Ad hoc reviewer for Production and Operations Management, Journal of Operations Management and Decision Sciences.
- Reviewer for the Academy of Management Conference (2014) and Decision Sciences Institute Conference (2013 and 2014)

PROFESSIONAL EXPERIENCE

- Cleveland Clinic Foundation, *Process Improvement Specialist*** July 2009 – Dec, 2010
- Developed Value Stream Maps for different labs and integrated them into a capacity analysis tool using MS Access and SharePoint to predict Utilization and propose operational changes at lab level.
 - Facilitated Kaizen events to design 80 lab workstations for optimized workflow.
 - Implemented and supported the Business Review process for the Anatomic Pathology and Surgical Pathology departments within the Pathology and Lab Medicine Institute.

- Nationwide Insurance, *Business Analytics Analyst*** Sep 2008 – June 2009
- Developed a model to simulate call center behavior and identified critical media spending vehicles that were driving call center volume.
 - Developed a model to link customer loyalty to financial performance and used it to identify process and attribute level metrics that can improve customer satisfaction.

- SAP Labs, *Development Specialist*** October 2004 – July 2005

- Infosys Technologies Limited, *Software Engineer*** 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.