



TECHNOLOGY AND OPERATIONS MANAGEMENT

MICHAEL FREEMAN

Assistant Professor of Technology and Operations Management

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BIOGRAPHY

Michael Freeman is an Assistant Professor of Technology and Operations Management at INSEAD. He received his MPhil and PhD in Management Science and Operations from the University of Cambridge, and his BSc and MSc in Mathematics, Operations Research, Statistics, and Economics from the University of Warwick.

Michael's research is empirical in approach and focuses on topics in healthcare management and hospital operations. His current research applies advanced empirical methods and machine learning to large multi-hospital data sets in order to explore the organisational factors that interfere with the delivery of high-value, high-quality health outcomes. By working closely with hospital partners – including an ongoing honorary appointment with Cambridge University Hospitals – his research provides insights into how hospitals and other health providers can evolve their business models in order to meet the dual challenge of improving clinical outcomes while controlling costs.

Professor Freeman's work has been published in the journal *Management Science*, with his study of hospital cost drivers awarded first prize in the 2016 MSOM Student Paper Competition and his research into the effects of congestion on patient routing a finalist for the Pierskalla Best Paper Award in 2014.

RESEARCH AREAS

Hospital Operations, Healthcare Design and Delivery, Service Management, Empirical Operations

TEACHING AREAS

Production and Operations Management

PUBLICATIONS

- Gatekeepers at Work: An Empirical Analysis of a Maternity Unit