

Zlatana Dobrilova Nenova

CONTACT INFORMATION	2101 S. University Blvd. #595 Denver, CO 80208	<i>E-mail:</i> zlatana.nenova@du.edu <i>Phone:</i> 303.871.3731
RESEARCH INTERESTS	Healthcare Analytics & Decision Making, Data Mining, Dynamic Programming	
TEACHING INTERESTS	Data Mining, Statistics, Healthcare Analytics & Decision Making, Optimization	
EDUCATION	University of Pittsburgh , Pittsburgh, PA Ph.D., Business Analytics and Operations, 2017 <ul style="list-style-type: none">• Dissertation Topic: "Essays on the Management of Appointments for Chronic Conditions."• Advisor: Jennifer Shang M.A., Applied Statistics, 2013 Guilford College , Greensboro, NC B.S., Mathematics & Accounting, 2011	
HONORS AND AWARDS	University of Denver , Denver, CO Summer Research Grant, 2019 – present. Faculty Research Fund, Fall 2020. Pittsburgh Supercomputing Center , Pittsburgh, PA Research Grant, 2019. MDM Annual North American Meeting , Vancouver, BC, Canada Lee B. Lusted Student Poster Competition Finalist, 2016. University of Pittsburgh , Pittsburgh, PA ELG Fellowship, 2013.	
PUBLICATIONS	Nenova, Z., Shang, J. (2022). Personalized Chronic Disease Follow-Up Appointments: Risk-Stratified Care Through Big Data. <i>Production and Operations Management</i> , 31(2), 583–606. [FT50/UTD] Nenova, Z., Shang, J. (2022). Chronic disease progression prediction: Leveraging case-based reasoning and big data analytics. <i>Production and Operations Management</i> , 31(1), 259–280. [FT50/UTD] Nenova, Z., Hotchkiss Jr, J. (2019). Appointment utilization as a trigger for palliative care introduction: A retrospective cohort study. <i>Palliative Medicine</i> , 33(4), 457–461. [Impact Factor: 5.713] Nenova, Z. D., May, J. H. (2016). Determining an Optimal Hierarchical Forecasting Model Based on the Characteristics of the Data Set: Technical note. <i>Journal of Operations Management</i> , 44, 62–68. [FT50/UTD]	
BOOK CHAPTERS	Anderson, D., Bjarnadottir, M. V., Nenova, Z. (2022). Machine learning in healthcare: Operational and financial impact. <i>Innovative Technology at the Interface of Finance and Operations: Volume I</i> , 153–174.	

PAPERS IN
PREPARATION

Nenova, Z. D., and Bartelt, V. (2023). Predicting resource utilization patterns in chronically ill patients. Working paper. Under Review at *Decision Sciences*. [Premier]

Bartelt, V., Nenova, Z. D., Marabelli, M., Majchrzak A. (2023). Competitive Aspects of Collaborations: Evidence and Theorizing from a Controlled Experiment. Working paper. Finalizing Revision for *Journal of Applied Psychology*. [FT50]

Nenova, Z. D., Bjarnadottir M., Marks, M. (2023). The Effect of Sober Living Homes on People in Recovery. Working paper. Revising for *Journal of the American Medical Informatics Association*. [Impact Factor: 7.942]

Nenova, Z. D., Eargle, D., Bartelt, V., Galletta, D. (2023) A Spoonful of Sugar: Disentangling the Joint and Separate Impacts of Source and Content Friendliness in Political News. Working paper. Revising for *Journal of Applied Psychology*. [FT50]

Nenova, Z. D., Zhang, D., and Laguna, M. (2023). Approximate Dynamic Programming for a Dynamic Appointment Scheduling Problem. Working paper. Revising for *Manufacturing and Service Operations Management*. [FT50/UTD]

Nenova, Z. D., Eargle, V., Galletta, D. (2023). Tolerance to Ambiguity and Openness to Diverse News Sources Across Political Groups. Work in Progress. Targeting *Nature*. [Impact Factor: 69.504]

Nenova, Z.D., Williams, B. (2023) Quantifying the benefits of seeking specialty care. Work in Progress. Targeting *Production and Operations Management*. [FT50/UTD]

Foster, K., Nenova, Z.D., Shang, J. (2023) Balancing Emergency Physicians and Advanced Practice Providers. Work in Progress. Targeting *Journal of Operations Management*. [FT50/UTD]

ACADEMIC
EXPERIENCE

University of Denver, Denver, CO ¹

Assistant Professor

September, 2017 – present

Daniels College of Business

- INFO 4300 – Predictive Analytics
Evaluations: Spg '22 - 100.00; Spg '21 - 92.11; F '20 - 100.00.
- INFO 3980 – Internship
Evaluations: Spg '22 - 100.00; Sum '21 - 100.00; Spg '21 - 100.00.
- INFO 3200 – Data Mining & Visualization
Evaluations: Spg '20 - 93.44; Spg '19 - 87.81.
- INFO 2020 – Analytics III: Business Modeling & Analysis
Evaluations: Spg '22 - 94.44; Spg '21 - 100.00; F '20 - 88.89; W '20 - 82.05; W '19 - 89.58.
- INFO 1020 – Analytics II: Business Statistics & Analysis
Evaluations: Spg '18 - 84.43; W '18 - 92.54.

University of Pittsburgh, Pittsburgh, PA ²

Instructor

January, 2016 – April, 2017

College of Business Administration

- BUSSCM 1760 Data Mining (Spg '17 - 4.17 out of 5).

The Joseph M. Katz Graduate School of Business

- BQOM 2401 Uncertainty, Prediction & Quality Improvement (Sum '16 - 4.06 out of 5).
- BQOM 2401 Uncertainty, Prediction & Quality Improvement (Spg '16 - 3.38 out of 5).

¹Evaluation Score – Top 3 boxes pct. in "Overall, this is an effective instructor." aggregated across sections.

²Evaluation Score – Average in "Overall, this is an effective instructor."

Teaching Assistant

January, 2012 – May, 2017

The Joseph M. Katz Graduate School of Business

- BQOM 2401 Uncertainty, Prediction & Quality Improvement – *MBA*.
- BQOM 2801 Uncertainty, Prediction & Quality Improvement – *EMBA*.
- BQOM 2421 Decision Technologies in Management & Operations Management – *MBA*.
- BQOM 2811 Decision Technologies in Management & Operations Management – *EMBA*.

Kenneth P. Dietrich School of Arts and Sciences

- MATH 0120 Business Calculus – *undergraduate*.
- MATH 0220 Analytic Geometry and Calculus 1 – *undergraduate*.
- STAT 1000 Applied Statistical Methods – *undergraduate*.
- STAT 1100 Statistics & Probability for Business Management – *undergraduate*.

INVITED SEMINARS Department of Strategy, Entrepreneurship & Operations, University of Colorado Boulder, May 2019.

CONFERENCE Predicting resource utilization patterns in chronically ill patients. *POMS 33th Annual Conference*,
PRESENTATIONS Orlando FL, May 2023. *Forthcoming*.

Quantifying the benefits of seeking specialty care. *POMS 33th Annual Conference*, Orlando FL,
May 2023. *Forthcoming*.

The Effect of Sober Living Homes on People in Recovery. *INFORMS Healthcare Conference*, Virtual,
July 2021.

A Spoonful of Sugar: Disentangling the Joint and Separate Impacts of Source and Content Friend-
liness in Political News. *INFORMS Annual Meeting*, Virtual, November 2020.

Approximate Dynamic Programming for a Dynamic Appointment Scheduling Problem. *POMS 30th*
Annual Conference, Washington DC, May 2019.

Approximate Dynamic Programming for a Dynamic Appointment Scheduling Problem. *INFORMS*
Annual Meeting, Phoenix, November 2018.

An Integrated Framework for Follow-up Care Optimization and Demand-for-Care Estimation: The
Case of Chronic Disease Management. *University of Denver, Daniels Colloquium*, Denver, May
2018.

An Integrated Framework for Follow-up Care Optimization and Demand-for-Care Estimation: The
Case of Chronic Disease Management. *Rocky Mountains INFORMS Meeting*, Denver, May 2018.

Optimal Strategies For Monitoring And Prediction Of Chronic Kidney Disease Demand-for-Care.
INFORMS Annual Meeting, Houston, October 2017.

Optimal Appointment Policy Selection for Chronic Kidney Disease Patients. *INFORMS Healthcare*
Conference, Rotterdam, July 2017.

Chronic Kidney Disease: A Simulation Study. *INFORMS Annual Meeting*, Nashville, November
2016.

Chronic Kidney Disease Progression: A Simulation Model. *INFORMS International*, Hawaii, June
2016.

Chronic Kidney Disease Progression: A Simulation Model. *CORS Annual Meeting*, Banff, May
2016.

Appointment Scheduling Based on Continuous and Periodically Reported Data. *INFORMS Annual Meeting*, Philadelphia, November 2015.

Modeling Shared Medical Appointments. *INFORMS Healthcare Conference*, Nashville, July 2015.

Determining an Optimal Hierarchical Forecasting Model Based on the Characteristics of the Data Set. *INFORMS Annual Meeting*, San Francisco, November 2014.

Determining an Optimal Hierarchical Forecasting Model Based on the Characteristics of the Data Set. *IFORS*, Barcelona, July 2014.

CONFERENCE POSTER Chronic Kidney Disease Grouping Characteristics Across Different Geographical Regions, *MDM Annual North American Meeting*, Vancouver, October 2016.

PROFESSIONAL AFFILIATION Institute for Operations Research & the Management Sciences (INFORMS)

- Health Applications.
- Data Mining.
- Analytics.
- Women in OR/MS.

Production and Operations Management Society (POMS)

- Health Applications.
- Data Mining.
- Analytics.

SERVICE Institute for Operations Research & the Management Sciences (INFORMS)

- Invited Session Chair: *INFORMS Annual Meeting*, Phoenix, November 2018.
- Invited Session Chair: *INFORMS Annual Meeting*, Houston, October 2017.
- Invited Session Chair: *INFORMS Healthcare Conference*, Rotterdam, July 2017.
- Invited Session Chair: *INFORMS Annual Meeting*, Nashville, November 2016.

Completed Student Supervision

- Tanisha Maredia: University of Denver, Capstone Adviser, Summer 2022.
- Caoshan He: University of Denver, Capstone Adviser, Winter 2022.
- Caleb Bruce: University of Denver, Daniels Distinction Thesis Adviser, Spring 2021.
- Thitikarn Kanchanachat: University of Denver, Capstone Adviser, Spring 2021.
- Norbert Peyfuss: University of Denver, Capstone Adviser, Winter 2021.
- Yueqi Wang: University of Denver, Capstone Adviser, Winter 2021.
- Yinong Dong: University of Denver, Capstone Adviser, Winter 2021.
- Patricio Gilly Martinez de Alva: University of Denver, Capstone Adviser, Winter 2021.
- Jasmine Shang: University of Denver, Capstone Adviser, Summer 2020.
- Andrew Hicks: University of Denver, Capstone Adviser, Winter 2020.
- Andrew Lerner: University of Denver, Capstone Adviser, Fall 2019.
- Dami Kukoyi: University of Denver, Capstone Adviser, Summer 2019.
- Liang Lu: University of Denver, Capstone Adviser, Spring 2019.
- Botian Cao: University of Denver, Capstone Adviser, Spring 2018.

Ongoing Student Supervision

- Andrew Schuck: University of Denver, Capstone Adviser.

Reviewer

- Journals: Journal of Operations Management, Journal of Management Information Systems, Health Care Management Science, International Journal of Operational Research, Machine Learn-

ing, Palliative Care.

- Conferences: AMCIS, BIBE, WITS.