Sokol Tushe

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Presentation @ INFORMS 2026
October 16, 8:00 AM - 9:15 AM, Room Moscone South-102 (South Lobby)
MA09. Resource Constraints and Policy Trade-offs in Healthcare Operations
Title: *Learning service process models for nurse staff planning.* (3rd talk of session)

ACADEMIC APPOINTMENT

Assistant Professor, Information Systems and Management — Sep 2024 - *current*
University of South Florida, Muma College of Business, Tampa, FL, USA

EDUCATION

Ph.D., Information Systems & Operations Management — Dec. 2022
Goizueta Business School, Emory University, Atlanta, GA, USA
Advisors: Diwas KC, Donald Lee.

M.Sc. in Management, Finance Specialization (*Grande École* degree) — Dec. 2014
ESCP Business School, Paris, France

B.Sc. in Economics & Socio-Economics — Jun. 2011
Vienna University of Economics & Business, Vienna, Austria

PUBLICATIONS

1. "Impact of Asynchronous Telemedicine on Patient Flow."
Sokol Tushe, Hao Ding, Diwas Kc, Howa Yeung. (2025)
***Manufacturing & Service Operations Management*,** 27(1): 59-74.

2. "Hidradenitis suppurativa and psychosocial well-being: a cross-sectional survey analysis from the All of US research program."
Shivani Jain, **Sokol Tushe**, Aditya Sood, Howa Yeung, Lauren AV Orenstein. (2024)
Archives of Dermatological Research, 316(7), 445.

3. "Frontiers in Operations: Valuing Nursing Productivity in the Emergency Department."
Hao Ding*, **Sokol Tushe***, Diwas Kc, Donald K. K. Lee. (2024)
Manufacturing & Service Operations Management, 26(4):1323-1337.
* Joint first authors.

4. "Validation of actinic keratosis diagnosis and treatment codes among veterans living with HIV."
Krittin J. Supapannachart, Chase W. Kwon, **Sokol Tushe**, Jodie L. Guest, Suephy C. Chen, Howa Yeung. (2022)
Pharmacoepidemiology and Drug Safety, 31(9), 998-1002.

5. "The effects of multisiting on productivity and quality."
Diwas KC and **Sokol Tushe.** (2021)
Manufacturing & Service Operations Management, 23(4), 803-818.

WORK IN PROGRESS

1. "On Time-varying State Dependent Service Processes in Healthcare."
   Hao Ding, **Sokol Tushe,** Ruomeng Cui, Donald K.K. Lee.
   Major Revision at ***Manufacturing & Service Operations Management.*** SSRN

2. "Learning workload-dependent service rates for nurse staffing."
   Sokol Tushe, Yixuan Wang, Francis de Vericourt, Donald K. K. Lee
   In preparation for submission to *Operations Research.* **[Draft available upon request.]**

3. "When Integration Does Not Pay: The Financial Effects of ACO Affiliation on Skilled Nursing Facilities."
   Lu Kong, **Sokol Tushe**, Hussein El Hajj
   In preparation for submission to *Manufacturing & Service Operations Management* **[Draft available upon request.]**

4. "Nurse Retention and Operational Outcomes Following a System-Wide Compensation Increase."
   Omid Razmpour, **Sokol Tushe**, Jeannie P. Cimiotti, Paola Buitrago, Robest Boesch, Donald K. K. Lee, Sharon H. Pappas
   Under Review at *Nurse Leader* **[Draft available upon request.]**

5. "Explainable Boosted Models for Time-dependent Survival Analysis."
   Sokol Tushe, Arash Pakbin, Yichen Tao, Bobak J. Mortazavi, Donald K. K. Lee.
   [Draft available upon request.]

6. "Public Pharmaceutical Retail Expansion and Socioeconomic Outcomes: Evidence from India's Jan Aushadhi Program."
   Medha Kanakamedala, Hao Ding, **Sokol Tushe**.
   [Draft available upon request.]

7. "Operational Transparency in Healthcare: The Value of a Nurse Cockpit."
   Sokol Tushe, Omid Razmpour, Donald K. K. Lee.

8. "Nurse retention in Hospital Settings."
   Sokol Tushe, Omid Razmpour, Donald K. K. Lee.

9. "Isolating the Impact of Pharmacies on Health Outcomes.
   Medha Kanakamedala, Hao Ding, **Sokol Tushe**.

PEER-REVIEWED CONFERENCE PROCEEDINGS

1. "Validation of keratinocyte carcinoma diagnosis and treatment codes among veterans with HIV."
   Yiwen Li, Lena Chu, **Sokol Tushe,** Krittin Supapannachart, Colin Adler, Vincent Marconi, Jodie Guest, Suephy Chen, Howa Yeung. (2024)
   Journal of the American Academy of Dermatology

2. "Loneliness, stress, and discrimination in patients with and without acne: A cross-sectional study."
   Warren Perry, **Sokol Tushe,** Howa Yeung. (2023)
   International Societies for Investigative Dermatology Meeting.

OTHER PROJECTS

Nursing Workforce Analytics

Jan. 2025 – ongoing

In collaboration with the Emory Healthcare.

Analytics lead for an internal workforce innovation initiative designed to reduce nurse turnover through predictive analytics and centralized data integration. The platform unifies Epic, UKG, PeopleSoft, and EPSI into a central data lake and real-time streaming pipeline, continuously ingesting scheduling, attendance, clinical, and financial streams. Applying machine learning models, it identifies individual turnover and burnout risks, as well as individual drivers of turnover, and suggests targeted retention actions. It also quantifies the financial ROI of turnover reduction for executive and HR leadership. Ultimately, this nurse-level data integration powers a unified management cockpit that has become the frontline nurse managers' daily go-to tool for proactive workforce decision-making.

Awards:

- $160,000 – Emory Healthcare Innovation Funding (pilot funding)
- $340,000 – Emory Healthcare full roll-out funding
- $25,000 – Georgia Research Alliance Phase I exploratory funding
- $150,000 – Georgia Research Alliance developmental fund
- $50,000 – Biolocity commercialization support for university-based entrepreneurship

Inequality in Public Services Access in Tirana.

Jan. 2021 – Dec. 2021

In collaboration with the Institute for Social and Human Studies, Albania.

Led the research team that won 20,000 CHF (ca. 22,000 USD) grant from Swiss Embassy in Albania. Trained 10 volunteers on data analysis and visualization tools (Python, QGIS). Presented results to stakeholders.

PROFESSIONAL EXPERIENCES

Consultant, Boston Consulting Group Atlanta, GA, USA / Jan. 2022 – Jan. 2023

Developed a supply chain optimization strategy for a building materials distribution company with a complicated sourcing network of 500+ suppliers and 40,000 SKUs.

- Analyzed historic pricing, order concentration, and supplier dependency systematically using data-driven methods; helped the company establish new supplier management and pricing negotiation guidelines based on empirical evidence instead of managerial experiences to reduce costs by 15%.

Developed a modern pricing strategy for an international freight and package delivery company that has millions of shipments annually with SMEs to simplify the shipping experience and gain market share.

- Created the new product offering by formulating shipping pricing by clustering millions of transactions by zone, weight, delivery speed, and other characteristics to accurately predict the revenue impact.

Business Analyst, Allianz Worldwide Partners Paris region, France / Jan. 2015 – Jun. 2017

Designed standard workflows for handling insurance claims that replaced local practices in 28 countries. Created functional IT requirements for a multi-country platform that handles insurance reimbursements. Trained agents in 5 countries (incl. the US) to ensure smooth transition to the new platform.

Financial Planning Analyst, General Electric Frankfurt, Germany / Jan. 2014 – Aug. 2014

Analyzed the monthly sales pipeline of 4000+ potential deals in the energy sector (est. sales of \$20bn). Improved forecasting of actual sales by identifying and discounting dormant leads.

Financial Analyst, American Express Paris region, France / Mar. 2013 – Sep. 2013

Compiled monthly P&L and Billed Business reports. Evaluated the profitability of new partnership contracts.

TEACHING ACTIVITIES

University Of South Florida, Muma College of Business

QMB 2100, Bus Economic Statistics I, Reserved for Business Network Students	Spring 2025, 2026
CAI 3801 – AI and Analytics, Reserved for Honors College Students	Fall 2025, 2026
QMB 3253 – Advanced Statistics, Reserved for Honors College Students	Fall 2025, 2026
PHA 6261 – Healthcare Innovation 3, Special lecture on AI in Healthcare	Fall 2025, 2026

Emory University, Goizueta Business School (Teaching Assistant)

ISOM 655, Superforecasting, MBA Elective	2020, 2021, 2022
ISOM 557, Mgmt. Science with Spreadsheets, MBA Core	2018, 2019, 2020, 2021, 2022
ISOM 503, Healthcare Operations, Executive MBA Elective	2021
ISOM 553, Supply Chain Management, MBA Core	2019

SERVICE ACTIVITIES

Ad-hoc journal referee for Manufacturing & Service Operations Management**,** Production and Operations Management**,** Service Science.

REFERENCES

Prof. Diwas KC
Goizueta Business School
Emory University
diwas.kc@emory.edu

Prof. Donald Lee
Goizueta Business School & Dept. of Biostatistics
Emory University
donald.lee@emory.edu

Prof. Howa Yeung, MD
School of Medicine
Emory University
howa.yeung@emory.edu