

Improve the Health Care service and Patients Flow at Ophthalmology Clinic at Sultan Qaboos University Hospital using Six Sigma

**Nasr Al Hinai, Mohammad Khadem and Mahmoud Al Kindi
Sultan Qaboos University
Oman**

Abstract

Health Care Industries required a lot of improvement such as in reducing waiting time, patient flow, facility layout , resource utilization et.. In this research we focused of the clinic Ophthalmology in SQUH, Oman to improve the systems by reducing the waiting time, increasing the patient flow. Sigma methodology and simulation model built to study the existing system and six sigma methodology applied to improve the system. Improved simulation models result showed that there is a significance reduction of waiting time and number of patient output increased.