

# Contents

<b>1</b>	<b>Matching Healthcare Resources to Patient Needs</b> . . . . .	<b>1</b>
	Randolph Hall	
<b>2</b>	<b>Capacity Planning</b> . . . . .	<b>11</b>
	Martin Utley and Dave Worthington	
<b>3</b>	<b>Nurse Scheduling</b> . . . . .	<b>31</b>
	Gino J. Lim, Arezou Mobasher, Laleh Kardar and Murray J. Cote	
<b>4</b>	<b>Patient Appointments in Ambulatory Care</b> . . . . .	<b>65</b>
	Diwakar Gupta and Wen-Ya Wang	
<b>5</b>	<b>Operating Theatre Planning and Scheduling</b> . . . . .	<b>105</b>
	Erwin W. Hans and Peter T. Vanberkel	
<b>6</b>	<b>Appointment Planning and Scheduling in Outpatient Procedure Centers</b> . . . . .	<b>131</b>
	Bjorn Berg and Brian T. Denton	
<b>7</b>	<b>Human and Artificial Scheduling System for Operating Rooms</b> . . .	<b>155</b>
	Pieter Stepaniak and Ronald van der Velden	
<b>8</b>	<b>Bed Assignment and Bed Management</b> . . . . .	<b>177</b>
	Randolph Hall	
<b>9</b>	<b>Queuing Networks in Healthcare Systems</b> . . . . .	<b>201</b>
	Maartje E. Zonderland and Richard J. Boucherie	

<b>10 Medical Supply Logistics</b> . . . . .	245
Manuel D. Rossetti, Nebil Buyurgan and Edward Pohl	
<b>11 Operations Research Applications in Home Healthcare</b> . . . . .	281
Ashlea Bennett Milburn	
<b>12 A Framework for Healthcare Planning and Control</b> . . . . .	303
Erwin W. Hans, Mark van Houdenhoven and Peter J. H. Hulshof	
<b>About the Authors.</b> . . . . .	321
<b>Index</b> . . . . .	329