

Jon M. Stauffer

Assistant Professor of Information & Operations Management

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Education

Indiana University, Kelley School of Business

- Ph.D. Operations Management, 2016
 - Dissertation: *Care As Needed: Tailored Response in Healthcare Operations & Humanitarian Logistics*
 - Dissertation Chair: Professor Kurt M. Bretthauer
- Masters in Operations Management (Entrepreneurship Minor), 2014

University of Michigan, Ross School of Business

MBA, Graduated with High Distinction, 2006

Oakland University

Master of Science in Electrical & Computer Engineering, 2001

Purdue University

Bachelor of Science in Mechanical Engineering, Graduated with Highest Distinction, 1999

Academic Employment and Experience

Assistant Professor of Information & Operations Management

Mays Business School, Texas A&M University, College Station, TX: 2016-Present
Department of Information & Operations Management
Faculty Fellow of the Center for Health Systems & Design: 2017-Present

Research Assistant / Associate Instructor

Kelley School of Business, Indiana University, Bloomington, IN: 2011-2016
Department of Operations and Decision Technologies

Industry Employment and Experience

Director of Strategy & Business Development *Control-Tec LLC, Allen Park, MI: 2010-2012*

Manager, Strategy & Operations *Deloitte Consulting LLC, Fort Worth, TX & Cincinnati, OH: 2007-2010*

Senior Control System Engineer *DaimlerChrysler AG, Chelsea, MI: 1999-2007*

Peer-Reviewed Publications (* denotes practitioner)

- P7 Stauffer, Jon M., Manoj Vanajakumari, Subodha Kumar, Theresa Mangapora*. (2022). Achieving Equitable Food Security: How Can Food Bank Mobile Pantries Fill this Humanitarian Need, *Production and Operations Management*, 31(4), 1802-1821.
- P6 Cho, David D., Jon M. Stauffer. (2022). Tele-Medicine Question Response Service: Analysis of Benefits and Costs, *Omega*. 111, 102664.

- P5** Stauffer, Jon M., Aly Megahed*, Chelliah Sriskandarajah. (2021). Elasticity Management for Capacity Planning in Software-as-a-Service Cloud Computing, *IISE-Transactions*, **53**(4), 407-424.
 * Finalist: Best Service Science Paper, INFORMS Annual Conference 2018
- P4** Stauffer, Jon M., Subodha Kumar. (2021). Impact of Incorporating Returns into Pre-Disaster Deployments for Rapid-Onset Predictable Disasters, *Production and Operations Management*, **30**(2), 451-474.
 * Runner-up: Best Paper Humanitarian Operations & Crisis Management, POMS Conference, 2020
 * Recognized as a POMS Top Cited Article in 2020-2021
- P3** Stauffer, Jon M., Alfonso J. Pedraza-Martinez, Lu(Lucy) Yan, Luk N. Van Wassenhove. (2018). Asset Supply Networks in Humanitarian Operations: A Combined Empirical-Simulation Approach, *Journal of Operations Management*, **63**, 44-58.
- P2** Stauffer, Jon M., Alfonso J. Pedraza-Martinez, Luk N. Van Wassenhove. (2016). Temporary Hubs for the Global Vehicle Supply Chain in Humanitarian Operations, *Production and Operations Management*, **25**(2), 192-209.
 * Winner: Best Paper Humanitarian Operations & Crisis Management, POMS Conference, 2014
- P1** Helm, Jonathan E., Adel Alaeddini, Jon M. Stauffer, Kurt M. Bretthauer, Ted Skolarus*. (2016). Reducing Hospital Readmissions by Integrating Empirical Prediction with Resource Optimization, *Production and Operations Management*, **25**(2), 233-257.
 * Finalist: Most Influential POM Service Operations Paper, 2015-2016

Forthcoming or Accepted Papers

- R2** An Optimization Framework for Analyzing Dual-Donor Organ Exchange
 Tuan Le[‡], Jon M. Stauffer, Bala Shetty, Chelliah Sriskandarajah
 Accepted in *Production and Operations Management*

Papers Under Review (‡ denotes current or former student)

- R4** Healthcare Reimbursement Policy Impact on Multiple-Provider Readmission Reduction Programs
 Jon M. Stauffer, Jonathan E. Helm, Kurt M. Bretthauer
Management Science (Preparing for 2nd review)
- R3** Post-Discharge Rehabilitation Units: How keeping patients at the hospital reduces congestion and costs. Maryam Khatami[‡], Jon M. Stauffer, Mark Lawley
Manufacturing & Service Operations Management (Under 1st review)
- R1** Hybrid Cross-Docking Operations in Energy Supply Chains: On Optimal Shipping, Collaboration, and Outsourcing Decisions. Seulchan Lee[‡], Alexandar Angelus, Jon M. Stauffer, Chelliah Sriskandarajah
IISE-Transactions (ready for 1st review)

Working Papers (‡ denotes current or former student)

W2 Understanding Wait Time Evaluation of Patients: The Impact of Appointment Lag Times
 Rakesh Mallipeddi‡, Yunxia Zhu, Chiraag Mittal, Jon M. Stauffer
 Target submission: *Production and Operations Management* in Fall 2022

W1 Appointment Template Design in Multi-Stage Outpatient Clinics under Patient Heterogeneity
 Pelin Kesrit‡, Jon M. Stauffer, Chelliah Sriskandarajah
 Target submission: *Production and Operations Management* in Fall 2022

Research in Progress (‡ denotes current or former student)

Impact of Home Health Social Intervention Visits on Hospital Readmissions
 with Maryam Khatami‡, Jonathan E. Helm, Kurt M. Bretthauer

Food Bank Pre-Positioning Analysis
 with Kerim Kizil‡, Bala Shetty, Chelliah Sriskandarajah

Robotic Mobile Fulfillment Systems
 with Kerim Kizil‡, Chelliah Sriskandarajah

“Truthiness” at the Doctor’s Office: How Information Asymmetry Affects Outpatient Clinic Performance
 with Murray Cote, Cynthia Weston; awarded T3 grant in 2021

Appropriate Scenarios for Hospital-at-Home Implementation
 with David D. Cho

Optimal Readmission Reduction Policies for Hospital Systems
 with Tony Arreola-Risa

Teaching

Published Pedagogical Case Studies with Teaching Notes (Reviewed and Published)

T2 Brazos Valley Food Bank: Fostering Partnerships, Feeding Hope - Part B. (2022) Manoj Vanajakumar, Jon M. Stauffer, and Subodha Kumar. (published at Ivey Case Publishing)

T1 Supply Chain Hubs in Global Humanitarian Logistics. (2017) Jon M. Stauffer, Alfonso J. Pedraza-Martinez, and Luk N. Van Wassenhove. (published at INSEAD Case Publishing)

SCMT364 - Operations Management: Mays Business School, Texas A&M University

- Fall 2021 - 2 large sections, 1 Honors Section: Evaluations 4.83, 4.79, and 4.59 out of 5.00
- Fall 2020 - 2 large sections, 1 Honors Section: Evaluations 4.38, 4.29, and 4.12 out of 5.00
- Fall 2019 - 3 large sections, Evaluations: 4.83, 4.70, and 4.68 out of 5.00
- Fall 2018 - 2 large sections, 1 Honors Section, Evaluations: 4.97, 4.75, and 4.63 out of 5.00
- Fall 2017 - 3 large sections, Evaluations: 4.81, 4.79, and 4.75 out of 5.00
- Fall 2016 - 3 large sections, Evaluations: 4.90, 4.65, and 4.64 out of 5.00
- Developed lecture material, tests, homework, case studies, current event discussions, and group activities with full responsibility for class policy, office hours, and two lectures every week.

* Winner, 2020-2021 Montague - Center for Teaching Excellence Scholar, Texas A&M University

Operations Management in Healthcare: Mays Business School, Texas A&M University

- Fall 2019 - Guest Lecturer: Business of Healthcare (BUSN 489)
- Spring 2019 - Guest Lecturer: Healthcare Challenges and Careers (BUSN 481)
- Developed lecture material, current event discussions, and engaged students on the impact of operations management in healthcare administration.

P300 - Introduction to Operations Management: Kelley School of Business, Indiana University

- Fall 2015 - 2 sections, Teaching evaluations: 6.25 and 6.40 out of 7.00
- Spring 2015 - 2 sections, Teaching evaluations: 6.55 and 6.69 out of 7.00
- Spring 2014 - 2 sections, Teaching evaluations: 6.67 and 6.73 out of 7.00
- Developed lecture material, tests, homework, and group activities with full responsibility for class policy, office hours, and two lectures every week.

★ Winner, Kelley School of Business Panschar Teaching Award, 2016

★ Finalist, Kelley School of Business Panschar Teaching Award, 2015

Conference Presentations (Presenting Author Only)

Humanitarian Organization Pre-Disaster Deployment for Predictable Disasters

POMS 2021 31th Annual Conference, online – May 2021

POMS 2019 30th Annual Conference, Washington D.C. – May 2019

Elasticity Management for Capacity Planning in Cloud Computing Services

INFORMS 2018 Annual Conference, Phoenix, AZ – Nov. 2018

Global Vehicle Supply Chains in Humanitarian Operations: A Network Analysis Approach

POMS 2018 29th Annual Conference, Houston, TX – May 2018

INFORMS 2017 Annual Conference, Houston, TX – Oct. 2017

POMS 2017 28th Annual Conference, Seattle, WA – May 2017

INFORMS 2016 Annual Conference, Nashville, TN – Nov. 2016

Payment Policy Impact on Reducing Hospital Readmissions

INFORMS 2021 Annual Conference, Anaheim, CA – Oct. 2021

POMS 2021 31th Annual Conference, online – May 2021

INFORMS 2018 Annual Conference, Phoenix, AZ – Nov. 2018

POMS 2018 29th Annual Conference, Houston, TX – May 2018

INFORMS 2016 Annual Conference, Nashville, TN – Nov. 2016

INFORMS 2015 Annual Conference, Philadelphia, PA – Nov. 2015

INFORMS Healthcare 2015, Nashville, TN – July 2015

Reducing Hospital Readmissions by Integrating Empirical Prediction with Resource Optimization

POMS 2018 29th Annual Conference, Houston, TX – May 2018

INFORMS 2014 Annual Conference, San Francisco, CA – Nov. 2014

Health Systems Optimization Workshop, Chicago, IL – Sept. 2014

Global Vehicle Supply Chain Management in Humanitarian Operations

POMS 2015 26th Annual Conference, Washington D.C. – May 2015

POMS 2014 25th Annual Conference, Atlanta, GA – May 2014

Hospital Readmissions - Forecasting and Optimization

POMS 2014 25th Annual Conference, Atlanta, GA – May 2014

Supply Chain Structure: Minimizing Costs while Maximizing Disaster Response

INFORMS 2012 Annual Conference, Phoenix, AZ – Oct. 2012

Society & Conference Service

POMS 2022 Annual Conference, online. Crisis/Disaster Management and Covid-19 Pandemic Track.
Track Chair.

POMS Nominating Committee, POMS 2022 elections.

Decision Sciences Institute, 2021 Elwood Buffa Dissertation Award judge.

INFORMS Healthcare Conference 2019, Boston, MA. "Healthcare Modeling Applications".
Session Chair.

POMS 2018 Annual Conference, Houston, TX. "Humanitarian and Developing Country Operations".
Session Chair.

INFORMS 2017 Annual Conference, Houston, TX. "Humanitarian and Developing Country Operations".
Session Chair.

POMS 2017 Annual Conference, Seattle, WA. "Applications in Humanitarian Logistics".
Session Chair.

Societal Impact Statement

My research and teaching have a critically important impact on society in the areas of healthcare, humanitarian relief. My research on healthcare looks at ways to reduce readmissions, which are extremely costly and challenging for both patients and healthcare providers, where wasted time and resources could be better applied to other areas benefiting all of society. I research various scheduling and operational improvements that physicians, hospitals, and home health agencies can implement to more cost-effectively reduce readmissions. I also consider public policy implications on motivating cost-effective readmission reduction. In addition, my research looks to improve the discharge process from hospitals to improve patient flow and organ matching mechanisms to increase the number of transplants performed. All of these healthcare projects improve the patient experience and overall health of society.

My research on humanitarian relief considers how to best position supply depots globally to provide timely, effective, sustainable, and environmentally-friendly aid to people recovering from natural and man-made disasters. My research has also improved the national pre-positioning of supplies in advance of hurricanes and other predictable disasters. Finally, I have worked with food banks at the local level, which provide nutrition to food insecure people, to improve their operations and equitable distribution of food. This stream of research is especially important to society, as it improves the delivery of the physical food, shelter, and clothing people locally or across the world need to survive.

My teaching impacts how the next generation of leaders understand and view the operations, planning, and supply chains of organizations. I encourage curiosity and lifelong learning to help students understand the tradeoffs faced in every situation by using real-world cases, simulation activities, extensive current event discussions in the context of operations and supply chain principles, and my nearly 15 years of experience as an engineer, strategy consultant, and entrepreneur. I also share my research with students, to illustrate how operations management can have a profound impact in addressing societal challenges in healthcare services, healthcare policy, feeding the hungry, and disaster preparedness and recovery. The thousands of students I teach can have a much larger impact on society as the leaders of businesses, governments, and social movements than myself or any one person will ever have, which is why I think high quality teaching is so important.

Research Mentorship

Maryam Khatami; PhD student in Operations Research, Department of Industrial and Systems Engineering, Texas A&M University. *PhD Committee Member*. (1st appointment, Kelley School of Business, Indiana University)

Professional Activities

Journal Referee and Review Experience (alphabetical order)

Decision Sciences Journal, Editorial Review Board 2020 - Present
European Journal of Operations Research (EJOR)
Journal of Humanitarian Logistics and Supply Chain Management
Journal of Operations Management (JOM)
Manufacturing & Service Operations Management (MSOM)
Operations Research (OR)
Production and Operations Management (POM), Editorial Review Board 2020 - Present

Memberships

Production and Operations Management Society (POMS)
Institute for Operations Research and Management Sciences (INFORMS)
Manufacturing and Service Operations Management Society (MSOM)
Decision Sciences Institute (DSI)

Awards and Honors

Awards

Winner: 2020-2021 Montague - Center for Teaching Excellence Scholar, Texas A&M University
Runner-Up: Best Paper in Humanitarian Operations & Crisis Management, POMS Conference, 2020
Finalist: Best Paper in Humanitarian Operations & Crisis Management, POMS Conference, 2019
Finalist: Best Service Science Paper, INFORMS Annual Conference, 2018
Finalist: Most Influential POM Service Operations Paper, 2015-2016
Top Ph.D. Student, Kelley School of Business, 2016
Winner: Kelley School of Business Panschar Teaching Award, 2016
Top Operations & Decision Technologies Ph.D. Student, Kelley School of Business, 2015
Finalist: Kelley School of Business Panschar Teaching Award, 2015
Best Paper Award, Humanitarian Operations & Crisis Management, POMS Conference, 2014
Winner: Deloitte Consulting Global Excellence Award, 2010
Finalist: Emerging Market Case Competition, 2005
Mechanical Engineer of the Year, Purdue University, 1999
National Merit Scholar, 1995

Honors

Chicago Booth Review featured article on Reducing Readmissions, February 2016

Lean Six Sigma Blackbelt

Beta Gamma Sigma Honor Society - Member

Tau Beta Pi Honor Society - Vice President Purdue Chapter, 1998

Pi Tau Sigma Honor Society - Member

Alpha Lambda Delta Honor Society - Member

Computer Skills

C++, Python, MATLAB, Visual Basic (VBA), & Latex

CPLEX, AMPL & Excel Solver optimization software

Arena & Excel Simulation

Stata & R statistics software

Statnet & NodeXL network analysis software

References

Professor Kurt M. Bretthauer

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Indiana University
1309 E. 10th Street, Bloomington, IN 47405
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Email: kbrettha@indiana.edu

Professor Luk N. Van Wassenhove

Technology and Operations Management
INSEAD
Boulevard de Constance
77305 Fontainebleau, France
Phone: 33 1 60 72 42 66
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Associate Professor Alfonso J. Pedraza-Martinez

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Professor Chelliah Sriskandarajah

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Professor Subodha Kumar

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Temple University
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Professor Goker Aydin

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Johns Hopkins University
100 Intl. Drive, Baltimore, MD 21231
Phone: (410) 234-4715
Email: goker.aydin@jhu.edu