

Evaluation of the Queuing Practices at the Outpatient Services Department of Vicente Sotto Memorial Medical Center

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Abstract

Queuing is an activity that is not viewed by many favorably. This practice is attributed to waiting. A lot of people certainly have waiting time experiences and it significantly affects the overall perceptions of the quality of service provided. Queuing is commonly manifested in the outpatient department of hospitals. Public hospitals have more patients compared with private institutions. These are attributed to the free consultation and cheaper medication. The outpatient department of VSMMC is one unit where queuing is more frequently experienced compared with the other departments. The study aims to determine the status of the queuing system in the VSMMC with regards to patient waiting and service time, service flow, capacity planning and facilities design. Based on the findings the Queuing Practices of the Outpatient Services Department of Vicente Sotto Memorial Medical Center needed measures for improvement in the areas of patient waiting and service time, especially during the peak hour between 10-11am