Insight is a key step toward being able to make the best decisions and take the most appropriate actions. Examples of engagement (SOE) are always evolving and generating new customer-centric experiences and new opportunities to support travel behavior changes and make the best use of limited public funds. It offers you a sound perspective on the next big things in logistics management.

From a logistics perspective patients pass through different care functions, units, organisations and health facilities. It is important to understand that the healthcare sector is a complex system, where the performance and productivity of each individual care unit are important, but can be affected by various factors such as the overall system's structure, interactions between different units, and the quality of care provided.

Theoretically, the operationalisation is done by systems theory creating compatibility between logistics and healthcare management. This approach allows for the development of a comprehensive understanding of the healthcare sector as an integrated system of care delivery processes, which can be improved through the application of various operational strategies and techniques.

The main results of this study include a set of 21 areas identified for analysing today's practices by means of features for care chain effectiveness. High care chain effectiveness is thus a desired condition and the care delivery processes can be improved by focusing on these areas. The operationalisation of these features is in turn used to analyze today's practices. Systematically, the research is based on qualitative data from interviews with healthcare professionals and experts in the field. The data is collected through semi-structured interviews with healthcare professionals, where the interview questions are designed to capture the characteristics and features of the healthcare sector.

The data is gathered through interviews, insights into management systems and document analysis. One of the main challenges in studying healthcare is the complexity and diversity of the sector, which makes it difficult to capture all aspects of care chain effectiveness. Another major result is the four important concepts revealed through the operationalisation: lead time, the performance of the care chain, quality of care, and cost of care. These concepts are important for improving care chain effectiveness. The main results is the 21 areas identified for analysing today's practices by means of features for care chain effectiveness.