

Master's Thesis

Title of project / Master's thesis	Visualisation of complex business process interdependencies in hospitals and healthcare organisations
Track	Special Track
Topic / Key words	Non-medical support services: Logistics, Infrastructure, Hygiene, Safety & Security, Hotels Services Strategic- tactical-operational levels Process interrelationships and (mutual dependencies) Hospitals
Supervisor	Nicole Gerber
Co-Supervisor	tbd
External partners	Hospitals
Place(s) of work	Wädenswil and/or external
Abstract	<p>In order for the medical core services of hospitals to fulfil their tasks, a very complex support system of non-medical services has to be in place. Since the introduction of the Swiss DRG (remuneration system), this area has come into the focus of strategic and operational leaders. However, because in the past the non-medical services were hardly ever or not involved in the strategic development of a hospital at all, and as Swiss healthcare organisations have little experience in looking at the entire enterprise in a holistic, interdisciplinary and hierarchical way, specific tools to apprehend and discuss the complex dependencies of business decisions are lacking. The goal of this master's thesis is therefore to develop a simulation tool capable of showing specific interrelationships and dependencies between hospital business processes, able to choose particular aspects and perspectives, and to holistically simulate the impact of strategic decisions for the organisation overall.</p> <p>Possible contexts are:</p> <ul style="list-style-type: none"> - impacts on processes when deciding about automation e. g. in logistics - range of possibilities for/use cases on the medical and non-medical processes when installing sensors in devices or infrastructure - influences when deciding about an enterprise-wide quality management system or safety & security policies <p>Target group of the thesis output are CEOs, CFOs and other managers in hospitals, as well as researchers at ZHAW IFM.</p>
Requirements	Willingness to work in a complex business environment and to simulate abstract contexts Interest in business processes
Comments	The IFM conducts research and development in the context of non-medical services from different perspectives and on different hierarchy levels. Depending on the interest of the student, the specific project partners and the current status of other projects, the research question and goal can be adapted accordingly. Insight into IFM contexts: https://www.zhaw.ch/en/lifm/institutes-centres/ifm/about-us/hospitality-management/fm-in-healthcare/www.zhaw.ch/ifm/fminhc-visu/en/



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