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THE EFFECT OF EMERGENCY WAITING TIME ON PATIENT SATISFACTION

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ABSTRACT

The federal law requires hospitals to offer emergency care to everyone that come through the doors, despite their ability to pay. The use of emergency care doctors as primary physicians along with other factors have contributed to emergency waiting time. The purpose of this paper is to examine waiting times at hospitals in Jefferson and Orleans parishes' in respect to the average national waiting times and patient satisfaction. A data driven model and a survey method included face-to-face interviews and on-line survey tool were applied. 200 respondents were surveyed to distinguish the coalition of actual waiting time and patient expected waiting time. Data was gathered from six hospitals. The result of the analysis of data shows that overall 33% patients were satisfied with the emergency departments' service. Furthermore, the data revealed that 45% of the patients are very satisfied with the service provided by the doctors. However, only 27% of the patients are very satisfied with care from the emergency room administration. Additionally, the examination of the data show that national waiting time of 4 hours 5 minutes is higher than the actual waiting time of the hospitals surveyed. This research could be helpful to hospital emergency room management in reducing the waiting time and increasing patient satisfaction.

Keywords: Actual and Expected Emergency room waiting times, patient satisfaction

BIG DATA IN BUSINESS EDUCATION

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ABSTRACT

The relentless collection of data from user interactions in websites have introduced both a high level of complexity, as well as a great opportunity for businesses. In addition, the trend of connecting not just people, but also machines to the Internet, and then collecting data from these machines via sensors would soon result in an unimaginable repository of data. This ever increasing collection of data, also known as Big Data, will only be useful if it can be analyzed to give useful insights into business problems, and perhaps even to make suggestions as to when and where future problems will occur (predictive analytics) so that the problems can be avoided or at least mitigated.

Students must be prepared take advantage for future opportunities in the field of big data analytics. In most business programs, specifically information system as the major, core course like database design, office applications, and basic programming are taught to learners. A critical component missing from many undergraduate business programs are core courses focusing on data analytics. The US Department of Labor predicts 4.4 million opportunities will exist by 2018, working with data analytics. The imperative to include such courses in business information systems programs exist.

Universities are beginning to notice the great interest in data analysis by organizations, which want data driven solutions to their problems. A few major business schools such as Arizona State University, University of Southern California, and Michigan State University have recently embarked on specialized Business-Analytics graduate Programs, while others such as Northwestern University has no such specialized Programs, but requires all business students to take them. In any case, many employers such as Taco Bell (Yum Brands), General Electric (GE), Boeing, and Walt Disney [2014 Gellman] are asking for more employees with analytics skills to gain insights from the enormous volumes of data that they collect.

The purpose of this article is to briefly examine the rapidly growing field of Big Data Analytics and to study why and how big data analytics needs to be integrated into business skill sets and curriculum designs. The research will provide a practical framework to design and teach the skills sets needed to solve organizational problems by analyzing the vast amounts of data that are being generated and stored.

This paper will be prove very beneficial to IT educators and academic researchers, as they will gain a solid understanding of why Big Data needs to be an important curriculum component, and the benefits to students and potential employers. Business managers will also benefit from the research as it shows them how new Big Data tools can be deployed to solve complex business problems, and coax them to encourage universities to incorporate Big Data in their curriculums so that their future employees can compete successfully in an increasing complex, global, inter-connected, data-driven world.

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The relentless collection of data from user interactions in websites have introduced both a high level of complexity, as well as a great opportunity for businesses. In addition, the trend of connecting not just people, but also machines to the Internet, and then collecting data from these machines via sensors would soon result in an unimaginable repository of data. This ever increasing collection of data, also known as Big Data, will only be useful if it can be analyzed to give useful insights into business problems, and perhaps even to make suggestions as to when and where future problems will occur (predictive analytics) so that the problems can be avoided or at least mitigated.

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APPLYING SUPPLY CHAIN MODELING TO IMPROVE GOLF COURSE FLOW

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ABSTRACT

Slow pace of play is a source of frustration for golf enthusiasts and course managers alike. The golfing industry is aware of this and pace has become a priority for many. For the last two years, The United States Golf Association (USGA) has hosted an annual pace of play symposium as well as initiated the While We're Young program. Best practices primarily involve modifying player behavior; however, queuing theory is also being used to study and improve pace.

This paper adds to the research by applying math models commonly used in supply chain management to address improving golf course flow. Two methods are presented. The first suggests augmenting course design by re-sequencing holes to minimize distances traveled by golfers from the previous green to the next tee box. We use the traveling salesman problem (TSP) to analyze eight golf courses to determine whether a shorter path than the current path can be found. The application of the TSP leads to lower distances traveled for four of the courses analyzed with an average decrease of 8%. Although the TSP has been successfully applied in many areas, applying to golf course design is unique. Additionally, due to sparse from-to matrices, solutions times are relatively short for spreadsheet solvers.

The second application is adopting factory physics principles of small transfer batch sizes. Rather than golfers moving as a large group from hole to hole, smaller groups such as one or two golfers, immediately move to the next hole. For maximum benefit, the golfer CLOSEST to the hole should putt first. Once a golfer has begun putting, the golfer must complete before another golfer begins putting. The benefit is that putting time and travel time to the next hole occur in parallel instead of in series; thus, reducing round length. Reductions of ten minutes in round length are possible; thus, allowing an additional group on a busy day. To accomplish, the rules of golf would need to be addressed and changed.

These two techniques, the TSP and factory physics transfer batching, could lead to more enjoyable play for golfers and an increased number of rounds played and sold in a given day.