

Lean System Practices at the Emergency Department of Cebu City Medical Center: Proposals for Improvement

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Abstract

Customers in healthcare organizations need to be provided with prompt care especially in the emergency department where people's lives are at stake. The basic operating tenet in the emergency department of a medical institution is to ensure that patients receive fast and excellent service. Lean System as a business strategy of delivering quality service is the process that may be introduced in the health care industry. The aim of the study is to propose ways to improve the delivery of healthcare in a public hospital, which could be used as guide in further applying the lean system in any general hospital. The focus of this thesis is to assess the effectiveness of the practices in terms of the six (6) lean system dimensions namely: capacity planning, waiting, scheduling, processing, facilities design and housekeeping.