

Contents

Abstract	III
Resumen	V
Resum	VII
I Background	1
1. Introduction	3
1.1. Introducing Quality in Healthcare	3
1.2. Defining Quality of Care	3
1.3. Emergency Departments Idiosyncrasy	4
1.4. Measuring Healthcare Quality in Emergency Departments	5
1.5. Pursuing Continuous Quality Improvement in Emergency Departments	7
1.6. From Knowledge-Based to Data-Driven Analysis in Healthcare	8
1.7. Hypothesis, Research Questions and Objectives in Brief	9
1.8. Structure	10
2. Materials and Methods	11
2.1. Understanding the QoC for Bringing Better Outcomes	11
2.2. Continuous Quality Improvement Theories in Healthcare	13
2.3. Prioritizing and Tracking Healthcare Improvements	17
2.4. Data-Driven Strategies: What Makes the Difference?	20
2.5. Interactive Process Mining	22
II Interactive Process Indicators In Emergency Departments	27
3. Hypothesis	29
3.1. Hypothesis	29
3.2. Research Questions	30
3.3. Objectives	30
4. An IPI to Characterize Emergency Departments	33
4.1. Quality of Care in Emergency Departments	33
4.2. KPIs to Understand Emergency Departments Process	34
4.3. Emergency Department Functioning	35
4.4. Emergency Department Interactive Process Indicator	36
4.4.1. Age	37

4.4.2. Week Days	39
4.4.3. Revisits	40
4.4.4. Length of Stay	41
4.4.5. Exitus	42
4.5. A New Approach to Measuring QoC	44
5. An IPI to Measure the Value Chain in Stroke	45
5.1. Towards VBHC in the ED for Stroke Patients	45
5.2. The Stroke Process in the ED	48
5.2.1. Q1: Can Process Mining Detect and Measure the Characteristics of Stroke?	50
5.2.2. Q2: Is PM Able to Measure Organizational Changes Affecting ED processes?	51
5.2.3. Q3: Can PM Reveal Differences in ED Processes Depending on Patients Characteristics?	54
5.2.4. Q4: Can PM Evaluate the Status of the ED Protocol According to Gold Standards?	57
5.2.5. Q5: Can PM Provide a VBHC view of the Effects of the Care Provided?	59
5.3. Toward Measuring the Value Chain	61
6. PMApp for Co-Creating IPIs in Real Practice	63
6.1. Through an IPM Solution for Healthcare	64
6.2. PMApp: An Interactive Process Mining Toolkit	66
6.2.1. Experiment Designer	66
6.2.2. Ingestor Editor	68
6.2.3. PMApp Dashboard	69
6.3. Conclusions	73
III Conclusions	77
7. Conclusions and Future Work	79
7.1. Conclusions	79
7.2. Future Work	82
8. Main Original Contributions	85
8.1. Main Original Contributions	85
8.2. Associated Publications	85
8.2.1. Publications in Journals	86
8.2.2. Book Chapters	88
8.2.3. Conference Contributions	89
8.2.4. Special Sessions	91
8.3. Associated Projects	91
8.4. Recognitions	93
8.5. Other Contributions	93
8.5.1. Agreements	93
8.5.2. Technology Transfer	93

8.5.3. Medical Societies	94
8.5.4. Guest Speaker	94
8.5.5. Final Degree Projects	95
8.6. Contributions to the Objectives	95
Bibliography	99