Reducing crowd volumes at Emergency Departments (EDs) has been of a significant concern for healthcare providers worldwide. While some consider Urgent Care at Home (UCH) as a means to ease ED volumes, the combination of lean assessment tools (LAT) and UCH is thought to be a more effective approach to address this complicated problem. A comprehensive framework has been developed to explore the key critical factors of lean assessment tools by integrating these lean effective tools with UCH. That for this study the key step to enhance the operational performance to the framework is the comparative impact of LAT and UCH between two countries, Kingdom of Saudi Arabia (KSA) and the United States of America (USA) in terms of lean assessment tools, urgent care at home, and their related variables. This important benchmarking study compares thirty responses to survey questions from KSA and USA. The sixty qualified professionals have a vast amount of experience in the field of lean concepts and lean six sigma in both industry and academia. The primary analytical tool for this study is the use of ordinal regression to determine which of the countries have a statistically significant effect on the lean assessment tools, Urgent Care at Home, and their related variables. The results indicate that there is a significant difference in the application of lean assessment tools, Urgent Care at Home, and their related variables. It was found that the increase in the likelihood of better performance in some of variables in the USA Emergency Departments as compared to KSA Emergency Departments. This study provides the framework for future collaborative improvement projects and studies in healthcare for increased performance of EDS.

Major: Industrial Engineering

Educational Career:
Bachelor's of Industrial Engineering, BS, 2011, King Khalid University
Master's of Industrial Engineering, MS, 2016, Northeastern University

Committee in Charge:
Ahmad K. Elshennawy, Chair, Department of Industrial Engineering and Management System in the College of Engineering and Computer Science at the University of Central Florida
Luis Rabelo, Department of Industrial Engineering and Management System in the College of Engineering and Computer Science at the University of Central Florida
Gene Lee, Department of Industrial Engineering and Management System in the College of Engineering and Computer Science at the University of Central Florida
Ibrahim Zeini, Orlando Health

Approved for distribution by Ahmad K. Elshennawy, Committee Chair, on May 11, 2020.

The public is welcome to attend.