

# Medical Process Management

## Speaker

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## Aims and structure

About five million people are employed in the German healthcare system, with two third of them working as healthcare professionals in one of 30 different professions. Of the remaining employees who do not treat nor care for patients, there is still a substantial part that needs medical knowledge and good understanding of the healthcare system in the daily, professional life. The master's degree program Medical Process Management (MPM) conveys medical basics and health competencies, know-how of quality and process management, and advanced knowledge of information technologies in the healthcare system. Aims of the degree program are an elevated patient's benefit and increased added value in the patient-centered care with both, effective and efficient processes. MPM is a non-consecutive M.Sc. degree program. It is designed as a full-time attendance study program that comprises at least three terms plus the time needed for writing the Master's thesis. The degree program starts in the winter term only. For successful completion of the degree program, 120 ECTS credit points must be obtained.

This degree program provides medical knowledge, deep proficiencies of the German healthcare system, and the effects of different healthcare systems on people's health status. Beyond that, the curriculum offers broadly diversified insights into business process management and the information technology with regard to medical sciences as well as the healthcare sector. Additionally, fundamental questions are dealt with concerning evidence-based medicine, quality and risk management, hospital and care management, strategic leadership, and psychology of communication. In this way, the degree program connects medicine and health-

care to business process management and information technology. Strengthening patient-orientation, improving the quality of medical care, and increasing efficiency in healthcare are the topics that make up the curriculum's key focus.

## The situation of the students

In the first place, the degree program addresses applicants who hold an above-average bachelor's degree in computer sciences, engineering, economic, or social sciences. Beyond that, students with a related, appropriate background or work experience in the healthcare sector will be permitted. Within the reporting period, 120 students, applied annually for admission to MPM (80% female). In both years half of the applicants were admitted after passing the qualification assessment exam. 60% of the students who were admitted finally accepted the university place. This means that the student cohort of the tenth year contains 45 students, whereas the the cohort of eleventh year comprises 41 students. Besides the diversity of the lessons described above, we also focus on the students' needs. As the majority of the students work alongside the degree program, the length of the study can be organized flexibly between three and six terms. Moreover, we established a four-days-week during the lecture periods in the first and third term and appropriate occupation is credited as study internship with up to 15 ECTS. Due to the different bachelor degrees of the students, we cope with the individual state of knowledge by offering four additional modules. With these, the students can substitute up to 20 ECTS of either redundant or less interesting lectures of the curriculum (75 ECTS). The Master's thesis (30 ECTS) can be conducted at one of the three faculties that are involved in the MPM degree program as well as at external institutions – with an additional supervisor of FAU. The students of each academic year elect a female and male term speaker who represent the interests of the cohort and who have a seat in the study committee. The results of the lecture evaluation are presented to students and lecturers and are subsequently discussed to develop measures for optimizing the lessons.

## Profile and perspectives

The degree program is characterized by its pronounced inter-professional interconnectedness of the lectures which guarantees the successful imparting of the necessary knowledge and skills. More than 100 professors, physicians, scientists, lecturers, and guest lecturers are engaged in 35

lectures. Most of these people represent professions and disciplines of the healthcare supply: Medicine, care, engineering, administration, industry, and healthcare management industry. MPM is a "highly application-oriented" degree program – therefore the topics innovation, leadership, management, and change play a pivotal role. The competence to link the theoretical knowledge to practical experience can only be acquired in companies themselves during internships, study-related occupation, and the Master's thesis.

MPM is an innovative approach to tackle the challenges faced by healthcare systems in industrialized countries. No other university in Germany offers so far an equal program. The degree program is geared towards the growing demand the healthcare market displays for specialists with analytical expertise in medical issues. Among other things, graduates are capable to analyze, plan, implement, and evaluate processes which take place in an interinstitutional and interprofessional realm. They are thus qualified, for instance, to work as process managers in hospitals and large group practices, as case managers for health insurers, and as managers of health networks. Furthermore, graduates are able to work for companies belonging to the pharmaceutical and medical engineering industry. The same applies to consulting companies, IT manufacturers, and healthcare management organizations. So far, graduates have consistently been able to quickly gain ground on the labor market, having found very good jobs in the healthcare system.



Graduate students 2017



Graduate students 2018 with Dean and program representative (photo: FAU/C. Warter)