

The Hong Kong University of Science and Technology  
Dept of Information Systems, Business Statistics  
and Operations Management  
Frontiers in Operations Management Workshop



**Patient Sensitivity to Emergency Department  
Waiting Time Announcements**  
by  
**Dr Eric Park**  
Assistant Professor  
The Hong Kong University Business School

**Date** : 2 December 2021 (Thursday)  
**Time** : 2:00 - 2:30 PM  
**Venue** : Room G012, LSK Business Building, HKUST



**Abstract:**

We study how Emergency Department (ED) patients incorporate announced ED waiting time in their decision of choosing which ED to attend. Using a discrete choice framework, we structurally estimate the patients' sensitivity to announced ED waiting time and potential travel distance to the ED. We find that approximately 30% of ED patients in Hong Kong are sensitive to the announced waiting time while the remaining 70% are not and their decisions are mainly driven by the distance to the ED only. Patients that are sensitive to the announced waiting time would travel an additional 1 km to save approximately 4 hours of waiting at the ED. We also study patient characteristics that differentiate their sensitivity to ED waiting time.

**Bio:**

Dr Eric Park is an Expert in Healthcare Operations Research. His research focuses on improving health policies and delivery of care from an operational perspective. He uses data-driven analytical methods and ties to operations management and economics theory to find answers for how to improve operations in health delivery systems. His work has been published in leading Operations Management and Medicine journals. Dr Park received his PhD in Operations Management from Northwestern University. He holds a BSE and MSE in mechanical engineering from Seoul National University and University of Michigan, respectively.

All interested are welcome!  
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