



University of St.Gallen

School of Medicine

Theses

supervised by the chair of Health Care Management

Bachelor thesis «Controlling of Critical Incident Reporting Systems in Swiss Healthcare Organisations - Development and Validation of an Indicator-Based Framework», Alex Tamagni, BA, 2022

Abstract:

This thesis aims to develop an indicator-based framework to provide Swiss healthcare organisations with a controlling tool for Critical Incident Reporting Systems (CIRS). A literature review led to the development of the framework, which allows for a comprehensive evaluation of CIRS through quantitative and qualitative indicators. The indicators are grouped into three distinct controlling areas, which aim to assess different aspects, such as the use, effectiveness, efficiency, costs and benefits of the reporting system. To determine the validity of the framework, a qualitative approach was defined. Four semi-structured interviews with experts were conducted. The qualitative analysis of the resulting empirical data enabled the adaptation and further development of the framework. The resulting framework has a great potential to be considered as a reference point for an indicator-based assessment of CIRS in Swiss healthcare organisations, as it includes significant and easily implementable indicators.