Hastanelerde Süreç Yönetimi: Covid-19 Pandemisi Örneği

Process Management in Hospitals: A Sample Case of Covid-19 Pandemics

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ABSTRACT

Processes are a family of organized events that are systematically linked to each other causally or functionally in accordance with the direction of a program. On the other hand, process management is the way of ordering the production processes in a linear context, providing cost effectiveness, quality and time savings. Due to the specific characteristics of healthcare services, process management applications attain much importance for health industry. This study aims to explain the hospital level of the of COVID-19 pandemics with the algorithms of the processes in Turkey. With the developed algorithms, a roadmap was created for the detection, follow-up, treatment and discharge processes of the infection cases. It was observed that the algorithms created with the process management approach contributed functionally to the managers.