

## **Developing an industrial engineering and health care research agenda**

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Recognizing the important contributions that the engineering community can make to health care, the Agency for Healthcare Research and Quality and the National Science Foundation sponsored a workshop to establish a research agenda at the intersection of industrial and systems engineering and health care. A background report both summarizing and analyzing thirteen reports published since the turn of the century (<http://www.team-psa.com/AHRQ-HIT2009/material.asp>) was created and disseminated to approximately 30 leaders of both fields. With the background report serving as a basis for discussion, these leaders convened in Washington DC to work in both small and large groups to provide direction for a research agenda. Key themes that emerged during the workshop included that both investigational activities and research training and education must balance tensions between 1) standardization versus mass customization of health care delivery; 2) solving today's problem versus working toward a vision of future; 3) rapid change versus systematic planning, 4) investment in human resources versus nonhuman resources, 5) individual organizations versus multiple organizations as units of analysis for health care improvement. This session will offer an opportunity for members of The Institute of Industrial Engineering to learn about and comment on the completed research agenda and report.

Word Count = 198