

# SYNAPSE:

## Applied Healthcare Operations Management & Research Conference

Friday, April 15, 2022  
11:00am – 2:00pm EDT

Production & Operations Management Society Conference  
Organized By  
College of Healthcare Operations Management (CHOM)

[www.poms.org](http://www.poms.org)



### CONFERENCE OBJECTIVES

This mini-conference connects healthcare researchers and practitioners to actively discuss **how operations are adapting to the new environment – what are we learning from the pandemic**. This helps all of us develop innovative, practical and sustainable solutions that improve the operations of healthcare organizations. This conference provides a venue for discussion between those working and researching healthcare delivery issues to share what works, what doesn't and why, and which areas need greater attention. The conference is meant to complement the POMS annual meeting (April 21 – 25, 2022) as it gives participants a chance to learn from both practitioners and researchers, and allows time for brainstorming new approaches and research ideas for improving the effectiveness of healthcare delivery systems.

### SCHEDULE OF ACTIVITIES

CHOM Mini-Conference Schedule 2022			
Start	End	Duration	Activity
11:00 AM	11:05 AM	0:05	Welcome
11:05 AM	11:50 AM	0:45	Keynote: Ed Hisscock. Senior Vice President of Supply Chain at Trinity Health
11:50 AM	12:00 PM	0:10	Break
12:00 PM	1:15 PM	1:15	Panel: Adapting operations to the new environment – what are we learning from the pandemic?
1:15 PM	1:45 PM	0:30	Research In Practice Showcase Presentations
1:45 PM	1:55 PM	0:10	CHOM Best Paper Competition Summary
1:55 PM	2:00 PM	0:05	Closing

### Virtual Conference!

Registration for the Healthcare College Synapse conference requires registration to the main POMS Conference. Please register at: <https://pomsmembers.org/members/Default.aspx?ev=111&cnf=y> **THANK YOU FOR ATTENDING!**

### 11:05 am - KEYNOTE PRESENTATION



**Ed Hisscock** is Senior Vice President of Supply Chain at Trinity Health, a leading catholic healthcare ministry. Nationally recognized for care and experience, the Trinity Health system includes 88 hospitals, 131 continuing care locations, the second largest PACE program in the country, 125 urgent care locations and many other health and well-being services. Ed is a lifelong Healthcare Supply Chain Practitioner having spent over 30 years serving in the supply chain and IT disciplines with fortune 50 companies, healthcare supplier and healthcare provider organizations. He has founded two healthcare companies and personally served over 100 healthcare provider organizations in the US and Europe.

### College of Healthcare Operations (of POMS) – Conference Organizers

David Dobrzykowski, Ph.D. (President) – [DDobrzykowski@walton.uark.edu](mailto:DDobrzykowski@walton.uark.edu), Vikram Tiwari, Ph.D. (VP of Awards) – [vikram.tiwari@vanderbilt.edu](mailto:vikram.tiwari@vanderbilt.edu),  
Pengyi Shi, Ph.D. (Secretary) – [shi178@purdue.edu](mailto:shi178@purdue.edu), Nan Liu, Ph.D. (VP of Meetings) – [nan.liu@bc.edu](mailto:nan.liu@bc.edu), E. David Zepeda, Ph.D. (VP of Outreach) – [dzepeda@bu.edu](mailto:dzepeda@bu.edu)



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### 12:00 pm - PANEL: Adapting Operations to the New Environment



**Margaret Flinter, PhD, APRN** is the Senior Vice President and Clinical Director of the Community Health Center, Inc. (CHCI). CHCI is a leading independent, non-profit healthcare provider in the state of Connecticut, providing comprehensive primary care services in medicine, dentistry, and behavioral health to more than 145,000 people. A family nurse practitioner since 1980, Dr. Flinter has held progressive roles in the organization as both clinician and executive leader as it transformed from a storefront clinic to one of the country's largest FQHCs.



**Rodney VanDerwarker, MPH** is Vice President, Primary Care at Atrius Health. Atrius delivers an effective system of care for adult and pediatric patients at dozens of practice locations in Eastern Massachusetts. Rodney joined Atrius Health in 2019 as Executive Director, Internal Medicine and Family Medicine and was recently promoted into his new role which includes oversight for clinical and administrative operations of Internal Medicine, Family Medicine, Pediatrics, OB/GYN as well as several other related programs and ambulatory services. Prior to Atrius Health, Rodney spent 21 years in leadership roles in clinical, research, education and social service departments.



**Marcus Osborne, MBA** previously served as Senior Vice President of Health Transformation at Walmart where he was focused on furthering Walmart's goal of improving the healthcare industry in the U.S. by increasing access and affordability in the system for consumers, helping to launch Walmart Health and other key health initiatives. Prior to joining Walmart in 2007, he served as the Chief Financial Officer of the Clinton Foundation Health Access Initiative and as a Senior Management Consultant for Alliance Consulting Group in Boston. He earned his MBA at the Harvard Business School, graduating with honors.

### 1:15 pm – RESEARCH IN PRACTICE SHOWCASE PRESENTATIONS

#### Developing Analytics-Based Technology for Smart Scheduling: A Venture with TeamBuilder

Nan Liu, David Howard, Michael Paraskakis and Evan Tsun

#### Data-Driven Surgical Tray Optimization to Improve Operating Room Efficiency

Vinayak Deshpande, Nishanth Mundru, Sandeep Rath, Martyn Knowles, David Rowe and Benjamin C. Wood

#### Can Instant Message App Perform Well? The Impact of a WeChat-Based Telemedicine & Online Health Community on User Satisfaction

Chengzhao Tu and Quinton Nottingham

### 1:45 pm – BEST PAPER COMPETITION ANNOUNCEMENT AND CLOSING REMARKS

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