THE OHIO STATE UNIVERSITY
MAX M. FISHER COLLEGE OF BUSINESS

**November 19, 2026**

**Mohamed Megahed**
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Fisher Hall
2100 Neil Avenue
Columbus, OH 43210

## EDUCATION

Ph.D. Candidate, Operations Management and Business Analytics
The Ohio State University, Columbus, OH

*Robert Bartels Fellow, 2026*

Dissertation: "Essays on AI and Work Design in Healthcare Operations"
Advisors: Professor Nathan Craig
Professor Aravind Chandrasekaran

M.S. in Business Analytics, *Honors Degree*, 2020
Kent State University, Kent, OH

B.S. in Business Administration, *Valedictorian*, 2013
Benha University, Benha, Egypt

## RESEARCH INTERESTS

AI and human–AI collaboration; work design; measurement, verification, and hidden work; digital communication; healthcare and service operations. *Empirical methods:* Machine learning and deep learning; natural language processing and large language models; econometrics and causal inference.

## ACCEPTED PUBLICATIONS

- Megahed, M., Lee, N., Craig, N., Chandrasekaran, A. "Assessing Patient-Directed Message Volume and Patient Responsiveness in Patient Portal Communication: A Retrospective Observational Study" *[Accepted for publication, JMIR Medical Informatics]*.

## PAPERS UNDER REVIEW

- Megahed, M., Craig, N., Jiang, J., Chandrasekaran, A. "Response Latency in Asynchronous Care Queues: An Empirical Study of AI-Augmented Measurement and Emergency Department Spillover" *[Under review, first round, Production and Operations Management]*.

## WORKING PAPERS

- Megahed, M., Craig, N., Jiang, J., Chandrasekaran, A. "Beyond the Note: Ambient AI and Encounter Completion" *[Preparing for submission to Management Science; draft available upon request]*.
- Megahed, M., Hill, J. "From Attributes to Throughput: Developing a Food-Processing Operational Complexity Index for Enhanced Scheduling" *[Preparing for submission to M&SOM; draft available upon request]*.
- Kotsi, T., Megahed, M., Besiou, M., Pedraza-Martinez, A. "Funding Channels and the Resilience of Humanitarian Spending Under Disruption" *[Preparing for submission to M&SOM; draft available upon request]*.

## WORK IN PROGRESS

- Megahed, M. "AI and the Measurement of Clinical Work" *[Data analysis in progress]*.
- Megahed, M., Craig, N., Bendoly, E. "Governing Hidden Verification Effort in AI-Assisted Professional Work" *[Manuscript in preparation; data analysis in progress]*.
- Megahed, M., Craig, N., Jiang, J., Chandrasekaran, A. "When AI Writes, Who Pays? Ambient Documentation and the Economics of Reimbursement" *[Data analysis in progress]*.
- Megahed, M., Craig, N., Chandrasekaran, A. "Provider Response Policies in Asynchronous Patient Care" *[Study in development]*.

## AWARDS AND HONORS

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|---|---|
| 2026 | Robert Bartels Fellowship, Fisher College of Business, The Ohio State University |
| 2019 – 2020 | MSBA Academic Scholarship, Kent State University |
| 2010, '11, '12, '13 | Excellence Award, awarded annually to top-honors students, Benha University. |

## PRESENTATIONS AND INVITED TALKS

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| | Response Latency in Asynchronous Care Queues: An Empirical Study of AI-Augmented Measurement and Emergency Department Spillover. |
| 2026 | 57th DSI Annual Conference (scheduled)*, San Francisco, CA.* |
| 2026 | INFORMS Annual Meeting (scheduled)*, San Francisco, CA.* |
| 2026 | Fisher AI in Business Conference (scheduled)*, The Ohio State University, Columbus, OH.* |
| 2026 | INFORMS Healthcare Conference*, Chapel Hill, NC.* |
| 2026 | INFORMS MSOM Conference, *Harvard Business School, Boston, MA.* |
| 2026 | Industry Studies Association Annual Conference, *Washington, DC.* |
| | AI-Assisted Triage of Patient Messages: A Clinically Calibrated Human–AI Framework for Healthcare Operations. |
| 2026 | Invited talk, Executive MBA Program, *The Ohio State University.* |
| 2025 | INFORMS Annual Meeting, *Atlanta, GA.* |
| 2025 | AI in Business Conference, *The Ohio State University, Columbus, OH.* |
| 2025 | Midwest Healthcare Management Conference, *Champaign, IL.* |
| | Donor Types and Security Conditions Effects on Capacity Building of Humanitarian Organizations. |
| 2025 | HOPE Workshop, *University of Notre Dame, South Bend, IN.* |
| 2024 | DSI Annual Conference, *Phoenix, AZ.* |

## TEACHING EXPERIENCE

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|---|---|
| 2026 | **The Ohio State University**, Columbus, OH<br>*Instructor of Record*<br>BUSOBA 3230 – Introduction to Operations Management (SU2026)<br>Student evaluation: 4.90/5.00 (78% response rate) |
| 2022 – 2025 | *Graduate Teaching Assistant*<br>BUSOBA 2320 – Business Statistics (SP2024)<br>BUSOBA 2321 – Business Analytics (AU2023)<br>BUSOBA 3230 – Introduction to Operations Management (AU2022, SP2025)<br>BUSOBA 4254 – Projects in Sustainable Supply Chains (AU2024)<br>MBA, BUSOBA 7201 – Operational Excellence in a Service Environment (AU2023)<br>MBA, BUSOBA 7223 – Project Management (SU2023) |
| 2019 – 2020 | **Kent State University**, Kent, OH<br>*Lab Instructor*<br>MIS 24056 – Business Analytics I (Fall 2019, Spring 2020)<br>Taught weekly laboratory sections in applied statistics and data analysis using R and RStudio. |
| 2015 – 2019 | **Benha University**, Benha, Egypt<br>*Teaching Assistant* - Business administration courses |

## ACADEMIC AND RESEARCH EXPERIENCE

2025 – present **Large Academic Medical Center, Columbus, OH**
*Research Collaborator (Sponsored Guest)*
Initiated a research collaboration connecting business-school faculty with clinical and research information technology teams to study healthcare operations and AI-assisted professional work. The collaboration provides governed access to longitudinal clinical and operational data dating to 2000, including more than 200 million clinical text records.

2022 – present **The Ohio State University**, *Graduate Research Associate*, Columbus, OH.

2015 – 2019 **Benha University**, *Research Assistant*, Benha, Egypt

## SELECTED PROFESSIONAL EXPERIENCE

2021 – 2022 **Ohio Department of Medicaid**, Columbus, OH
*Health Services Policy Analyst*
Conducted policy and data analyses and led data-governance initiatives supporting Ohio Medicaid programs.

2020 – 2021 **Alliant Treatment Center**, Cleveland, OH
*Senior Business Analyst*
Led business analysis and process-improvement initiatives supporting behavioral health operations, reporting, and managerial decision-making.

2018 – 2019 **International Labour Organization (ILO)**, Cairo, Egypt
*Start and Improve Your Business (SIYB) Trainer*
Delivered entrepreneurship training in business planning and management to aspiring and existing entrepreneurs.

## PROFESSIONAL SERVICE

### Journal Reviewing

Journal of Medical Internet Research (JMIR)
Management Science (MS)
Production and Operations Management (POM)

### Conference and University Service

2027 Session Organizer (scheduled), *POMS Annual Conference*, Orlando, FL
2026 Co-Moderator (scheduled), panel on AI in high-stakes versus high-volume operations, *57th DSI Annual Conference*
2026 Session Chair (scheduled), *57th DSI Annual Conference, San Francisco, CA*
2026 Session Chair, *POMS Annual Conference (36th), Reno, NV*
2026 Judge, Best Paper Award, Healthcare Management Track, *57th DSI Annual Conference*
2026 Judge, Undergraduate Business Analytics Presentations, *The Ohio State University*
2026 Fisher College of Business Representative, *Operational Excellence Summit and Scotts Miracle-Gro plant tour, Marysville, OH*
2025, 2026 Reviewer, *DSI Annual Conference*
2025 Coordinator and Moderator, *First AI in Business Conference, The Ohio State University*
2025 Session Chair, *56th DSI Annual Conference, Orlando, FL*
2025 Session Chair, *POMS Annual Conference (35th), Atlanta, GA*
2018 – 2019 Vice President, Strategic Planning Unit, *Benha University*

## PROFESSIONAL AFFILIATIONS

Academy of Management; INFORMS; Production and Operations Management Society; Decision Sciences Institute; Industry Studies Association. Former membership: The Healthcare & Social Service Union (SEIU 1199), 2021–2022

**REFERENCES**

**Nathan Craig**
*Dissertation advisor*
Associate Professor, Operations and Business Analytics
Fisher College of Business, The Ohio State University
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**Aravind Chandrasekaran**
*Dissertation advisor*
Fisher Distinguished Professor in Operations and Business Analytics
Dean; John W. Berry, Sr. Chair in Business
Fisher College of Business, The Ohio State University
chandrasekaran.24@osu.edu | 614-292-4223

**Natalie Lee**
*Dissertation committee member*
Assistant Professor of Internal Medicine
College of Medicine, The Ohio State University
natalie.lee@osumc.edu

**James Hill**
*Research collaborator*
Professor of Operations Management
Fisher College of Business, The Ohio State University
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