

*Massachusetts General  
Hospital's Pre-Admission  
Testing Area (Pata)*

# *Introduction*

The Massachusetts General Hospital implementing the Pre-Admission Testing Area (PATA) presented a real-life context of the operation issues of the testing area in addressing the management and congestion of patients, the length of the wait and usage of available resources.



# *Problem Statement*

**At the Massachusetts General Hospital, PATA encounters some challenges such as increased traffic in patients, a flawed system of appointments' setting, and a shortage of resources. The potential problems are long client wait, underutilization of personnel and longer periods to receive results.**



# Case Solution

To recommend solutions for the problems noted in PATA, the following suggestions are made to increase patient throughput and thus, efficiency. First, the lack of an effective pattern when it comes to appointing new staff, the introduction of new schedules can help to overcome the congestion and distribute the workload between all available people.



# Conclusion

**Medical center PATA, particularly in Massachusetts General Hospital, should therefore stand to gain more operational improvements that: From it, the hospital can recruit, assign, schedule and deploy staff, technology or other resources in a way that results to better delivery of patient care, containing operating expenses while keeping the quality of care at an optimal level.**



# Resource

**This is just a sample partial case solution. Please place the order on the website to order your own originally done case solution.**

**Resource: visit [thecasesolution.com](http://thecasesolution.com) for detailed analysis and more case studies.**

