

Zlatana Dobrilova Nenova

CONTACT INFORMATION	1834 Wake Forest Road Winston-Salem, NC 27106	<i>E-mail:</i> nenovaz@wfu.edu <i>Phone:</i> 336.543.6093
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. D., Bartelt, V. (2024). Predicting resource utilization patterns in chronically ill patients. <i>Decision Sciences</i> . (Premier Journal) 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) 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) 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. 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)	
BOOK CHAPTERS	Nenova Z.D., Foster K. M. (Forthcoming) Chronic disease progression prediction in healthcare operations. <i>Encyclopedia in Operations Management</i> . 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.

CONFERENCE
PROCEEDINGS

Bartelt, V., Nenova, Z., Marabelli, M. (2020). How Collaborators Manage Information Sharing and Protection in Flash Collaborations. In *Academy of Management Proceedings* (Vol. 2020, No. 1, p. 14204). Briarcliff Manor, NY 10510: Academy of Management.

PAPERS IN
PREPARATION

Nenova, Z. D., Bartelt, V., Eargle, D., Galletta, D. Can news outlets leverage their credible messenger powers to reduce polarization when loyalty becomes profitable? Editing Paper. Revising for *The Proceedings of the National Academy of Sciences* (**Impact Factor: 9.4**).

Nenova, Z. D., Bartelt, V., Galletta, D. Drawing People into Echo Chambers: Relationships between Political Affiliation, Tolerance of Ambiguity, and Reading Choices. Editing Paper. Targeting *Nature Human Behaviour* (**Impact Factor: 22.3**).

Nenova, Z. D., Zhang, D., and Laguna, M. Approximate Dynamic Programming for a Dynamic Appointment Scheduling Problem. Analyzing Data. Revising for *Manufacturing and Service Operations Management* (**FT50**).

Nenova, Z. D., Bjarnadottir M., Marks, M., Rae, D. Substance Abuse Disorder: Evaluating Treatment Benefits. Analyzing Data. Targeting *Management Science* (**FT50**).

Nenova, Z. D., Bjarnadottir M., Marks, M. The Effect of Sober Living Homes on People in Recovery. Editing Paper. Revising for *Group Dynamics*.

Foster, K., Nenova, Z.D., Shang, J. Balancing Emergency Physicians and Advanced Practice Providers. Analyzing Data. Targeting *Journal of Operations Management* (**FT50**).

ACADEMIC
EXPERIENCE

Wake Forest University, Winston-Salem, NC

Assistant Professor

July, 2024 – present

School of Business

- BAN 6036 – Visual Analytics and Influencing
Evals: F'24 - 3.3 & 2.64 out of 5.

University of Denver, Denver, CO ¹

Assistant Professor

September, 2017 – June, 2024

Daniels College of Business

- INFO 4300 – Predictive Analytics
Evals: Spg'22 - 100.00; Spg'21 - 92.11; F'20 - 100.00.
- INFO 3980 – Internship
Evals: Spg'23 - 100.00; Spg'22 - 100.00; Sum'21 - 100.00; Spg'21 - 100.00.
- INFO 3200 – Data Mining & Visualization
Evals: Spg'23 - 92.16; Spg'20 - 93.44; Spg'19 - 87.81.
- INFO 2020 – Analytics III: Business Modeling & Analysis
Evals: W'23 - 95.74; 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
Evals: 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).

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."

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).

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
PRESENTATIONS Substance Abuse Disorder: Evaluating Treatment Benefits. Analyzing Data. *INFORMS Annual Meeting*, Atlanta GA, May 2025. *Forthcoming*.

Tolerance of Ambiguity Among People with Different Political Affiliations. *INFORMS Annual Meeting*, Phoenix AZ, Oct 2023.

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

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

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 Friendliness 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)

- Session Chair: *INFORMS Annual Meeting*, Phoenix, November 2023.
- 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

- Andrew Schuck: University of Denver, Capstone Adviser, Winter 2023.
- 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.
- Ken Pape: University of Denver, Capstone Adviser.

Reappointment Reviews

- Krista M. Foster: University of Pittsburgh.

Reviewer

- Journals: Journal of Operations Management, Journal of Management Information Systems, Health Care Management Science, International Journal of Operational Research, Machine Learning, Palliative Care.
- Conferences: AMCIS, BIBE, WITS.