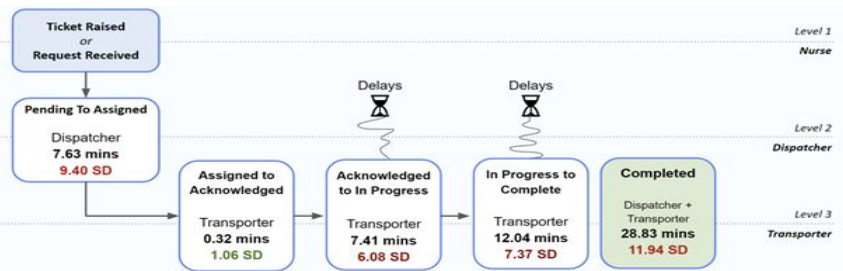
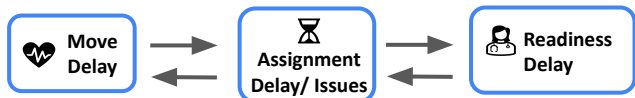


Boston Medical Center Transport Delays: Problem Statement



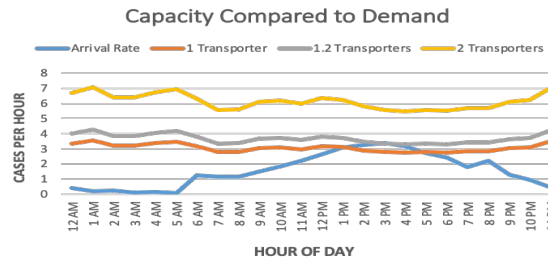
BMC is facing significant patient transport delays to and from its Preoperative Areas. According to 2022 data, 37% of transportations take longer than 30 minutes, resulting in suboptimal utilization of the Operation Rooms, employee frustrations, and concerns about patient safety and health outcomes.

Transport Process: Analyses



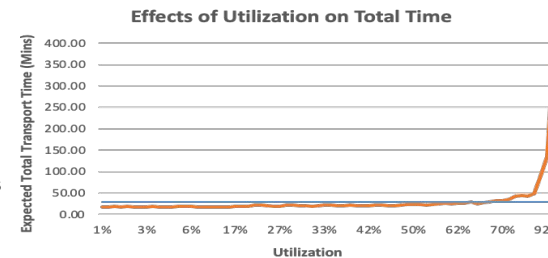
Capacity Limits:

1.2 transporter indicate 101% utilization rate



Optimal Utilization:

Total transport time exceeds 30 minutes at 66% utilization rate, or at 1.75 transporters



Drivers of Delays: Findings

- System lacking human capital capacity to clear intraday pileups.
- System is sensitive to variability in service time and arrival time.
- Interdependency of process flows highlights insufficient inter-unit communications mechanisms.

Recommendations: How to prevent delays

'Patient-readiness' checklist
Formalize steps to be followed by stakeholders

Collection Centers for Equipment
Such as beds and wheelchairs

Capacity Prediction
Signals for capacity reaching limits

Communication Channels
Improve inter-depart. information exchanges