

Course Title: Business Process Analysis in Healthcare**Coordinating Unit:** Faculty of Digital Engineering – Business Process Technology**Semester:** 1 (2018/2019) **Credits:** 3**Lecturers:** Weske, Pufahl, Sachs

Processes are omnipresent in healthcare. Patients, doctors as well as nursing and laboratory personnel are integrated into treatment paths, but supporting processes, such as the logistics process of medicines, etc. also play a major role. The increasing demands on quality, efficiency and profitability of health care facilities are constantly increasing and require a strong understanding of processes in order to identify potential for improvement, innovation and automation.

In this lecture you will get to know process modeling as a technique for the recording, analysis, improvement and automation of various processes in healthcare (clinical pathways, SOPs, support processes, etc.). BPMN (Business Process Model and Notation), the most widely used process modeling language, is introduced. Because decisions in the context of health processes are also of central importance, DMN (Decision Model and Notation) will be explained as a standard for decision modeling and management. You will then apply the techniques you have learned during exercises and an internship. The internship will give small project teams the opportunity to take up real health processes and examine their potential for process improvement and innovation.

1. introduction to BPM in health care
2. process modeling with BPMN
3. process analysis and improvement
4. decision modeling and management with DMN

Applicable Module: Mandatory Module 'Business and Process Transformation in Digital Health'