

Abstract

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In this study I have investigated how (health) logistic performances can be improved by the management of GGZ regio Breda. This study took place at 'Care-network adults' (Zorgnetwerk volwassenen), one out of five 'Care-networks' of GGZ regio Breda.

This study was designed as a case study and includes a qualitative and a quantitative component. Interviews were held with healthcare professionals and managers from 'Care-network adults'. At first, patient flows within the different locations from the 'Care-network' were distinguished to analyse the processes patients follow. Also data was collected about the bottlenecks which occurred in relation to health operations processes. By using the datawarehouse from GGZ regio Breda quantitative data about logistic performances was generated and analysed. Together these qualitative and quantitative data were the basis for formulating conclusions and recommendations.

Within 'Care-network adults', processes on each location were organised differently. When controlling production in a logistic way, it is important to make clear which product is delivered (or can be delivered) to the customer (product definitions). This is the basis for allocation of resources (like the number of hours of a provider for a certain activity) is made possible.

Furthermore, it is not clear which clients are referred to GGZ regio Breda and what type of resources they need. The absence of product definitions aggravates this problem. The linkage between demand (of the clients) and supply (from GGZ regio Breda in the form of treatment and thus capacity) is missing.

Missing a clear view of supply in combination with lacking insight in demand, leads to a non-optimized logistic equipped organisation. The currently used information technology systems aggravates these problems, because the systems are not equipped to generate data which are important in a logistic way.

By describing the supply-side of 'Carenetwork adults' in terms of iso-processes (similar processes of patients) and by clarifying the demand-side we have the formula to improve logistic performances. Support in the form of information technology in this context is important.



