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Optimising Key Performance Indicator Adherence with Application to
Emergency Department Congestion

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Highlights

- We propose minimising the Expected Number in Excess as criterion for optimization.
- The Accumulating Priority Queue discipline has been used to evaluate the wait times.
- The necessary algorithms to assess the performance numerically are presented.
- The approach is applied to an Emergency Department in Southern Ontario.
- Two Rules of Thumb for priority accumulation have been considered.

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