

STUDIU DE CAZ PRIVIND UTILIZAREA ÎN MANAGEMENTUL SERVICIILOR DE URGENȚĂ A METODOLOGIEI DINAMICII SISTEMELOR

CASE STUDY CONCERNING THE USE OF THE SYSTEM DYNAMICS MODEL IN EMERGENCY DEPARTMENTS

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Abstract: The case study presented in this treatise focuses on some procedures and activities specific to the activity from the medical units from Romania. Obviously, the system implies many elements which are highly interconnected and, in order to improve the quality of the health care we shall explore the way in which these elements are related. From the perspective of systemic thinking we shall prove that the structure of the system is complex and it can be, as a result, submitted to adverse reactions due to the policy resistance, if the system is not studied and its structure correctly represented. The disorders within the systems are due to a special type of complexity:” the dynamic complexity”. Understanding “the dynamic complexity” is an important stage in understanding the underlying causes of the system. In this study we shall focus on the advantages offered by the systemic thinking and of the systems dynamic, on the importance and the utility of applying this approach to the analysis of a major problem of the emergency departments, namely the waiting time.

Keywords: systemic thinking, systems dynamic, emergency departments, waiting time.