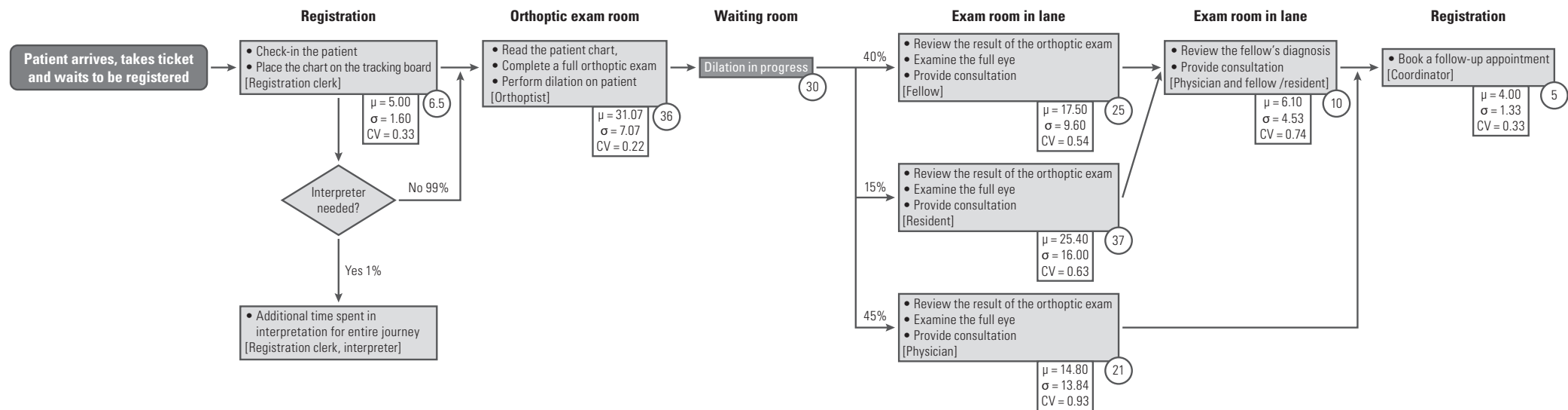


Using the Time-Driven Activity-Based Costing Model in the Eye Clinic at The Hospital for Sick Children: A Case Study and Lessons Learned

Sanchita Gulati, David During, Jeff Mainland and Agnes M.F. Wong

FIGURE 2.
Process map for the delivery of care for new strabismus patients



μ = the mean time taken to complete activity; σ = standard deviation; CV = coefficient of variation. Values in circles are the mean time plus 3 standard deviations taken for each activity based on 80% of the cases (assuming that 80% cases are representative of the particular patient population served).