

ABSTRACT

Objectives: Since the health sector is progressively characterized by evermore becoming scarce financial and human resources, as a result new strategies must be developed to maintain or promote the level of quality of health services. For this purpose, many health facilities take into consideration to advance and optimize the process management within the health organisation and with the aid of IT to develop Workflow-Management-Systems, in order to achieve the desired objectives and also to be able to cope with the high pressure of modernization, which is essential in this area. It is therefore important to generate competitive advantages by minimizing the cost, increasing the quality and thereby to satisfy the needs of each patient. Hence, the aim of this thesis is to investigate the advantages and disadvantages of the use of Workflow- Management-Systems in detail, thereby to draw conclusions and also in a further step to identify gaps in this research area.

Design: In a first step, a theoretical basis is provided which consists mainly of definitional foundations, as well as from the theoretical framework which draws on the three theories, namely the Transaction Cost Theory, the Resourced-based View and the Technology Acceptance Model. But the most significant part of this work provides the empirical part which makes use of the of the Meta-Analysis, or rather the qualitative Meta-Analysis. With the aid of a coding scheme in compliance with the predetermined sequence of the Meta-Analysis, the descriptive analysis of in total 48 studies is realized.

Results: The results from the Meta-Analysis have basically shown that the healthcare organisations are becoming more and more aware of the benefits of the use of Workflow- Management-Systems, but its entire implementation is currently still in its infancy and therefore requires further research. The main difficulties arise from the high dynamics and complexity of medical work processes, whereby often unpredictable incidents occur which require high flexibility and therefore the support by a standard product is even more difficult. Other hindrances also seem to be the lack of acceptance of the staff, as well as the data privacy which is a problem due to the free availability of information. Nevertheless, also advantages are noticeable, such as the flattening of hierarchies, the creation of transparency or the better resource management which emerges by the automation of such processes.

Conclusion: Since the research is in its early stages, more attention should be paid in future work to the measurement of quality and the development of guidelines which provide standards concerning the access of sensitive patient data. More on, it is recommended to face the interac-

tion between man and machine, so that rejections of such systems are avoided and health facilities are thus not burdened even more financially.