

Optimization in the management of time in the emergency service for patients triage 2

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Abstract

The demand for emergency services for several years increases faster than the supply of such services, generating increasing overcrowding and difficulties in providing the service. The increase in demand is due to several factors among which it is worth noting, population growth and the misuse of the service by some users who go to their pathology without warrant an emergency. That is why at the Hospital Universitario Mayor (MEDERI) for several years they are conducting research in conjunction with the program Logistics and Production management of the Universidad del Rosario seeking to generate processes that help improve the timeliness of the service and major optimization of hospital resources hospital-. Not leaving behind the importance of medical criteria and the clinical condition of the patient, which is a priority for the development of various research studies, to be aimed at solving some bottlenecks that can interfere with good service delivery

Currently with the difficulties of the health system in the country, it has been an increase in patients with Triage 2. The increase in demand has had a high impact on service times, not being within the allowable limits legally, which in addition to violating the rule can have serious implications in the clinical condition of the patient, since many of them do not arrive in the best conditions and require immediate attention (shortest time) Therefore, with support from caregivers the logistics team suggests mechanisms of control and synchronization services that are proving effective in practice.

Keywords

Emergency service, optimization, logistic

Biography

Victor Jaime Garcia

Master of Socio-Economic Planning, Business Administrator “Universidad Externado de Colombia”. Extensive experience in training, especially in quantitative methods applied to decision making, lecturer on these topics, teaching undergraduate and graduate. Hospital Logistics Advisor, with significant achievements in Hospital Universitario Mayor (MEDERI). Research projects qualitative and quantitative. Author national and internationally published writings

Santiago Moros

Manager emergency department of the “Hospital Universitario Mayor (Mederi)”. Medical General “Universidad Metropolitana de Barranquilla, studies in health administration CEAD. He served as head of Erasmus Hospital outpatient Meoz Cucuta. MBA student health at the “Universidad del Rosario”.

Eliana Acuña

Logistics and Production Manager, Universidad del Rosario. Knowledge management of the supply chain, marketing, hospital logistics. Experience in developing research projects. Leadership skills, teamwork, responsibility and commitment. Publication of articles in health sector. Management English language 70% and TIC's tools (Excel, PowerPoint).

Valeria Mendoza Cortes

Student of Administration in Logistics and production (5 Semester) at “Universidad del Rosario”. Skills of working in group, commitment and capture of decisions, entrepreneur. Publication of article in the health sector. Management of English in 80 % and TIC's tools (Excel, Word, Publisher, Power Point)