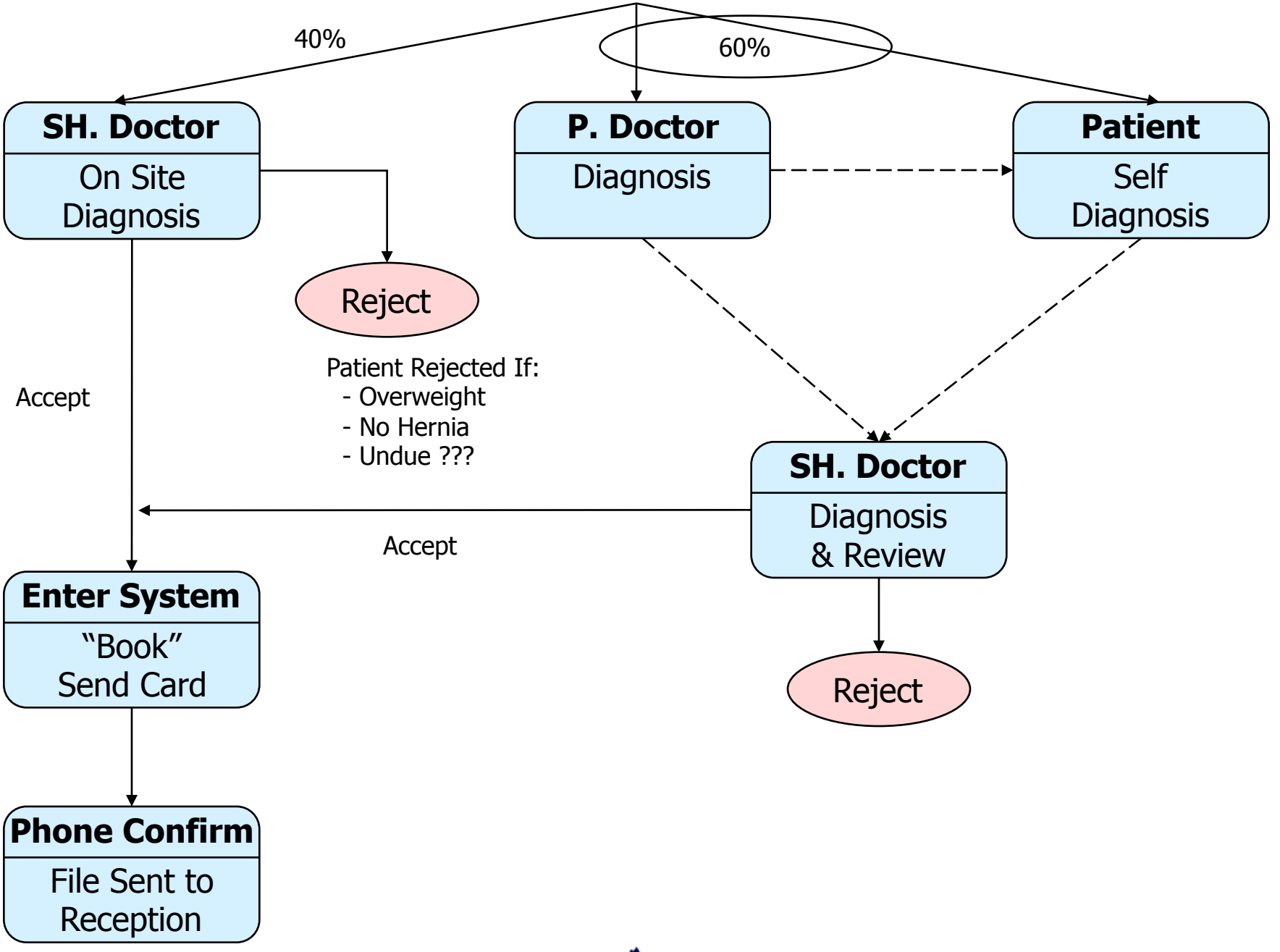
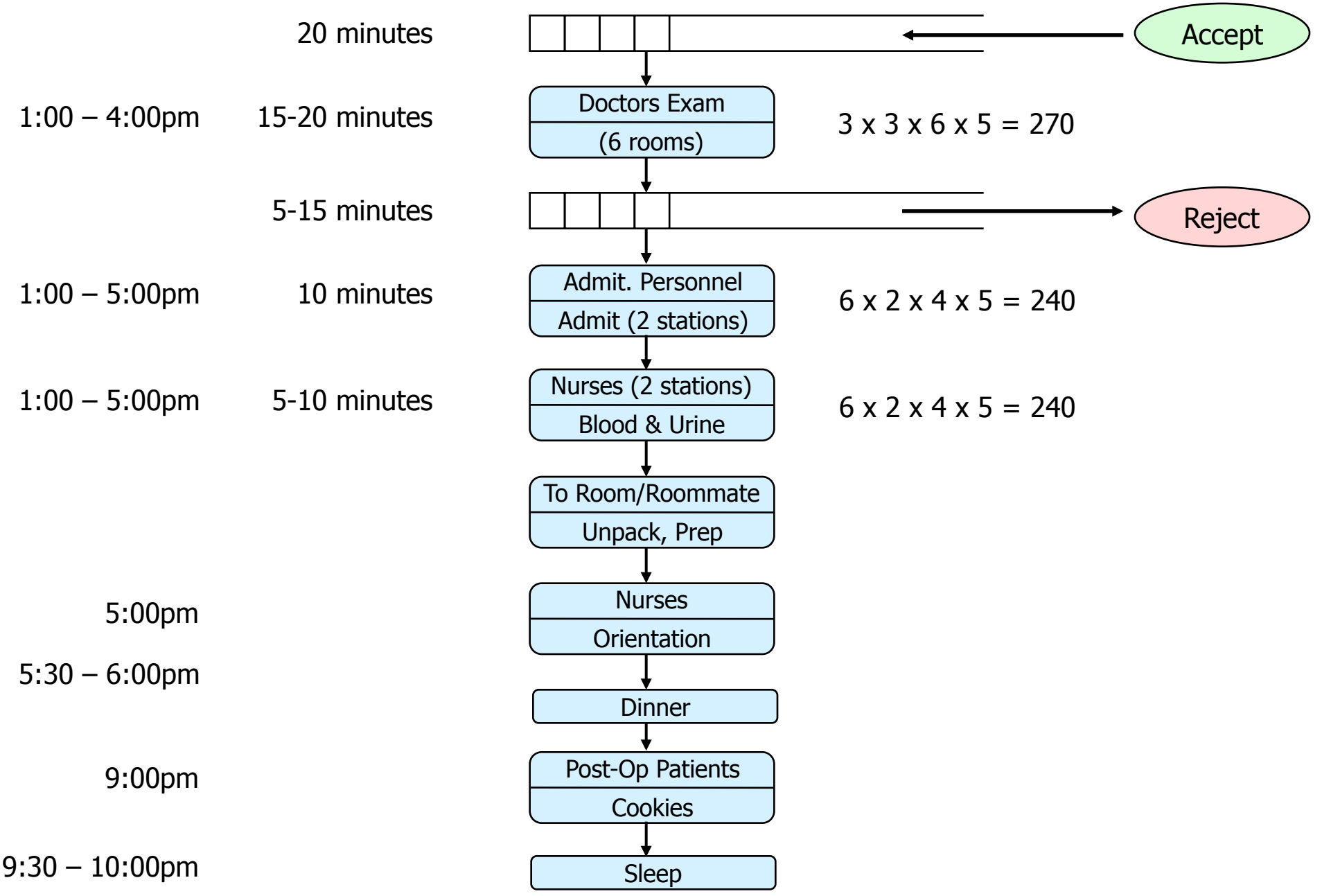
SHOULDICE

Process Flow Charts

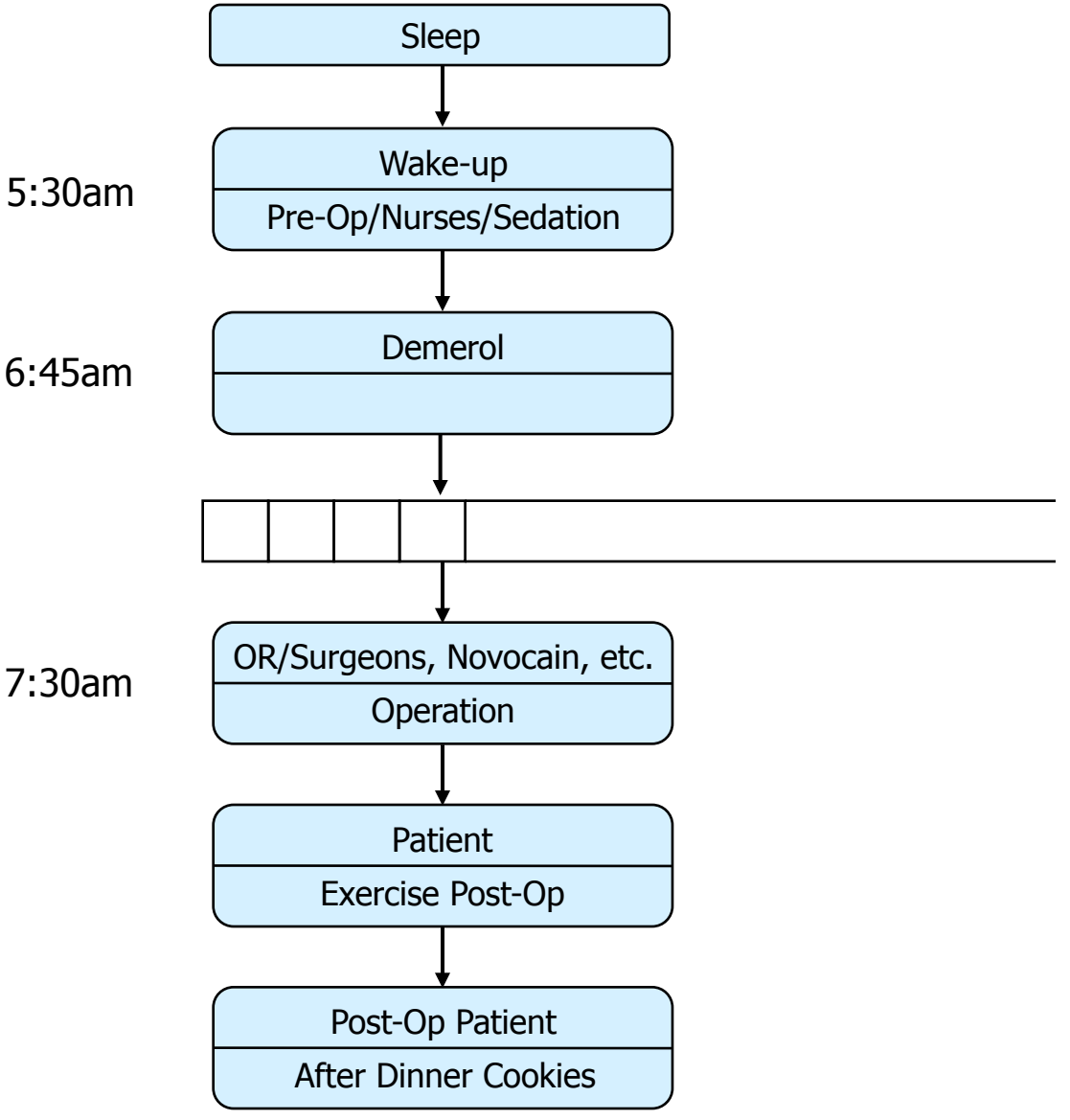
Admissions Process



Process of First Day



Process of Second Day



Capacity Utilization

6,850 operations / 50 weeks = 137 patients/week

Key Resources	Capacity	Utilization
1. Exam	6 rooms x 3 patients/hr x 3 hr/day (1pm – 4pm) x 5 days/week = 270 patients/week	50.7%
2. Admit Process	2 people x 6 patients/hr x 4 hr/day (1pm – 5pm) x 5 days/week = 240 patients/week	57.1%
3. Nurses Station	2 stations x 6 patients/hr x 4 hr/day (1pm – 5pm) x 5 day/week = 240 patients/week	57.1%

Capacity Utilization

6,850 operations / 50 weeks = 137 patients/week

Key Resources	Capacity	Utilization
4. Operating Rm.	5 rooms x [8.5 hr/day / 1.1[a] hr/patient] x 5 days/week = 188 patients/week *(a) 82% x 1 hr + 18% x 1.5 hr = 1.09 hr*	72.9%
5. Surgeons	(11 x 4 patients/a.m. + 5 x 3 patients/p.m.) x 5 days/week = 295 patients/week	46.4%

Lead Time

Lead Time = **WIP** x **Cycle Time**

Lead Time = (**WIP**) / (**CAPACITY**)

CAPACITY = (**WIP**)/(**Lead Time**) = 89 beds/3.5 days= 25 per day
or 25X5= 125 per week

The Service-Profit Chain