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Nota di contenuto	1 Introduction -- 1.1 Complexity of Health Care Systems -- 1.2 Changes in Health Care Systems -- 1.3 Challenges for Hospital Management -- 2 Research Problem -- 3 Aims -- 4 Methodical Approach -- 4.1 Foundation of the Methodology -- 4.2 Structure of the Thesis -- 5 Results of the Development of DERESIS Model -- 5.1 Situation of Resource Management using the Example of Sterile Goods Management in Hospitals -- 5.2 Knowledge Requirements of DERESIS Model -- 5.3 Development of the Theoretical DERESIS Model -- 5.4 Evaluation of the DERESIS Model -- 6 Discussion -- 6.1 Discussion of the Methodology for the Development of the DERESIS Model -- 6.2 Discussion of the Results -- 6.3 Strengths and Weaknesses of this Study -- 6.4 Transferability -- 7 Future Research -- Acknowledgment -- Reference -- Glossary -- Appendix -- Appendix 1: Overview of Medical Decision Making -- Appendix 2: The 6-layer Model -- Appendix 3: The Layout of CSSD -- Appendix 4: The General Flow of Sterile Goods between Operating Theatre and Central Sterile Supply Department -- Appendix 5: Five Scale Fuzzy Linguistic of Performance Values in Hospital of In-house and Outsourcing Sterile Goods -- Appendix 6: Five Scale Fuzzy Linguistic of Weight of Importance of Each

Criterion -- Appendix 7: Five Scale Fuzzy Number of Performance Values in Hospital of In-house and Outsourcing Sterile Goods -- Appendix 8: Five Scale Fuzzy Number of Weight of Importance of Each Criterion -- Appendix 9: Symbol.

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## Sommario/riassunto

This book develops and assesses a decision-making model for resource management in complex work systems in line with the "Systems Engineering" method. It applies the Balanced Scorecard to the development of the criteria system for decision-making, and employs fuzzy linguistics theory to evaluate the alternatives. Further, the book assesses the application of this model in a hospital that has to decide whether or not to outsource its sterile goods. The use of the model opens up a diverse range of fields for decision-making in the area of complex work systems.

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