



Figure 11.13. Patient wait time by procedure (excludes processing time); average wait time for greater than zero. (Based on data from Klafehn, Keith A., Paul J. Kuzdrall, Jonathan S. Rakich, and Alan G. Krigline. "Application of Simulation in Hospital Resource Allocation and Utilization." *Journal of Management Science & Policy Analysis* 8 [Spring/Summer 1991]: 346–356.)

From *Managing Health Services Organizations and Systems* (6th ed., Longest & Darr). Health Professions Press, Inc. All rights reserved. Permission for figure/table access granted for course use only. Permission required for all other uses (see caption above).