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#### **Business Process Management**

- Introduction and Core Concepts
- Motivation
- Core Concepts
- Components
- Life cycle

#### Healthcare: Issues

- Increasing number of deaths from diseases
- Challenges due to demographic changes
- Longevity in Life Expectancy
- Prevalence of Chronic diseases
- Medical Errors



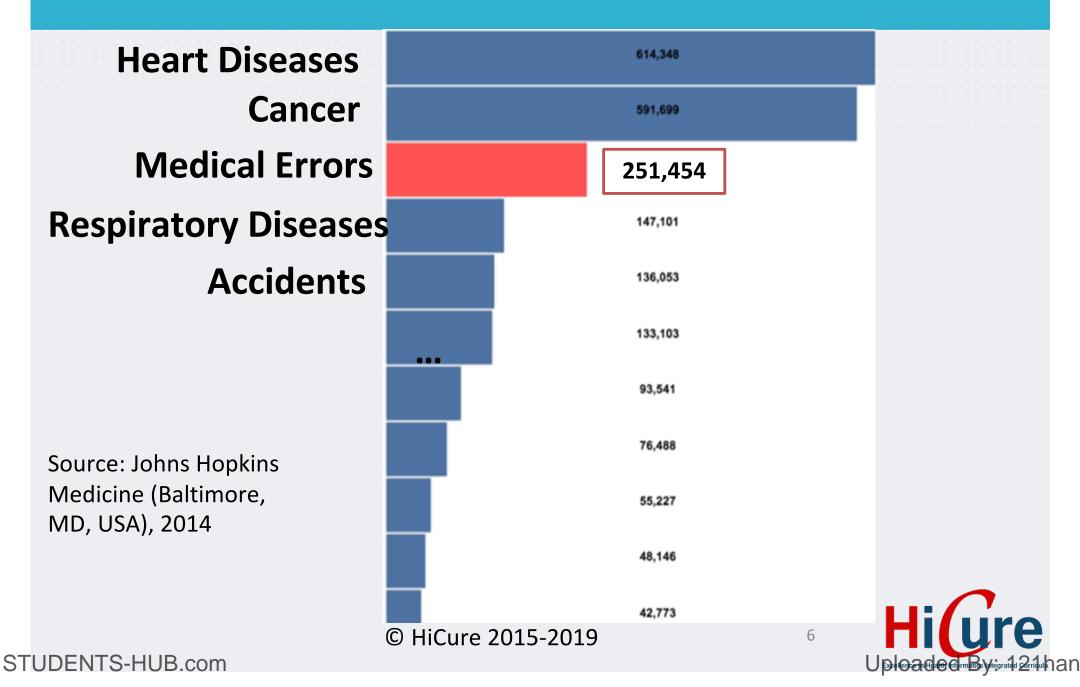
## Healthcare: Human Errors

#### • Human Errors:

- 44,000 to 98,000 die in US annually from medical errors
  - at 44,000, would rank as 8th leading cause of death
    - car accidents: 43,458
    - breast cancer: 42,297
    - AIDS: 16,516
- 7000 deaths from medication errors alone (IOM Report, <u>1999</u>)

Medication errors: in the US, 80,000 people died in 2004. (i.e. 8th cause of death) (IOM Report, **2004**)

#### Deaths Due to Disease



# The Demography is Changing

Demographic projection Demographic change is transforming the World and EU:

- 1. longer lives
- 2. low fertility and
- 3. inward migration

are its key aspects.

The extent and speed of population ageing depend on future trends in these three factors.



## Life Expectancy in Europe



Source: Eurostat

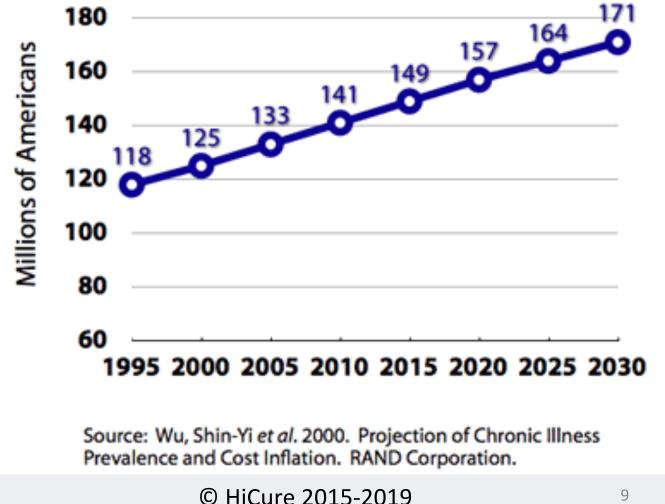
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## Implications

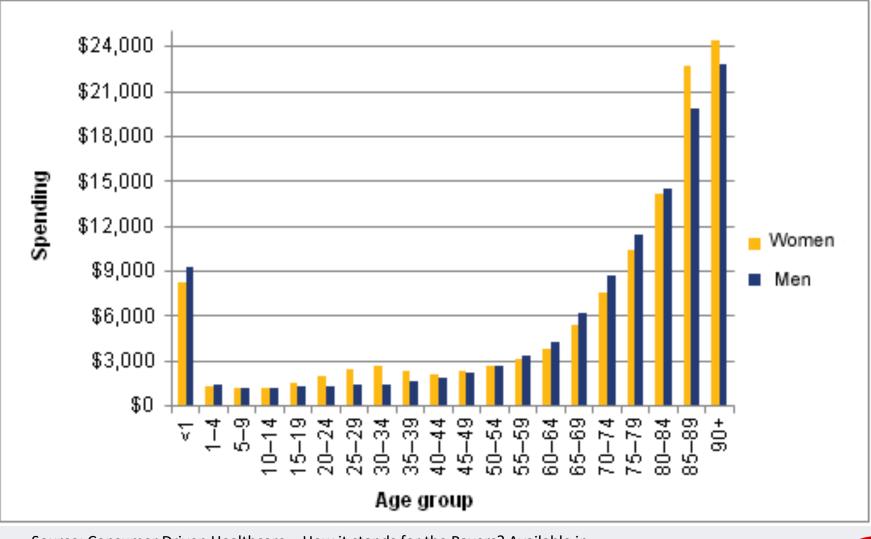
#### Prevalence of Chronic Disease in the U.S.



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# The Healthcare Costs by age group



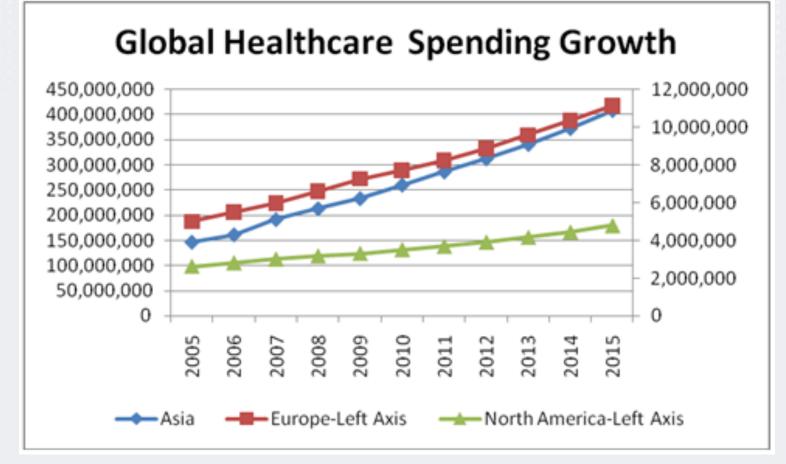
Source: Consumer Driven Healthcare – How it stands for the Payers? Available in http://www.nalashaa.com/consumer-driven-healthcare-stands-payers/

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## **Global Healthcare Costs**



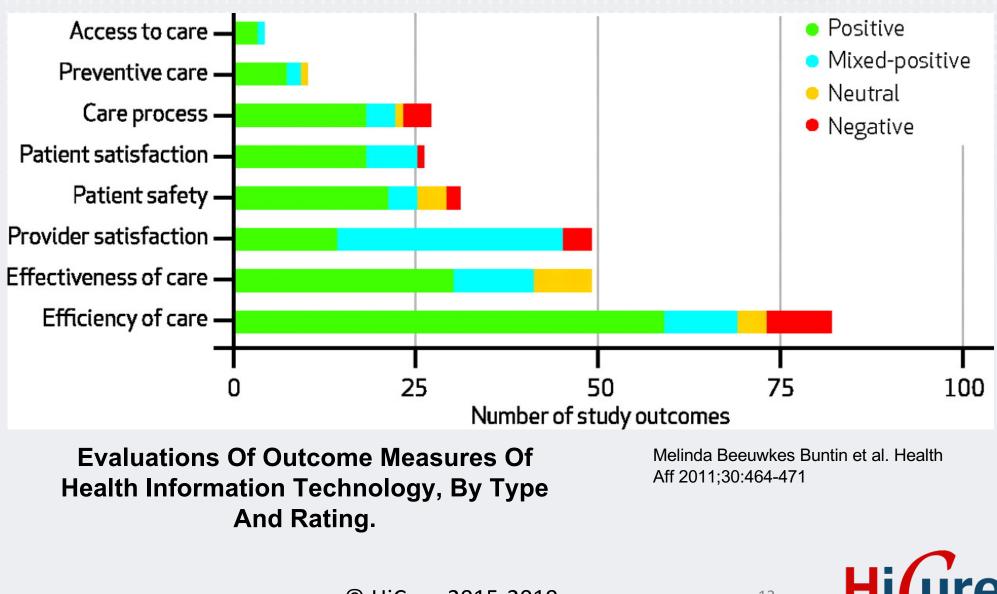
Source: IHS Global Insight Study Shows Slow Growth for European Drug Sales through 2015

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#### Healthcare: Areas for Improvements



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Uper Contract Contrac