



Workshop 2026

Healthcare Systems Engineering and Operations Management Essentials for Better Healthcare Delivery Systems










Dr. Mohammad T. Khasawneh, Ph.D.

SUNY Distinguished Professor and Director / Binghamton University

 **Friday, 19th June 2026**

 **Hospital da Luz, Lisbon, Portugal**

Plan of the Day

09:00		Registration
09:30		Session I/Start
11:00		Coffee Break
11:30		Session II
13:00		Lunch Break
14:00		Session III
15:30		Coffee Break
16:00		Session IV
17:30		Closing Remarks

Workshop Topics

- Introduction and Workshop Objectives
- Industrial Engineering vs. Healthcare Systems Engineering
- Fundamentals and Current State of Healthcare Delivery Systems
- Evolution of Healthcare Delivery & Complexity
- Never Events, Medical Errors, and More
- Healthcare Quality Actions and Six Aims
- Systems Engineering for Building Better Delivery Systems
 - Medical Education (American Medical Association – AMA)
 - Health Systems Science
- Optimization & Operations Research
 - Introduction
 - Example
- Human Factors and Ergonomics in Healthcare
- Continuous Process and Quality Improvement
- Lean and Lean Healthcare vs. History of Toyota Production System
 - Fundamental Concepts
 - Lean Thinking Tools
 - Sample Tools
 - Case Study
- Six Sigma Methodology
 - Introduction
 - DMAIC Framework
 - Sample Tools
 - Case Study
- Conclusion and Final Remarks

Venue

Hospital da Luz Learning Health
Lisbon, Portugal

How to get there

Avenida Lusíada, 100 - 1500-650 Lisboa
Auditorium 2, Building "C" (Main Entrance next
to Shopping Colombo), Floor -1

Metro: Colégio Militar/Luz (Blue Line)

Bus: Several Carris routes stop directly
at Hospital da Luz

Parking: Underground parking available on-site



Lunch and coffee breaks are included in the plan of the day

Check-in

Realizado junto aos Auditórios:

09h00 - 09h30

Questions + info

Diogo Silva,
CBeRa Project Manager
diosilva@ucp.pt / +351 919 157 808



Funded by
the European Union