



## Aplicación de modelos de teorías de colas a la gestión asistencial en los centros de salud [

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text (article)

Analítica

The application of models based on queuing theory is one of the statistical tools for the optimization of hospital services. This article shows calculation procedures and variables that need to be recorded. The analysis of the system began by determining the distribution of the arrival times of the patients, and the times of care. For the analysis it was proposed to perform a segmentation of the day that allows considering the hypothesis that the distributions of arrival times and attention times are uniform in each hour segment. The proposed model aimed to analyze each segment to reduce waiting times in hospital emergency centers, through the opening of emergency services, in primary health care centers, aimed at less serious pathologies that do not require hospitalization. In this way hospital emergency services will be less saturated. The model allowed to calculate the optimal number of emergency services in primary health centers so that there is no risk of destabilization of the hospital emergency system

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