

HUIFENG SU

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EDUCATION

Yale University

Ph.D. in Operations Management

M.Phil & M.A. in Operations Management

2020 - 2026

2026 (*Expected*)

2023

University of Wisconsin – Madison

B.Eng. with majors in Industrial & Systems Engineering and Computer Sciences

2016 - 2020

RESEARCH INTERESTS

- Empirical Operations, Healthcare Operations, Humanitarian Operations, AI for Social Good
- Causal Inference, Machine Learning, Unstructured Data

SELECTED PAPERS

[†] indicates medical collaborator

1. Crisis at the Core: Examining the Ripple Effects of Critical Incidents on Emergency Department Physician Productivity and Work Style.
Su H, Meng L, Sangal RB[†], and Pinker EJ. [\[Link\]](#)
 - Major Revision at *Manufacturing & Service Operations Management*
 - Selected for Wharton Empirical Workshop 2025
2. Emergency Department Boarding: Quantifying the Impact of ED Boarding on Patient Outcomes and Downstream Hospital Operations.
Su H, Meng L, Sangal RB[†], and Pinker EJ. [\[Link\]](#)
 - Reject & Resubmit at *Operations Research*
3. Sociodemographic Disparities in Queue Jumping for Emergency Department Care.
Sangal RB[†], **Su H**, Khidir H[†], Parwani V[†], Liebhardt B[†], Pinker EJ, Meng L, Venkatesh AK[†], Ulrich A[†]. (2023). *JAMA Network Open*. [\[Link\]](#)
 - Media mention: New York Times, Becker's Hospital Review, Yale Insights
4. Reuniting Forcibly Separated Families Through Shared Memories with Machine Learning.
Su H, Meng L and Pinker EJ. [\[Link\]](#)
 - Preparing for Submission to *Management Science*
 - Winner, INFORMS Data Mining Best Applied Paper Award, 2025.
 - Winner, INFORMS Social Media Analytics Best Student Paper Award, 2025.
 - Funding awarded by Tsai Center for Innovative Thinking at Yale, 2025.
 - Media mention: Yale Insights, Phys.org

OTHER PAPERS

[†] indicates medical collaborator.

1. Load Balancing Patient Flow to Improve ED Congestion.
Dilip M[†], **Su H**, Zhang W, Meng L, Tuffuor K[†], Pham L[†], Fogerty R[†], Venkatesh AK[†], Pinker EJ, Sangal RB[†]. (2025). *The American Journal of Emergency Medicine*. [\[Link\]](#)

2. Inequities Among Patient Placement in Emergency Department Hallway Treatment Spaces. Tuffuor K[†], **Su H**, Meng L, Pinker EJ, Tarabar A[†], Van Tonder R[†], Chmura C[†], Parwani V[†], Venkatesh AK[†], Sangal RB[†]. (2024). *The American Journal of Emergency Medicine*. [\[Link\]](#)
3. Fast for Real or Just a Feel? Reassessing Hallway Treatment Spaces and Their Impact on Emergency Department Operations. Dilip M[†], **Su H**, Meng L, Tarabar A[†], Parwani V[†], Pinker EJ, Venkatesh AK[†], Sangal RB[†]. (2025). *JACEP Open*. [\[Link\]](#)
4. When Less is More: Emergency Department Staffing in Greece. Reid E[†], **Su H**, Dilip M[†], Agrogianni M[†], Babalis D[†], Karametos I[†], Plasati M[†], Patrikakou A[†], Vildiridi L[†], Ulrich A[†], and Tsiftsis D[†]. (2026). *JEM International*. [\[Link\]](#)

TEACHING & MENTORSHIP

Teaching Assistant

MBA Operations Engine	SP2022
MBA Advanced Business Analytics	FA2024, SP2023, FA2021
MBA Healthcare Operations	SP2025, SP2023
EMBA Healthcare Operations	FA2025, FA2024, FA2023

Teaching Case

“Elm City Hospital”. Adeniji A, Meng L, Sangal RB, **Su H**, Pinker EJ. (2023). [\[Link\]](#)

Mentorship

Yale Undergraduate-Graduate Mentorship Initiative	2025
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AWARDS AND SCHOLARSHIPS

Winner, INFORMS Data Mining Best Applied Paper Award	2025
Winner, INFORMS Social Media Analytics Best Student Paper Award	2025
Winner, INFORMS Freestyle O.R. Supreme Expo (Case) Competition	2023
Recipient, Yale GSAS Doctoral Fellowship	2020-Present
Recipient, Kurt F Wendt Scholarship	2020
Recipient, Gilbert & Genevieve Buske Scholarship	2019
Recipient, Martha Helen & Walker George Dollmeyer Scholarship	2018

PROFESSIONAL ACTIVITIES

Reviewer for Behavioral OM Best Working Paper Award (2025)

LANGUAGE

Mandarin (Native), English (Fluent), Cantonese (Beginner)

INDUSTRY EXPERIENCE AND VOLUNTEERING

Baobeihuijia <i>Registered Volunteer</i>	2021 - current
<ul style="list-style-type: none"> Compare and share user narratives across social media to facilitate families reunion 	
American Family Insurance <i>Data Science Intern – Business Technology and Innovation Team</i>	Summer 2019
<ul style="list-style-type: none"> Automated claims status report and analyzed ticket life-cycle to evaluate employee productivity 	
UW Health <i>Project Based Internal Consultant Intern - Quality, Safety, and Improvement Team</i>	2018 - 2020

- Worked closely with providers for quality improvement projects. Delivered a staffing model with user interface

SELECTED PRESENTATIONS

^C Presented by coauthor

Reuniting Forcibly Separated Families Through Shared Memories with Machine Learning.

POMS Annual Conference, Atlanta	May 2025
MSOM Annual Conference, London	Jun 2025
HOPE Workshop, University of Notre Dame	Sep 2025
AI in Business Conference, Ohio State University	Oct 2025
INFORMS Workshop on Data Science, Atlanta	Oct 2025
INFORMS Workshop on Data Mining and Decision Analytics, Atlanta	Oct 2025
INFOMRS Annual Conference, Atlanta	Oct 2025

Crisis at the Core: Examining the Ripple Effects of Critical Incidents on Emergency Department Physician Productivity and Work Style

INFORMS Annual Conference ^C	Oct 2025
Wharton Empirical Workshop ^C	Sep 2025
MSOM ^C	Jun 2025
INFORMS Annual Conference	Oct 2024

Emergency Department Boarding: Quantifying the Impact of ED Boarding on Patient Outcomes and Downstream Hospital Operations

MSOM Annual Conference	Jun 2023
INFORMS Annual Conference	Oct 2023
INFORMS Healthcare Conference	Jul 2023
INFORMS Annual Conference	Oct 2022
POMS Annual Conference	May 2022

REFERENCES

Professor Lesley Meng (PhD Co-Advisor)
Assistant Professor of Operations Management
Yale School of Management, Yale University
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Professor Edieal J. Pinker (PhD Co-Advisor)
BearingPoint Professor of Operations Management
Yale School of Management, Yale University
New Haven, CT, USA
Email: edieal.pinker@yale.edu

Professor Rohit Sangal
Assistant Professor of Emergency Medicine
Yale School of Medicine, Yale University
New Haven, CT, USA
Email: rohit.sangal@yale.edu