



**Topic:** Department News

**Title:** Dr. Dave Stanford - Connecting today's research to tomorrow's reality

Posted by Jennifer Dungavell on May 12, 2015

## Hate Waiting? The APQ Model Could Change Your Life

Interview with Prof. Dave Stanford at Western University

*"...waiting is not what we want to do. We don't want to hear at the end of our lives that we spent 2 years waiting."*

According to [Stanford](#), "Most efforts to improve wait times focus on creating more value for customers with fewer resources to eliminate inefficiencies in specific health care settings. However, to achieve optimum wait times, decision makers need to possess an appreciation of congestion phenomena fundamentals like how randomness affects wait times and how to respond accordingly."

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