

Analysis of Strategies to Reduce Patients' Disposition Holding Time from Emergency Department to Ward

Authors : Kamonwat Suksumek, Seeronk Prichanont

Abstract : Access block refers to the situation where Emergency Department (ED) patients requiring hospital admission spend an unreasonable holding time in an ED because their access to a ward is blocked by the full utilization of the ward's beds. Not only it delays the proper treatments required by the patients, but access block is also the cause of ED's overcrowding. Clearly, access block is an inter-departmental problem that needs to be brought to management's attention. This paper focuses on the analysis of strategies to address the access block problem, both in the operational and intermediate levels. These strategies were analyzed through a simulation model with a real data set from a university hospital in Thailand. The paper suggests suitable variable levels for each strategy so that the management will make the final decisions.

Keywords : access block, emergency department, health system analysis, simulation

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