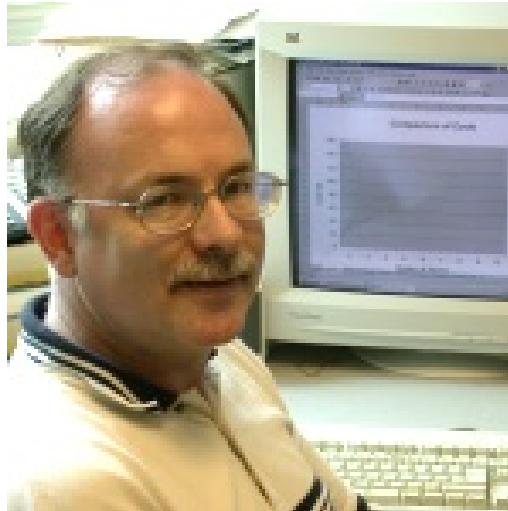


presents:

'Issues in Queues and Congestion for Health Care Professionals.'

By

David Stanford



Statistical & Actuarial Sciences
University of Western Ontario

Date: Friday, November 27th, 2009

Location: Room MC331, Mechanical Building, 5 King's College Road

Time: 11am – 12pm

Waiting lines abound in health care settings, and will never go away entirely. There are, however, a handful of issues or physical principles about the management of these waiting lines that can readily be understood by the health care professionals that have to deal with them on a day to day basis. These principles are the results of the occupancy level, the variability in treatment time and patient arrival, the pooling of resources, and the introduction of priority treatment discipline. This presentation looks at each of these principles in turn. We conclude with a look at the results of Denton et al (2008) from a queuing perspective.

David Stanford has worked on the modelling of waiting lines for over a quarter of a century, with applications ranging from telecommunications to health care. He obtained his Ph.D. in Electrical Engineering from Carleton University in 1981, and spent five years working for Bell-Northern Research before pursuing an academic career in 1986. He is the son and brother of physicians. The common theme to his work is the use of applied probability models to study industrial and societal problems. He has worked on problems as diverse as the modelling of forest fire growth, organ transplant wait lists, bilingual call centres, and insurance fund solvency. His particular greatest current interest is in the modelling of congestion in (and knowledge transfer about queuing fundamentals related to) health care settings. Email an RSVP at your earliest convenience to crhe@mie.utoronto.ca as space may be limited.