BPM Applied to COPD Management

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Introduction

Chronic Obstructive Pulmonary Disease (COPD) occupies the third place in the list of causes of death, according with the WHO. As any chronic disease, the clinical process associated with COPD extends throughout the patient's life. Nowadays clinical processes are inefficient, generating deterioration in the quality of life of patients and high economic growth in the costs incurred by families, national public health systems and society in general.

1. Methods

An analysis has been performed through literature research of the main problems found out managing the disease according to the main national and international guides like Global Initiative for Chronic Obstructive Lung Disease (GOLD). We identified in which tasks of the clinical process these problems occur. We proposed a redesigned process using Business Process Management (BPM) strategy in order to get a more efficient process regarding the resource management, economic impact, reducing time and costs, and also a better patient care.

2. Results

As a result, a model using the standard Business Process Management Notation (BPMN) has been proposed. In this model the reduction of inaccurate diagnoses and unnecessary medical tests is achieved. Medical teams are more coordinated as they have accurate information at all times through patient outcomes.

3. Discussion

BPM applied to clinical process involves a new management paradigm in dealing with chronic diseases providing efficiency and patient satisfaction. BPM is a useful strategy not only to improve health administrative processes, but also clinical processes.

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