

# Chester G. Chambers

## *Curriculum Vitae*

Southern Methodist University  
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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**,

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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. Choflet, 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.

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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- 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.

Editorial Positions.

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