

LAUREN F. LAKER PhD

Williams College of Business, Xavier University
Department of Business Analytics and Information Systems
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Academic Positions

August 2015 - present

Assistant Professor, Department of Business Analytics and Information Systems
Williams College of Business, Xavier University

Education

Ph.D., Operations, Business Analytics, and Information Systems, University of Cincinnati, 2015

Master of Business Administration, Xavier University, 2010

Bachelor of Arts, Mathematics & Statistics, Miami University, 2000

Bachelor of Science, Secondary Mathematics Education, Miami University, 2000

Peer-Reviewed Publications

5. **Laker L.**, Froehle C, Windeler J, Lindsell C. "Quality and Efficiency in Clinical Decision-Making: Information Overload and Emphasis Framing." **2018** *Production and Operations Management* 27(12), 2213-2225.
4. **Laker, L.**, Torabi E., France D.J., Froehle C.M., Goldlust E.J., Hoot N.R., Kasaie P., Lyons M.S., Barg-Walkow L.H., Ward M.J. and Wears R.L. **2018** "Understanding Emergency Care Delivery through Computer Simulation Modeling," *Academic Emergency Medicine* 25(2), 116-127.
3. Ward M., Ferrand Y., **Laker L.**, Froehle C., Vogus T., Dittus R., Kripalani S., and Pines J. **2015** "The Nature and Necessity of Operational Flexibility in the Emergency Department," *Annals of Emergency Medicine* 65(2), 156-161.
2. **Laker L.**, Froehle C., Lindsell C., Ward M. **2014** "The Flex Track: Flexible Partitioning between Low- and High-Acuity Areas of an Emergency Department," *Annals of Emergency Medicine* 64(6), 591-603.
1. Smith G., **Laker L.**, and Tesch, D. **2013** "Lessons Learned: The Evolution of an Undergraduate Research Program." *Information Systems Education Journal* 11(4), 31-38.

Working Papers & Work-in-Progress

3. **Laker L.**, James L., "The Effect of Timing on Implementation of Emphasis Framing into Knowledge-Intensive Work-Flows" working paper, Target: *Journal of Operations Management*.
2. **Laker L.**, Froehle C., Leenellett E. "Integrated Approach to Long Term Scheduling: Long-Range Demand Forecasts and Staff Scheduling Optimization in the Emergency Department," working paper, Target: *Journal of Operations Management*.

1. **Laker L.** Froehle C., Windeler J., Lindsell C. “Shifting away from a manufacturing based economy: The challenges of studying the complex and cognitively challenging tasks associated with knowledge work” working paper, Target: *Manufacturing & Service Operations Management*.

Invited Presentations

University of Cincinnati Department of Emergency Medicine, Emergency Medicine Research Interest Group (EM-RIG) Operations Research Seminar, May 2014.

University of Cincinnati Department of Emergency Medicine, Emergency Medicine Research Interest Group (EM-RIG) Operations Research Seminar, March 2014.

Awards

D.J. O’Conor Research Fellowship, Xavier University, 2019-2022

BPP Grant, Xavier University, Fall 2019

Wheeler Award, Xavier University, Summer 2019

Cintas Faculty Ethics Mentee, Xavier University, 2017-2018.

Executive Committee Merit Faculty, Xavier University: 2016, 2017

University Research Council (URC) Graduate Student Research Fellowship (competitive), University of Cincinnati, 2015.

OBAIS-Emergency Medicine Joint Doctoral Graduate Assistantship in Healthcare Operations (competitive), University of Cincinnati, 2012-2014.

Conference Presentations

12. **Laker, L.**, Loveland J. “The Effect of Timing on Implementation of Emphasis Framing into Knowledge-Intensive Work Flows Presentation.” POMS Annual Meeting, Houston TX, May 2018.
11. **Laker L.**, Torabi E., France D.J., Froehle C.M., Goldlust E.J., Hoot N.R., Kasaie P., Lyons M.S., Barg-Walkow L.H., Ward M.J. and Wears R.L. "Understanding Emergency Care Delivery through Computer Simulation Modeling." Society of Academic Emergency Medicine Consensus Conference on Catalyzing System Change through Health Care Simulation: Systems, Competency, and Outcomes, Orlando FL, May 2017.
10. **Laker L.**, Froehle C., Lindsell C., Windeler, J., “The Operational Effects of Information Overload on Clinical Decision-Making”, POMS Annual Meeting, Orlando FL, May 2016.
9. **Laker L.**, Froehle C., Lindsell C., Windeler, J., “The Operational Effects of Information Overload on Clinical Decision-Making”, Conference for Production and Operations Management special issue on Patient-Centric Healthcare Management in the Age of Analytics, Indiana University Bloomington, IN, October 2015.
8. **Laker L.**, Froehle C., “Quality and Efficiency Implications of Interruptions and Information Overload on Decision-Making”, DSI Annual Meeting, Tampa FL, November 2014.

7. **Laker L.**, Froehle C., “Quality and Efficiency Implications of Interruptions and Information Overload on Decision-Making”, INFORMS Annual Meeting, San Francisco CA, November 2014.
6. **Laker L.**, Froehle C., Leenellett E, “Integrating Long-Range Demand Forecast and Staff Schedule Optimization in the Emergency Department“, POMS Annual Meeting, Atlanta GA, May 2014.
5. **Laker L.**, Froehle C., Leenellett E, “Analysis and Forecasting of Hourly Patient Volumes in the Emergency Department”, (Poster Presentation), Society for Academic Emergency Medicine (SAEM) 2014 Annual Meeting, Dallas TX, May 2014.
4. **Laker L.**, Froehle C., Lindsell C., Ward M., “Flex Track: Adding Flexibility to Reduce Patient Waiting in the Emergency Department”, INFORMS Annual Meeting, Minneapolis MN, October 2013.
3. **Laker L.**, Froehle C., Lindsell C., Ward M., “Using Flexibility to Balance Responsiveness and Efficiency in the Emergency Department”, POMS Annual Meeting, Denver CO, May 2013.
2. **Laker L.**, Froehle C., Lindsell C., Ward M., “Balancing Responsiveness and Efficiency with Flexibility in the ED: A Simulation Model” (Poster Presentation), Society for Academic Emergency Medicine (SAEM) 2013 Annual Meeting, Atlanta GA, May 2013.
1. **Laker L.**, “On Lucas’ Theorem”; MathFest 2000 National MAA Conference, Los Angeles CA, August 2000.

Teaching Experience

Xavier University – Cincinnati, Ohio

Introductory Information Systems (Undergraduate)

Fall 2015; 3 sections

Fall 2016; 2 sections

Introduction to Data Mining (Undergraduate)

Spring 2016; 2 sections

Spring 2017; 2 sections

Fall 2017; 1 section

Spring 2018; 2 sections

Fall 2018; 1 section

Spring 2019; 2 sections

Introduction to Data Mining for Managers (Graduate)

Spring 2016; 1 section

Spring 2017; 1 section

Fall 2017; 1 section

Spring 2018; 1 section

Spring 2019; 1 section

Developed New Course: Introduction to Data Mining for Managers in R (Graduate)

Fall 2019; 1 section

Developed New Course: Introduction to Business Analytics (Undergraduate)

Fall 2016; 1 section

Fall 2017; 1 section

Fall 2018; 2 sections

Fall 2019; 2 sections

University of Cincinnati – Cincinnati, Ohio
Operations Management (Undergraduate)
Fall 2014; 2 sections

Xavier University – Cincinnati, Ohio
Introductory Business Statistics (Undergraduate)
Summer 2010, Fall 2010, Spring 2011; 5 sections

Professional Affiliations

Production and Operations Management Society (POMS)
College of Healthcare Operations Management

INFORMS/MSOM

Professional Service Activities

Journal of Operations Management, Editorial Review Board (2018, 2019).

Journal of Operations Management, manuscript reviewer (2016, 2017, 2018, 2019).

Volunteer, College of Healthcare Operations Management Mini-Conference, POMS Annual Meeting, Denver, CO, 2013.

Student Representative, PhD Program Information Session, University of Cincinnati, Carl H. Lindner College of Business, Department of Operations, Business Analytics & Information Systems, 2012.

Professional Experience

Merck & Company, Inc. - Cincinnati Ohio

Professional Representative II, April 2004 - March 2010. Interact with health care professionals to increase the awareness and use of the company's pharmaceutical products. Conducted analysis of business initiatives to provide decision-making support for district.

Columbus Life Insurance Co. - Cincinnati Ohio

Marketing and Sales System Consultant, March 2003 - April 2004. Project manager responsible for coordinating actuarial changes to the illustration system, including writing the actuarial specifications and managing the testing of system changes.

Great American Insurance Co. - Cincinnati, Ohio

Senior Pricing Analyst, June 2000 - March 2003. Provide all actuarial support for homeowner rate, rule, and underwriting changes for a profitable \$30 million Personal Lines book of business.