

INDUSTRIAL & SYSTEMS ENGINEERING SEMINAR

Wednesday, October 24

3:15 PM – Refreshments before the seminar

3:30 PM – Graduate Seminar

Mechanical Engineering Room 4125 A & B



Designing Cyclic Schedules for Outpatient Appointments in an Academic Medical Center

Professor Maqbool Dada

**Johns Hopkins Carey Business School
Johns Hopkins University**

To support the teaching mission of an Academic Medical Center (AMC) outpatients are typically examined by both a resident and a physician, creating complexities that are not present in other outpatient settings. On the one hand, total examination time per patient tends to be higher, but, on the other, the availability of residents allows the physician to schedule patients concurrently, cushioning disruptions that arise from no-shows and cancellations. We develop, analyze and report on the implementation of a cyclic scheduling system that leverages the distinct characteristics of an AMC, to improve throughput in the presence of high rates of patient cancellations and no-shows.

Bio: Maqbool Dada received a PhD in Operations Management from MIT and a BS in Industrial Engineering and Operations Research from University of California. His research interests are primarily in the areas of inventory management, pricing models, service management and health care systems. He is presently Department Editor for IIE Transactions and Associate Editor for Decision Sciences and Manufacturing & Service Operations Management. Dr. Dada is a Professor of Operations Management at the Johns Hopkins Carey Business School. He has previously taught at Purdue University and University of Illinois at Chicago.

**FOR MORE INFORMATION ON PROFESSOR DADA'S RESEARCH,
PLEASE VISIT: http://carey.jhu.edu/faculty_research/Faculty_Bios/maqbool_dada.html**