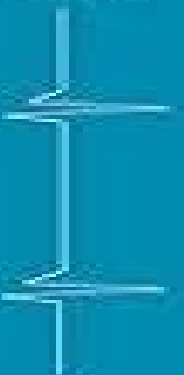


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# HEALTH OPERATIONS MANAGEMENT

PATIENT FLOW LOGISTICS  
IN HEALTH CARE

EDITED BY  
JAN VISSERS AND  
ROGER BEECH



# Health Operations Management Patient Flow Logistics In Health Care

**Jan Vissers**



## **Health Operations Management Patient Flow Logistics In Health Care:**

*Health Operations Management* Jan Vissers, 2005-08-30 Health operations management is defined as the analysis design planning and control of all of the steps necessary to provide a service for a client In other words it is concerned with identifying the needs of clients usually patients and designing and delivering services to meet their needs in the most effective and efficient manner Addressing this key healthcare industry challenge this informative textbook crosses geographical boundaries to outline the logical steps of health operations management focusing on the management of patient flows and resources Until now healthcare professionals practitioners and students interested in this topical issue consulted general operations management textbooks but with discussions of related fields such as healthcare quality assurance and performance management this dedicated volume now provides a much more relevant read Featuring theoretical framework and practical case studies this book also covers subjects such as hospital planning and supply chain management in healthcare and will be a valuable reference for students and researchers in the fields of healthcare management operations management and patient flow logistics

*Operations Management for Healthcare Organizations* Stefano Villa, 2021-11-16 Varying factors such as the aging of the population the increasing burden of chronic conditions and the recent global pandemic have highlighted the need for a redesign of healthcare production processes This book provides a useful framework to capture the necessary organizational conditions to successfully implement operations strategies within healthcare organizations The Operations Management OM function has become crucial in fact it is essential for managing the flow of both patients and supplies in an efficient responsive and flexible manner The book outlines the models and operational solutions to these two key areas that characterize OM in healthcare patient flow logistics with the goal of optimizing the entire production cycle from first access by the patient to discharge and follow up and supply chain management with the goal of ensuring that resources are successfully managed throughout the production lifecycle The examples and case studies included in the book are based on the experience of the author who has had the opportunity to do research and training in the area of operations management within different types of healthcare delivery organizations at both the national and international level and often at publicly owned institutions The book is a useful guide for students managers and policy makers interested in the development and implementation of the OM function in healthcare delivery organizations

**Health Operations Management** Roger Beech, 2005 Focusing on the management of patient flows and resources in and between healthcare organizations this book will include both a theoretical framework and case studies for practical use by students

**Logistics management operationalised in a healthcare context** Malin Wiger, 2018-05-14 Healthcare improvements is constantly relevant and an important topic Healthcare is frequently being called upon to be more cost efficient and still fulfil demands regarding waiting times quality and availability Experience from structural changes in other contexts gives reason to be positive about the potential for logistics improvements in the healthcare sector

as well. From a logistics perspective, patients pass different care functions, units, organisations, and health facilities. It is assumed that logistics management knowledge applied in healthcare can lead to lower costs, shorter waiting times, better patient service, shorter treatment times, and increased capacity. This dissertation therefore presents an exploration of how logistics management theories can be operationalised in a healthcare context to understand care chain effectiveness. Theoretically, the operationalisation is done by systems theory, creating compatibility between logistics management theories and the healthcare context. As a first step, features for a logistics system form features for achieving care chain effectiveness. High care chain effectiveness is thus a desired condition, and the care delivery system is the tool to achieve it. As the final step in the operationalisation, the features for care chain effectiveness are in turn used to analyse today's practices. Empirically, the research is based on qualitative data from a single case study with multiple units of analysis. It includes four care units at one of Sweden's university hospitals, where the data is gathered through interviews, insight into management systems, and document analysis. One of the main results is the 21 areas identified for analysing today's practices by means of features for care chain effectiveness. Another main result is the four important concepts revealed through the operationalisation: Lead time, the episode of care from order to delivery, as the amount of time for patient cases between first contact with healthcare and the last patient order fulfilment; fulfilment of patients' needs broken down into several smaller steps performed over time within different care units in one or several organisations, consisting of five sub-processes: order handling, diagnosis, treatment, follow-up, and discharge; True demand, patients' needs that is to be met, and thus sets what care to deliver, i.e. the production plan; and the subordinate resource plan. System boundaries define which care units to include when focusing on the care delivery system's performance as a whole, and should be more important than the performance and productivity of each individual care unit. A number of direct suggestions for care chain improvement can also be found in the concluding remarks, for example, that objectives linked to economic influx or penalty narrow the system, and that lead time data on an aggregated level is needed to cover episodes of care. The theoretical contribution of the dissertation is to the field of logistics management through the methodological development of using these theories in a new context. The managerial contribution is to healthcare managers through providing opportunities to improve care chains primarily by means of a greater understanding of care delivery systems.

**Patient Flow: Reducing Delay in Healthcare Delivery** Randolph Hall, 2006-10-11. *Patient Flow: Reducing Delay in Healthcare Delivery* is dedicated to improving healthcare through reducing the delays experienced by patients. One aspect of this goal is to improve the flow of patients so that they do not experience unnecessary waits as they flow through a healthcare system. Another aspect is ensuring that services are closely synchronized with patterns of patient demand. Still another aspect is ensuring that ancillary services such as housekeeping and transportation are fully coordinated with direct patient care. It is the first book treatment to have reduction in patient delay as its sole focus and therefore provides the foundation by which hospitals can implement change. Reflecting the highly

interdisciplinary and practitioner nature of this book the chapters have been written by doctors nurses industrial engineers system engineers and geographers and thus these perspectives provide the comprehensive view needed to address the problem of patient delay      *Operations Management for Healthcare* Jan Vissers,Sylvia Elkhuisen,Nathan Proudlove,2022-11-25 This fully updated edition of the bestselling textbook on Health Service Operations Management provides an invaluable reference for students and researchers in the fields of healthcare management operations management and patient flow logistics Featuring theoretical frameworks and a comprehensive set of practical case studies this book also covers subjects such as hospital planning and supply chain management in healthcare quality assurance and performance management Healthcare managers work together with healthcare professionals in a multitude of challenging scenarios Trade offs have to be made between waiting times for customers and efficient use of scarce resources between quality of care and quality of services between the perspective of a single pathway and the total system and between the perspective of a single provider and that of a network of providers working together in the chain of primary care hospitals nursing homes and home care This book guides healthcare students and professionals through a set of practical tools and resources ranging from simple queueing models to more complicated analytical models to help address these issues The book can be used at an undergraduate level by introducing concepts definitions and approaches and at a postgraduate level through the application of approaches to operations management problems in healthcare practice It will serve as a primary textbook for a health service operations management course module in a Master s program on healthcare management

**Operations Research Applications in Health Care Management** Cengiz Kahraman,Y. Ilker Topcu,2017-12-08 This book offers a comprehensive reference guide to operations research theory and applications in health care systems It provides readers with all the necessary tools for solving health care problems The respective chapters written by prominent researchers explain a wealth of both basic and advanced concepts of operations research for the management of operating rooms intensive care units supply chain emergency medical service human resources lean health care and procurement To foster a better understanding the chapters include relevant examples or case studies Taken together they form an excellent reference guide for researchers lecturers and postgraduate students pursuing research on health care management problems The book presents a dynamic snapshot on the field that is expected to stimulate new directions and stimulate new ideas and developments      **Health Care Systems Engineering** Paola Cappanera,Jingshan Li,Andrea Matta,Evren Sahin,Nico J. Vandaele,Filippo Visintin,2018-01-29 This book presents statistical processes for health care delivery and covers new ideas methods and technologies used to improve health care organizations It gathers the proceedings of the Third International Conference on Health Care Systems Engineering HCSE 2017 which took place in Florence Italy from May 29 to 31 2017 The Conference provided a timely opportunity to address operations research and operations management issues in health care delivery systems Scientists and practitioners discussed new ideas methods and technologies for improving the

operations of health care systems developed in close collaborations with clinicians The topics cover a broad spectrum of concrete problems that pose challenges for researchers and practitioners alike hospital drug logistics operating theatre management home care services modeling simulation process mining and data mining in patient care and health care organizations

**Elgar Encyclopedia of Healthcare Management** Federico Lega, 2023-08-14 Management practices within the healthcare sector are shaped by a multitude of professional social political and technical factors This Elgar Encyclopedia of Healthcare Management provides clarity with holistic definitions and descriptions of essential healthcare systems leadership and administration Both engaging with new principles of care and existing themes within managerial practices it offers a broad look into management within the ever evolving sector

[Bancroft's Theory and Practice of Histological Techniques E-Book](#) Kim S Suvarna, Christopher Layton, John D. Bancroft, 2018-02-27 For 40 years Bancroft's Theory and Practice of Histological Techniques has established itself as the standard reference for histotechnologists and laboratory scientists as well as histopathologists With coverage of the full range of histological techniques used in medical laboratories and pathology departments it provides a strong foundation in all aspects of histological technology from basic methods of section preparation and staining to advanced diagnostic techniques such as immunocytochemistry and molecular testing This revised and updated 8th Edition by Kim S Suvarna Christopher Layton and John D Bancroft is a one stop reference for all those involved with histological preparations and applications from student to highly advanced laboratory professional Presents a thorough up to date and detailed approach to the theory and protocols for preparing cells and tissues for laboratory evaluation covering topics ranging from basic to advanced Features new content on automation computer logging and tracking sub sampling and archiving of samples digital scanning techniques for slides used in remote telepathology and specialist molecular techniques Provides superb visual guidance through the use of vivid color illustrations including additional illustrations of diagnostic modalities and techniques Contains more summary tables charts and boxes throughout for quick reference Expert Consult™ eBook version included with purchase This enhanced eBook experience allows you to search all of the text figures and references from the book on a variety of devices

*Boundaryless Hospital* Horst Albach, Heribert Meffert, Andreas Pinkwart, Ralf Reichwald, Wilfried von Eiff, 2016-02-01 This book discusses current health care challenges and new strategies for innovative solutions in this area from an interdisciplinary perspective of health care management business economics and medicine It presents the idea of a boundaryless hospital a conceptual model of a patient centric value based health network that overcomes typical sectorial organizational and geographical boundaries and offers greater efficiency and better quality outcomes for patients Effective health care for a growing and aging population is a major challenge for economies all over the world New breakthroughs in medical technology and pharmaceuticals as well as digitization provide scope for more efficiency and for a better quality of health care Novel organization forms and management concepts are key for coping with the increasing cost pressure observed in most health care systems The

contributions in this volume present innovative strategies for developing and implementing the concept of a boundaryless hospital. They highlight experiences from various countries and with different treatments. The book project was initiated and carried out by the Center for Advanced Studies in Management CASiM, the interdisciplinary research center of HHL Leipzig Graduate School of Management for business administration in the 21st century. International Best Practices in Health Care Management Sandra C. Buttigieg, Cheryl Rathert, Wilfried von Eiff, 2015-02-27. *Advances in Health Care Management* Volume 17 helps to shape emerging thinking about best practices in international health care management. The volume is divided into two sections: a set of commentaries from US and European scholars and research articles that compare two or more health systems and focus on specific topics in health care delivery. **Healthcare Operations Management, Third Edition** Daniel B. McLaughlin, John R. Olson, 2017-03-01. The answers to many of the dilemmas faced by the US healthcare system such as increasing costs, inadequate access, and uneven quality lie in organizational operations: the nuts and bolts of healthcare delivery. Leading healthcare organizations have begun to employ the programs, techniques, and tools of operations improvement that industries outside of healthcare have successfully used for decades. *Healthcare Operations Management* aims to help healthcare management students and working professionals find ways to improve the delivery of healthcare with its complex web of patients, providers, reimbursement systems, physician relations, workforce challenges, and intensive government regulation. Taking an integrated approach, the book puts the tools and techniques of operations improvement into the context of healthcare so that readers learn how to increase the effectiveness and efficiency of tomorrow's healthcare system. Thoroughly revised and updated, this edition includes a new chapter on big data and analytics for fact-based decision making. More Excel examples to demonstrate the use of this prime analytics tool. New case studies and exercises. Expanded information on innovation and new approaches to care delivery. With its plentiful examples, guidelines to software tools, and emphasis on contemporary healthcare management issues, this book provides current and future healthcare professionals alike with a broad foundation for implementing operational improvements in their organizations. **Health Systems Science E-Book** Susan E. Skochelak, 2020-05-06. The first textbook devoted to this emerging area. *Health Systems Science* now brings you fully up to date with today's key issues and solutions. This increasingly important branch of health care explores how health care is delivered, how health care professionals work together to deliver that care, and how the health system can improve patient care and health care delivery. Along with basic and clinical sciences, health systems science is rapidly becoming a crucial third pillar of medical science with an emphasis on understanding the role of human factors, systems engineering, leadership, and patient improvement strategies that will help transform the future of health care and ensure greater patient safety. In this 2nd Edition, new chapters, new exercises, and new information help you acquire the knowledge and skills you need for success in today's challenging healthcare system. The first comprehensive text for mastering health systems science, offering practical coverage of all of the factors in the lives of patients that influence their

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**Designing Public Spaces in Hospitals** Nicoletta Setola, Sabrina Borgianni, 2016-04-14 Designing Public Spaces in Hospitals illustrates that in addition to their aesthetic function public spaces in hospitals play a fundamental role concerning people s satisfaction and experience of health care The book highlights how spatial properties such as accessibility visibility proximity and intelligibility affect people s behavior and interactions in hospital public spaces Based on the authors research the book includes detailed analysis of three hospitals and criteria that can support the design in circulation areas arrival and entrance first point of welcome reception and the interface between city and hospital Illustrated with 150 black and white images

**Textbook of Psychiatric Administration and Leadership, Third Edition** Sy Saeed, M.D., M.S., FACP, John Lauriello, M.D., Laura Weiss Roberts, M.D., M.A., 2022-12-15 Preceded by Textbook of administrative psychiatry new concepts for a changing behavioral health system edited by John A Talbott Robert E Hales 2nd ed c2001

Simulation and Modeling Methodologies, Technologies and Applications Mohammad S. Obaidat, Tuncer Ören, Janusz Kacprzyk, Joaquim Filipe, 2016-01-14 The present book includes a set of selected extended papers from the 4th International Conference on Simulation and Modeling Methodologies Technologies and Applications SIMULTECH 2014 held in Vienna Austria from 28 to 30 August 2014 The conference brought together researchers engineers and practitioners interested in methodologies and applications of modeling and simulation New and innovative solutions are reported in this book SIMULTECH 2014 received 167 submissions from 45 countries in all continents After a double blind paper review performed by the Program Committee 23% were accepted as full papers and thus selected for oral presentation Additional papers were accepted as short papers and posters A further selection was made after the Conference based also on the assessment of presentation quality and audience interest so that this book includes the extended and revised versions of the very best papers of SIMULTECH 2014 Commitment to high quality standards is a major concern of SIMULTECH that will be maintained in the next editions considering not only the stringent paper acceptance ratios but also the quality of the program committee keynote lectures



participation level and logistics      *Operations Management* Antonella Petrillo, Fabio De Felice, Germano Lambert-Torres, Erik Bonaldi, 2021-03-03 Global competition has caused fundamental changes in the competitive environment of the manufacturing and service industries Firms should develop strategic objectives that upon achievement result in a competitive advantage in the market place The forces of globalization on one hand and rapidly growing marketing opportunities overseas especially in emerging economies on the other have led to the expansion of operations on a global scale The book aims to cover the main topics characterizing operations management including both strategic issues and practical applications A global environmental business including both manufacturing and services is analyzed The book contains original research and application chapters from different perspectives It is enriched through the analyses of case studies      **Encyclopedia of Healthcare Information Systems** Wickramasinghe, Nilmini, Geisler, Eliezer, 2008-06-30 Healthcare a vital industry that touches most of us in our lives faces major challenges in demographics technology and finance Longer life expectancy and an aging population technological advancements that keep people younger and healthier and financial issues area constant strain on healthcare organizations resources and management Focusing on the organization s ability to improve access quality and value of care to the patient may present possible solutions to these challenges The Encyclopedia of Healthcare Information Systems provides an extensive and rich compilation of international research discussing the use adoption design and diffusion of information communication technologies ICTs in healthcare including the role of ICTs in the future of healthcare delivery access quality and value of healthcare nature and evaluation of medical technologies ethics and social implications and medical information management      Artificial Intelligence in Medicine Carlo Combi, Yuval Shahar, Ameen Abu-Hanna, 2009-07-13 This book constitutes the refereed proceedings of the 12th Conference on Artificial Intelligence in Medicine in Europe AIME 2009 held in Verona Italy in July 2009 The 24 revised long papers and 36 revised short papers presented together with 2 invited talks were carefully reviewed and selected from 140 submissions The papers are organized in topical sections on agent based systems temporal data mining machine learning and knowledge discovery text mining natural language processing and generation ontologies decision support systems applications of AI based image processing techniques protocols and guidelines as well as workflow systems

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