

# Kraig Delana

University of Oregon | 1208 University St. | Eugene, OR 97403  
☎+1 (541) 346-3361 | ✉ [kdelana@uoregon.edu](mailto:kdelana@uoregon.edu) | 🌐 [www.kraig-delana.com](http://www.kraig-delana.com)

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## Academic Positions

2019 – Assistant Professor – Department of Operations and Business Analytics  
Lundquist College of Business at the University of Oregon.

## Education

- 2019 PhD. Management Science and Operations, London Business School.  
Thesis: *Essays on Healthcare-Delivery Innovation*  
Advisors: Professor Nicos Savva, PhD. & Professor Kamalini Ramdas, PhD.
- 2010 MSc. Industrial and Operations Engineering, University of Michigan.  
Research Asst.: Lab. for Optimization and Computation in Orthopaedic Surgery  
Advisor: Associate Professor Richard Hughes, PhD.
- 2008 BSc. Industrial Engineering, Kettering University.

## Research Interests

Applications: Hospital & Health System Operations, Provider Integration, Healthcare Policy

Methodologies: Applied Econometrics, Game Theory, Optimization, Queueing Theory

## Research Papers Published in Peer Reviewed Journals

- 2022 *Multi-channel delivery in healthcare: The impact of telemedicine centers in Southern India*, with S. Deo, K. Ramdas., G.B. Subburaman, and T. Ravilla. *Management Science* (forthcoming). <https://doi.org/10.1287/mnsc.2022.4488>
- 2021 *Proactive customer service: Operational benefits and economic frictions*, with N. Savva and T. Tezcan. *Manufacturing & Service Operations Management* 23.1 (2021): 70-87. <https://doi.org/10.1287/msom.2019.0811>

## Working Research Papers

- 2022 *The role of physician integration in alternative payment models: the case of the CJR program*, with C. Chen. *Currently under review at Management Science*.

## Invited Presentations

- 2022 London Business School, Erasmus School of Health Policy & Management (Erasmus University Rotterdam)
- 2019 Lundquist College of Business (University of Oregon), Desautels Faculty of Management (McGill University)
- 2018 Kellogg School of Management (Northwestern University), IESE Business School

## Recent Conference Presentations

- 2022 MSOM Annual Meeting (Munich), INFORMS Annual Meeting (Upcoming, Indianapolis)
- 2021 INFORMS Annual Meeting (Virtual), Decision Sciences Institute Annual Meeting (Virtual), POMS Annual Conference (Virtual)

- 2020 INFORMS Annual Meeting (Virtual)
- 2019 INFORMS Annual Meeting (Seattle), POMS Annual Conference (Washington D.C.)
- 2018 MSOM Healthcare SIG & Main Conference (Dallas), POMS Annual Conference (Houston), European Technology & Operations Management Day (INSEAD)

## Teaching

- 2019-22 **OBA312**: Business Analytics II (UG), **OBA410/510**: Business Decision Analytics (UG/MS)
- 2020 **OBA612**: Quantitative Methods for Managers (MBA), **OBA605**: Readings in Healthcare Operations Management (PhD)
- 2014-18 Teaching Assistant at London Business School (MBA and Exec.MBA): Data Models and Decisions, Data and Analytics for Managers, Decisions Risk and Analysis, Managing Healthcare, Advanced Modelling, Data Mining.

## Teaching Cases

- 2020 Patient-Owned Insurance Trust (Application of regression to health insurance)

## Honors and Awards

- 2019 *Finalist*: MSOM Student Paper Competition – *Multi-channel delivery in healthcare: The impact of telemedicine centers in Southern India*, with S. Deo, K. Ramdas., G.B. Subburaman, T. Ravilla.
- 2018 *Finalist*: IBM Best Student Paper Award for INFORMS Service Science – *Proactive customer service: Operational benefits and economic frictions*, with N. Savva and T. Tezcan.

## Service

- 2022 City Club Eugene Panelist: Mergers and Medicine: How Consolidation in Health Care Affects Oregonians ([https://www.youtube.com/watch?v=Fq5lTbf7\\_B0](https://www.youtube.com/watch?v=Fq5lTbf7_B0))
- 2022 MSOM Healthcare SIG reviewer
- 2021 University of Oregon: OBA Faculty Search Committee
- 2021 Session chair: INFORMS annual meeting
- 2019 Session chair: POMS annual meeting
- 2018 – Ad hoc reviewer: Management Science, Manufacturing & Service Operations Management, Production and Operations Management, Healthcare Management Science

## Work Experience

- 2015 Honorary Employee - Women's Services, Guy's and St. Thomas' NHS Foundation Trust
- 2011-13 Management Engineer, Duke University Health System