

## "Real cases in health care operations management"

The development of new and expensive technology, increasing demand for health care, population ageing, today's demanding customers and increased pressure on costs impact on the need for more efficient and effective health care services. This can be achieved through prescriptive analytics based on optimization techniques to support decision making and ensure that services are created and delivered successfully to patients. This talk focus on some ongoing projects in collaboration with Portuguese health care providers – hospitals, emergency medical services and blood services - that aim to achieve these goals. A selection of problems related with operating room planning and scheduling, integrated staff scheduling, ambulance logistics, and blood supply chain will be discussed.