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The Queue Management Information System's Shortcomings

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Abstract – Hospital patients' emotions are influenced by their experiences. Examining the possible impacts of a queue management system on patient satisfaction in emergency hospital waiting areas was the aim of the current study. Process engineering or plain queue management techniques like demand control, queue prioritization, or staffing the emergency department are generally used to address the problem of emergency room congestion (ED). Standing in line is a necessary and inevitable part of daily life. But you can do something pleasurable with the time you waste standing in lines. E-queue aspires to reinvent the experience of standing in line by offering a practical, thorough, and pleasurable replacement. A thorough queue management system that tracks people in lines and provides real-time data on the amount of time patients must wait to see their doctors or nurses is one method of resolving this issue. Thus, patients can make better use of the time they would otherwise squander waiting in line by using e-Queue. Numerous queuing-related concerns were taken into consideration while analyzing the current queuing systems. In order to give patients important queuing information, E-Queue combines the usage of a smartphone application, a cloud-based database, and information sharing over the internet. In addition, it offers hospitals the chance to effectively control their wait times.

Keywords – Drawbacks, Queue, Hospitals, Patients, Emergency Department, Management.

I. INTRODUCTION

Queueing theory was developed in Denmark around a century ago as a result of Erlang research. However, queueing mathematics has not changed considerably throughout the extensive amount of time since the initial mathematical statement [1]. Queueing psychology has taken precedence because "often the psychology of queueing is more important than the statistics of the delay itself" [2]. Queues can be annoying on a daily basis due to how one feels during that time, in addition to how long the wait is. For instance, studies show that we are far more patient [3] when we have a broad notion of how long the wait would be. Additionally, it is

believed that time spent doing something moves by more rapidly than time spent waiting passively [2]. Due to the numerous negative consequences of long wait times in hospital emergency rooms, including crowding, patients leaving out of frustration without receiving care, patients' and their relatives' irrational behavior, as well as stress on both staff and patients [17], many people are becoming more and more concerned about them. Hospital management information systems, which consist of a number of integrated modules, frequently support both clinical and non-clinical operations in hospitals (HMIS). The service areas that make up the interfaces for transaction management in HMIS include patient

registration counters, bill payment counters, laboratory test requisitions, sample or report collection counters, pharmacy counters, as well as patient waiting areas for out-patient visits and appointments. Effective approaches are needed in these settings to manage high patient loads, especially in tertiary care facilities. As a result of the increasing accessibility of mobile devices and ubiquitous technologies, a smart and effective queue management system (QMS) is increasingly crucial for enhancing patient experience and optimizing performance metrics for hospitals for effective healthcare service delivery [4]. Queuing has historically not changed, even though many parts of public service, particularly in a developing country like Nigeria, have seen technical and efficiency gains. In the past, one had to advance one at a time while standing in line. The reality is that people must wait in line for as long as they need the services, regardless of whether the problem is a lack of staff or facilities or a hospital's capacity is insufficient for the population it serves, despite the fact that numerous solutions, including queue priority and numbered tickets, have been implemented in developed countries over the years. Particularly in an emergency room, long queues put an unnecessary and unpleasant pressure on both patients and medical staff. When resources are scarce compared to the demand for services, patients experience worse-quality care, worse health outcomes, and lower levels of satisfaction. They are associated with a negative view of the hospital stay. A system has been established in Nigeria, where I was born, to deal with and address these issues.



Figure 1: A Simple Queue Management System

II. LITERATURE REVIEW

Hedau et al. [5] propose the design and development of a queue management system for patients where an Android app allows interfaces to arrange appointments with doctors and notifications are sent to the patient. This system aims to reduce wait times at the OPD/doctor visiting area. Their app also provides directions for navigating hospitals. Aizan et al. "walk-way's queue management system [6] proposes a service-based paradigm for token creation and administration, and Android devices replace conventional token dispensers and token calling hardware at counters. Because the user's mobile number is obtained at the time of token generation, alerts are sent to users a predetermined amount of time before the token is expected to be called. The advantages and use cases of a smart queue management system at a well-known hospital in Delhi, India, are listed by Sahney [7]. Batbagon et al [8]. 's I Queue system uses a web-based QMS application augmented by Android apps, along with supplemental services like report production and data analytics for optimizing queue generation at service locations, to achieve comparable goals and functionality. A GSM-based queue management system that merges a PC-based system with a microcontroller has been presented by Arun et al. [9]. Internet of Things [10-11] and wireless technology-based strategies have also been put forth. The advantages of using a queue management system in improving hospital performance metrics such patient length of stay [12], waiting time for in-patient surgeries [13], triaging in emergency departments [14], [15], and decision support [16] have also been described in literature. This study describes an operational hospital management information system that can be simply equipped with a mobile-augmented smart queue management system (HMIS). It uses clever algorithms for token generation and allocation and offers a variety of interfaces for token generation and consumption on mobile devices integrated with hospital service counters. A single patient token can be used for efficient queue management across numerous hospital service areas, which enhances the patient experience and aids in tracking and optimizing important performance metrics for the hospital administration. We outline the system's architectural and functional design along with an example of how it was used to monitor the productivity of service counter employees during a

pilot project [4]. The hospital is in conformity with Electronic Health Record (EHR) standards and has a functioning HMIS [18], [19] with several modules [20], [21], [22], [23]. In order to organize queuing systems, this research aims to create an automated queue management system that can assess the queue's status and decide which client to service first. This study focuses primarily on the bank's queuing system, various methods to queuing algorithms that banks employ to service customers, and the typical wait time. By utilizing two distinct queue control systems that have evolved, this queuing architecture model can transition between various scheduling algorithms based on the testing result, which is the average waiting time. The Intel Galileo Microcontroller, which is software compatible with the Arduino software development environment, regulates a number of processes. In order to assess the systems' performance, many testing scenarios have been used [24]. The current study's goal was to determine how using a queue management system in emergency care waiting areas affected patient satisfaction [25]. A comprehensive framework for managing queues dynamically from both the supply and demand perspectives is provided by this work. To be more precise, we present dynamic resource adjustment policies and intelligent dynamic patient prioritizing algorithms to control supply and demand. Using our paradigm, decision-makers can choose supply- and demand-side tactics to meet the demands of their ED. Through simulation, we can demonstrate that such a framework reduces patients' length of stay in the ED without limiting demand [26]. A centralized queue control system that can be applied to many hospital departments was developed in this study. The system makes use of Little's Law, the Haversine Model, the Poisson Distribution, and the Kendall Notation. It is a web-based system that was created to function on the Internet since it concentrates on outpatients and takes into account the fact that different departments in the majority of non-tertiary hospitals may be located in various structures or locations. The system was developed using Microsoft SQL and ASP.NET. Data gathered from non-tertiary hospitals in Benue State, Nigeria, was used to evaluate it. As a result, there were fewer patients in the hospital at any given moment, and there was some difference between some patients' actual arrival times and their estimated arrival times. The technique avoids crowds, improves hospital

organization, and saves time for the patients. At the same time, there is also a major reduction in the burden on the hospital infrastructure. Both patients and medical staff benefit from enhanced service delivery and a safer atmosphere [27]. The purpose of this study is to create a queue assessment model to assess the flow of walk-in outpatients in a busy public hospital in a developing economy in the absence of appointment systems and to build a dynamic framework devoted to the practical application of the proposed model for continuous monitoring of the queue system [28]. The nurse caller device is used as a special communication device between the patients and the doctor or nurse within the hospital area as a means of speeding the doctor or nurse's time response in providing immediate care to the patients. The usage of the wireless nurse caller device facilitates and organizes communication between the parties. The microcontroller ATmega8 serves as both the sender and receiver when a Bluetooth module, the MH-10, is added. A microcontroller called an ATmega8 processes the data, producing characters on the LCD, turning on the LED, and sounding the buzzer to summon the doctor or nurse [29].

III. THE QUEUE MANAGEMENT INFORMATION SYSTEM'S SHORTCOMINGS

1. High Initial Investment

The initial outlay is comparatively more expensive. That's another major factor in why companies are so hesitant to choose a queue management system. The queue management system has a number of software and hardware components, which raises the project cost. Most of the time, the hardware is more expensive. Customer announcement systems, numerous digital signage, interactive kiosks or ticket vending devices, counter plates or counter displays, networks, etc. These all-hardware components are slightly more expensive but durable, have a longer lifecycle, and are covered by a warranty.

2. Regular Maintenance

Regular maintenance is necessary because there are so many hardware parts involved. In Dubai and the rest of the UAE, it is customary for anyone purchasing a queue management system to also sign up for an annual maintenance contract. This affects the overall cost as well. To fix network-related issues, maintenance is typically needed on a regular basis. Less frequently, maintenance is needed on the

interactive kiosk or ticket dispenser. Additionally, it has to have its paper rolls regularly refilled in order to print tickets. Because of this, frequent maintenance is necessary.

3. Local Hosting or Online Hosting /Cloud

Additionally, queue management software is included with the queue management system. This needs a server to host it. Businesses typically prefer to host the software in their own data centres, which is expensive and necessitates ongoing management and maintenance. The firm will have to sign up for the annual maintenance services in the event of online hosting or cloud-based solutions, which also raises the overall cost of a queuing solution. In either case, extra money and ongoing upkeep are needed.

4. Expensive Software System Integration

The majority of the time, the cost of integrating queue management software with other business resources and enterprise solutions is minimal. However, in some circumstances where modification is necessary, the firms may be obliged to pay more to all parties. For instance, if the queue management system needs to integrate with the ERP or customer loyalty program for the purpose of enabling a specific function, either a middleware must be constructed to synchronize the two systems or changes must be made on both sides. In any case, the business will incur additional expenses related to the system integration.

5. Limited & Expensive Hardware Customization/Upgrade

Hardware upgrades, customizations, or modifications are somewhat more expensive even though software upgrades and customizations are slightly less expensive. The system can only incorporate a finite number of hardware components to create practical functioning. As an illustration, suppose that during the sign-up process the client or visitor must scan their Emirates ID card. However, you later realize that you also require facial recognition in addition to or instead of the Emirates ID card. It is necessary to adapt or personalize the interactive kiosk in order to develop this feature. Most of the time, it is very difficult to change a kiosk design once it has been created. Most often, businesses choose to purchase a new kiosk model. It not only raises the price but also makes unnecessary use of the older kiosks. Hardware customization and upgrades are challenging and expensive because of this [30].

IV. CONCLUSION

In this study, both the queue management system and the hospital management information system have been thoroughly examined. Both business sectors and hospitals have benefited from their contributions. Their various forms and flaws have also been discussed.

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