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Nota di contenuto	T. Foster, Non-emergency patient transfer scheduling and assignment -- Y.-H. Kuo, Non-emergency patients transportation with the consideration of user inconvenience -- P. Landa, Modelling hospital internal medicine wards to address patient complexity: a simulation-optimization approach -- C. Busby, Benefits of a Broader View: Patient Flow Modelling of Congested Hospitals -- L. Boyle, Coxian phase-type regression models for understanding the relationship between patient attributes, overcrowding, and length of stay in hospital emergency departments -- V. Bélanger, A Realistic Simulation Model of Montreal

Emergency Medical Services -- F. Visintin, A two-phase approach to the Emergency Department Physician Rostering Problem -- P. Vanberkel, Using a slotted queueing model to predict the efficacy of Physician absent Emergency Department for rural communities -- K. Shin, A Meta Algorithm For Reinforcement Learning: Emergency Medical Service Resource Prioritization Problem in an MCI as an example -- C. Dosi, Facing Implementation barriers to simulation studies -- I. Marques, Reallocating operating room time: a Portuguese case -- K. Moons, Evaluating replenishment systems for disposable supplies at the operating theater: a simulation case study -- A. Orn Sigurpalsson, Stochastic surgery scheduling under a balanced ratio of in- and outpatients and ward uncertainty -- S. Germain, Multicriteria Scheduling Optimization in Home Health Care -- M. Shiri, 15. A Two-Phase Method for Robust Home Healthcare Problem: A Case Study -- L.-M. Rousseau, Adverse Event Prediction by Telemonitoring and Deep Learning -- A. Guinet, Mass casualty events: a decision making tool for home health care to discharge conventional hospitals -- N. Lahrichi, Simultaneous optimization of appointment grid and technologist scheduling in a radiology center -- B. Vieira, Mathematical programming models for radiotherapy scheduling with time windows -- R. Aringhieri, 20. Pattern-based online algorithms for a general patient-centred radiotherapy scheduling problem -- A. Robbes, Multi-level heuristic to optimize the chemotherapy production and delivery -- N. Aslani, Appointment type-based access time evaluation in primary care -- S. Yalçında, Uncertainty in the Blood Donation Appointment Scheduling: Key Factors and Research Perspectives. .

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#### Sommario/riassunto

This book demonstrates how optimization, system engineering and statistics can help to improve health care provision and health systems. It gathers the proceedings of the Fourth International Conference on Health Care Systems Engineering (HCSE 2019), which was held in Montreal, Canada, from May 30 to June 1, 2019. The conference provided an opportunity to discuss operations management issues in health care delivery systems, and allowed scientists and practitioners to exchange their latest ideas, methods and technologies for improving the operation of health care organizations. The event was hosted at the Mother and Child University Hospital CHU Sainte-Justine in Montreal, and each session was co-chaired by a discussant from clinical practice, so as to promote close collaborations with clinicians. The respective chapters cover a broad range of concrete problems that pose challenges for researchers and practitioners alike: hospital drug logistics, operating theatre management, blood donation, home care services, modelling, simulation and process mining, and data mining at patient care and health care organizations. .

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