

Song-Hee Kim

Division of Operations Management
SNU Business School, Seoul National University

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ACADEMIC APPOINTMENTS

SNU Business School, Seoul National University, Seoul, South Korea

Associate Professor of Operations Management, 2021–present

CS Wind Associate Professor, 2023–2026

Harvard Business School, Cambridge, MA, USA

Visiting Scholar, 2024–2025

Marshall School of Business, University of Southern California, Los Angeles, CA, USA

Assistant Professor of Data Sciences and Operations, 2015–2021

Yale School of Management, New Haven, CT, USA

Postdoctoral Associate in Operations Management, 2014–2015

EDUCATION

Columbia University, New York, NY, USA

Ph.D., Operations Research, 2014

Dissertation: *Data-Driven Decisions in Service Systems*

M.S., Operations Research, 2009

Cornell University, Ithaca, NY, USA

B.S., *magna cum laude*, Operations Research and Industrial Engineering, 2008

RESEARCH AREAS

Healthcare operations: hospital capacity, congestion, and patient flow

Human decision-making, human-algorithm interaction, and AI in service operations

Statistical methods and data-driven models for service systems

PUBLICATIONS

Journal Papers

1. Lin, W., Kim, S.-H., & Tong, J. Revisiting the Cause of Algorithm Aversion: Algorithm Feedback Asymmetry in the Field and Lab. *Management Science*, to appear.

2. Tuncalp, F., Ibrahim, R., Kim, S.-H., & Tong, J. Shared Decision-Making under Bounded Rationality: Why Personalization Doesn't Always Help. *Manufacturing & Service Operations Management*, to appear.
- Presented at the 2026 MSOM Healthcare Operations SIG Conference
3. Kim, S., Heo, G. Y., Park, C. H., Park, J. T., Han, S. H., Yoo, T.-H., Kang, S.-W., Kim, S.-H., & Kim, H. W. 2026. Outpatient Visit Intervals in Chronic Kidney Disease: Adherence to KDIGO Recommendations and Determinants of Variation. *Kidney Research and Clinical Practice*, 45(5), 689–701.
4. Lim, J. W., Lee, J., Kim, S.-H., Kim, T., Kim, H. J., Yoo, M. G., Youn, C. S., & Pak, Y.-S. 2025. Beyond Annual Averages: Rethinking Metrics for Emergency Department Crowding and Capacity Planning. *The Journal of Emergency Medicine*, 79, 591–602.
5. Choi, J., Kim, S.-H., Ko, R.-E., Suh, G. Y., Yang, J. H., Park, C.-M., Cho, J., & Chung, C. R. 2025. Simulating the Effects of Reducing Transfer Latency from the Intensive Care Unit on Intensive Care Unit Bed Utilization in a Korean Tertiary Hospital. *Acute and Critical Care*, 40(1), 18–28.
6. Kim, S.-H., Pinker, E., & Rimar, J. 2025. Impact of Capacity Strain on the Health Status of Patients Discharged From an Intensive Care Unit. *Production and Operations Management*, 34(1), 45–59.
- Presented at the 2015 MSOM Healthcare Operations SIG Conference
7. Heo, S., Kim, S.-H., Lee, S. U., Hwang, S. Y., Yoon, H., Shin, T. G., Chang, H., Kim, T., & Cha, W. C. 2024. A Trial of a Chat Service for Patients and Their Family Members in an Emergency Department. *BMC Health Services Research*, 24, 1058.
8. Kim, S.-H., Zheng, F., & Brown, J. 2024. Identifying the Bottleneck Unit: Impact of Congestion Spillover in Hospital Inpatient Unit Network. *Management Science*, 70(7), 4200–4218.
- Finalist, 2022 INFORMS Pierskalla Best Paper Award
- Presented at the 2022 MSOM Service Management SIG Conference
9. Kim, S.-H. & Tong, J. 2024. Admission Control Bias and Path-Dependent Feedback Under Diagnosis Uncertainty. *Manufacturing & Service Operations Management*, 26(1), 117–136.
10. Kim, S.-H., Song, H., & Valentine, M. 2023. Learning in Temporary Teams: The Varying Effects of Partner Exposure by Team Member Role. *Organization Science*, 34(1), 433–455.
- Presented at the 2018 MSOM Healthcare Operations SIG Conference
11. Ibrahim, R., Kim, S.-H., & Tong, J. 2021. Eliciting Human Judgment for Prediction Algorithms. *Management Science*, 67(4), 2314–2325.
12. Gupta, V., Han, B. R., Kim, S.-H., & Paek, H. 2020. Maximizing Intervention Effectiveness. *Management Science*, 66(12), 5576–5598.
- Finalist, 2018 POMS College of Healthcare Operations Management Best Paper Competition
- Finalist, 2018 INFORMS Pierskalla Best Paper Award
- Presented at the 2018 MSOM Healthcare Operations SIG Conference
13. Kim, S.-H., Tong, J., & Peden, C. 2020. Admission Control Biases in Hospital Unit Capacity Management: How Occupancy Information Hurdles and Decision Noise Impact Utilization. *Management Science*, 66(11), 5151–5170.
- Presented at the 2019 MSOM Healthcare Operations SIG Conference
14. Bartel, A., Chan, C. W., & Kim, S.-H. 2020. Should Hospitals Keep Their Patients Longer? The Role of Inpatient Care in Reducing Post-Discharge Mortality. *Management Science*, 66(6), 2326–2346.

15. Ibrahim, R. & Kim, S.-H. 2019. Is Expert Input Valuable? The Case of Predicting Surgery Duration. *Seoul Journal of Business*, 25(2), 1–34.
16. Kim, S.-H., Whitt, W., & Cha, W. C. 2018. A Data-Driven Model of an Appointment-Generated Arrival Process at an Outpatient Clinic. *INFORMS Journal on Computing*, 30(1), 181–199.
17. Kim, S.-H., Chan, C. W., Olivares, M., & Escobar, G. 2016. Association Among ICU Congestion, ICU Admission Decision, and Patient Outcomes. *Critical Care Medicine*, 44(10), 1814–1821.
- Feature Article
18. Kim, S.-H., Vel, P., Whitt, W., & Cha, W. C. 2015. Poisson and Non-Poisson Properties in Appointment-Generated Arrival Processes: the Case of an Endocrinology Clinic. *Operations Research Letters*, 43, 247–253.
19. Kim, S.-H. & Whitt, W. 2015. The Power of Alternative Kolmogorov-Smirnov Tests Based on Transformations of Data. *ACM Transactions on Modeling and Computer Simulation (TOMACS)*, 24(4), article 24.
20. Kim, S.-H., Chan, C. W., Olivares, M., & Escobar, G. 2015. Intensive Care Unit Admission Control: An Empirical Study of Capacity Allocation and its Implication on Patient Outcomes. *Management Science*, 61(1), 19–38.
- First Prize, 2013 MSOM Student Paper Competition
- Finalist, 2013 INFORMS Health Applications Society Student Paper Competition
- Finalist, 2013 INFORMS Pierskalla Best Paper Award
- Winner, 2018 Best OM Paper in Management Science Award
21. Kim, S.-H. & Whitt, W. 2014. Are Call Center and Hospital Arrivals Well Modeled by Nonhomogeneous Poisson Processes? *Manufacturing & Service Operations Management*, 16(3), 464–480.
- Finalist, 2016 M&SOM Best Paper Award
- Finalist, 2017 M&SOM Best Paper Award
22. Kim, S.-H. & Whitt, W. 2014. Choosing Arrival Process Models for Service Systems: Tests of a Nonhomogeneous Poisson Process. *Naval Research Logistics*, 61(1), 66–90.
23. Kim, S.-H. & Whitt, W. 2013. Estimating Waiting Times with the Time-Varying Little’s Law. *Probability in the Engineering and Informational Sciences*, 27(4), 471–506.
24. Kim, S.-H. & Whitt, W. 2013. Statistical Analysis with Little’s Law. *Operations Research*, 61(4), 1030–1045.

Working Papers

25. Tsung, S., Lee, J., Hu, Y., Kim, S.-H., & Parameswaran, V. AI-Enabled Task Allocation: Measuring Provider Effects and Improving Secure Message Routing. Working Paper.
26. Jeon, H., Kim, S.-H., Song, H., Kim, K., Cho, S., & Hong, J. H. To Each Their Own (Shifts): Incorporating Heterogeneous Worker Preferences into Shift Work Schedules. Major revision invited at *Manufacturing & Service Operations Management*.
- Presented at the 2024 MSOM Healthcare Operations SIG Conference
27. Kim, S.-H., Overman, W., Pauphilet, J., & Cha, W. C. Occupancy Prediction with Patient Data: Evaluating Time-Series, Patient-Level Aggregation, and Deep Set Models. Under review (after major revision) at *Manufacturing & Service Operations Management*.

Other Publications

28. Kim, S.-H. & Song, H. How Digital Transformation Can Improve Hospitals' Operational Decisions. *Harvard Business Review Digital Articles* (January 18, 2022).

Peer-Reviewed Conference Papers/Abstracts

29. Kumar, S. I., Kim, S.-H., Winnie, K., Cobb, J. P., & Brown, J. Pilot Implementation of a novel ICU Admission, Discharge, Triage Tool at an Academic Medical Center. *American Thoracic Society (ATS) International Conference*. Poster presentation. Washington, DC, May 2017.
30. Kim, S.-H. & Whitt, W. Using Simulation to Study Statistical Tests for Arrival Processes and Service Time Models for Service Systems. *Proceedings of the 2013 Winter Simulation Conference*, R. Pasupathy, S.-H. Kim, A. Tolk, R. Hill, and M. E. Kuhl, eds., Washington, DC.

HONORS AND AWARDS

- Production and Operations Management Journal Best Senior Editor Award, 2026
- SNU Special Research Year (University-wide award; 3 recipients among all full-time faculty), 2026
- MSOM Society Best Associate Editor in Management Science Journal Award, 2025
- SNU Creative-Pioneering Researchers Program (Winner), 2022
- INFORMS Pierskalla Best Paper Award (Finalist), 2013, 2018, 2022
- Management Science Distinguished Service Award, 2018, 2019, 2020, 2021
- M&SOM Meritorious Service Award, 2020, 2021
- USC Marshall Dr. Douglas Basil Award for Junior Business Faculty (Research), 2020
- Best OM Paper in Management Science Award (Winner), 2018
- POMS College of Healthcare Operations Management Best Paper Competition (Finalist), 2018
- M&SOM Best Paper Award (Finalist), 2016, 2017
- Management Science Meritorious Service Award, 2016
- MSOM Student Paper Competition (First Prize), 2013
- INFORMS Health Applications Society Student Paper Competition (Finalist), 2013
- Samsung Scholarship (full tuition and stipend), 2008–2013
- Deming Doctoral Research Fellowship, The W. Edwards Deming Center at Columbia Business School, 2011
- Member of Tau Beta Pi (Engineering Honor Society)
- Member of the Cornell Chapter of Omega Rho (Operations Research & Management Science Honor Society)

TEACHING AND MENTORING

Seoul National University

- Introduction to Business Analytics, Undergraduate elective.
- Business Analytics, MBA elective.
- Business Analytics, Executive MBA elective.
- OM Seminar: Empirical Research in Operations Management, Graduate elective.
- Operations Management, Undergraduate core.
- Management Science, Undergraduate core.

University of Southern California

- Empirical Research in Operations Management, PhD core.
- Operations Management, Undergraduate core.

Student and Postdoctoral Mentoring and Research Collaborations

- Doctoral: Brian Rongqing Han (University of Southern California); Harriet Jeon (University of Pennsylvania); Jeong Wook Lim (Seoul National University); Wilson Lin (University of Southern California); William Overman (Stanford University); Sean Tsung (Stanford University)
- Master's: Somi Kim (Seoul National University); Jisun Lee (Seoul National University)
- Postdoctoral: Feray Tuncalp (University College London)

PROFESSIONAL ACTIVITIES AND SERVICE

Current and Past Research Data Partners

- Hospital of the University of Pennsylvania (Philadelphia, PA, USA)
- Kaiser Permanente (Oakland, CA, USA)
- Keck Hospital of USC (Los Angeles, CA, USA)
- Korea University Medical Center (Seoul, South Korea)
- National Emergency Medical Center (Seoul, South Korea)
- National Fire Agency (Sejong, South Korea)
- Samsung Medical Center (Seoul, South Korea)
- Stanford University Medical Center (Stanford, CA, USA)
- Yale New Haven Hospital (New Haven, CT, USA)
- Yonsei Severance Hospital (Seoul, South Korea)

Senior Editor

- Production and Operations Management (2020–present)

Associate Editor

- Management Science (2020–present)
- Manufacturing & Service Operations Management (2021–present)
- Operations Research (2024–present)
- Health Care Management Science (2020–2025)
- Service Science (2024–2025)

Judge/Reviewer

- MSOM Student Paper Competition (2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2024, 2025, 2026)
- INFORMS Health Applications Society Student Paper Competition (2015, 2021, 2023, 2026)
- POMS College of Healthcare Operations Management Best Paper Competition (2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026)
- INFORMS Pierskalla Best Paper Award (2017, 2020, 2026)
- Seth Bonder Scholarship for Applied Operations Research in Health Services (2021, 2022, 2026)
- INFORMS George Nicholson Student Paper Competition (2025, 2026)
- INFORMS Service Science Best Cluster Paper Competition (2025, 2026)
- INFORMS BOM Best Working Paper Competition (2018, 2021, 2022, 2024, 2025, 2026)
- Poster Competition at the INFORMS Annual Meeting (2025)
- MSOM Service Management SIG Conference (2015, 2018, 2019, 2022, 2024)
- IBM Service Science Student Paper Competition (2022, 2023)
- MSOM Healthcare Operations SIG Conference (2016, 2018, 2019, 2020, 2022)
- INFORMS Public Sector OR Best Paper Award (2021, 2022)
- POMS College of Behavior in OM Junior Scholar Paper Competition (2022)
- External Reviewer for the Research Grants Council of Hong Kong (2022)
- IFORS Prize for OR in Development (2021)

Conference Track/Cluster Chair

- Co-Chair, 2023 MSOM Healthcare Operations SIG Conference
- Track Chair, 2021 INFORMS Annual Meeting, MSOM Healthcare Operations SIG Track
- Track Chair, 2021 POMS Annual Conference, Healthcare Analytics Track
- Stream Organizer, 2020 IFORS Conference, OR in Health, Medicine, and Life Sciences Area
- Cluster Chair, 2019 INFORMS Healthcare Conference, Healthcare Information Technology and Management Cluster
- Track Chair, 2019 INFORMS Annual Meeting, MSOM Service Management SIG Track

Conference Session Chair

- INFORMS Annual Meeting (2016, 2017, 2018, 2019, 2020, 2021, 2022)

- POMS Annual Conference (2017)
- INFORMS Healthcare Conference (2019)

Board Service

- Board Member, Korean Operations Research and Management Science Society, 2025–present
- Board Member (Executive), Korean Society for Patient-Centered Sustainable Healthcare, 2026–present

Professional Memberships: The Institute for Operations Research and the Management Sciences (INFORMS)

INVITED TALKS AND CONFERENCE PRESENTATIONS

2025 Seoul Broadcasting System (SBS) D-Forum; Graduate School of Public Health, Seoul National University; KAIST College of Business, Korea Advanced Institute of Science and Technology

2024 Acute and Critical Care Conference, Seoul, South Korea; Lee Kong Chian School of Business, Singapore Management University; NUS Business School, National University of Singapore

2023 Harvard Business School, Harvard University; Wilfrid Laurier University, Ontario, Canada (virtual); Korea University Business School, Korea University

2022 INFORMS Annual Meeting, Indianapolis, IN; MSOM Service Management SIG Conference, Munich, Germany; Health Insurance Review and Assessment Service, Wonju, South Korea; Seoul National University Hospital, Seoul, South Korea; Yonsei School of Business, Yonsei University (virtual)

2021 London Business School (virtual); Zicklin School of Business, Baruch College, The City University of New York (virtual); KAIST College of Business, Korea Advanced Institute of Science and Technology (virtual); Stanford Graduate School of Business, Stanford University (virtual); Industrial and Management Engineering, Pohang University of Science and Technology (virtual); School of Business and Management, Hong Kong University of Science and Technology (virtual); INFORMS Annual Meeting (virtual); Department of Critical Care Medicine, Samsung Medical Center (virtual); The 85th Conference of the Korean Health Information Management Association (virtual); Pusan National University Hospital, Pusan, South Korea; Smart Health Lab, Samsung Advanced Institute of Health Science and Technology (virtual)

2020 Workshop on Empirical Research in Operations Management, Philadelphia, PA (virtual); Sloan School of Management, Massachusetts Institute of Technology (virtual); INFORMS Annual Meeting (virtual)

2019 Judge Business School, University of Cambridge; Alberta School of Business, University of Alberta; OM Healthcare Research Workshop, University of North Carolina at Chapel Hill; MSOM Healthcare Operations SIG Conference, Singapore; INFORMS Healthcare Conference, Cambridge, MA; INFORMS Annual Meeting, Seattle, WA; Rady School of Management, University of California San Diego; Ross School of Business, University of Michigan; Junior Faculty Research Day, USC Marshall School of Business

2018 Questrom School of Business, Boston University; BRANDS (Business Research Applications Needing Data Science) Workshop, Los Angeles, CA; IBM Research, Yorktown Heights, NY; MSOM Healthcare Operations SIG Conference, Dallas, TX; Fuqua School of Business, Duke University; Kenan-Flagler Business School, University of North Carolina at Chapel Hill; INFORMS Annual Meeting, Phoenix, AZ; McCombs School of

Business, University of Texas at Austin

2017 School of Business Administration, University of Miami; School of Management, University College London; 21st Applied Probability Day: Honoring Ward Whitt, New York, NY; POMS Annual Conference, Seattle, WA; SoCal OR/OM Day, Los Angeles, CA; Young Scholars Workshop, 12th Annual Behavioral Operations Conference, Cambridge, MA; INFORMS Annual Meeting, Houston, TX

2016 POMS Annual Conference, Orlando, FL; USC Schaeffer Center Brown Bag Seminar, Los Angeles, CA; DSO Graduate Research Forum, USC Marshall, Los Angeles, CA; Young European Queueing Theorists Workshop (YEQT), Eindhoven, Netherlands; INFORMS Annual Meeting, Nashville, TN

2015 The Sixth POMS-Hong Kong International Conference, Guangzhou, China; Department of Industrial and Systems Engineering, North Carolina State University; MSOM Healthcare Operations SIG Conference, Toronto, Canada; INFORMS Healthcare Conference, Nashville, TN; The Joint Statistical Meetings (JSM), Seattle, WA; Dr. Shinyi Wu's Group Meeting, USC, Los Angeles, CA; INFORMS Annual Meeting, Philadelphia, PA; USC Electrical Engineering Department Seminar, Los Angeles, CA

2014 Wisconsin School of Business, University of Wisconsin-Madison; Marshall School of Business, University of Southern California; Harvard Business School, Harvard University; London Business School; Stern School of Business, New York University; Yale School of Management, Yale University; Kelley School of Business, Indiana University; Department of Industrial and Operations Engineering, University of Michigan; Guest lecture for *Service Operations* (PhD course) at NYU Stern School of Business; Guest lecture for *IEOR 4505 Operations Research in Public Policy* at Columbia University; POMS Annual Conference, Atlanta, GA; INFORMS Annual Meeting, San Francisco, CA

2013 Department of Industrial Engineering and Operations Research, University of California at Berkeley; Guest lecture for *IEOR 4615 Service Engineering* at Columbia University; Guest lecture for *IEOR 4505 Operations Research in Public Policy* at Columbia University; POMS Annual Conference, Denver, CO; MSOM Conference, INSEAD, France; INFORMS Applied Probability Conference, San Jose, Costa Rica; INFORMS Healthcare Conference, Chicago, IL; Workshop on Empirical Research in Operations Management, Philadelphia, PA; INFORMS Annual Meeting, Minneapolis, MN; Nanyang Business School, Nanyang Technological University, Singapore; Naveen Jindal School of Management, University of Texas at Dallas; Kellogg School of Management, Northwestern University; Johnson Graduate School of Management, Cornell University; School of Operations Research and Information Engineering, Cornell University; Lundquist College of Business, University of Oregon; Winter Simulation Conference, Washington, DC; HKUST Business School, The Hong Kong University of Science and Technology

2012 International INFORMS Meeting, Beijing, China; INFORMS Annual Meeting, Phoenix, AZ; MSOM Conference, New York, NY

2011 INFORMS Healthcare Conference, Montreal, Canada