学术报告

**Do Mandatory Overtime Laws Improve Quality? Staffing Decisions and Operational Flexibility of Nursing Homes**

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报告摘要：

During the 2000s, over a dozen U.S. states passed laws that prohibit healthcare employers from mandating overtime for nurses. Using a nationwide panel data set from 2004 to 2012, we find that these mandatory overtime laws reduced the service quality of nursing homes, as measured by an increase in deficiency citations. This outcome can be explained by two undesirable changes in the staffing hours of registered nurses: decreased hours of permanent nurses and increased hours of contract nurses per resident day. We observe that the increase in deficiency citations concentrates in the domains of administration and quality of care rather than quality of life, and the severity levels of the increased citations tend to be minor rather than major. We also find that the laws’ negative effect on quality is more severe in nursing homes with higher percentages of Medicare-covered residents. These observations are consistent with the predictions of a stochastic staffing model that incorporates demand uncertainty and operational flexibility. Furthermore, we rule out an alternative hypothesis that the quality decline is induced by an increase in nurse wages.

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LAUREN XIAOYUAN LU（卢小愿），美国北卡罗来纳大学教堂山分校（University of North Carolina at Chapel Hill,UNC）Kenan-Flagler商学院副教授。卢老师于2007年在美国西北大学获经济管理与战略专业博士学位，2000年在美国斯坦福大学获工业工程与工程管理专业硕士学位，1999年于美国约翰霍普金斯大学获生物专业硕士学位，1997年于南京大学获生物化学专业学士学位。2000-2003年就职于美国 Oracle Corporation公司，任高级工程师，自2007年起，执教于美国北卡教堂山大学Kenan-Flagler商学院，2014年获副教授职位。

卢教授主要研究兴趣是Supply Chain Management; Contracting and Bargaining; Capacity Management; Outsourcing and offshoring; Health Care Operations。卢教授的研究成果发表在 ***Management Science***, ***Operations Research***, ***Manufacturing & Service Operations Management***, ***Production and Operations Management***等国际顶级学术期刊上。在2011、2012年获得Management Science Meritorious Service Award；2010年获得M&SOM Meritorious Service Award等奖项；目前任***Productions and Operations Management***的资深编辑（Senior Editor）。

代表性论文：

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5. The Strategic Perils of Low Cost Outsourcing. *Management Science* 58(6) 1196-1210, 2012.

6. Capacity Allocation over a Long Horizon: The Return on Turn-and-Earn. *Manufacturing & Service Operations Management* 14(1) 24-41, 2012.

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