International Conference on

General Practice & Hospital Management

December 8-9, 2016 | Dubai, UAE

SELECTION OF THE FORECASTING MODEL IN HEALTH CARE

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Operations management in service industry, expecially in Health Care is so crucial. There is no sector that the importance of planning could be underestimated, hospital management is one of them. It is the one that effects human life, for that reason forecasting should be done carefully. Forecasting is one of the first steps in planning, the success of the plans depends on the accuracy of the forecasts. In the service industries like the hospitals, there are many plans that depends on the forecasts, from capacity planning to aggregate planning, from layout decisions to the daily schedules. In this paper, many forecasting methods are studied and the accuracy of the forecasts are determined by the error indicators.

Biography

Ozlem Akcay Kasapoglu has been graduated from Yıldız Tecnique University,cChemistry Department and he holds a PhD in Operations Management from Faculty of Management, Istanbul University, with the specialties including Total Quality Management in Health Care. Presently he has been working at the at the Istanbul University Faculty of Business as an associate professor.

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Notes:

J Gen Practice
ISSN:2329-9126 JGPR, an open access journal

General Practice & Hospital Management 2016
December 8-9, 2016

Volume 4, Issue 5 (Suppl)

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