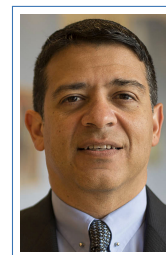


# Chester G. Chambers

## Curriculum Vitae

Southern Methodist University  
Cox Business School  
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### DEGREES

**Ph.D.**, *Duke University*, Operations Management.

**M.B.A.**, *University of Virginia*, Darden School of Business, Concentration in Operations Management.

**B.S. Civil Engineering**, *Virginia Polytechnic Institute and State University*.

### CURRENT APPOINTMENTS

2022-Present **Program Director - MS Business Analytics Program**, Includes leading role in marketing, admissions, teaching, student advising, faculty recruitment, and outreach.

2022-Present **Clinical Professor: Information Technology & Operations Management**, Includes development and delivery of courses at BBA, MBA, and MS levels.

### PRIOR APPOINTMENTS

- 2021 **Professor of Practice: Operations Management and Business Analytics**, *Johns Hopkins University*, Carey Business School.
- 2012-2021 **Associate Faculty: Armstrong Institute for Patient Safety and Quality**, *Johns Hopkins University*.
- 2013-2021 **Professor: Anesthesiology and Critical Care Medicine**, Co-chair of Medical Operations Research Core, *Johns Hopkins University*.
- 2016-2021 **Academic Program Director: Business Analytics & Risk Management Programs**, *Johns Hopkins University*, Carey Business School.
- 2019-2021 **Associate Professor of Practice: Operations Management**, *Johns Hopkins University*, Carey Business School.
- 2009-2018 **Assistant Professor: Operations Management**, *Johns Hopkins University*, Carey Business School.
- 2001-2009 **Assistant Professor: IT and Operations Management**, *Southern Methodist University*, Cox School of Business.

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## PEER REVIEWED PUBLICATIONS

- 2022 **Efficiency Metrics: Maximizing Utility of Withdrawals in Retirement and the Efficiency of Required Minimum Distributions**, *Retirement Management Journal*, C. Chambers, 10(1), 26-35.
- 2022 **Managing Prior Approval for Site-of-Service Referrals: an Algorithmic Approach**, *BMC Health Services Research*, M. Dada, V. Mundry, C. Chambers, et.al., 22(1).
- 2021 **Crowdsourcing Anesthesia Care**, *British Journal of Anesthesia*, T. Nguyen, C. Chambers, M. Dada.
- 2020 **Enhancing Practice Efficiency: Process, Technology, and People**, *Practical Pain Management*, C.G. Chambers, M. Dada, K. Williams, 20 (4).
- 2019 **A Model for an Institutional Response to the Opioid Crisis**, *Journal of Opioid Management*, M. Hanna, C.G. Chambers, et.al. 16(1), 73-83
- 2019 **Healthcare Analytics in *Essentials of Business Analytics***, M.Dada, C.G. Chambers, 765-791.
- 2018 **Managing Clinical Appointments in an Academic Medical Center in *Advances in Service Science***, C.G. Chambers, M. Dada, 277-286.
- 2018 **Using a Real-time Location System to Measure Patient Flow in a Radiation Oncology Outpatient Clinic**, *Practical Radiation Oncology*, K. Conley, C. G. Chambers, S. Elnahal, A. Chofflet, K. Williams, T. DeWeese, J. Herman, M. Dada, 8(5), 317-323.
- 2017 **Managing Shoulder Dystocia Using Data Envelopment Analysis**, *Journal of the Society of Reproductive Investigations*, E.D. Gurewitsch, M. Dada, C. G. Chambers, 24, 255A-255A.
- 2017 **Case Article: Miller Pain Center - Eastern Hospital Outpatient Center**, *INFORMS Transactions on Education*, C.G. Chambers, K.A. Williams, 17(3), 116-120.
- 2017 **Case Study: Miller Pain Center - Eastern Hospital Outpatient Center**, *INFORMS Transactions on Education*, C.G. Chambers, 17(3), 121-127.
- 2016 **Changes to physician processing times in response to clinic congestion and patient punctuality: a retrospective study**, *British Medical Journal - Open*, C.G. Chambers, M. Dada, S.M. Elnahal, S. Terezakis, T.L. DeWeese, J. Herman, K.A. Williams, 6(10).
- 2015 **Defining Clinical Process Value in Radiation Oncology: A Pilot Study Using a Real Time Location System and Discrete Event Simulation Technology**, *International Journal of Radiation Oncology*, S.M. Elnahal, W.K. Conley, S. Afonso, D. Guss, H. Quon, A.P. Kiess, T.L. Deweese, K. Williams, M. Dada, C.G. Chambers, 93(3), E365-E366.

- 2015 **Treatment Machine Workload is Associated with Near-Miss and Safety Incidents: Analyzing Safety with a Novel Operations Management Data System**, *International Journal of Radiation Oncology*, S.M. Elhanal, W.K. Conley, A. N. Souranis, V. Briner, T.R. McNutt, T.L. Deweese, M. Dada, C.G. Chambers, 93(3), E502.
- 2014 **Applying JIT Principals to Resident Education to Reduce Patient Delays: A Pilot Study in an Academic Medical Center Pain Clinic**, *Pain Medicine*, K.A. Williams, C.G. Chambers, M. Dada, D. Hough, R. Aron, J.A. Ulatowski, 16(2), 312-318.
- 2014 **Patient Punctuality and Clinic Performance: Observations from an Academic Based Private Practice Pain Centre**, *British Medical Journal - Open*, K.A. Williams, C.G. Chambers, M. Dada, J. McLeod, J.A. Ulatowski, 4(5).
- 2013 **Advancing Theory in Entrepreneurship from the Lens of Operations Management**, *Production and Operations Management*, P. Phan, C.G. Chambers, 22(6), 1423-1428.
- 2012 **Using Process Analysis to Assess the Impact of Medical Education on the Delivery of Pain Services: A Natural Experiment**, *Anesthesiology*, K.A. Williams, C.G. Chambers, M. Dada, D. Hough, R. Aron, J.A. Ulatowski, 116(4), 931-939.
- 2010 **Pricing and Quality Decisions**, *Wiley Encyclopedia of Operations Research and Management Science*, C.G. Chambers.
- 2009 **The Use of Flexible Manufacturing Capacity in Pharmaceutical Product Introductions**, *Decision Sciences*, C.G. Chambers, E. Snir, A. Asad, 40(2), 243-268.
- 2008 **Adoption of Cost Reducing Technology by Asymmetric Duopolists in Stochastically Evolving Markets**, *IIE Transactions on Operations Engineering*, C.G. Chambers, P. Kouvelis, P. Su, 41(2), 145-157.
- 2006 **Quality-Based Competition, Profitability, and Variable Costs**, *Management Science*, C.G. Chambers, P. Kouvelis, J. Semple, 52(12), 1884-1895.
- 2006 **Modeling and Managing the Percentage of Satisfied Customers in Hidden and Revealed Waiting Line Systems**, *Production and Operations Management*, C.G. Chambers, P. Kouvelis, 15(1), 103-116.
- 2006 **Supply Chain Management Research in Production and Operations Management**, *Production and Operations Management*, P. Kouvelis, C.G. Chambers, H. Wang, 15(3), 449-469.
- 2005 **Manufacturing Operations Manuscripts Published in the First 52 Issues of POM: Review, Trends, and Opportunities**, *Production and Operations Management*, P. Kouvelis, C.G. Chambers, D. Yu, 14(4), 450-467.
- 2004 **Technological Advancement, Learning, and the Adoption of New Technology**, *European Journal of Operational Research*, C.G. Chambers, 152(1), 226-247.

- 2003 **Competition, Learning and Investment in New Technology**, *IIE Transactions in Operations Engineering*, C.G. Chambers, P. Kouvelis, 35(9), 863-878.

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## ONGOING RESEARCH & ADDITIONAL PUBLICATIONS

- Forthcoming **Improving Processes for Health Care Delivery: Lessons from Johns Hopkins Medicine**, C.G. Chambers, M. Dada, K. Williams, *Springer Briefs in Health Care Management and Economics*.  
To be used as MS/MBA text in Medical Operations Courses
- Work in Progress **Retirement Planning and Risk Management**, C.G. Chambers, MA Yazdi, Preparing for second review in *INFORMS Transactions on Education*.
- 2005 **Global Supply Chain Competition in Acrylic Fibers in the New Millennium: Solutia, Acrilan Division and the Asian Crisis**, *Washington University, Olin School of Business*.
- 2001 **B2B Exchanges and Their Supply Chain Integration Role: The Sciqest Experience**, *Washington University, Olin School of Business*.
- 1998 **Zamech Ltd.**, *In Global Operations and Logistics: Text and Cases*, P.P. Dornier, R. Ernst, M. Fender, P. Kouvelis, 130-144.

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## SELECTED PRESENTATIONS OF RESEARCH AND PEDAGOGY

### Since Joining Johns Hopkins

- 2019 **Teaching Monte Carlo Simulation for Retirement Planning**, *INFORMS Annual Meeting*, Seattle, WA.
- 2018 **Teaching Health Care Process Management Using Discrete Event Simulation**, *INFORMS Annual Meeting*, Phoenix, AR.
- 2018 **Managing Clinical Appointments in an Academic Medical Center**, *Conference on Service Science*, Phoenix, AR.
- 2017 **Evaluating Hospitals Comparative Effectiveness n Managing Shoulder Dystocia Using Data Envelopment Analysis**, *Annual Meeting of the Society for Reproductive Investigation*, Orlando, FL.
- 2017 **Reducing Clinic Congestion & Wait Times**, *Zurich Davis Webinar Series*.
- 2016 **Adaptive Behaviors in Outpatient Clinics**, *INFORMS International Conference*, Hawaii, HI.
- 2014 **Cyclic Scheduling for Outpatient Clinics in Academic Medical Centers**, *University of Wisconsin at Milwaukee*, Milwaukee, WI, Invited talk.
- 2014 **Using Process Analysis to Assess the Impact of Medical Education on the Delivery of Pain Services**, *Sustainability Summit and Exposition*, Milwaukee, WI, Invited talk.
- 2013 **Supply Chain Coordination**, *DSI Annual Conference*, Baltimore, MD, Invited talk.
- 2013 **Patient Pre-Processing and Patient Flow**, *Armstrong Research in Progress Symposium*, Baltimore, MD, Invited talk.

- 2013 **Improving Patient Punctuality in Outpatient Clinics**, *POM National Conference*, Denver, CO, Session chair.
- 2013 **Pre-processing to Improve Patient Flow, Education, and Quality of Care**, *POM National Conference*, Denver, CO, Session chair.
- 2013 **Patient Flows in Private Practice vs. Academic Medical Centers**, *Armstrong Institute Resident Scholars Program*, Baltimore, MD.
- 2012 **Improving Clinic Performance Using Simulation and Process Re-engineering**, *INFORMS Annual Meeting*, Phoenix, AR.
- 2011 **A Framework for Supply Chain Contracting**, *INFORMS International Conference*, Buenos Aires, Argentina.

### Prior to Joining Johns Hopkins Carey Business School

- 1999-2011 **Conference presentations**, Regular presenter at INFORMS, POMS, and DSI National and International conferences.
- 1999-2011 **Invited talks**, *Colorado School of Mines, George Washington University, Indiana University, Marquette University, Old Dominion University, Purdue University, Rochester University, Singapore Management University, Tulane University, University of Alberta, University of Connecticut, University of Maryland, University of Michigan, University of Mississippi, University of North Carolina, and University of Western Ontario.*

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## INTERVIEWS WITH PRINT MEDIA, 2014 - PRESENT

- 2021 **The Two Best Retirement Strategies**, *The Street*, March 9.
- 2017 **Face-Time with Your Doctor**, *Redbook*.
- 2017 **Patient Punctuality**, *Men's Health*.
- 2015 **Research on Outpatient Clinics**, *Changing Business*, Spring.
- 2014 **Just-in-Time Management Principles Helped Reduce Patient Wait Time**, *CardiologyToday.com*, October 1.
- 2014 **Pre-Processing May Reduce Patient Delays in Medical Education Settings**, *MedicalResearch.com*, September 22.
- 2014 **Calculated Risk**, *One Magazine*, Spring/Summer.
- 2014 **Patient Punctuality Affects Clinic Schedule**, *Reuters*, June, 13.

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## ADDITIONAL ACTIVITIES AND SERVICE

### **Johns Hopkins University, Carey Business School.**

- MS Programs Admissions Committee - 2015, 2016
- Committee on Assurance of Learning for Accreditation - 2014
- Faculty Applicant Review Committee - 2011, 2012 (Research Track) 2018 (Practice Track)
- Hopkins Ebola Working Group - 2016
- Deans Award for Faculty Excellence - 2017, 2018, 2019, 2020

### **Editorial Positions.**

- Senior Editor, **Production and Operations Management (2007 - 2019)**
- Editorial Board, **Manufacturing and Service Operations Management (2004 - 2005)**
- Frequent Reviewer, *Management Science, Operations Research, Manufacturing and Service Operations Management, IIE Transactions, European Journal of Operational Research, Decision Sciences, Pain Medicine, Anesthesiology*

### **Doctoral Dissertation Committees.**

- Micheal Riggs, Touro University - 2005
- Ping Su, Washington University in St. Louis - 2006
- Zhangjun Tian, Washington University in St. Louis - 2006
- Ata Asad, Southern Methodist University - 2008

### **Research Fellowships.**

- Cox Research Fellowship - 2005, 2006
- Dunleavy Research Fellowship - 2007, 2008
- Duke Research Fellowship - 1996, 1997

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## **PEDAGOGICAL DEVELOPMENT**

### **Courses Created Since 2010**

- 2021 **Supply Chain Management**, BBA Elective.
- 2021 **Retail Analytics - Online**, MS Elective.
- 2019 **Process Analysis for Health Care - Online**, CME Credit Course.
- 2018 **Analysis of Health Care Operations**, MBA Elective.
- 2017 **Fundamentals of Health Care Operations - Online**, MS Core.
- 2017 **Improving Processes in Health Care**, MS Elective.
- 2016 **Health Care Operations and Quality Improvement**, MS Core.
- 2016 **Operations Management-Online**.
- 2015 **Simulation and Strategic Options**, MS Core.
- 2012 **Improving Outpatient Clinic Processes**, MBA Elective.
- 2011 **Services Management**, MBA Elective.
- 2011 **Managing Medical Services**, MBA Elective, MBA/MPH Joint Degree Program.
- 2010 **Business Processes**, GMBA Core.

### **Additional Courses Taught since 2010**

- 2022 **Social Media Analytics**, *Onsite*, MBA & MS Elective.
- 2020 **Retail Analytics - Onsite & Online**, MS Elective.
- 2015 **Data Analytics**, MS Core.
- 2010 **Quantitative Decision Modeling for Business**, MBA Core.