

Methodological Support for Business Process Redesign in Healthcare: Towards a Comprehensive Framework

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Abstract

Increasingly, healthcare institutions are facing pressure to improve their process performance in terms of cost, time, quality and flexibility. The redesign of business processes can significantly contribute to this objective. However, redesign projects are characterised by high risk of failure since sufficient methodological support is missing.

Existing research efforts that aim at developing methodological support for ‘business process redesign in healthcare’ are fragmented and performed in three different research domains, i.e. the management science, information systems, and healthcare domain. Therefore, this research project aims at developing a comprehensive framework that covers these three domains and gives an overview of key methodological decision areas and its accompanying options.

A structured literature review is conducted to establish the state-of-the art with respect to methodological support for business process redesign in healthcare. Typically, existing literature reviews in this field limit their attention to the body of knowledge in a single research domain. In addition, the underlying review protocols of these literature surveys are often imprecise and incomplete. Consequently, these literature reviews draw conclusions based on information that does not represent the existing body of knowledge in this cross-domain area.

This literature review is performed with the structure and rigor that we deem necessary to overcome the noted obstacles. More specifically, this literature review makes use of a detailed review protocol that was created prior to the actual execution of this literature review. We contend that by employing our approach, a) traceable results are produced; b) the set of studies that is finally selected is unbiased from personal preferences and representative for the existing body of knowledge regarding business process redesign in healthcare; c) a framework is presented that gives a comprehensive overview of key methodological decision areas and its accompanying options.