

Abstract

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Title of the study: - Use simulation to improve the performance of health service operations: *a case study at the specialist Child Hospital in Basra.*

Field of study / country: - *Consultant clinic for cancer tumors / Specialist Child Hospital / Basra / Iraq*

Methodology: - *Case study*

The problem of the study :- *The inefficiency of the current system of operations because it causes high rates of waste in terms of length of waiting times for patients in more than one station as well as "the inability of the system to provide service to all patients during a day "*

Objective of the study: - *Designing a system to improve the performance of health services operations using simulation that can be used to reduce waste rates.*

Method of study : - *The researcher was able to collect data during the field ,interviews and observation for the purposes of building a simulation model representing the actual reality and then running the model and presenting a set of scenarios*

Conclusions: - *Low numbers of workers in the initial examination and the lack of an ordinary schedule for doctors' time as well as the integration of the equipment used in the consultation with the hospital*

Determinants of the study: - *Lack of time to predict and recommend proposals for consoling activities "The recommendations are only for tumor counseling and can't be circulated to other consulting clinics.*

Ministry of Higher Education and Scientific Research
Presidency of the University of Basra
Faculty of Management and Economics
Department of Business Administration



**Using the simulation method to
improve the performance of health
services operations: A case study at
the Specialized Child Hospital in
Basrah Governorate**

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- University of Basra**

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