

عنوان مقاله:

CPM-SIM: Clinical process management based on data-driven simulation

محل انتشار:

اولین کنفرانس مهندسی و مدیریت فرآیندهای کسب و کار (سال: 1402)

تعداد صفحات اصل مقاله: 16

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خلاصه مقاله:

The childbirth process is a complex and vital event that requires careful analysis and improvement. For a woman, this experience can shape her perspective on motherhood and even affect her mental health. Healthcare providers must prioritize improving the birth experience for women. In this interdisciplinary research, we have used a combination of business process modeling (BPM) and medicine in obstetrics and gynecology hospitals in Iran in four phases, which has led to an improved delivery experience and increased maternal satisfaction. The first phase is to model the main process and sub-processes of normal vaginal delivery (NVD). The second phase is the validation of the modeled clinical process using two methods of expert confirmation and using process mining (PM) via event logs recorded in HIS. The third phase is the analysis of the causes of maternal dissatisfaction in labor, and the fourth phase of the heuristics redesigning and improving the process, which we have presented for the first time in the new patient-oriented and treatment-oriented categories. Finally, simulation has been used to analyze the process in as-is and to-be states.

کلمات کلیدی:

(Childbirth process, business process modeling (BPM), simulation, process modeling, process mining (PM

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