

Measuring process performance within healthcare logistics - a decision tool for selecting track and trace technologies - DTU Orbit (08/11/2017)

Measuring process performance within healthcare logistics - a decision tool for selecting track and trace technologies

Monitoring tasks and ascertaining quality of work is difficult in a logistical healthcare process due to cleaning personnel being dispersed throughout the hospital. Performance measurement can support the organization in improving the efficiency and effectiveness of processes and in ensuring quality of work. Data validity is essential for enabling performance measurement, and selecting the right technologies is important to achieve this. A case study of the hospital cleaning process was conducted at a public Danish hospital to develop a framework for assessing technologies in healthcare logistics. A set of decision indicators was identified in the case study to assess technologies based on expected process performance. Two aspects of performance measurement were investigated for the hospital cleaning process: what to measure and how to measure it.

General information

State: Published

Organisations: Department of Management Engineering, Management Science

Authors: Feibert, D. C. (Intern), Jacobsen, P. (Intern)

Number of pages: 25

Pages: 33-57

Publication date: 2015

Main Research Area: Technical/natural sciences

Publication information

Journal: Academy of Strategic Management Journal

Volume: 14

ISSN (Print): 1939-6104

Ratings:

Scopus rating (2016): SJR 0.143 SNIP 0.327 CiteScore 0.27

Scopus rating (2015): SJR 0.156 SNIP 0.396 CiteScore 0.35

BFI (2014): BFI-level 1

Scopus rating (2014): SJR 0.227 SNIP 0.622 CiteScore 0.35

BFI (2013): BFI-level 1

Scopus rating (2013): SJR 0.238 SNIP 0.45 CiteScore 0.29

BFI (2012): BFI-level 1

Scopus rating (2012): SJR 0.235 SNIP 0.401 CiteScore 0.27

BFI (2011): BFI-level 1

Scopus rating (2011): SJR 0.132 SNIP 0.331 CiteScore 0.23

BFI (2010): BFI-level 1

Scopus rating (2010): SJR 0.102 SNIP 0

BFI (2009): BFI-level 1

Original language: English

Electronic versions:

Measuring_process_performance.pdf

Source: FindIt

Source-ID: 2298659397

Publication: Research - peer-review › Journal article – Annual report year: 2016