

MEXICAN PUBLIC HOSPITALS: A MODEL FOR IMPROVING EMERGENCY ROOM WAITING TIMES

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ABSTRACT

Public health care services are facing a growing demand, where funds to these services are being stretched. Public Hospitals should find a way to optimize the use of resources and improve the quality of services being offered. Even though this Conference has documented successful experiences with simulation through the years, it has also opened discussion for a general, robust model to face emergency room challenges successfully. This paper presents a brief state of the art review of simulation work done in Mexican Public Health Care System, and finally a proposal to improve these services using simulation.